



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 7

List View

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

Procurement Folder: 986667

Procurement Type: Central Master Agreement

Vendor ID: VS0000039381

Legal Name: INTERNATIONAL SOFTWARE SYSTEMS INC

Alias/DBA:

Total Bid: \$5,447,436.80

Response Date: 03/03/2022

Response Time: 12:21

Responded By User ID: BDGroup

First Name: Erina

Last Name: Rajbhandari

Email: bdgroup@issi-software.c

Phone: 3019829700

SO Doc Code: CRFQ

SO Dept: 0803

SO Doc ID: DOT2200000122

Published Date: 2/24/22

Close Date: 3/3/22

Close Time: 13:30

Status: Closed

Solicitation Description: ADDENDUM NO_1 WVDOT IT Temporary Staffing Services

Total of Header Attachments: 7

Total of All Attachments: 7



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

State of West Virginia
Solicitation Response

Proc Folder: 986667
Solicitation Description: ADDENDUM NO_1 WVDOT IT Temporary Staffing Services(81220053)
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2022-03-03 13:30	SR 0803 ESR03032200000005360	1

VENDOR
VS0000039381
INTERNATIONAL SOFTWARE SYSTEMS INC

Solicitation Number: CRFQ 0803 DOT2200000122
Total Bid: 5447436.799999999813735485076 **Response Date:** 2022-03-03 **Response Time:** 12:21:59
Comments: Thank you for giving International Software Systems, Inc. the opportunity to respond to the temporary staffing need for the West Virginia Department of Transportation. We look forward to serving the Agency with all your staffing needs.

FOR INFORMATION CONTACT THE BUYER
John W Estep
304-558-2566
john.w.estep@wv.gov

Vendor Signature X **FEIN#** **DATE**

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Senior Mainframe Application Analyst				791876.80

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments: On-Site

Extended Description:

Senior Mainframe Application Analyst

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Mainframe Application Analyst				704849.60

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments: On-Site

Extended Description:

Mainframe Application Analyst

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Senior Application Oracle Database Administrator				835411.20

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments: On-Site

Extended Description:

Senior Application Oracle Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Application Oracle Database Administrator				791876.80

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments: On-Site

Extended Description:

Application Oracle Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Senior Application DB2 Database Administrator				878883.20

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments: On-Site

Extended Description:

Senior Application DB2 Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Application DB2 Database Administrator				835411.20

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments: On-Site

Extended Description:

Application DB2 Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	PC Programmer Analyst				609128.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments: On-Site

Extended Description:

PC Programmer Analyst



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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 986667

Doc Description: WVDOT IT Temporary Staffing Services (81220053)

Reason for Modification:

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2022-02-15	2022-03-03 13:30	CRFQ 0803 DOT2200000122	1

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code: vs0000039381

Vendor Name : International Software Systems, Inc.

Address : 7337 Hanover Parkway, Suite A

Street :

City : Greenbelt

State : MD

Country : USA

Zip : 20770

Principal Contact : Erina Rajbhandari, Director, Finance and Contract Administration

Vendor Contact Phone: 301-886-8906

Extension:

FOR INFORMATION CONTACT THE BUYER

John W Estep
304-558-2566
john.w.estep@wv.gov

**Vendor
Signature X**

FEIN# 52-1915109

DATE March 2, 2022

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

ADDITIONAL INFORMATION**REQUEST FOR QUOTATION:**

The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Department of Transportation (WVDOT) to establish multiple open-end contracts for information technology temporary technical staffing services. Per the Bid Requirements, Specifications, Terms and Conditions attached to this Solicitation.

INVOICE TO

DEPT. OF TRANSPORTATION
1900 KANAWHA BLVD E,
BLD. 5 RM-720

CHARLESTON WV
US

SHIP TO

DEPT. OF TRANSPORTATION
1900 KANAWHA BLVD E,
BLD. 5 RM-720

CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Senior Mainframe Application Analyst				

Comm Code**Manufacturer****Specification****Model #**

80111609

Extended Description:

Senior Mainframe Application Analyst

INVOICE TO

DEPT. OF TRANSPORTATION
1900 KANAWHA BLVD E,
BLD. 5 RM-720

CHARLESTON WV
US

SHIP TO

DEPT. OF TRANSPORTATION
1900 KANAWHA BLVD E,
BLD. 5 RM-720

CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Mainframe Application Analyst				

Comm Code**Manufacturer****Specification****Model #**

80111609

Extended Description:

Mainframe Application Analyst

INVOICE TO				SHIP TO			
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720				DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Senior Application Oracle Database Administrator				

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Senior Application Oracle Database Administrator

INVOICE TO				SHIP TO			
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720				DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Application Oracle Database Administrator				

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Application Oracle Database Administrator

INVOICE TO				SHIP TO			
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720				DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Senior Application DB2 Database Administrator				

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Senior Application DB2 Database Administrator

INVOICE TO				SHIP TO			
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720				DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Application DB2 Database Administrator				

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Application DB2 Database Administrator

INVOICE TO				SHIP TO			
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720				DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	PC Programmer Analyst				

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
PC Programmer Analyst

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2022-02-24

	Document Phase	Document Description	Page 6
DOT2200000122	Final	WVDOT IT Temporary Staffing Services (81220053)	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

West Virginia Ethics Commission



Disclosure of Interested Parties to Contracts

Pursuant to *W. Va. Code* § 6D-1-2, a state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of \$1 million or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract. In addition, the business entity awarded a contract is obligated to submit a supplemental Disclosure of Interested Parties reflecting any new or differing interested parties to the contract within 30 days following the completion or termination of the applicable contract.

For purposes of complying with these requirements, the following definitions apply:

"Business entity" means any entity recognized by law through which business is conducted, including a sole proprietorship, partnership or corporation, but does not include publicly traded companies listed on a national or international stock exchange.

"Interested party" or *"Interested parties"* means:

- (1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors;
- (2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract. (This subdivision does not apply to a publicly traded company); and
- (3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency. (This subdivision does not apply to persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.)

"State agency" means a board, commission, office, department or other agency in the executive, judicial or legislative branch of state government, including publicly funded institutions of higher education: Provided, that for purposes of *W. Va. Code* § 6D-1-2, the West Virginia Investment Management Board shall not be deemed a state agency nor subject to the requirements of that provision.

The contracting business entity must complete this form and submit it to the contracting state agency prior to contract award and to complete another form within 30 days of contract completion or termination.

This form was created by the State of West Virginia Ethics Commission, 210 Brooks Street, Suite 300, Charleston, WV 25301-1804. Telephone: (304)558-0664; fax: (304)558-2169; e-mail: ethics@wv.gov; website: www.ethics.wv.gov.

West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts

(Required by W. Va. Code § 6D-1-2)

Name of Contracting Business Entity: International Software Systems, Inc. **Address:** 7337 Hanover Parkway
Suite A

Name of Authorized Agent: Erina Rajbhandari **Address:** Greenbelt, MD 20770

Contract Number: CRFQ 0803 DOT2200000122 **Contract Description:** WVDOT Temporary Staffing Services (81220053)

Governmental agency awarding contract: WV Department of Transportation

☐ Check here if this is a Supplemental Disclosure

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below (*attach additional pages if necessary*):

1. Subcontractors or other entities performing work or service under the Contract

☒ Check here if none, otherwise list entity/individual names below.

2. Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)

☐ Check here if none, otherwise list entity/individual names below.

Bhaskar Ganti

3. Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)

☒ Check here if none, otherwise list entity/individual names below.

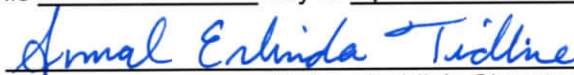
Signature:  Date Signed: March 2, 2022

Notary Verification

State of Maryland, County of Prince George's:

I, Erina Rajbhandari, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this 2nd day of March, 2022



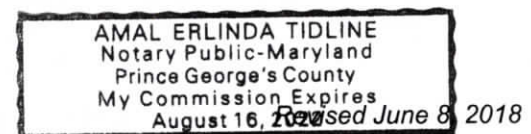
Notary Public's Signature

To be completed by State Agency:

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____



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: International Software Systems, Inc.

Authorized Signature: *Erina* Date: March 2, 2022

State of Maryland

County of Prince George's, to-wit:

Taken, subscribed, and sworn to before me this 2nd day of March, 2022

My Commission expires August 16, 2022.

AFFIX SEAL HERE

NOTARY PUBLIC

Amal ERLINDA Tidline

AMAL ERLINDA TIDLINE
Notary Public-Maryland
Prince George's County
My Commission Expires
August 16, 2022



West Virginia Department of Transportation *Information Technology Temporary Staffing Services* *Request for Quotation*

Technical Proposal Volume I **Submission Date: March 3, 2022**

Submitted by:

Mr. Bhaskar Ganti, President/CEO
International Software Systems, Inc.
7337 Hanover Parkway
Greenbelt, MD 20770
Tel: (301)886-8900
Cell: 301-704-2604
Fax: (301)982-0500
Email: bganti@issi-software.com

Submitted to:

John W Estep
Department of Administration
Purchasing Division
2019 Washington St E
Charleston, WV 25305
Tel: (304)558-2566
Email: john.w.estep@wv.gov



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1. Executive Summary

International Software Systems, Inc. (ISSI) appreciates the opportunity to respond to the West Virginia Department of Transportation (WVDOT) Information Technology Temporary Staffing Services providing IT services to all the entities within the department in assisting with all IT efforts. ISSI has espoused a professional and diverse IT solutions workforce for over 25 years, for both in-house requirements and staffing requirements of external agencies, following the best practices of candidate vetting, on boarding, training, and managing the complete staff lifecycle. We have an exclusive department at ISSI – *Professional Services* - solely dedicated to the recruiting of IT resources and fulfilling staffing requirements for projects of all scopes, sizes, and complexities.

ISSI has vast experience providing operations and maintenance services, implementing updates/modifications to various public and private agencies' systems, through a team of resources and staffing plans that best satisfy the agency's requirements. An integral component of a durable infrastructure is continuous monitoring through assessments and reviews of the system. Our team uses a methodical approach in assessing the current systems, analyzing requirements, identifying challenges, and addressing them efficiently.

The proposed team will coordinate with the agency personnel and work on the systems to resolve any production issues, maintain/improve system integrity and data security, test the systems extensively, resolve defects or performance issues and implement updates and enhancements, to ensure system stability and responsiveness. Documented standard processes of the maintenance support will help the agency accommodate future enhancements to the systems.

Staffing supporting various client applications/systems

Social Security Administration
(SSA) - **80+** Resources

Environmental Protection Agency
(EPA) - **26+** Resources

Food and Drug Administration
(FDA) - **10+** Resources

Maryland Department of Health
(MDH) - **8+** Resources

ISSI's engagement with the Environmental Protection Agency, entailed operations and maintenance support of 35+ applications for the Office of Administration and Resources Management (OARM). The post-implementation operations and maintenance services at the Maryland Insurance Administration (MIA) for their public-facing web-based *Enterprise Complaint Tracking System* (ECTS), involved technical support via our Help Desk and software updates and security patches to fix bugs in conformance with the corresponding SLAs. At SSA, ISSI has managed numerous systems both public-facing and internal, throughout the Social Security Administration and have implemented multiple mainframe systems and documented the architecture and system flow.

To summarize, ISSI has perfected the process of recruiting professional resources over the years and is well versed in identifying, vetting, and selecting the right candidate for each requirement. Our vast and rich experience in staff augmentation, coupled with strong past engagements involving operations and maintenance services, will bring value to the West Virginia Department



of Transportation. Our proposed team of resources will maintain, operate, and update your critical systems, supporting WVDOT's mission goals.

2. Capabilities

Established in 1995 and located in Greenbelt, MD, ISSI is a *CMMI level III, ISO 9001:2015* (Quality Management processes and standards) and *ISO 27001:2013* (security processes and standards) certified company. We have an unprecedented track record of providing staff to assist organizations in developing, upgrading, and customizing Applications, Systems, and Critical Mission-Support Processes, along with driving innovation and successful business strategies.

Reference 1 - Leidos September 2013 -Present	
Contact Name: Amber Garrison	Title: Senior Staffing Manager Leidos, SSA ITSSC II
Phone #: 443-316-6820	Email: amber.garrison@leidos.com
Project Dollar Amount: \$63M	
Period of Performance: September 2013 - Present	
Project Title & Summary: Information Technology System Support Contract (ITSSC)	
Leidos Subcontract No: P010218875	
<p>The Social Security Administration offers numerous online services to businesses, the government, and the public. SSA's business strategy is to draw and engage more users to conduct business online, triggering new business processes, and modernization initiatives.</p> <p>Enhancing customer experience relies on a skilled workforce, effective use of technology, and streamlined policies and procedures. As outlined in the SSA's IT Vision, the agency has made significant investments in the IT domain to re-engineer its software systems, applications, and databases, to build a more robust IT infrastructure, and change how the Agency does business. The Agency Strategic Plan charts the course for SSA to sustain a high level of performance on core workloads for long-term improvement of the services that the Agency provides to the public.</p> <p>As a valuable partner to Leidos, ISSI supports the Task orders arising out of the Information Technology System Support Contracts (ITSSC) I and 2 Indefinite Delivery and Indefinite Quantity (IDIQ). Our Team develops systems that are highly available, scalable, and are web-based. The lifecycle activities for software improvement and web/interface design include design alternatives, user-centered design, development, integration, and implementation.</p> <p>Our technical professionals work in multi-platform environments utilizing SDLC Agile and Waterfall methodologies to develop, integrate, modernize, and enhance existing web systems. The lifecycle activities for software improvement and web/interface design include but are not limited to planning, business process/application analysis, requirements definition, design, development, testing/validation, user-centered testing, accessibility compliance testing, integration, implementation, and deployment. We have provided 80 qualified resources who</p>	

develop projects in agile, waterfall, and hybrid methodologies, using current and innovative technologies to accomplish SSA's vision of making the systems more accessible, secure, and easy to use.

The team members we have provided in support of the projects include but are not limited to:

- Technical Leads
- Business Analysts
- Mainframe Application Analyst
- Oracle Database Administrator
- Programmer Analyst
- Software Developers
- System Programmers
- Senior Enterprise Architects
- Senior Postgres SQL DBA
- Technical Writers
- Information Security Specialists
- QA Testers
- Business Analysts
- System Administrators
- Database Specialists

**Reference #2 - Social Security Administration, Office of Learning Management
March 2010-Sept 2020**

Contact: Ms. Therese Hemmings
Social Security Administration (SSA)
Office of Learning (OL)
6401 Security Boulevard
Suite 100 East High Rise, Baltimore,
Maryland 21235

**Title: Contract Specialist, Office of
Acquisition and Grants**

Phone #: 410-965-0527

Email: Terry.hemming@ssa.gov

Project Dollar Amount: \$16.5M

Period of Performance: March 2010 – September 2020

Project Title & Summary: Information Technology System Support Contract (ITSSC)

Contract Numbers: SS-15-40024 / 28321317A00040009

ISSI provided the Social Security Administration with a Commercial, Off the Shelf (COTS) software product, associated licenses, maintenance, training, and support services for a

Learning Management System (LMS). The LMS was first implemented on a pilot basis and then rolled out nationally.

ISSI managed the project with:

- Program Manager
- Implementation Specialist
- Database Administrator
- Testers
- Trainer
- Help Desk Specialists
- Information Security Specialists

ISSI delivered the SumTotal Enterprise Learning Management System as a managed service to include:

- Program and Project Management services
- SumTotal LMS software, end-user licenses, annual license renewals
- Systems Management including internet access, server hardware with Windows Server software
- Microsoft SQL Server
- Annual systems and application software upgrades
- Monthly Security scans and patches
- Learning Administrator Training
- Information Security management that included Initial and Annual Risk Assessment, Security Plan, Security Policies and Procedures, and Security Monitoring.
- Bi-Directional transfer of HR and Training data between SSA HR systems and the LMS
- Tier 1 End User, Tier 2 Application, and Tier 3 System Support to 91,500 end-users

Enhancing customer experience relies on a skilled workforce, effective use of technology, and streamlined policies and procedures. As outlined in the SSA's IT Vision, the agency has made significant investments in the IT domain to re-engineer its software systems, applications, and databases, to build a more robust IT infrastructure, and change how the Agency does business. The Agency Strategic Plan charts the course for SSA to sustain a high level of performance on core workloads for long-term improvement of the services that the Agency provides to the public.

ISSI also engaged in:

- Processes for managing reporting status
- Standard Operating Procedures for managing the services,
- Software Customizations
- Database management, backups, recovery, and support services
- Process and Configuration Workshops and configuration of the application
- Periodical review of new features and functionality

The ISSI LMS Team maintained a 99.99% system availability throughout the 12-year term of the BPA.

In collaboration with SSA, ISSI performed a Security Risk Assessment to determine the risks posed by external and internal threats based on the nature of the information stored in the system. We developed, implemented, and maintained a System Security Plan and internal security audits throughout the contract. Using appropriate encryption techniques, we protected Sensitive Unclassified Information that was transferred and maintained in the LMS. We had no security breaches while providing services to the SSA.

The LMS software facilitated multi-mode training and blended learning for employees and contractors throughout the United States and its territories. Training modalities included:

- Instructor-Led Classroom Training
- Instructor-Led Virtual Training
- Interactive Video Tele-training
- SCORM and AICC Compliant E-Learning
- Skillsoft E-Learning Curricula, Books 24/7, and videos
- Knowledge Artifacts and Documents

**Reference #3 Maryland Department of Environment
September 2017 - Present**

Contact: James M. Puris
Maryland Department of Environment
Office of Information Management and
Technology
1800 Washington Boulevard
Baltimore, MD 21230

Title: Chief Information Officer

Phone #: 410-537-3110

Email: James.Purvis@maryland.gov

Alt: Gary Anastasio
(410) 537-4022 Cell: (443) 869-0400, Fax:

Title: Director of Project Management

Project Dollar Amount: \$3.1M

Period of Performance: September 2017 - Present

Project Title & Summary: Environmental Tracking System

Contract Numbers: U00B7400001

The primary goal of this modernization effort was to replace the current user interface (UI) between the Tools for Environment Management Protection Organizations (TEMPO) permit tracking system database and the 12 MDE programs that utilize it to capture data on the various permits issued by the Agency. We integrated the existing TEMPO database with the newly developed web front end application. The front-end application was developed using a Agile software development framework using Microsoft's .NET, to allow for MDE to continually grow and apply future updates and enhancements to the TEMPO application with its current development resources.

We were tasked with streamlining UI/UX experience allowing for a seamless and streamlined workflows for all 12 MDE program specific needs. We leveraged tools such as Microsoft SQL Server 2019, Oracle 10/11G, ASP.NET and MVC, HTML5/CSS3, Information Builder's WebFOCUS, C#, JavaScript, and jQuery, DB First.

ISSI improved the user experience by performing data conversion of a legacy web-based application to a new permit tracking application, conducted Mapping and Loading, prior to UAT using a full dataset as determined by MDE during the planning phase.

ISSI performed and supported testing, including functional qualification testing, regression testing, user acceptance testing (UAT), systems integration testing (SIT), and performance testing. The team also tested and conducted the required system changes on dependent automated information systems (AISs)/Interfaces and delivered the fully reviewed and tested modified source code according to the MDE SDLC. Provided Maintenance and Support through diagnostics, data backup, tracked performance, applied updates and upgrades.

ISSI staffed the project with the following team:

- Project Manager
- Business Analyst
- Sr. System Architect
- Application Developers
- System Administrator
- QA Testers
- Data Architect/Administrator
- Oracle Database Administrator

3. Resumes

a. Senior Mainframe Application Analyst

Name	Labor Category	Company
Krishnamoorthy Palani	Senior Mainframe Application Developer	International Software Systems, Inc.
Professional Summary		
<ul style="list-style-type: none">Highly motivated IT professional with 14 years of proven experience in development, testing, maintenance, performance tuning of MainframeProficient in Mainframe technologies COBOL, JCL, DB2, Endeavor, File-Aid, Insync, MQ, CICS, VSAM, ISPF, QMF, Online and Batch Expeditor, SORT, FTP, Stored Procedure, Move-it, Data stage, Platinum, SpufiExcellent analytical skills with the ability to communicate effectively at all levels of the SDLC processProvides application software development services or technical support typically in a defined projectDevelops program logic for new applications or analyzes and modifies logic in existing applicationsCodes, tests, debugs, documents, implements, and maintains software applications.Makes recommendations towards the development of new code or reuse of existing code using Cobol, JCL, DB2, VSAM, CICSEnsures system improvements are successfully implementedDemonstrates an understanding of FIS systems and the financial services industryAnalyzes requirements and translates business requirements into product designsWrites technical specifications and other forms of documentationSuggests technical alternatives and improves/streamlines processes and systemsCompletes project assignments and special projects commensurate with job expectationsConducts planning, analysis and forecasting activities to plan projects and tasksExpertise in project planning and scheduling using project management tools like Service Now, Service Desk and JiraExtensive experience in working as an onsite-offshore model supporting 24x7 applications		
Technologies		
Language	COBOL, MVS/JCL, CICS, VSAM, Easytrieve	
Operating Systems	MVS, Z/OS, Windows	
Data Bases	DB2, SQL, IMS	
Development Tools	File Aid, Insync, REXX, SORT, MQ, MoveIT, FTP, SFTP	
DB Tools	Spufi, Platinum	
Engineering Methods	Agile Methodology, Waterfall Model	
Debugging Tools	Expeditor, IBM Debug	
Scheduler	CA7, IBM TWS, Opswise	
ETL	DataStage	
Domain	Media & Information Services, Retail, Finance	
PM Tools	Jira, Service Now, Service Desk	
Experience		

LANDS' END, CHENNAI & WI

DEC 2017 – TILL DATE

SENIOR APPLICATION PROGRAMMER

Lands' End is an American clothing retailer based in Dodgeville, Wisconsin, that specializes in casual clothing, luggage, and home furnishings. Most of Lands' End's business is conducted through catalogs, mail order and Internet sales, but the company also runs more than a dozen retail operations, primarily in the Upper Midwest, along with international shops in the UK, Germany, Japan, France and Austria.

Responsibilities:

- Analysis, Coding, Unit Testing, Regression Testing, Implementation of the new requirements.
- Responsible for walk through the Business Requirement documents with the customer during the end user review, maintain versions and take the user sign-off on the documents and changes
- Mainframe development using COBOL, DB2, CICS, Easytrieve, JCL and Stored Procedures
- Job scheduling using CA7 and Opwise scheduler
- Coding Cobol programs, Co-ordinating with Offshore and reviewing changes done by Offshore
- Deliver high quality code deliverables and supports peers in quality checks such that design requirements are met
- Prepare test data, lead testing activities for functional, Integration and User Acceptance testing and managed integration testing with multiple vendors
- Perform root cause analysis of any issues that arise post-implementation and work on solutions related to issue fixing
- Conduct impact analysis of issues logged, prioritize and ensure that production support is provided as per the committed SLAs
- Perform high and low-level technical design, provide pseudo codes, and implement the prototype and conduct design reviews
- Support client interfacing activities and help create the relevant reports in a timely manner
- Provide 24/7 production support for Order entry system, Finance and Direct marketing teams, including business critical jobs
- Support ETL jobs integrating with Mainframe applications through DataStage
- Perform Root Cause Analysis (RCA) for various repetitive problems and provided suggestions for speedy problem resolution Key stakeholder in Enhancement/CRs Estimation, Tasking and Design discussions
- Translate customer requirements into formal requirements and design documents, establish specific Solutions

Environment: IBM mainframes, TSO/ISPF, COBOL, Easytrieve, JCL, DB2, CICS, VSAM, FILE-AID, SPUFI, Endeavor, XPEDITOR, Data Stage, Move-it, Jira

TIME CUSTOMER SERVICE, CHENNAI & FL

FEB 2008 –OCT 2017

TECHNICAL LEAD/SENIOR PROGRAMMER/PROJECT MANAGER

Time Customer Service was a leading magazine fulfillment company which provides fulfillment services for a broad array of marketing partners in a variety of direct marketing businesses. Its clients include many world-renowned magazines and publishers. Its fulfillment services range from retail back office to simple data processing; from list management to cutting edge hybrid merchandise direct marketing and traditional customer service. It Specializes in Magazine Fulfillment, Marketing Services, Address Quality, Lettershop, Data Processing, In-bound Mail Processing, Payment Processing, Customer Care, NCOA - National Change of Address

Responsibilities:

- Worked as a Senior COBOL Developer/Tech Lead/ Project Manager and played a pivotal role in



<p>anchoring the Offshore/Onshore development</p> <ul style="list-style-type: none"> • Played a key role in Requirements Gathering, Detail Design, Development and Production Support • Mentoring the team and coordinating with external stakeholders for smooth execution of the project • Conducting the code reviews to ensure COBOL coding standards are followed by the team • Interacting with external users and business team to resolve critical issues in deployment and production • Proactively suggesting any improvements, use of new technologies to improve the productivity • Tracking the status, bottom-line responsibility of the delivery and resolving the issues in a timely manner • Key stakeholder in Enhancement/CRs Estimation, Tasking and Design discussions • Translate customer requirements into formal requirements and design documents, establish specific solutions • Responsible for Analysis, design, development, testing and implementation of medium size enhancements and releases to the existing and new applications • Performing System and Integration Test • Participated and documented the requirement gathering sessions and analyzed the impact of the changes • Reporting utilities and tools. Analyze reports for trends and outliers • Analyze the requirements, design and implementation of business applications, middleware, database etc.; study the impact of software/application changes; and ensure that all system components are designed and tuned to acceptable levels of performance and resource utilization • Serve as a technical expert, resolving critical and complex application performance issues. Identify and drive optimization changes in the application design to improve the customer experience for business-critical IT applications • Develop, maintain, recommend, documents and support tools and backend utilities to perform performance and capacity planning management • Preparing Estimation, Impact Analysis, Business-Technical Requirement, Technical Design, Test Plan Results, System Testing and Release Pack documents as a result of analysis, coding, testing and implementation • Exposure to FIS systems and the financial services industry as part of the Billing team • Perform Root Cause Analysis (RCA) for various repetitive problems and provided suggestions for speedy problem resolution • Coordinated Set up activities in UAT and Production Environment of all the modules • Integration with DB2, SQL and reporting • Prepared the weekly status and monthly SLA reports for the top-level management • Part of the campus recruitment team for TCS • Generate and submit invoice for Offshore and onshore teams <p>Environment: IBM mainframes, TSO/ISPF, COBOL, Easytrieve, JCL, DB2, CICS, VSAM, Insync, SPUFI, Endeavor, IBM Debug, FTP, SFTP, Service Now</p>
<p>Professional Recognition</p> <ul style="list-style-type: none"> • Awarded Star of the Quarter for outstanding performance • Part of the team that received Best Team award for delivering projects with zero defects • Awarded as the Best Facilitator multiple times for the learning programs conducted • Nominated for multiple On the Spot award for going the extra mile • Project Manager for the team that received 100% CSI for 4 quarterly evaluations on a row

Education
Bachelor of Technology in Information Technology, RMK Engineering College, Anna University, Chennai, India Six Sigma Trained

b. Mainframe Application Analyst

Name	Labor Category	Company
Jerinaparveen Mohamed Sultan	Mainframe Application Analyst	International Software Systems, Inc.
Professional Summary		
<ul style="list-style-type: none">4 years of IT work experience in Oracle PL/SQL, Relation Database Management System (RDBMS), Stored Procedure, Triggers, and Functions, IBM-Mainframe, DB2, COBOL, JCL, CICS.Experience in all phases of software development life cycle.Proficient in all phases of SDLC (analysis, design, development, testing and deployment) and highly competent in gathering user requirements and converting them into software requirement specifications.Flexible, enthusiastic and project-oriented team player with solid communication and Analytic skills to develop creative solution & support for challenging client needs.Coordination with external customer teams and internal teams for successful execution of projects.Excellent problem-solving, interpersonal, communication and presentation skills.Hands-on experience with databases including Oracle, PL/SQL involving stored procedures, triggers, functions, indexes, and packages.Strong analytical skills with the ability to quickly understand clients' business needs.Involved in meetings to gather information and requirements from the clients.Research-oriented, motivated, proactive, self-starter with strong technical, analytical and interpersonal skills.Having Good knowledge on Microsoft office products like Excel, Word and PowerPoint.Successfully completed COBOL & z/OS developer training course sponsored by NYS Office Information Technology Services (ITS) and got certification for the same.		
Technologies		
Core Programming Language	COBOL	
Servers	Oracle Web logic server 11gR1	
DB Programming	Relation Database Management System (RDBMS), Stored Procedure, Triggers, Functions, PL/SQL	
Operating System	Windows XP	
Back End	Oracle 11g, SQL Server 2000, DB2	
Versioning Tool	Control Version System (CVS), Subversion (SVN)	
Bug Tracking Tool	Bugzilla	
Experience		

NY State - Dept of Taxation and Finance

Client: New York State

Project: Revenue Accounting

Feb'20 to Till Date

Role: Information Technology Specialist- II

Revenue Accounting (RA) is a function that supports the Office of Tax Policy Analysis (OTPA) Accounting unit in the timely and accurate record-keeping and reporting of all financial transactions within the Department of Tax and Finance (DTF). Recorded data and financial reports are used in analysis, projection, reconciliation, and for authorization of payments to entities such as Sales Tax /Misc Tax/Personal Income tax/Corp Tax for State, County, City, and School District jurisdictions.

Responsibilities:

- Maintaining the Accounting Unit in the timely and accurate record-keeping and reporting of all financial transactions within the Department of Tax and Finance (DTF) which supports the Office of Tax Policy Analysis (OTPA)
- Production support and system maintenance for Revenue Accounting (RA) which handles Sales Tax, Miscellaneous Tax, CORP tax, and Personnel income tax.
- Develop a new program whenever new taxes are added to the RA system.
- DEV/UTM testing support. Transport data when requested.
- Help accounting to reconcile their monthly report.
- Upload the new proration percentages for each quarter given by NY State.
- Implement new tax rate changes for each tax whenever required.
- Annual Cycle maintenance for Personal Income tax and Corp tax.
- Responsible for requirement gathering, writing functional requirement documents and use cases.
- Involved in Requirement Analysis.
- Mapping the functional requirements to the technical components
- Utilize SPUI/INFOMAKER to write SQL queries for analyzing data and execute scheduled data extract requests.
- System testing and Integration testing.
- Used Bugzilla for Defect Logging. Code review to confirm the standards and guidelines.
- Create technical documentation and code comments based on industry standards.
- Actively adapt to changing technology needs and frameworks to best serve the technical and business needs of the organization.
- Collaborate with business analysts to translate requirements into system designs which meet business objectives, adapting more efficient processes where possible.
- Leverage the Secure Software Development Life Cycle (SSDLC) for all activities.
- Leverage best practices, patterns and standards for the development of new and existing systems.
- Perform peer code reviews for other application developers.
- Work with senior developers to create accurate time estimates for the completion of technical documentation, code writing, code reviews, and unit test creation and execution tasks.
- Assist with system integration, load and performance test planning, testing and validation efforts.
- Execute system integration tests, record defects and remediate issues as needed.
- Create and maintain functional documentation.
- Assist in the facilitation of User Acceptance Testing for any system upgrades.
- Debug, troubleshoot and remediate application break/fix issues as needed.
- Maintain excellent written and oral communication.

Environment: IBM-Mainframe, DB2, COBOL, JCL, CICS, INFO MAKER

TATA Consultancy Services, Chennai, India

Client: TATA Consultancy Services

Project: AIG –Lexington System

Jul '03 to Apr'05

Role: Developer

LEXIS (Lexington Underwriting System) is a DOS-based client-server Excess and Surplus Lines Underwriting System which provides policy booking and issuance for Lexington Business. LEXIS serves twenty-four AIG sites in the US and London and has over 300 users which supports causality, Property line of Business. Lexis offers the following functions to the underwriters- Renew, Endorse, Cancel, Account correction and inquiry on the current active policies. Reinstate of canceled accounts are also supported. It also provides information about premium booked in Lexington, summarizing premium by Division, Department, and Branch at any point of time.

Responsibilities:

- Responsible for requirement gathering, writing functional requirement documents and use cases.
- Creation of LLD, Unit Test Plans, Test Support Documents.
- Involved in Requirement Analysis.
- Mapping the function requirements to the technical components
- Database design in Oracle PL/SQL.
- Construction of new Stored Procedures.
- Oracle PL/SQL Query optimizing and tuning
- Utilize SQL to create and maintain database packages, procedures, functions and triggers.
- Utilize SQL and PL/SQL to analyze data and execute scheduled data extract requests.
- System testing and Integration testing.
- Used Bugzilla for Defect Logging. Code review to confirm the standards and guidelines.
- Create technical documentation and code comments based on industry standards.
- Actively adapt to changing technology needs and frameworks to best serve the technical and business needs of the organization.
- Collaborate with business analysts to translate requirements into system designs which meet business objectives, adapting more efficient processes where possible.
- Leverage the Secure Software Development Life Cycle (SSDLC) for all activities.
- Leverage best practices, patterns and standards for development of new and existing systems.
- Perform peer code reviews for other application developers.
- Work with senior developers to create accurate time estimates for the completion of technical documentation, code writing, code reviews, and unit test creation and execution tasks.
- Assist with system integration, load and performance test planning, testing and validation efforts.
- Execute system integration tests, record defects and remediate issues as needed.
- Create and maintain functional documentation.
- Assist in the facilitation of User Acceptance Testing for any system upgrades.
- Debug, troubleshoot and remediate application break/fix issues as needed.
- Maintain excellent written and oral communication.

Environment: C, Oracle PL/SQL

Education

Bachelor of Engineering from Arunai Engineering, College Madras University, Chennai, India. Date of completion: April 2003.

Successfully completed COBOL & z/OS developer training course sponsored by NYS Office Information Technology Services (ITS) and got certification for the same.

c. Senior Application Oracle Database Administrator

Name	Labor Category	Company
Jagan Banda	Senior Oracle Database Administrator	International Software Systems, Inc.
Professional Summary		
<ul style="list-style-type: none">• Innovative and dependable Oracle Production/Development DBA with over 20 years of experience.• Extensively worked on developing, upgrading, performance tuning of very large multi-terabyte databases.• Experienced production DBA to achieve goals while adhering to tight deadlines.• In-depth technical knowledge of Oracle 8/8i/9i/10g/11g/12c/19c• Oracle upgrades to 12c/18c/19c and applying patches• Good knowledge of RMAN backups, OEM and GoldenGate• Worked on Oracle RAC setup with ASM• Excellent working knowledge with Oracle RAC and ASM databases.• Strong experience in Logical and physical database design.• Capacity planning, database reorganization and performance tuning.• Expert in writing shell scripts, PowerShell• Completed Six Sigma Green belt project.		
Technologies		
Languages	SQL, PL/SQL, PowerShell, Perl, R, Shell Scripts	
Operating Systems	Solaris 2.X, HP-UX 10.X / 11.X, AIX 6.X /7.X, Red Hat Linux, Windows 2019	
Databases	Oracle 7.x /8.x/8i/9i/10g/11g/12c/19c, SQL Server 2012/2014/2016/2019, DB2 9.7	
Hardware	SUN E15K, E10K, E-6500, E-4500, EMC, Intel Itanium/X-86, HP-9000 and IBM 6000	
Experience		
Cincinnati Financial Corporation, Fairfield OH		Jan 2013 – Till Date
Oracle DBA IV		
Responsibilities:		
<ul style="list-style-type: none">• Senior Oracle DBA to support Production/Development/QA/UAT databases.• Lead DBA to upgrade Oracle 10g to 11g to 12c to 18c.• Provide on-call support for Oracle 18c/19c, SQL Server 2012/2016/2019.• Installed and configured Golden Gate for data move within Oracle and SQL Server to Oracle.• Installed and configured Oracle Grid to monitor enterprise databases• Developed GGSCI scripts for manager, extract, replicate command and administrative scripts.• RMAN backups setup and 3-node RAC for production including ASM.• Involved in setting up DR for Oracle instances.		



- Applying Oracle Quarterly patches and for known bugs
- Heavily involved in Performance tuning using AWR and tkProf
- Providing compliance reports for SOX auditing team.

Environment: Oracle 10g/11g/12c/18c/19c, Oracle Golden Gate, RHEL 7/8

Quest Diagnostics, Mason OH
Principal Software Architect

Apr 2008 – Jan 2013

Responsibilities:

- Lead Production DBA to support 50 TB, 4-node RAC OLTP database.
- Extensively working on performance tuning.
- Identified poor SQL statements changing plans and implemented SQL profiles.
- Lead for the implementation of Disaster Recovery site.
- Monitor the database growth and predict the sizes for capacity planning.
- Implemented RMAN incremental merge backup using EMC DD880 storage.

Environment: Oracle 8i/9i/10g/11g, Sun Solaris 2.10, Redhat Enterprise Linux 5, Veritas NetBackup

dbaDIRECT, Cincinnati OH
Sr. Oracle DBA

Oct 2007 – Apr 2008

Responsibilities:

- Lead Oracle DBA team for technical issues.
- Develop and implement Database standards.
- Troubleshoot general database errors, database hang situations, performance issues for Oracle
- 8i, 9i, 10g and implement/trouble shoot RAC issues.

Convergys Corporation, Cincinnati OH
Sr. Oracle DBA

Sept 2002 – Oct 2007

Responsibilities:

- Develop and implement Database standards.
- Develop scripts to proactively monitor database performance.
- Participated in Disaster Recovery Exercise.
- Develop and implement database backups. Implemented RMAN backups using NetBackup.
- Interact with Oracle/ Other software support to resolve issues.
- Warm site setup, implementation and maintenance.
- Maintain corporate RAC databases and also PeopleSoft database.

Environment: Oracle 8i/9i/10g, Sun Solaris 2.8/2.9/2.10, RedHat Enterprise Linux 2.4/4/5

Emerging Information Systems, Raleigh NC
Sr. Oracle DBA

July 2000 – Sept 2002

Responsibilities:

- Logical and Physical Database Design.
- Maintenance of 50 development databases and taking care of 200 developers' requests.
- Maintenance of production database of size 500GB in Unix environment.
- Database Modeling using ERWIN.

- Backup and Recovery strategy. (Cold, Hot, RMAN, export/import).
- Worked on Performance Tuning of database server and application.

Environment: Oracle 8i/9i, Sun Solaris 2.7

New York State Insurance Fund, Albany NY

April 1999 – July 2000

Oracle DBA

Responsibilities:

- Refreshing development databases with production database.
- Involved in Database Design, Layout and Sizing of the Development and Production Databases.
- Performance tuning of the database server and application.
- Developed stored procedures, triggers with PL/SQL.
- Developed Backup and Recovery scripts.

Environment: Oracle 8.0.4, MS Windows NT, Oracle Enterprise Manager

Education

M.S. in Structural Engineering from Indian Institute of Technology Bombay, India.
B.S. in Civil Engineering from Regional Engineering College Warangal, India.

d. Application Oracle Database Administrator

Name	Labor Category	Company
Anil Shitole	Senior Application Oracle Database Administrator	International Software Systems, Inc.

Professional Summary

- 20+ years of Oracle DBA experience in Oracle 19c/11g/10g/9i/8i.
- Oracle Certified DBA Professional and ITIL foundation certification for IT service.
- Oracle 19c, 11g RAC configuration/set up and maintenance.
- Database version upgrade and migration 11g to 19c, 19c to Oracle Cloud and Azure.
- Performance tuning, diagnosis and obtaining recommendation on Database Resource Utilization and Performance using execution plan, PLAN CONTROL / TKPROF / OEM / AWR / ADDM / Tuning Advisor, locks monitoring, wait for even statistics monitoring.
- Planning Backup/Restoration Strategy for 24x7 Production Support using RMAN, DATA GUARD.
- Installation and Configuration of Oracle ASM, GRID and databases 11g, 19c RAC on Oracle Exadata, HP-UX, Sun Solaris, IBM AIX.
- Database logical/physical modeling using Erwin tool (7.3 versions).
- Database LOAD TEST, gather stats and capture/tune SQL.
- Development support and Release support like release migration/deployment in DEV/TEST/INT/UAT and Production database.
- Write/design procedure/function and packages for production data fix and production deployment process.
- Write shell scripts for DB automated tasks like space management, Ora errors backup, refresh, etc.
- Database design including creations, modification, and deletions of table spaces, data-files, rollback segments, data masking/encryption and schema's, Create Schema (Tables, Indexes, Views, Sequences, Synonyms, Roles, Procedure, Function, Package, Triggers and DB Link).
- Partitioning Administration: creating, managing partitioned tables.

- Experience in analytical and Troubleshooting skills and Problem-solving,
- Proficient in Unix Administration part pertaining to DBA i.e. User maintenance, Performance Monitoring of CPU load statistics, Process monitoring, kill the process, Disk and Memory usage, and File system monitoring.
- Oracle DATA GUARD (physical & logical standby database) configuration, maintenance and switchover standby database.
- CLONE database, Cold Clone database and RMAN Auxiliary Clone database.
- Expert in Writing Subprograms (Procedure, Functions, Triggers and Packages) and Fetching Reports using complex SQL.
- Expert in handling Application releases (create baseline, refresh DEV/ALPHA/BETA database from PROD DB)
- Index implementation, monitoring usage, rebuilding index job, validating index, and gather statistics using DBMS_STAT package.

Technologies

Oracle Database	Oracle 11g, 19c, Oracle Cloud, Oracle on Azure cloud.
Operating System	Oracle Exadata, HP-UX 11.33, Solaris 5.8 and 9 Linux 7/8 (Red Hat), Windows NT/2000/2003 IBM AIX
Tools & Utilities	TOAD, OEM (Oracle Enterprise Manager), RMAN (Recovery Manager), Export/Import, Data pump, SQL*Loader, SQL Trace, STATSPACK, Management packs, Log Minor, Explain plan, PVCS, TKPROF, ERwin 7.2
Languages	C, SQL and PL/SQL
Certification	Oracle Certified Associate Foundation Certificate in IT Service Management (ITIL) (Production Support Service)

Experience

Project: ITSS Shared service team.
date

Mar 2011 – Till

(DELOITTE PA)

End client: Department of Human Services (Bureau of Information Systems).

ITSS (DTSS support): - IT Shared Services (ITSS) provides a comprehensive approach to deliver centralized Information Technology (IT) services in a consistent, efficient and financially attractive manner that enhances Deloitte's proven delivery model. The model also drives Enterprise Architecture, Infrastructure Operations, and best practice adoption via sound infrastructure design, application architectures and proven practices.

The ITSS comprises core technical consultants whose goal is to establish a means to implement best practices from high performing solutions consistently on projects to reduce risk and improve performance.

Responsibilities:

- Installation and Configuration of Oracle databases 11g, 19c on Oracle Exadata, HP-UX Linux and
- Database upgrade and migration from 11g to 19c, 19c to Oracle Cloud. Exadata to Azure.
- Design logical and physical data model using Erwin for new application releases/ work orders.
- DATA GUARD (physical standby database) configuration, maintenance and switchover standby database.

- Production database performance tuning, diagnosis and obtaining recommendation on Database Resource Utilization and Performance using execution plan, PLAN CONTROL / TKPROF /OEM/ AWR/ ADDM / Tuning Advisor, locks monitoring, wait even statistics monitoring.
- Backup and recovery strategy using RMAN, expdp/impdp, DATA GUARD, RMAN Auxiliary Clone database
- Database logical/physical modeling using Erwin tool (7.3 versions).
- Design/automate major task using shell script (crontab)
- Implement plan control for SQL plan stabilization in production database.
- Load test support for new application release, baseline database, rollback database, generates performance metric reports and work with development team to resolve performance issues.
- Implement Transparent Data Encryption (TDE) on critical data tablespace.
- Perform data masking on highly critical data like SSN, DOB, and PHONE #.
- Refresh lower environment databases using partial production data.
- Development support and Release support, release migration/deployment in DEV/TEST/INT/UAT and Production database.
- Design/Implement critical/new feature of Oracle in database and guide/review packages/function subprograms.
- User management in lower and production database.

Environment: Oracle RAC 19c, 11g database, OEM 13.5, Toad, Oracle Exadata OS, ASP.NET, BizTalk, Adobe server, SSRS, Oracle cloud (OCI) and Azure.

Project: CHATS/ ITSS

Feb 2009 – Mar 2011

(DELOITTE Camp Hill PA)

End client: State of Colorado, Division of Child Care/ Pennsylvania DPW.

CHATS: - CHATS is a childcare project by Division of Child Care, State of Colorado which is a fully-integrated automated web-based system that will automate the core business functions that will support the state and county child care business processes. Core functions include real time attendance tracking using POS terminals, case management, eligibility determination and finance management.

Responsibilities:

- Oracle 10g binary Installation and creation of CHATS production database on HP-UX 11.31 server and 11g windows client installation on 36 production boxes.
- Oracle 10g binary Installation and creation of CHATS development, integration, UAT (user acceptance) and load testing database on HP-UX 11.31 server.
- Designed logical and physical data model using Erwin 7.3 includes 11 interfaces.
- Designed Application user access security including security schema data model and PL/sql packages.
- Designed database schema structure for database objects (Table, View, Synonyms, and Sequence), database code (procedure/function and packages), and Reference tables for XML and application access user.
- Design and implement database standards like Table/Column/Seq/Proc/Func/Package naming convention and pl/sql coding standards.
- Monitoring Production database for ora error, locks, wait events, Latches, scattered read, locks, blockers.
- Responsible for SQL and PL/SQL tuning and full support to development/application team (35 developers) for various tasks.
- Monitoring load testing capture CPU stats, high execution/time taking queries and perform performance improvement task.

- Support conversion process from legacy system to CHATS systems.
- Database development/Application support for application patches/versions/builds, perform complete database production go-live for CHATS including playbook design and implementation.
- Perform QA check on team's Subprograms like Procedure, Functions, Triggers and Packages.
- Responsible for writing ksh shell scripts and setting cronjobs for space alerts, CPU idle, long running SQL and locks.
- Index monitoring (usage), designed new Indexes by monitoring performance of existing code and new development code before deployment on production db.
- Responsible for regular O/S Administration like CPU load, IDLE CPU %, time taking session/processes, Disk and Memory usage, and File system monitoring.
- Responsible for backup and restore process for all the environments.
- Configured RMAN backup process for production database.
- Configured export backup for lower environment database backups.
- Refresh database/schema using old baseline database snapshot timely basis.

Environment: Oracle 10g database, Oracle 11g client, Toad, HP-UX 64 11.31 OS, ASP.NET, BizTalk, Adobe server, SSRS, 10g RAC database on Windows.

1800flowers.com, Carle Place long Island, New York

June 08 – Feb 09

Project: Database support group, Performance Maintenance & Load Test.

Sr. Production Oracle DBA

1800flowers is a worldwide OLTP application which deals in all holiday gifts having major 15 online applications under 1800flowers.com. 100 to 800 GB size of 165 databases including 53 Prod. DBs and various operating systems like Solaris, AIX, and LINUX.

Responsibilities:

- Responsible all production/development/testing data base support for all type of issues.
- Configuration and set up DR boxes for performance and load testing before all holiday season.
- Proactive database monitoring using DB GRID.
- Performance and tuning using Explain Plan, TKPROF, SQL tuning advisor 10g, Index management.
- Monitoring wait events like Latches scattered read, locks, blockers.
- Responsible for SQL and PL/SQL tuning and full support to development/application team for various tasks.
- Installation and Configuration of Oracle databases 10g, 9i, and 8i, on Sun Solaris, IBM AIX and Linux.
- Responsible for Software version Upgrade and CPU patches implementation on Dev, QA and Prod Database.
- Development / Application support for application patches/versions,
- Design, review and testing Subprograms like Procedure, Functions, Triggers and Packages.
- Responsible for writing ksh shell scripts and setting cronjobs for space alerts, CPU idle, long running SQL and locks.
- Index monitoring (usage), designed new Indexes by monitoring performance of existing code and new development code before deployment on production db.
- Responsible for configuration and maintenance of HOT CLONE database and installation and configuration RAC databases.
- Responsible for configuration and maintenance of DATA GUARD logical standby database.
- Performance Tuning using 10g features like OEM performance page, AWR reports, ADDM, ASH and SQL tuning advisor.

- Production support to Oracle (40) & SQL server databases (13).
- Planning and scheduling Backups using RMAN, Hot Backups and Logical Backups. Has got good experience in Disaster Recovery.

Environment: Oracle 8/9i/10g, DB GRID, RAC and Toad, Solaris OS, Linux (Red Hat), IBM AIX, VERITAS, NFS, Apache web server.

Schlumberger Oil & Gas Equipment and Service, Houston, TX

Jan'07 – Jun 08

Project: InTouch Support

Sr. Oracle DBA (Atos Origin, India)

InTouchSupport is a knowledge sharing system for the Schlumberger Oil & Gas Equipment and Service Company's field Engineers and Experts. It is a web-based system to assist the Oil field Engineers to help them out for the difficulties they face in the technology they work. Over 200 GB 10g database consist of 355 application tables.

Responsibilities:

- Created UNICODE database (multi-language database)
- Implementation of Char semantic setting in the production database.
- Upgraded the DB from 9206 to 10202
- Configuration, Managing, Monitoring RMAN Backups and view catalog reports for validating backups.
- Responsible for configuration and maintenance of HOT CLONE database and RAC databases.
- Responsible for configuration and maintenance of DATA GUARD logical standby database.
- Development, Alpha/ Beta Databases refresh from Production database using 10g Data Pump for system testing, alpha/beta testing before production deployment.
- Performance Tuning using 10g features like OEM performance page, AWR reports, ADDM, ASH and SQL tuning advisor.
- Performance tuning using dictionary views like V\$latch, V\$system_event, wait event statistics, sequential/scattered read count, dba_blocker etc.
- SQL, PL/SQL scripts performance tuning using Explain Plan, Tkprof and Statspack utilities.
- Responsible for design and implementation of Partitions, (Managed Partitioned Tables, Partitioned Indexes. Created Local Partitioned Context Index on Range partitioned table).
- Configuration of Flash Recovery Area.
- Worked on 10g Flashback Technologies: Flashback version query, Flashback Transaction Query, Flashback Table. Configured and Enabled Flashback Database.
- Responsible for Rapid Response Tickets (Urgent Hotfixes in database).
- Responsible for regular Unix Administration like CPU load, time taking session/processes, Disk and Memory usage, and File system monitoring.
- Responsible for Routine database checkup (check Alert log file, Tablespace Management, RMAN backup checkup, delete expire backups, CPU load, Instance activity)
- Responsible for Configuration, verification of database Auditing.
- Design, review and testing Subprograms like Procedure, Functions, Triggers and Packages.
- Involved in the process of analyzing SQL Queries, PL/Sql scripts and estimating Access Speeds.
- Responsible for preparing application baseline for new application release
- Implementation of Basic Replication through Read-Only Snapshots (Materialized View) for time taking pages.
- Monitor running jobs and the root cause of time taking jobs.

Environment: Oracle 10g/ 9i, SQL, PL/SQL, DB GRID, RAC, Cold Fusion 6/ 7, Sun Solaris, Windows, TOAD, PVCS.

Kraton Polymers, Cincinnati USA

Nov 05 to Jan 07

Atos Origin, India

Sr. Oracle DBA/ Business Objects Analyst

It is a SAP OLTP Sales & Order application gathers the data and stores it in an Oracle database called Elaspod which transfers into another database called Webiprod for Business Object repository purpose. Elaspdev and Webidev databases are testing database and RMAN (windows) database is to keep the backup of both the prod dbs. Logical backup for RMAN db.

Responsibilities:

- Proactive/reactive Performance tuning using Explain Plan, Statspack, Tkpof statistics analysis.
- Monitor storage Management like tablespace free space, Extent Management, Manual Rollback Segment monitoring (for 4 databases)
- Validate RMAN backups, Catalog RESYNC, crosscheck backups, delete expired backups.
- Performed RMAN disaster recovery.
- Planning and Perform disaster recovery test (DR test)
- Regular deletion of unwanted backup pieces and sets and up to date the recovery catalog
- Implementation of Basic Replication through Read-Only Snapshots (Materialized View) using force option, scheduling for fast refresh according to transaction load.
- Analyze and monitor lock problem, latch wait event, logical/physical read count, sequential read/scattered read count, total response time for SQL, PL/SQL Performance Tuning
- Reorganization of Database and database objects on periodic basis.
- Proactive Monitoring and Planning for Space Related Problems and Requirements In The Production Database.
- Maintenance of physical Standby Database (DATA GUARD) server, To Ensure High Availability of the Database.
- Implementation of Offline (Cold) Backup.
- Incremental Exports (Logical Backups) Of Database
- Design a Backup and Recovery Strategy Based on User-Managed Backups
- Reorganization of the Database Using the Exports Generated.
- Created 9i, 8i DBs on HP-UX using DBCA and also manually.
- Refreshed DBs from One Box to Another.
- Created DB Link between two dbs.
- Creating and Dropping temporary table space Groups.
- Tablespace Management, Undo Management, Managing Users, Resources, Managing User Privileges and Roles
- Implemented Auditing the Database.
- **Business Objects (DWH).**
- Check reports from each db, BCA.
- Check reports from BO client for each db.
- Check Integrity of Universe.
- Check and test the connections, Integrity of domains (Weekly).
- Scan and Repair, compact of BO domains (weekly)
- Review of DBA tables

Environment: Oracle 8i, 9i SQL, PL/SQL, SAP, Data Warehouse, Business Objects 6, Universe, Repository, Webi, Cold Fusion 6, 7, Sun Solaris, Windows, TOAD, USDM, Tivoli.

Renault Motors (Clamart, France) RENO

Aug 2004 to Nov 2005

Renault Atos Origin, India

Oracle Database Administrator

Description

Reno application consists of various modules like Java, Mainframes and Data warehousing. Java web development being the major module. It consists of Sales Order and Financial modules with various front end but Oracle back end. More than 15 prod dbs and more that 30 testing dbs with an average of 100 GB in size.

Responsibilities:

- Refreshed Dev/Alpha/Beta DBs from Prod Box for application release.
- Performance and Tuning using Tkprof, explain plan.
- Implemented Materialized View for time taking queries.
- Designed new reports using SQL.
- Designed Packages, Procedures and Functions for new releases.
- Storage Management, Extent Management, Manual Rollback Segment.
- User management created roles with appropriate privileges for the users.
- Implemented new Function base indexes for Performance issue.
- Backup: RMAN Backup and Recovery, Cold Backup and Logical Backups (weekly).
- Configuration of Oracle RMAN Repository and Testing the Backup and Recovery Operations Using Oracle RMAN Utility.
- Regular checkups of RMAN backup using restore plan on dev. Database
- Regular checkups of RMAN backups using list, report and crosscheck and validate commands.
- Regular deletion of unwanted backup pieces and sets and up to date the recovery catalog
- Implementation of Basic Replication Through Read-Only Snapshots (Materialized View).
- Performance and Tuning using Stats pack, Tkprof, Explain Plan.
- Reorganization of Database Objects
- Proactive Monitoring and Planning for Space Related Problems and Requirements In The Production Database.
- Maintenance of Standby Database Server, To Ensure High Availability of the Database.
- Implementation of Offline (Cold) Backup.
- Incremental Exports (Logical Backups) Of Database
- Design of A Backup and Recovery Strategy Based on User-Managed Backups
- Reorganization of The Database Using the Exports Generated.
- Created 9i, 8i DBs on HP-UX using DBCA and also manually.
- Refreshed DBs from One Box to Another.
- Created DB Link between two dbs.
- Creating and Dropping temporary table space Groups.
- Tablespace Management, Undo Management, Managing Users, Resources, Managing User Privileges and Roles
- Implemented Auditing the Database.

Environment: Oracle 8i, 9i SQL, PL/SQL, SAP, Mainframe, DB2, JAVA,.NET, Data Warehouse, Business Objects 6, Universe ,Repository, Sun Solaris, UNIX, Windows, TOAD, USDM.

Cellular Support (BPL, HUTCH)

Apr 2002 to Aug 2004

Domestic Prod Support

Jr. Oracle DBA

Under Cellular support gives Production support to all cellular companies like BPL, HUTCH and AT&T which consist of testing quality and production databases for their billing systems and financial module.

Responsibilities

- Routine database check-up.
- Checking alert log file.
- Daily backups and verify backups.
- Base on request schema data refresh.
- Generate new reports base on requirements
- Database creation, clone database.
- Design new procedure, Functions and Packages.
- logical backup using export and recovery using import
- Tablespace management, Rollback segment management and User management.
- Tuning the database using Explain plan and Tkprof.

Express Property Management

Winning Edge Software Solutions (U.S.A)

Oct 2001 to Mar 2002

Pl/Sql programmer

EPM automates the activities of the companies or individuals involved in renting out properties. EPM is divided into following modules viz. Setup, Tenants, Accounting, Work Order, Purchases, Enquiry and Reports. Once all the required master information are feed into the computer the company can Move-In or Move-Out the Tenants, receive the Rent, Maintenance amount from the Tenant, generate Work Order, Purchase Order and can view or print the information such as Vacant units, Rent Receivables, Future Vacancies, issued/received Check status, Current Cash/Bank Balance, amount due to Vendors, Work Status, Income and Expenses statement, Balance sheet, Ledger Account Balances.

Responsibilities

- Writing Procedures, Function, Triggers and Packages for new version release.
- Designing new tables with constraints and indexes.
- Designed new advance cursors like Strong and Weak Ref cursor.
- Creating user and grant appropriate privileges.
- Taking Logical backups (Export and Import)

SANKALAN

Apr 1998 to Oct 2001

This module aims at computerizing the philatelic department. Keeping in view the project requirements it has been divided into three modules:

PDA Account: The PDA account module takes care of the dispatch of items to the different account holder as per their requirement. These dispatches can be monthly or as fixed by the administrator.

Inventory Management: The inventory module deals with the Issues, Receipts, Sales and current stock of the item's user-wise.

Reports: The report module deals in preparing different types of reports.

Responsibilities

- Writing subprograms and fetching reports using 9i SQL.
- Involved in database administration including space Management, Monitoring Alertlog file, Maintaining Rollback segment, tuning the database using various techniques based on the scenario. Involved in the process of Analyzing SQL Queries, Estimating Access Speeds.

Education
Master's in computer management (M.C.M) Nagpur University. 1998

e. Senior Application DB2 Database Administrator

Name	Labor Category	Company
Naimatullah Koshani	Senior Application DB2 Database Administrator	International Software Systems, Inc.
Professional Summary		
<p>Microsoft Certified MCSA, SQL DBA (Database Administrator) over 6 years of experience in Azure/SQL server Database with thorough knowledge of SQL Server 2008R2/2012/2014/2016,2019 databases, seeking a position as Database Administrator. Experience entails different aspects of SQL Server Databases in Installation, Configuration, Migration, Maintenance, Performance Tuning, Security, SSIS, SSRS, ETL, Data Modeling and design, as well as the development of database objects including stored procedures, triggers, views, functions, constraints, etc. Highly skilled in completing projects and achieving company goals within budget and deadline. Critical thinker and problem-solving skills, Team player, good time-management skills, have great interpersonal and communication skills.</p>		
Technologies		
<ul style="list-style-type: none"> • Microsoft SQL Server 2008R2, 2012, 2014, 2016,2019, SSIS, SSRS, ETL. • Operating system windows servers 2008, 2012, 2016, Datacenter. • Language (T-SQL), Power shell, SQLCMD, XML, ASP, ASP.net. • Using T-SQL to query, alter and apply data (Definitions/Manipulation/Control Language) DDL, DMC, DCL. • MS SQL/ SQL: writing queries, stored procedures, functions, and triggers according to user requirements. • Design, support, maintain and configure, patching, upgrade and database migration. Microsoft SQL Server for production, staging, testing, and developing environment. • Implement and maintain database security. • Experienced in monitoring the health and performance of SQL servers as well as homegrown applications using SQL Server native tools and several other third-party solutions. • Created various SSIS Packages to serve company needs. • Expert in using Extended Events/PerfMon/SQL Profiler/ Scripts and other third-party tools to resolve bottlenecks, deadlocks, and slow running queries. • Responsible for securing SQL Server, user management, assigning permissions and roles. • Strong System Administration background in Windows. • Expert in problem-solving, analysis, and conflict resolutions 		
Experience		

Azure/SQL Database Administrator

Jan 2019 – Present

Cigna Healthcare Columbia, MD

- Setup, Configure, & Manage Azure SQL Database Instances on Azure VM Machine.
- Assist team with Migration from on-premises to on Azure (PaaS).
- Managing SQL Server Databases both on-premises and Azure using (IaaS) for production environment.
- Database refreshes and cloning using native SQL backup and restore.
- Hands-on experience with schemas, loading data, data retrieval, and reporting.
- Azure managed databases (SQL Server).
- Root Cause Analysis (RCA) of Incident, Monitoring of Production, Dev and Test on-premises and Azure environment of SQL Server and analyzed the root cause and factors impacted database performance.
- Involve with database upgrades, patching, migrations in windows cluster environments.
- Working in Database related day-to-day Activities.
- Performed research into database performance issues and come up with solutions to address those concerns.
- Performed database health checks using SQL profiler, Extended Event, performance monitor, performance counters, DMV, Wait Status, Event viewer DBCC commands.
- Experience in implementing, (High Availability, load balancing, and DR) for mission critical data using log shipping, Database Mirroring, Replication, AlwaysOn Availability Group, and SQL Server Failover Clustering.
- Prioritize workload and resolution to meet service level agreements.
- Work closely with development and conversion teams on issue resolution and process improvement.
- Tracks and recognizes knowledge opportunities; mission-critical and perform additional training as needed.
- Have created Azure SQL Database in Microsoft Azure Cloud (PAAS) and Migrated on Premise SQL Server Database into Azure SQL Database.
- Assist application, web, and database developers to optimize queries, stored procedures.
- Server/Database health check Monitoring/Performance Tuning.
- Disaster Recovery planning and implementation.
- Creating database snapshots, views, and stored procedures index and maintenance plans.
- Creating automation jobs for monitoring the disk space and critical DB status.
- Creating alerts for growth and usage of mission-critical database files.
- Creating SOP's and performance monitoring tasks with the team.
- In-depth understanding of application lifecycle management process including planning, design, development, maintenance, and management of multi-terabyte OLTP databases in a 24/7 support environment.
- Used extended events, DMV, Wait for Status for performance tuning.
- Configured Database mail, linked servers, Transparent Data Encryption (TDE), Change data capture (CDC), and Change Tracking (CT).
- Experience with data replication from on-premises to Azure.
- Migrate databases from physical servers and VMs to Azure.

SQL Database Administrator

Feb 2016- Dec 2018

Community Saving Bank Chicago, IL

- Monitoring over Production, Dev, and Test SQL Server Databases.

- Troubleshooting and resolving database integrity issues, performance issues, blocking and deadlocking, replication, log shipping, connectivity, and security issues.
- Used performance tuning baseline, Query Optimization, using Task Manager, Performance monitor, resource monitor, SQL Server level activity monitor, Server. DB level Report monitor, SQL profiler, query store, extent event, and others.
- Applied index management skills, Database integrity checks on scheduled intervals, Server/DB configuration, patching, and update statistics.
- Used SQL server tools for SQL development in writing and troubleshooting T-SQL syntax and (stored procedures, functions, tables, views, indexes, triggers, constraints, jobs, maintenance plans).
- Document standard processes and procedures on a regular basis.
- Conduct various meetings with teams to meet corporate milestones for database merging and data movement.
- Create database objects including tables, views, functions, triggers, stored procedures, and indexes
- Oversees the scheduling of database projects.
- Review technical designs, reports, documentation, and other materials produced by the team members.
- Configure and maintain database replication between multiple SQL Servers and remote sites.
- Review technical designs, reports, documentation, and other materials produced by the team members.

IT Support Technician

Feb 2015- Jan 2016

Edlund Company

- Perform in-house, and remote support for Windows and macOS Systems via telephone, chat email, and remote support tools. This includes diagnosis, problem resolution, escalation, and customer follow-up.
- Install, document, maintain, upgrade, and replace computers, printers, copiers, peripherals & misc. hardware, and software.
- Interface with all other support team members to ensure smooth operation of the Service Desk.
- Setup, support and maintain user account information including rights, security, and systems groups in
- Active Directory, Office 365, Azure AD primarily along with additional systems.
- Understanding of and ability to enforce local and industry IT security practices and standards.
- Setup, support and maintain VoIP telephone extensions and voicemail.
- Prepare technical documentation (procedures, standards, KB articles, or training) as required.
- Maintain working knowledge of current versions of Windows, macOS, and iOS / Android.
- Maintain current knowledge of basic computer repair, upgrade, and support techniques.
- Coordinate with 3rd party vendors for hardware maintenance and repair.
- Adhere to all company and IT department policies and procedures.

Professional Recognition

- Certified CompTIA Security +.
- Certified Microsoft Azure Administrator Associate.
- Certified MCSA (SQL Server Solutions Associate).
- Training on Database Performance tuning.
- Training on Database High availability and SSIS, SSRS.
- Certified MCITP (Microsoft Certified IT Professional).
- Microsoft Certified Desktop Support Technician.

- Training on migration to the cloud.
- Training on Database AZURE/AWS.

Education

Bachelor of Business Administration Mar 2013- Mar 2017
Karwan University Kabul, Afghanistan

f. Application DB2 Database Administrator

Name	Labor Category	Company
Rambabu Chilla	Application DB2 Database Administrator	International Software Systems, Inc.
Professional Summary		
<p>Over 15 years of IT experience as Database Administrator on various databases (MySQL, DB2, SQL Server) with Financial/Health Care/ERP Systems</p> <ul style="list-style-type: none"> • Experience with Infor LN/M3/CSF databases administration • Experience with PeopleSoft Financials/Portal/EPM/ABM/FDW/PJP (OLTP, Data Warehouse) systems in EEE multi-TB environment. • Experience in designing, creating and Upgrading SAP db2 databases • Experience with Installing, Setting up of DB2/Oracle databases • Experience with Health Care Applications OLTP systems • Performance Test Scripting/Execution Experience using JMeter/LoadRunner11.0 <p>DB2 UDB/LUW, SQL Server, MySQL DBA Experience</p> <ul style="list-style-type: none"> • Instance and database creation and configuration in non-partitioned (EE) and partitioned (EEE/ESE) database server including multiple logical (MLP) and multiple physical partition (MPP) configurations. • Installation, configuration, and upgrade experience on a single processor, symmetrical multi-processing (SMP), massively parallel processor (MPP), with enterprise storage area networks (SAN). • Experienced in installation of DB2 LUW 11.5/11.1/10.5/10.1/9.xx/8.xx • Experienced in SQL Server 2014/2016/2019 DBA • Experienced in MySQL 5.7/8.0 DBA • Experienced in MySQL Replication (Master, Slave), MySQL Galleria Replication(Master,Slave,Slave) • SQL Server databases configuration setup (Such as Connections, concurrent threads, log growth sizes etc.,) • SQL Server SQL Queries review of explain plans and tuning of SQL Queries • SQL Server performance monitoring and Tuning. • SQL Server backup and restore of databases • Setting up of SQL Server Replication • MySQL backup and restore of databases, using mysqldump, xtrabackups • Experienced in Setting up DB2 BLU 10.5 • Exposure and Experienced in Setting up DB2 pure Scale 10.5 		

- Experienced in Implementing WLM (Workload Manager)
- Creating and Converting Existing Databases to Automatic Storage Databases
- Designing, Creation and Upgrade of SAP databases
- Good Understanding/Knowledge of SAP HANA databases
- Participated in Logical Design of DB2 Custom Designed Databases for both Transactional (OLTP) and Decision Support Systems (DSS VLDB) (Helped in Defining Partitioning Key).
- Expert in Monitoring and Performance Tuning of Server and Databases
- Implemented MDC and Range Partitioned Together on one table and implemented Separately.
- Database, instance monitoring using snapshots, event monitoring (DBM, DB, Application, Lock, FCM, Dynamic SQL) and Problem determination.
- Good Expertise with DB2MTRK, DB2TOP, DB2PD and review information for problem determination.
- Tier0 (SSD-Thin Pooling), Tier1 (Fiber Channel), Tier2 (SATA), Tier3 (Clarion) Disk designing for Tablespace Containers (Data, Log, Archive Log, Backup and Archive) without contention.
- Database migrations for Tier1 EMC disks to SSD EMC disks.
- Setting up of Tablespace Containers to support Parallel Processing without contention for OLTP Databases and for Data Warehouse (DSS Databases)
- Requirements gathering, reviewed with Users, Architects and Developers for Capacity Planning
- Production Support of Oracle 11g, SQL Server and Sybase databases
- Proficient in Database Migrations and Recovery of databases.
- Worked with SYSADMINS to setup of Database cluster Servers and DR servers.
- Actively participated in DATA CENTER Migrations (Requirements Gathering, Planning, setting up of New Data Center and Implementing, Migrating database and Application Servers).
- Actively participated in DR tests and Real DR Activates, including DR planning, setup, testing etc.
- Application and Batch Process Tuning Efforts □ Achieved 40+% of Runtime Gains.
- Installation, Setup of DB2 High-Performance Unload.
- Writing Shell Scripts for Database maintenance Activities including but not limited to REORG, RUNSTATS, Pruning of Logs
- High availability (HA) experience with VERITAS Clutter Services (VCS) and HADR.
- Stored procedure, user-defined function, and user-defined table function experience with DB2 SQL/PL and Java.
- Problem identification, management, and resolution experience with DB2 diagnostics, trace facilities, and database analysis reporting tool (DART).
- Database analysis and design experience Computer Associates ERwin.
- Supporting PeopleSoft Installation/Migrations/Upgrades.
- 24/7 On-Call Support.
- Highly experienced in resolving deadlock and time out issues, which are common with most of the 3-tier vendor product applications which contain lot of Referential Integrity and DB triggers.

Performance Testing/Monitoring/Tracking and Analysis of Servers (Windows/Linux/AIX):

- Requirements Collection, Writing Test Strategies, Test Plans, Test Cases, Traceability Matrix preparation, Bug Life Cycle design, Test Execution Tracking.
- Worked as test Architect (Performance/Automation) (Tools such as J-Meter, Load Runner)
- Collection of Server Traces using Perfmon/Resource Monitor, nmon
- Trace's analysis and identify resource utilization/bottlenecks
- Active troubleshooting of performance problems on servers
- Disk analysis using DISKSPD tool
- LN Application problems analysis using ipat tool/CGP/Log for Locks/Application trace collection sessions
- Performance test scripting using JMeter/Load Runner
- Performance Test Executions with more than 4000 users using JMeter tool
- Performance monitoring using Logic Monitor/Monocle
- Experienced in Using Test Management Tools such as Q-Test, ALM and Test Link and Test management tracking in Excel Sheet.
- Database benchmarking experience using Quest Software Benchmark Factory and Mercury Interactive Load Runner/JMeter benchmarking tools.

Experience

Infor

**Sr Consultant, Performance
Minneapolis, MN**

July 2017 – Till Date

- Installation and configuration of DB2 instances/databases, SQL Server and MySQL instances/Databases.
- Monitoring & Performance Tuning of DB2 V11.1/11.5 Instances and databases
- Monitoring & Performance tuning of SQL Server 2016/2019 databases
- Setting of Percona Replication for MySQL Innodb Engine runs on RedHat Linux servers
- Experienced in MySQL Replication (Master, Slave), MySQL Galleria Replication (Master, Slave, Slave)
- Experienced in MySQL Replication Master, Slave using GTID's
- HADR Setup for DB2 V11.1 Databases
- SQL Server 2016/2019 Replication Setup
- Migrations from MySQL 5.7 to MySQL 8.0
- Database/Instance Upgrades to DB2 V11.1/DB2 V11.5 on Linux and AIX Servers.
- Database Migrations for SQL Server 2016 to 2019
- Regular Database Support Activity such as Backup/Restores, Table & Tablespace maintenance Activities for DB2, MySQL, SQL Server Databases
- Monitoring of AWS cloud Instances (Single Tenant/Multitenant)
- Deployment of LN/M3 application fix pack updates on Multitenant Applications.
- Performance monitoring and Analysis of Multitenant Applications on AWS cloud
- Performance tuning of LN 10.4/10.6 with db2 databases and SQL Server Databases
- We enable traces on Operating systems and on a database level and collect traces and analyze the resources and provide recommendations on resources and databases for better performance of the application/databases.
- Design, Tuning of MRP Process.
- Processing of ION Files

- Supporting 3rd party integrations such as LN-Cognos, PLM-LN, etc.
- Knowledge of EDI Files.
- Performance Tuning and Production support
- Identify long running queries and tune them.
- Monitor databases using SQL Server Activity monitor.
- Writing and Modification of SQL Stored Procedures
- Performance Testing/Manual Testing of LN/M3 Applications
- Test Management tracking using tools like ALM, Q-Test , Test Link, Excel sheet
- Used DB2PD on table level to find Number of Insert, updates, deletes on table and Index usage for heavy hit Tables and to find out reorg processes stage/status checks
- Performance tuning of dynamic SQL captured from snapshots using tools like db2 explain, db2advis and created different types of event monitors to monitor databases.
- Discussed, Designed, Documented, Implemented, and lead the team in project planning, system design, development and testing, security, and documentation on the entire project.

Environment: UDB DB2 11.1/10.5, MySQL, SQL Server, RedHat Linux, Windows 2012 R2, LN, Lawson S3/M3

BCBS-CareFirst

July 2016 – December 2016

Sr UDB DB2 DBA

Washington DC

- Setting up failover nodes for 4 LPARS (with 32 partitions) using TSA for Warehouse Databases
- Setting up of DR Databases
- Implemented WLM (Identifying work, designing service classes, Workloads and setting up thresholds and Remapping of Service classes)
- Identification of HASH/Distribution Keys for tables to eliminate data skewing between nodes and by giving importance to collocated joins
- Performance Tuning and Production support
- SQL Query Tuning activities and implemented MDC's, Statistical Views
- Implemented MQT's and Replicated MQT's
- Identify long-running queries and tune them.
- Implementing HADR databases with TSA (Tivoli System Automation)
- Used DB2PD on table level to find Number of Insert, updates, deletes on table and Index usage for heavy hit Tables and to find out reorg processes stage/status checks
- Performance tuning of dynamic SQL captured from snapshots using tools like db2 explain, db2advis and created different types of event monitors to monitor databases.
- Discussed, Designed, Documented, Implemented, and lead the team in project planning, system design, development and testing, security, and documentation on the entire project.

Environment: UDB DB2 V9.7/V10.1,10.5 AIX/6/7.1, BusinessObjects, db2 TSAMP, Cognos

Anthem

July 2015 – July 2016

Sr UDB DB2 DBA/SQL Server

Connecticut

- Migrating UDB V9.7 to 10.1 and V9.7 to V10.5
- Setting up db2 BLU 10.5 on LAB/POC/SIT Servers
- Converted Single Partition Databases to 8 Node SMP HASH Partitions
- Identification of HASH/Distribution Keys for tables to eliminate data skewing between nodes and by giving importance to collocated joins

- As part of Disaster Recovery strategies, implemented HADR on one of the OLTP Production Servers clustered across two IBM p-7 servers.
- Tuning and Production support for NCCT/EBP databases
- SQL Query Tuning activities and implemented MDC's and Statistical Views
- Everyday Monitoring of NCCT/EBP User activity and Reporting process and make sure identify long running queries and tune them.
- Implementing HADR databases with TSA(Tivoli System Automation)
- Setting up db2 pureScale 10.5 on LAB/POC Servers
- Actively Implemented WLM(Work Load Manager)
- On-call Rotation for SQL Server and DB2 Databases
- Widely using DB2TOP tool to find out bottlenecks, ongoing executing applications, locks, snapshot of applications and queries which are running, bufferpool hit ratios etc.,
- Expertise in using DB2PD, DB2TOP, and Widely used SYSIBMADM Views to find Index Usage, Locks, Waiting Locks, Instance, Database configuration checks, Bufferpool hit ratio, Tablespace containers checks, Application info, Active Statements, Dynamic Cache, FCM buffers usage, Reorg Process checks, Utilities checks
- Used DB2PD on table level to find Number of Insert, updates, deletes on table and Index usage for heavy hit Tables and to find out reorg processes stage/status checks
- Widely used db2 admin move procedure as part of online data move activities
- Done various restore and roll-forward recovery operations from the source to the target databases as and when required.
- Performance tuning of dynamic sqls captured from snapshots using tools like db2 explain, db2advis and also created different types of event monitors to monitor databases.
- Client Configuration, instance set up for client connectivity
- Discussed, Designed, Documented, Implemented, and lead the team in project planning, system design, development and testing, security, and documentation on the entire project.

Environment: DB2 BLU 10.5, DB2 pureScale 10.5, UDB DB2 V9.7/V10.1,10.5, SQL Server 2012, AIX/6/7.1, Linux 5.6(RedHat), BusinessObjects, db2 TSAMP,

Prime Therapeutics

October 2012 --- June 2015

UDB DB2 DBA/Oracle/SQL Server
Minneapolis, MN

Guided Health (GH): Purpose of project is to identify best suited drugs for the Patients by processing all the Claims that are generated for the Clients and Generate BOBJ, Adherence Reports.

Rebates: Medical and Pharmacy Claims Processing for Clients

Pega: Pega Application

- Migrating UDB V9.5 to V9.7, V9.7 to 10.1
- Oracle11g installation, database creation, setup activates, Production Support
- SQL Server 2012 Databases installation, configuration, Production support
- As part of Disaster Recovery strategies, implemented HADR on one of the OLTP Production Servers clustered across two IBM p-5 servers.
- Implementing HADR databases with TSA (Tivoli System Automation)
- Widely using DB2TOP tool to find out bottlenecks, ongoing executing applications, locks, snapshot of applications and queries which are running, bufferpool hit ratios etc.,
- Online data movement for tables by using db2 admin move procedure
- Supporting SAP, SAS, Guided Health, Business Object, DataStage Applications/Tools

- Responsible for design, creation and to upgrade SAP databases from 9.7 to 10.1 and used DBA COCKPIT to find out db backup issues and Changing DBM/DB cfg parameters
- Expertise in using DB2PD, DB2TOP, and Widely used SYSIBMADM Views to find Index Usage, Locks, Waiting Locks, Instance, Database configuration checks, Bufferpool hit ratio, Tablespace containers checks, Application info, Active Statements, Dynamic Cache, FCM buffers usage, Reorg Process checks, Utility checks
- Used DB2PD on table level to find Number of Insert, updates, deletes on table and Index usage for heavy hit Tables and to find out reorg processes stage/status checks
- Widely used db2 admin move procedure as part of online data move activities
- Responsible for Physical database model maintenance on OLTP and Warehouse Databases
- Tuning GuidedHealth Batch Process, Reporting process, Table and Tablespace Design changes, Container modifications and Achieved 45% of runtime Savings.
- Table design changes by Implementing MDC and Range Partitions achieved 60% performance Gains over the Batch Process
- Implemented Range Partition Tables over Claim Tables
- Done various restore and roll-forward recovery operations from the source to the target databases as and when required.
- Responsible to Identify issues with newly implemented Information MDM process db2 as database
- Performance tuning of dynamic SQL captured from snapshots using tools like db2 explain, db2advis and also created different types of event monitors to monitor databases.
- Everyday Monitoring of GuidedHealth Batch and Reporting process and make sure identify long-running queries and tune to meet Batch SLA's.
- Implemented Statistical View solutions for GH Queries and Rebates queries and achieved 70% of runtime savings.
- Client Configuration, instance set up for client connectivity for BOBJ Application as part of setting up DR System for BOBJ Production system.
- Designing, Implementing, Converting and Supporting BPW, PS, PBP(Pharmacy Benefit Plan) Processes and change of Process to run in Parallel Mode.
- Implemented Adaptive Row Compression (on tables whose row count is more than a Million) and achieved 75% of DISK SPACE savings.
- Worked on Oracle 11g maintenance activities.
- Setting up of SQL Server Databases backups
- Finding Missed indexes for SQL Server and analysis on those for best-fit indexes
- Query Tuning of SQL Server Queries
- Setting up of Transactional Replication for SQL Server databases
- Regular maintenance of SQL Server Tables/Indexes based on fragmentation Percent
- Pega application database support.
- Did periodic checks of the various database environments in terms of the growth of the data and maintained the threshold limit of 80% across all DMS tablespaces.
- Responsible for Implementation of OPTIM 6.1 tool in various servers.
- Discussed, Designed, Documented, Implemented, and lead the team in project planning, system design, development and testing, security, and documentation on the entire project.
- On-call support for Data warehouse and OLTP databases
- Basic Scripting Experience with HP LoadRunner

Environment: UDB DB2 V9.7/V10.1, AIX5.3/6/7.1, Oracle11g, SQL Server 2012, Linux 5.6(RedHat), BusinessObjects, Web-Sphere, OPM 4.01/5.1/6, SAP, DataStage, Informatica MDM, Corticon Rule Engine, LoadRunner11.0, Pega

HSBC

April 2008 --- September 2012

**UDB DB2 DBA
Chicago, IL**

FTP (Financial Transformation Program): Purpose of Project is Every Day book Closing of HSBC NA. Regular Batch process and User Reports on Peoplesoft Financials/Portal/EPM/ABM and FDS(DW).

- Migrating UDB V8.2 to UDB V9.1 ESE and From V9.1 to V9.7 (MPP and SMP).
- Setting up of EEE environment using 4 p-5, p-6, p-7(IBM Servers) LPAR's with 17(logical nodes) having 10TB data warehouse.
- Setting up of EEE PeopleSoft environment using RedHat Linux LPAR with 4 Logical nodes having 2TB(Allocation) PeopleSoft Transactional database.
- Designing PeopleSoft and Data Warehouse databases DISKS without Contention (Tier0, Tier1, Tier2, Tier3).
- AWS servers monitoring.
- Performance tracing of AWS servers
- As part of Disaster Recovery strategies, implemented HADR on one of the OLTP Production Servers clustered across two IBM p-5 servers.
- Table spaces and File system designing for EMC SSD DISKS(Think Pooling).
- Creation of VCS (Veritas Cluster Services) Servers for Production databases.
- Setting up of DR servers and SRDF file systems setup with EMC disks.
- Supporting People Soft Financial Applications, Portal, EPM, ABM Migrations.
- Expertise in using DB2PD, DB2TOP, DB2MTRK to find Locks, Waiting Locks, Instance, Database configuration checks, Bufferpool hit ratio, Tablespace containers checks, Application info, Active Statements, Dynamic Cache, FCM buffers usage, Reorg Process checks, Utilities checks
- Used DB2PD on table level to find Number of Insert, updates, deletes on table and Index usage for heavy hit Tables and to find out reorg processes stage/status checks
- Logical and Physical Designing of New Modules for Data Warehouse databases (CoRep, MI modules/functionalities).
- User requirements gathering and reviewing with users, architects and developers for incoming data feeds to Unix systems(from Mainframe for the sources like TDA, DDA, Credit Card etc) for Capacity Planning for PeopleSoft GL(OLTP) and FDS(DSS) databases, and Determined extending the database partitions, adding CPUs, Memory, DISK and Increasing the number of FCM buffers.
- DataCenter Migrations from Amhurst to Buffalo, From Buffalo to Volo and from Volo to Vernon Hills Actively handled real time DR Tests and actual DR situation.
- Tuning People Soft Batch Process, Tablespace Design changes, Container modifications and Achieved 45% of runtime Savings.
- ITM/RRM/SQR processes Tunings effort and achieved 60% of runtime Improvements.
- Session databases design, implementation and supporting
- Done various restore and roll-forward recovery operations from the source to the target databases as and when required.
- Implemented MQT's for everyday repeatable queries and MDC's for monthly RSF/JSF Journal Tables balances verification jobs.
- Designed and Implemented Range Partitions (Monthly, Daily), and ,as part of automating process, written scripts to Roll-in, Roll-out partitions.
- Performance tuning of dynamic SQLs captured from snapshots using tools like db2 explain, db2advis and also created different types of event monitors to monitor databases.

- Everyday Monitoring of People Soft and FTP Batch process and make sure identity long running queries and tune to meet Batch SLA's .
- Extensive use of DB2 HPU to unload data from production then using DB2 Load Utility to load data onto Test Databases. This is to support and prepare test Bed for test Processes in BST/UAT databases.
- Implemented Clustered Index Solution for Heavy Hit Tables (to remove ITM/PS_LEDGER/PS_JRNL_LN tables PS batch tables from weekly reorg list).
- Implemented Statistical View solutions for People Soft PS Queries and SQR queries and achieved 70% of runtime savings.
- Client Configuration, instance set up for client connectivity for Cognos Application as part of setting up DR System for Cognos Production system.
- Monitoring databases Memory and CPU utilization on Server, giving suggestion to tune and Prioritize Workload and finding out heavy resource consuming SQL and scheduling change suggestions and implementation to reduce contention with User queries and Batch Process queries (ITM/RRM, FIRE and Downstream processes)
- Implemented DB2 Governor to force long running SQR/PS Queries and User queries which run more than 30mins or select more than 72000 rows.
- Designing, Implementing, Converting and Supporting ABM, GFDM/CIBM EPM Processes and change of Process to run in Parallel Mode to use multiple PeopleSoft Temp Tables.
- Implemented Row Compression (on tables whose row count more than a Million) and achieved 62% of DISK SPACE savings.
- Did periodic checks of the various database environments in terms of the growth of the data and maintained the threshold limit of 80% across all DMS table spaces.
- Installation and Configuring Database Achieving Tool OPTIM6.4.0/6.4.1.
- Responsible for Implementation of OPTIM tool in various servers.
- Discussed, Designed, Documented, Implemented ,and lead the team in project planning, system design, development and testing, security, and documentation on the entire project.
- On-call support for Data warehouse and PeopleSoft databases

Environment: UDB DB2 ESE/V8.2,V9.1 DPF(EEE), AIX5.3, Linux 5.6(RedHat), VCS, Cognos, Web-Sphere Commerce Suite, Peoplesoft, FCR, PJP, Hyperion, OPTIM6.4.0/6.4.1/OPM 4.01/5.1

Syntel/McKesson

May 2004 ---- September 2007

SQL Server 7.0/2000/Sybase ASE 15.0

Pune, India

PCON (Pathways Contract Management) and PCS(Pathways Compliance Management). The project is to support Regular Patient Visits, Physician Availability, LAB Test, Scheduling Appointments, Billing, Financial Information, Managing Patience Insurance Details, Claim Processing based on Rules (Rule Based Processing), Insurance and Patience Compliance(Claim Rejections, Discrepancy between Insurance Services and Services that Provider Provided). McKesson Effectively manages more than 300+ hospitals Across Globe.

- Active Member in designing and setting up Production, Staging and Development Databases.
- Stored procedure, user-defined function, and user-defined table function experience with SQL/PL and Java.
- 24 * 7 on-call rotation carrying pager all the time
- Data Movement from Production to Non-Production and Staging, and Performance databases to support Test cycles.

- Restore Databases to support Test cycles
- Instrumental in implementing frequent DDL changes and going thru the complete life cycle(development, UAT and Production) of the project in adding columns into existing tables, creating new tables, taking care of all the dependent objects in the process.
- Worked on Hospital Specific Code Migrations, Hospital Specific Enhancements Table changes and Specific Report queries Tuning.
- CSR's and DCR workflow process and segregation and identification of Enhancements and Defects based on customer requirements
- Supported and involved in SQL Server Migrations.
- Complete Physical Design of different functionalities and Rules for Pathways Contract Management Application. (Ex: Hourly Billing, Daily Billing, In-Patient, Out-Patient, Billing by Person, Billing by Child etc.,)
- Performed various tests on the database from simple to complex queries and captured performance measures in order to assess Hospital specific queries performance.

Environment: SQL Server 2000, Windows 2002 Server, Sybase ASE 15.0, Crystal Reports

Education

B.Sc Nagarjuna University, Guntur, AP, May 2000

g. PC Programmer Analyst

Name	Labor Category	Company
Brian Wojnarowski	PC Programmer Analyst	International Software Systems, Inc.
Professional Summary		
Highly resourceful, strategic, and qualified professional with extensive experience spearheading multifaceted teams along with analyzing and managing data, operations, and security across the aviation industry. Well-versed in facilitating operations, procedures, and policies by compiling/analyzing reports, communicating restrictions with staff, and publishing government publications. Adept at evaluating, identifying, and addressing areas of risk and developing mitigation to ensure organizational productivity. Technically minded and certified individual with expertise in driving tactical security operations and ensuring cyber security. Proven track record of cultivating robust cross-functional collaboration and establishing productive relations with key stakeholders to advise and consult regarding critical air traffic control issues.		
Technologies		
<ul style="list-style-type: none"> • CSS • Microsoft Project • AutoCAD • JavaScript • Alteryx • Microsoft Office • Tableau • Python • SQL • Firewall • Microsoft SQL Server • Network monitoring • Linux 		



- Active Directory
- Cybersecurity

Experience

Aviation Analyst, Leidos

Leidos

January 2021 to Present

Retrieve, analyze and tabulate data received for the National Airspace System (NAS). Input corrected data into the FAA's databases and publish documentation supporting the change to the NAS.

- Receive and review Fixes (8260-2s), to enter the data into the NASR, and store in Documentum.
- Receive STARs, SIDs and DPs, NFDD and store them in Documentum.
- Receive AIPs, place the proper TL number and store them in Documentum. Make sure all updates, corrections, and resends on all these items processed, are NFDD, entered into NASR and stored correctly.
- Receive Airways (8260-16), review, enter data into NASR and store in Documentum.
- Download Preferred Route from the NFDC Portal, review, enter data into NSAR and store in Document.
- Download PJAs from the NFDC Portal, review, enter data into NASR and store in Documentum.
- Download Specials and Military (8260-2s) form the NFDC portal, review, enter data into NSAR and store in Documentum.
- Review the NASR database for discrepancies and errors
- Determine Dependent Resources for NAVIDS, ILS systems, and runways for changes in NAVAIDS and MAGVARs.
- Answer ADI questions on the NFDC Portal or refer that question to the appropriate office.
- Demonstrate proficiency with NASR, Dashboard, TPP, 8260-2s, 8260-3/-5s/-10s, 8260-16s, Part 95, SkyVector, NFDC home page and NFDC portal.

IT Specialist/Data Analyst

Leadium

January 2020 to Present

- Designing and installing network infrastructure.
- Analyzing network traffic to better adjust systems for traffic demand.
- Communicate effectively with management and executives.
- Gather and compile information needed for operations.
- Document required information pertaining to design and maintenance.
- Gather and analyze data and output into reports for executive needs.

Designated Lead Specialist (DLS)

RCC

September 2021 to September 2021

- Supervise and lead 60-80 specialists to execute day-to-day operations and ensure productivity.
- Analyze current workload to accurately calibrate employee schedules.
- Document required information to prepare and present accident reports to the FAA and air operations managers. Interact with NSC, FSOC, and RCC to share and consult critical information and develop insights regarding flight rescue, safety risks, and accidents.
- Monitor Domestic Events Network (DEN) to coordinate Temporary Flight Restrictions (TFR's) with staff and other agencies.
- Enabled persistent and high-quality maintenance by compiling and delivering information to pertinent staff.
- Monitored and ensured the timely and correct publication of NOTAM.
- Maintained the highest performance without any drop in productivity.

Flight Service Specialist

Lockheed Martin

September 2021 to September 2021

- Communicate directly with pilots to deliver pilot briefings and flight plans.
- Analyze and update flight plans complying with navigational charts to submit into the FAA network.
- Inspect pilot's location to provide weather / navigational updates and other inflight advice. Interacted with ATC to manage relay clearances for departure. Take initiatives to search and rescue initiation as well as ensure the security of aircraft prior to flight termination.
- Addressed aircraft emergencies by proactively communicating with pilots.
- Published Notices to Airmen (NOTAMs) by identifying and catering to customers' needs.
- Maintained positive pass rates on review by implementing best practices

Education

Double minor: Aviation Safety & Aviation Weather (Meteorology) CompTIA Security+

July 2024 to July 2024

CompTIA Security+

Master's in Information Technology

Florida Institute of Technology, 2021

Bachelor's in Aeronautical Science

Embry-Riddle Aeronautical University, 2005



4. Contract Manager

Contract Manager	Ms. Erina Rajbhandari
Telephone No	301-886-8904
Fax Number	301-982-0500
Email Address	erajbhandari@issi-software.com

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☒ **Term Contract**

Initial Contract Term: This Contract becomes effective on the effective start date listed on the first page of this Contract and the initial term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that maintenance, monitoring, or warranty services will be provided for _____ year(s) thereafter.

☐ **One Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Other:** See attached _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for “Fixed Period Contract” or “Fixed Period Contract with Renewals” has been checked in Section 3 above. If either “Fixed Period Contract” or “Fixed Period Contract with Renewals” has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☒ **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. 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.

☒ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General’s office.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

☐ **BID BOND (Construction Only):** Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

☐ **PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Purchasing Division prior to Contract award.

☐ **LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

☐ **MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

☐☐☐☐

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below and must include the State as an additional insured on each policy prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☐ **Automobile Liability Insurance** in at least an amount of: _____ per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: _____ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: _____ per occurrence.

☐ **Aircraft Liability** in an amount of: _____ per occurrence.

☒ State of West Virginia must be listed as additional insured on Insurance Certificate. Certificate holder should read as follows:

☒ State of WV
1900 Kanawha Blvd. E., Bldg. 5
Charleston, WV 25305

☐

☐

Notwithstanding anything contained in this section to the contrary, the Director of the Purchasing Division reserves the right to waive the requirement that the State be named as an additional insured on one or more of the Vendor's insurance policies if the Director finds that doing so is in the State's best interest.

9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. [Reserved]

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☐ _____ for _____.

☐ Liquidated Damages Contained in the Specifications.

☒ Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it 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/default.html>.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor 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, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to 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 Vendor.

34. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also 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. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to 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 Solicitation 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, etc. 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.

36. 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 and hour laws.

37. PURCHASING AFFIDAVIT: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State, Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Purchasing Division affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☐ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process.
- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a “substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the vendor must submit to the Agency a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-award interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES – This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Name, Title)
Erina Rajbhandari, Director, Finance and Contract Administration

(Printed Name and Title)
7337 Hanover Parkway, Suite A

(Address)
301-886-8904

(Phone Number) / (Fax Number)
erajbhandari@issi-software.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

International Software Systems, Inc.
(Company)



(Authorized Signature) (Representative Name, Title)

Erina Rajbhandari, Director, Finance and Contract Administration
(Printed Name and Title of Authorized Representative)

March 2, 2022
(Date)

301-886-8904, 301-982-0500
(Phone Number) (Fax Number)



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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 986667

Doc Description: ADDENDUM NO_1 WVDOT IT Temporary Staffing Services(81220053)

Reason for Modification:

Addendum No_1
Vendor Questions and responses
Attach revised Pricing Page with
Formulas

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2022-02-24	2022-03-03 13:30	CRFQ 0803 DOT2200000122	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code:

Vendor Name :

Address :

Street :

City :

State :

Country :

Zip :

Principal Contact :

Vendor Contact Phone:

Extension:

FOR INFORMATION CONTACT THE BUYER

John W Estep
304-558-2566
john.w.estep@wv.gov

Vendor
Signature X

FEIN# 52-1915109

DATE 03/02/2022

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

ADDITIONAL INFORMATION

ADDENDUM NO_1

Addendum No_1 issued to Publish and Distribute the attached Information to the Vendor Community.

REQUEST FOR QUOTATION:

The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Department of Transportation (WVDOT) to establish multiple open-end contracts for information technology temporary technical staffing services. Per the Bid Requirements, Specifications, Terms and Conditions attached to this Solicitation.

INVOICE TO				SHIP TO			
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720				DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Senior Mainframe Application Analyst				

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:

Senior Mainframe Application Analyst

INVOICE TO				SHIP TO			
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720				DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Mainframe Application Analyst				

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:

Mainframe Application Analyst

INVOICE TO				SHIP TO			
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720				DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Senior Application Oracle Database Administrator				

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:

Senior Application Oracle Database Administrator

INVOICE TO				SHIP TO			
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720				DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Application Oracle Database Administrator				

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:

Application Oracle Database Administrator

INVOICE TO				SHIP TO			
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720				DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Senior Application DB2 Database Administrator				

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:

Senior Application DB2 Database Administrator

INVOICE TO				SHIP TO			
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720				DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Application DB2 Database Administrator				

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:

Application DB2 Database Administrator

INVOICE TO				SHIP TO			
DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720				DEPT. OF TRANSPORTATION 1900 KANAWHA BLVD E, BLD. 5 RM-720			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	PC Programmer Analyst				

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:

PC Programmer Analyst

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2022-02-24

SOLICITATION NUMBER: CRFQ DOT2200000122

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as CRFQ DOT2200000122 ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☒ Other

Additional Documentation:

Vendor Questions and Responses

Attach revised exhibit A pricing page. Formulas added

Bid Opening remains 03/03/2022 at 1:30pm

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

CRFQ DOT22*122 WVDOT IT Temporary

Question 1 We want to understand the format and content requirement for the proposal, as we are not able to find the Questions that we need to address in the proposal. We can only see Two Attachments (“pAffidavit” and “Ethics_DisclosureInterestedParties_2018”) that we need to notarized, Pricing Sheet and Two (2) questions in Attachment “CRFQ DOT2200000122 Specifications” under Section 3 “QUALIFICATION”.

Response 1 Vendors can view the required bidding and specification documents on wvOASIS.gov. Document ID: CRFQ-0803-DOT2200000122-1

Question 2 How many personnel were placed for each position category.

Response 2 Vendors should review CRFQ DOT2200000122 Specifications and CRFQ DOT2200000122 Exhibit A Pricing Page

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State’s intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Upon award of the resulting Contract(s), a spreadsheet will be included with each Contract indicating the priority each vendor has for each awarded classification. An

indicator of “1” on the spreadsheet contract Pricing Synopsis shall indicate First Priority; “2” shall indicate Second Priority, etc.

Question 3 What was spent for each position category?

Response 3 This solicitation has not been previously advertised or awarded by WVDOT.

Question 4 What was the average length of each contract assignment (Average working hours for each personnel working under this contract)?

Response 4 The estimated quantity per position is 2080 hours per year however the following statement applies: The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Question 5 What was to total previous contract spent?

Response 5 This solicitation has not been previously advertised or awarded by WVDOT.

Question 6 In the new contract how many personnel are require for each position category?

Response 6 The estimated quantity per position is 2080 hours per year however the following statement applies: The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Vendors should also review specification 4.2.6

Question 7 What is the Not to Exceed Budget/Contract Amount for the new contract?

Response 7 The State of West Virginia is not permitted to share this information.

Question 8 To how many vendors agency is going to award the contract?

Response 8 Vendors should review CRFQ DOT2200000122 Specifications and
CRFQ DOT2200000122 Exhibit A Pricing Page

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 9 Do we need to provide the resumes of proposed consultants for each position category with proposal?

Response 9 Vendors should review Section 3: Qualifications Requirements and Section 4.2 Vendor Responsibilities.

Question 10 Is there any preference for Local vendors?

Response 10 N/A

Question 11 Please disclose the incumbent vendor's name(s) if applicable and, if possible, please share their proposal(s).

Response 11 This solicitation has not been previously advertised or awarded by WVDOT.

Question 12 If there are incumbents, are they eligible for contract award on this solicitation? If not, or if some are and some are not, what is the reason?

Response 12 This solicitation has not been previously advertised or awarded by WVDOT.

Question 13 What service challenges are you experiencing with the current contract arrangement?

Response 13 This solicitation has not been previously advertised or awarded by WVDOT.

Question 14 What was the spend on the previous contract?

Response 14 This solicitation has not been previously advertised or awarded by WVDOT.

Question 15 What is the estimated budget for this solicitation?

Response 15 The State of West Virginia is not permitted to share this information.

Question 16 Are the roles for this solicitation required to be available for on-site work or is this role permitted to be remote?

Response 16 United States based remote work (on an approved basis) and on-site work are both permissible for this contract, no work outside of the United States is permitted.

Question 17 If the roles for this solicitation are permitted to be remote, are you open to off-shore as well as US based remote work?

Response 17 United States based remote work (on an approved basis) and on-site work are both permissible for this contract, no work outside of the United States is permitted.

Question 18 If all or some of the roles for this solicitation will be performed on-site, what are the physical location(s) where work is to be performed?

Response 18 Vendors should review Section 1 Purpose and Scope

Question 19 Are you seeking local vendors or are you equally open to awarding an out of state vendor?

Response 19 The State of West Virginia is seeking qualified bidders meeting the requirements of CRFQ DOT2200000122.

Question 20 Regarding roles that may be anticipated to be exclusively remote, are you open to off-shore as well as US based remote work?

Response 20 United States based remote work and on-site work are both permissible for this contract, no work outside of the United States is permitted for this contract.

Question 21 Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.

Response 21 This is a new initiative

Question 22 Can you please let us know the previous spending of this contract?

Response 22 N/A

Question 23 Please confirm if we can get the proposals or pricing of the incumbent(s).

Response 23 This solicitation has not been previously advertised or awarded by WVDOT.

Question 24 Are there any pain points or issues with the current vendor(s)?

Response 24 This solicitation has not been previously advertised or awarded by WVDOT.

Question 25 Please confirm the anticipated number of awards.

Response 25 Vendors should review CRFQ DOT2200000122 Specifications and
CRFQ DOT2200000122 Exhibit A Pricing Page

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 26 Please share the names of current vendors providing these services.

Response 26 This solicitation has not been previously advertised or awarded by WVDOT.

Question 27 What is the current budget for the resulting contract or the estimated spending on this contract in previous years?

Response 27 The State of West Virginia is not permitted to share this information and this solicitation has not been previously awarded.

Question 28 :Is it possible to share the incumbent contracts and their pricing information?

Response 28: This solicitation has not been previously advertised or awarded by WVDOT.

Question 29 Throughout the tenure of the existing contract, please confirm the number of temp staff worked under the incumbent contracts and how many are active at this time?

Response 29 This solicitation has not been previously advertised or awarded by WVDOT.

Question 30 Is there any challenge fulfilling the current staff needs with the existing contracts for related services or improvements required?

Response 30 This solicitation has not been previously advertised or awarded by WVDOT.

Question 31 Is there any local preference for this contract?

Response 31 N/A

Question 32 Does the agency required all the skills listed on this RFP to be awarded and to be supply by each particular vendors or it can be subdivided based on each IT staffing company capability?

Response 32 Vendors should review CRFQ DOT2200000122 Specifications and more specifically to this question Section 3 Qualifications and Section 4.2 Vendor Responsibilities.

Question 33 If the vendors cannot provide or supply all the listed skills requirement will be an immediate ground for disqualification?

Response 33 Vendors should review CRFQ DOT2200000122 Specifications and more specifically to this question Section 3 Qualifications and Section 4.2 Vendor Responsibilities.

Question 34 How many estimated number of resources required under each position?

Response 34 The estimated quantity per position is 2080 hours per year however the following statement applies: The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Question 35 What are the challenges or pain areas of the ongoing contract?

Response 35 This solicitation has not been previously advertised or awarded by WVDOT.

Question 36 How many vendor(s) will be selected under the contract?

Response 36 Vendors should review CRFQ DOT2200000122 Specifications and CRFQ DOT2200000122 Exhibit A Pricing Page

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so

on, until such time that at most five (5) Contracts are awarded for that classification.

Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 37 What is the historical budget and estimated budget of the contract?

Response 37 The State of West Virginia is not permitted to share this information and this solicitation has not been previously awarded.

Question 38 What type of work authorization(s) will be considered for the proposed candidates? Is it limited to only U.S. Citizens and Green Card Holders or candidates holding Employment Authorization Document (EAD) will also be considered?

Response 38 Vendors can view the required bidding and specification documents on wvOASIS.gov. Document ID: CRFQ-0803-DOT2200000122-1

Question 39 What is the evaluation criteria on the contract?

Response 39 Vendors can view the required bidding and specification documents on wvOASIS.gov. Document ID: CRFQ-0803-DOT2200000122-1

Question 40 Is there any preferred payment method?

Response 40 Vendors can view the required bidding, terms and conditions and specification documents on wvOASIS.gov. Document ID: CRFQ-0803-DOT2200000122-1

Question 41 Out-of-state firms are allowed to submit bids?

Response 41 Yes

Question 42 Is there any preference for MBE Firm?

Response 42 N/A

Question 43 Do we have to submit candidates in the proposal, or do we have to submit after vendor selection?

Response 43 Vendors can view the required bidding and specification documents on wvOASIS.gov. Document ID: CRFQ-0803-DOT2200000122-1

Qualifications Section 3

Question 44 What will be the estimated contract value?

Response 44 The State of West Virginia is not permitted to share this information and this solicitation has not been previously awarded.

Question 45 What was the previous spent on the contract?

Response 45 The State of West Virginia is not permitted to share this information and this solicitation has not been previously awarded.

Question 46 Who is current incumbent on this contract and how long they have been serving?

Response 46 The State of West Virginia is not permitted to share this information and this solicitation has not been previously awarded.

Question 47 What is the current budget on the contract?

Response 47 The State of West Virginia is not permitted to share this information

Question 48 How many temps are currently working on the existing contract, and will they all be transitioned to the new vendors?

Response 48 This solicitation has not been previously advertised or awarded by WVDOT.

Question 49 Please advise the average duration for each delivery order

Response 49 The estimated quantity per position is 2080 hours per year however the following statement applies: The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Question 50 Are these services provided currently? If yes, please provide the delivery order information to include the vendor's name, type of work, contract amount and period of performance

Response 51 This solicitation has not been previously advertised or awarded by WVDOT

Question 51 Please advise if candidates on work visas (H1B) are allowed to work on these requirements?

Response 51 Vendors can view the required bidding and specification documents on wvOASIS.gov. Document ID: CRFQ-0803-DOT2200000122-1

Question 52 Please provide a week's extension to the due date.

Response 52 At this time the solicitation will not be extended.

Question 53 Historically, how long has been the period of performance for each delivery order?

Response 53 This solicitation has not been previously advertised or awarded by WVDOT

Question 54 Please advise if vendors based out of state can respond to this requirement?

Response 54 Vendors can view the required bidding and specification documents on wvOASIS.gov. Document ID: CRFQ-0803-DOT2200000122-1

Question 55 Will the WVDOT conduct any background investigation or security check on the vendor's employees before performance starts?

Response 55 Vendors can view the required bidding and specification documents on wvOASIS.gov. Document ID: CRFQ-0803-DOT2200000122-1

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

Question 56 The pricing sheet mentions 2,080 hours for each position. Is WVDOT looking for 7 full time equivalent contractors or are these hours just an estimated quantity?

Response 56 The estimated quantity per position is 2080 hours per year however the following statement applies: The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Question 57 The RFP states that the vendor shall be responsible for all mileage and travel costs, but there is no information provided on the frequency, locations, and need for travel on the contract. Can WVDOT provide the details on the travel for vendors to understand the requirements?

Response 57 The pricing page has been split into remote work and on-site work for each category.

All costs associated with any on-site travel must be incorporated into the vendor's bid. It is anticipated that most under this contract will occur under direct Agency supervision in the metro Charleston, WV area, as these are the home office areas for the primary Agency sponsors for this solicitation. However, the awarded contract(s) will be available for use by the West Virginia Department of Transportation which has districts and offices all throughout West Virginia.

Question 58 Please advise if our employees can perform the tasks remotely?

Response 58 Remote work will be permissible on a statement of work basis approved by the West Virginia Department of Transportation. The remote work must be performed in the United States.

Question 59 Is the requirement for 7 people or can WVDOT require more than 1 FTE for each position classification?

Response 59 Vendor should review specification 4.2 Vendor Responsibilities and Section 5 Contract Award

Question 60 Will each delivery order be for at least 1 year?

Response 60 The estimated quantity per position is 2080 hours per year however the following statement applies: The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

PERFORMANCE: Vendor and Agency shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Agency. In the event that this Contract is designated as an open-end contract, Vendor shall perform in accordance with the release orders that may be issued against this Contract.

Question 61 With the upcoming President's Day holiday, please advise if WVDOT can extend the proposal due date so all small businesses can provide a proposal for this requirement?

Response 61 The bid will not be extended at this time, vendors have until March 3, 2022 @ 1:30 PM to respond.

Question 62 The pricing spreadsheet provided by WVDOT only calculates the grand total for 4.1.1 and 4.1.7. May we change the formula to add the total amounts for all line items?

Response 62 A new pricing page will be issued by addendum that will calculate the values correctly.

Question 63 Is this a new opportunity or a recompile of an existing contract?

Response 63 This solicitation has not been previously advertised or awarded by WVDOT

Question 64 If recompile, who are the incumbents?

Response 64 This solicitation has not been previously advertised or awarded by WVDOT

Question 65 We see there are 7 labor classifications, our question is how many total numbers of positions state intend to hire during the course of this contract?

Response 65 The estimated quantity per position is 2080 hours per year however the following statement applies: The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Question 66 How many awards does the state intend to make for this contract?

Response 66 Vendors should review CRFQ DOT2200000122 Specifications and CRFQ DOT2200000122 Exhibit A Pricing Page

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 67 What was the previous spent on the contract?

Response 67 This solicitation has not been previously advertised or awarded by WVDOT

Question 68 Who is current incumbent on this contract and how long they have been serving?

Response 68 This solicitation has not been previously advertised or awarded by WVDOT

Question 69 What is the current budget on the contract?

Response 69 The State of West Virginia is not permitted to share this information

Question 70 How many temps are currently working on the existing contract and will they all be transitioned to the new vendors?

Response 70 This solicitation has not been previously advertised or awarded by WVDOT

Question 71 How many estimated number of resources required under each position?

Response 71 Vendors should review CRFQ DOT2200000122 Specifications and CRFQ DOT2200000122 Exhibit A Pricing Page

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 72 What are the challenges or pain areas of the ongoing contract?

Response 72 This solicitation has not been previously advertised or awarded by WVDOT

Question 73 How many vendor(s) will be selected under the contract?

Response 73 Vendors should review CRFQ DOT2200000122 Specifications and CRFQ DOT2200000122 Exhibit A Pricing Page

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 74 What is the historical budget and estimated budget of the contract?

Response 74 This solicitation has not been previously advertised or awarded by WVDOT and the State of West Virginia is not permitted to share current estimated budget information

Question 75 What type of work authorization(s) will be considered for the proposed candidates? Is it limited to only U.S. Citizens and Green Card Holders or candidates holding Employment Authorization Document (EAD) will also be considered?

Response 75 See specification 4.2.5 Successful Vendor must provide (as requested) the legal documentation to support proof that their candidate is a U.S. citizen or eligible to work in the United States.

Question 76 What is the evaluation criteria on the contract?

Response 76 Vendors should review CRFQ DOT2200000122 Specifications and CRFQ DOT2200000122 Exhibit A Pricing Page

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 77 Is there any preferred payment method?

Response 77 14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

Question 78 Could the authority clarify if this is a new requirement or a re-compete?

Response 78 This solicitation has not been previously advertised or awarded by WVDOT

Question 79 Could the authority please clarify if we only have to submit completed **Exhibit A - Pricing Page** and **Centralized Request for Quote Form** in the bid package?

Response 79 Vendors must follow CRFQ DOT2200000122 Inst to Vendors (pdf) and complete the bid package as specified

Question 80 Could you clarify whether we need to submit **Purchasing Affidavit, Disclosure of Interested Parties to Contracts, and General Terms and Conditions** with the bid?

Response 80 These documents should be included with vendors bid

Question 81 Is this a new contract or renewal of an existing contract?

Response 81 This solicitation has not been previously advertised or awarded by WVDOT

Question 82 If there is an existing contract, could you please share the name of the Current Suppliers (who are currently providing services to the WVDOT)?

Response 82 This solicitation has not been previously advertised or awarded by WVDOT

Question 83 Could you please share the current Suppliers' pricing and Proposals?

Response 83 This solicitation has not been previously advertised or awarded by WVDOT

Question 84 Is there any issue with existing suppliers?

Response 84 This solicitation has not been previously advertised or awarded by WVDOT

Question 85 Can you please share the email id/details where we can raise the public record request for old RFQ?

Response 85 This solicitation has not been previously advertised or awarded by WVDOT

Question 86 Can you share details from where we can get old contract details?

Response 86 This solicitation has not been previously advertised or awarded by WVDOT

Question 87 Can you share details from where we can see the records for the old contract?

Response 87 This solicitation has not been previously advertised or awarded by WVDOT

Question 88 When was the existing contract started, and what is the annual contract value of the current contract since inception?

Response 88 This solicitation has not been previously advertised or awarded by WVDOT

Question 89 How many resources are currently engaged in the current contract? Please share titles and count?

Response 89 This solicitation has not been previously advertised or awarded by WVDOT

Question 90 Can you please share the no. of positions served in previous years under this contract?

Response 90 This solicitation has not been previously advertised or awarded by WVDOT

Question 91 Can you please share the amount of business each vendor did under this contract in previous years?

Response 91 This solicitation has not been previously advertised or awarded by WVDOT

Question 92 Can you please confirm the most commonly filled positions under this contract in the past?

Response 92 This solicitation has not been previously advertised or awarded by WVDOT

Question 93 Are these full time job positions to be filled under this contract? Please confirm.

Response 93 The estimated quantity per position is 2080 hours per year however the following statement applies: The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Question 94 Please confirm if our resources will be travelling from one location to another to perform the services under this contract, if yes, how will those travel expenses be reimbursed?

Response 94 The pricing page has been split into remote work and on-site work for each category.

All costs associated with any on-site travel must be incorporated into the vendor's bid. It is anticipated that most under this contract will occur under direct Agency supervision in the metro Charleston, WV area, as these are the home office areas for the primary Agency sponsors for this solicitation. However, the awarded contract(s) will be available for use by the West Virginia Department of Transportation which has districts and offices all throughout West Virginia.

Question 95 Do we need to submit last page of General Terms and Condition documents with proposal response?

Response 95 Yes, vendors must follow CRFQ DOT2200000122 Inst to Vendors (pdf) and complete the bid package as specified

Question 96 Do we need to provide Contract Manager details in proposal response or after award of contract to be provided?

Response 96 Vendor should have Contract Manager sign the RFQ/terms and conditions and provide information to be submitted with bid

Question 97 How many awards will be made for each job classification?

Response 97

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 98 Will 5 awards will be made for each job classification separately?

Response 98

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 99 Do we need to provide sample Certificate of Issuance with proposal response?

Response 99 Vendors must follow CRFQ DOT2200000122 Inst to Vendors (pdf) and complete the bid package as specified.

Question 100 Do we need to upload "CRFQ DOT2200000122 Exhibit A Pricing Page" for pricing?

Response 100 Vendors must follow CRFQ DOT2200000122 Inst to Vendors (pdf) and complete the bid package as specified.

Question 101 Do we need to upload a separate file for Technical and Price proposal?

Response 101 No

Question 102

3.1 Vendor shall be in business a minimum five (5) years, providing similar information technology services. Vendor must provide documentation to indicate that their company meets this requirement prior to award; however, bidders may indicate this documentation with their bid.

Question 1: What documents do we need to submit to suffice the above requirements?

Question 2: Can we showcase similar experience to suffice the requirement? Please confirm.

Response 102 A Vendor must be able to document, prior to award, that they have provided similar information technology services. The preferred documentation includes the names and contact information for the entities to which the classifications were supplied (not necessarily the name of the individual(s) supplied). In order to demonstrate that they have provided an individual meeting the requirements of the classification, though, vendors may be required to provide a resume for the individual supplied. This information can be included with the vendor's response, but if not included, may be requested by the Purchasing Division to confirm qualifications.

Question 103

3.2 Vendor shall be able to demonstrate their potential to provide these services by providing documentation to indicate they have provided staffing of at least six (6) individuals within the listed classifications within the past five (5) years: documentation should include enough information to indicate that the vendor provided an employee meeting the requirements of specifically named classification from Section 1, above; the documentation should name the entity to whom the individual as supplied and provide contact information for that entity. Vendor must provide documentation to indicate that their company meets this requirement prior to award: however bidder may include this documentation with their bid.

Question 1: Can we submit proof from one client/entity where we have placed more than 6 individuals?

Question 2: Please confirm how many relevant documented proof do we need to submit?

Response 103 A Vendor must be able to document, prior to award, that they have provided similar information technology services. The preferred documentation includes the names and contact information for the entities to which the classifications were supplied (not necessarily the name of the individual(s) supplied). In order to demonstrate that they have provided an individual meeting the requirements of the classification, though, vendors may be required to provide a resume for the individual supplied. This information can be included with the vendor's response, but if not included, may be requested by the Purchasing Division to confirm qualifications.

Question 104 Point 3.1: Qualifications: Can we provide our NJ State business license and incorporation year as proof for number of years in the business?

Response 104 A Vendor must be able to document, prior to award, that they have provided similar information technology services. The preferred documentation includes the names and contact information for the entities to which the classifications were supplied (not necessarily the name of the individual(s) supplied). In order to demonstrate that they have provided an individual meeting the requirements of the classification, though, vendors may be required to provide a resume for the individual supplied. This information can be included with the vendor's response, but if not included, may be requested by the Purchasing Division to confirm qualifications.

Question 105 Point 3.2: Qualifications: Can we provide document proof of 6 to 7 technical consultants' names, project details, client names, and number of years experience in projects? Will these data points hold good and sufficient for qualification?

Response 105 A Vendor must be able to document, prior to award, that they have provided similar information technology services. The preferred documentation includes the names and contact information for the entities to which the classifications were supplied (not necessarily the name of the individual(s) supplied). In order to demonstrate that they have provided an individual meeting the requirements of the classification, though, vendors may be required to provide a resume for the individual supplied. This information can be included with the vendor's response, but if not included, may be requested by the Purchasing Division to confirm qualifications.

Question 106 Point 4.2.4 from CRFQ DOT2200000122 Specifications:

1. Do we need to give just the hourly rate?
2. Do we need to provide actual technical resumes while submitting the RFP response?

Response 106

4.1 Pricing Page: Vendor should complete the Pricing Page by providing the all-inclusive hourly rate to provide a candidate meeting the requirements for each classification. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified. However, Vendors may opt to bid only certain classifications. If not bidding a classification/commodity line, bidders should clearly note a "no bid" or "N/A" on their bid. Vendors may opt to bid different hourly rates for each renewal year.

A Vendor must be able to document, prior to award, that they have provided similar information technology services. The preferred documentation includes the names and contact information for the entities to which the classifications were supplied (not necessarily the name of the individual(s) supplied). In order to demonstrate that they have provided an individual meeting the requirements of the classification, though, vendors may be required to provide a resume for

the individual supplied. This information can be included with the vendor's response, but if not included, may be requested by the Purchasing Division to confirm qualifications.

Question 107 Point 4.2.4 from CRFQ DOT2200000122 Specifications:

We assume we need to provide resumes and names of the technical consultants along with additional documentation as part of the candidate resumes like below only if we are awarded the contract

1. Proof of degree certification
2. Technical Certifications

Response 107 A Vendor must be able to document, prior to award, that they have provided similar information technology services. The preferred documentation includes the names and contact information for the entities to which the classifications were supplied (not necessarily the name of the individual(s) supplied). In order to demonstrate that they have provided an individual meeting the requirements of the classification, though, vendors may be required to provide a resume for the individual supplied. This information can be included with the vendor's response, but if not included, may be requested by the Purchasing Division to confirm qualifications.

Question 108 Point 4.2.4 from CRFQ DOT2200000122 Specifications:

Do we need to provide a completed qualification document when submitting our RFP response or after award? Where can we find the qualification document from the RFP?

Response 108 A Vendor must be able to document, prior to award, that they have provided similar information technology services. The preferred documentation includes the names and contact information for the entities to which the classifications were supplied (not necessarily the name of the individual(s) supplied). In order to demonstrate that they have provided an individual meeting the requirements of the classification, though, vendors may be required to provide a resume for the individual supplied. This information can be included with the vendor's response, but if not included, may be requested by the Purchasing Division to confirm qualifications.

Question 109 Point 6: BID SUBMISSION from CRFQ DOT2200000122 Inst to Vendors:

- a. We tried to access the wvOASIS - VSS portal: RFP response - It says vendor should submit 1 original technical proposal
- b. what is the technical proposal format we need to follow
- c. what are the mandatory forms/documents we need to submit along with the original technical proposal?
- d. Can we submit 1 original technical proposal in PDF format in wvOASIS?

2. Point 6: BID SUBMISSION from CRFQ DOT2200000122 Inst to Vendors: For 1 original cost proposal
 - a. Can we submit 1 original cost proposal - Exhibit A Pricing Page in Excel format in wvOASIS?
2. Point 8: ADDENDUM ACKNOWLEDGEMENT from CRFQ DOT2200000122 Inst to Vendors:
 - a. We did not find Addendum Acknowledgement Form, can you share it, please?
 - b. When will the addendum be released and where will it get posted?
2. Point 9: BID FORMATTING from CRFQ DOT2200000122 Inst to Vendors:
 - a. What is the technical proposal format a vendor should follow to be compliant with the Bid submission and formatting?
 - b. Do we need to follow the technical proposal page limit?
 - c. Should our technical proposal have: Cover letter, Table of content, Company history, Recruitment Methodology, etc?
2. General Question: What is the budget for this contract?
3. General Question: Who are current incumbents for this contract?
4. General Question: Can we get access to the current incumbents' pricing?

Response 109 Vendors must follow CRFQ DOT2200000122 Inst to Vendors and review/read all of the attached instructions and bid information attached. There is no preferred technical proposal format required and no RFQ response limit.

Solicitation and any/all future addendums will be posted here: <https://www.wvoasis.gov/>

A Vendor must be able to document, prior to award, that they have provided similar information technology services. The preferred documentation includes the names and contact information for the entities to which the classifications were supplied (not necessarily the name of the individual(s) supplied). In order to demonstrate that they have provided an individual meeting the requirements of the classification, though, vendors may be required to provide a resume for the individual supplied. This information can be included with the vendor's response, but if not included, may be requested by the Purchasing Division to confirm qualifications.

This solicitation has not been previously advertised or awarded by WVDOT.

Question 110 How many vendors do you intend to award for this contract?

Response 110 Vendors should review CRFQ DOT2200000122 Specifications and CRFQ DOT2200000122 Exhibit A Pricing Page

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification

Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 111 Can you please provide us with an estimated or NTE budget allocated for this contract?

Response 111 The State of West Virginia is not permitted to share this information and this solicitation has not been previously awarded.

Question 112 What is the place of performance of the candidate?

Response 112 It is anticipated that most under this contract will occur under direct Agency supervision in the metro Charleston, WV area, as these are the home office areas for the primary Agency sponsors for this solicitation. However, the awarded contract(s) will be available for use by the West Virginia Department of Transportation which has districts and offices all throughout West Virginia.

Question 113 Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name?

Response 113 This solicitation has not been previously advertised or awarded by WVDOT.

Question 114 If there is an incumbent for this contract, is the incumbent eligible to submit the proposal again?

Response 114 This solicitation has not been previously advertised or awarded by WVDOT.

Question 115 Are there any pain points or issues with the current vendor(s)?

Response 115 This solicitation has not been previously advertised or awarded by WVDOT.

Question 116 Is this re-compete or new requirement?

Response 116 This solicitation has not been previously advertised or awarded by WVDOT

Question 117 Could you please share the previous spending on this contract, if any?

Response 117 The State of West Virginia is not permitted to share this information and this solicitation has not been previously awarded.

Question 118 Is there any mandatory subcontracting requirement for this contract? If yes, is there any specific goal for the subcontracting?

Response 118 There is not a mandatory subcontracting requirement.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

Question 119 What is the total number of resources who are currently working on this project? Please let us know their position name and hourly rate?

Response 119 This solicitation has not been previously advertised or awarded by WVDOT

Question 120 Considering the current COVID-19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?

Response 120 Vendors should review CRFQ DOT2200000122 Specifications - 4.2 Vendor Responsibilities.

4.2.8 If during the term of the Delivery Order the candidate placed by the vendor leaves the company and/or has to be replaced; the vendor must give written notice to the Agency within one (1) business day, explaining the circumstances of departure, and must replace the candidate with another candidate meeting or surpassing all the requirements for the filled classification listed in Section 4.1 of this contract to maintain continuity of services. Vendor must provide to the Agency a list of potential candidates for the replacement staffing needs within 2 weeks (10 business days) of the notification of

replacement. Vendors must provide documentation and resumes for every candidate which indicates their meeting the requirements for the classification. Vendors may send multiple resumes so that the agency may choose. Any interruption of service greater than ten (10) business days will be grounds for cancellation of the Delivery Order. If the Agency needs to issue a secondary Delivery Order to cover any cancelled Delivery Order, they are not required to contact or acquire waivers from any vendor for which they had previously contacted to fill the classification (copies of the original waivers and documentation regarding the cancellation should be kept in the files for both the original the replacement Delivery Order(s)).

Question 121 Are hourly rate ranges acceptable for proposed personnel?

Response 121 Vendors should review CRFQ DOT2200000122 Specifications - 4.2 Vendor Responsibilities and CRFQ DOT2200000122 Exhibit A Pricing Page.

4.2.1 Bidders must provide an hourly rate for each position they expect to submit qualifications for proposed candidates when the need arises. When presenting candidates for review by the Agency, Vendor shall provide the qualifications of proposed candidates who meet all requirements of the RFQ.

Question 122 Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?

Response 122 The pricing page has been split into remote work and on-site work for each category.

All costs associated with any on-site travel must be incorporated into the vendor's bid. It is anticipated that most under this contract will occur under direct Agency supervision in the metro Charleston, WV area, as these are the home office areas for the primary Agency sponsors for this solicitation. However, the awarded contract(s) will be available for use by the West Virginia Department of Transportation which has districts and offices all throughout West Virginia. Remote work will be permissible on a statement of work basis approved by the West Virginia Department of Transportation. The remote work must be performed in the United States.

Question 123 What will be the mode of interview of the candidate via virtual or in-person?

Response 123 Interviews can be remote.

Question 124 Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?

Response 124 A Vendor must be able to document, prior to award, that they have provided similar information technology services. The preferred documentation includes the names and contact information for the entities to which the classifications were supplied (not necessarily the name of the individual(s) supplied). In order to demonstrate that they have provided an individual meeting the requirements of the classification, though, vendors may be required to provide a resume for the individual supplied. This information can be included with the vendor's response, but if not included, may be requested by the Purchasing Division to confirm qualifications.

Question 125 How many people are currently working onsite and offsite?

Response 125 This solicitation has not been previously advertised or awarded by WVDOT

Question 126 Could you please provide the list of holidays?

Response 126 Generally, the following official holidays are observed:

New Year's Day.....	1st Day of January
Martin Luther King's Birthday.....	3rd Monday of January
President's Day.....	3rd Monday of February
Memorial Day.....	Last Monday in May
Juneteenth.....	19th Day of June
West Virginia Day	20th Day of June
Independence Day.....	4th Day of July
Labor Day.....	1st Monday of September
Columbus Day.....	2nd Monday of October
Veteran's Day.....	11th Day of November
Thanksgiving Day.....	4th Thursday of November
Day After Thanksgiving.....	4th Friday of November
Christmas Day.....	25th Day of December
Primary Election Day.....	When a statewide primary election is held
General Election Day.....	When a statewide general election is held

Question 127 Are there any mandated Paid Time Off, Vacation, etc.?

Response 127 Mandated paid time off or vacation is not included in this solicitation.

Question 128 What is the total budget allocated to this contract?

Response 128 The State of West Virginia is not permitted to share this information.

Question 129 How many awards are to be made under this contract?

Response 129 Vendors should review CRFQ DOT2200000122 Specifications and CRFQ DOT2200000122 Exhibit A Pricing Page

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 130 Is this a new requirement or is there an incumbent currently performing the services?

Response 130 This solicitation has not been previously advertised or awarded by WVDOT

Question 131 Can we submit a bid on all position classifications or is it mandatory to just choose only a few classifications?

Response 131 Vendors should review CRFQ DOT2200000122 Specifications - Section 4.1 and 4.2.

4.1 Pricing Page: Vendor should complete the Pricing Page by providing the all-inclusive hourly rate to provide a candidate meeting the requirements for each classification. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified. However, Vendors may opt to bid only certain classifications. If not bidding a classification/commodity line, bidders should clearly note a "no bid" or "N/A" on their bid. Vendors may opt to bid different hourly rates for each renewal year.

4.2.1 Bidders must provide an hourly rate for each position they expect to submit qualifications for proposed candidates when the need arises. When presenting

candidates for review by the Agency, Vendor shall provide the qualifications of proposed candidates who meet all requirements of the RFQ.

Question 132 Do we need to include documentation as mentioned under point “3. Qualifications” with our Request for Quote (Exhibit A)?

Response 132 Vendors should review CRFQ DOT2200000122 Specifications - Section 3: Qualifications Requirements. Both 3.1 and 3.2 state: Vendors must provide documentation to indicate that their company meets this requirement prior to award; however, bidders may include this documentation with their bid.

Question 133 Document “Disclosure of Interested Parties to Contracts” says that we need to complete this form and submit it to the contracting state agency prior to contract award. Would this need to be submitted with our response without a contract number?

Response 133 Vendor must follow CRFQ DOT2200000122 Inst to Vendors (pdf) and complete the bid package as specified. The Disclosure of Interested Parties to Contracts will be required, before contract award.

Question 134 In response to point “3. Qualifications”. Do we need to present 6 individuals for staffing in each position classification (7 specified categories) or can we present 6 individuals for all the specified positions classifications unanimously?

Response 134 Vendors should review CRFQ DOT2200000122 Specifications - Section 3 Qualifications.

3.2. Vendors shall be able to demonstrate their potential to provide these services by providing documentation to indicate they have provided staffing of at least six (6) individuals within the listed classifications within the past five (5) years: documentation should include enough information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 1, above: the documentation should name the entity to whom the individual was supplied and provide contact information for that entity. Vendors must provide documentation to indicate that their company meets this requirement prior to award: however, bidder may include this documentation with their bid.

Question 135 Do we need to provide full resumes or a resume summary in addition to the required documentation from point 3.2?

Response 135 A Vendor must be able to document, prior to award, that they have provided similar information technology services. The preferred documentation includes the

names and contact information for the entities to which the classifications were supplied (not necessarily the name of the individual(s) supplied). In order to demonstrate that they have provided an individual meeting the requirements of the classification, though, vendors may be required to provide a resume for the individual supplied. This information can be included with the vendor's response, but if not included, may be requested by the Purchasing Division to confirm qualifications.

Vendors should review CRFQ DOT2200000122 Specifications - Section 4.2: Vendor Responsibilities.

4.2.4 Successful vendors shall provide the Agency with information on each staffing candidate according to the state and federal standards, including applications. Vendors must include a current resume and a completed qualification documentation for each candidate with their responses. Resumes will identify the candidate's qualifications listed in the requirements section above and will include copies as verification of degrees and certifications. Resume pages will be numbered (ex: 1 of 2, 2 of 2 etc...). These must be sent to the Agency along with the listing of possible candidates to interview.

Question 136 Are there any incumbents (or incumbent positions) ?

Response 136 This solicitation has not been previously advertised or awarded by WVDOT.

Question 137 Is this a brand new contract?

Response 137 This solicitation has not been previously advertised or awarded by WVDOT.

Question 138 Section 3.2 – With regard to the requested “documentation/proof of performance” of the (6) individuals providing similar services:

Q.) Does the State want one example per Labor Category in Section 1, or would it be acceptable to provide multiple pieces of documentation for fewer Labor Categories <i.e. (6) Past Performance references but only bidding on 3 or 4 Labor Categories> ?

Response 138 Vendors must submit the below documentation for each category they're bidding on prior to award.

3.1. Vendors shall be able to demonstrate their potential to provide these services by providing documentation to indicate they have provided staffing of at least six (6) individuals within the listed classifications within the past five (5) years: documentation should include enough information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 1, above: the documentation should name the entity to whom the individual was supplied and provide contact information for that entity. Vendors must provide documentation to indicate that their company meets this requirement prior to award: however, bidder may include this documentation with their bid.

Question 139 Will there be a P-1/Preferred Vendor chosen for each "Labor Category/Position Classification", or one overall ?

Response 139 The State of West Virginia is seeking qualified bidders meeting the requirements of CRFQ DOT2200000122. The vendor should review CRFQ DOT2200000122 Specifications - 5. Contract award.

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 140 What is the estimated budget for this contract?

Response 140 The State of West Virginia is not permitted to share this information.

Question 141 What was the client's spend in relation to the Current IT Staff Augmentation Contract for the previous year?

Response 141 The State of West Virginia is not permitted to share this information and this solicitation has not been previously awarded.

Question 142 Is there any incumbent for this contract or is this for a new contract? If yes, can you please let us know the name of incumbent, their hourly rate and historical spend?

Response 142 The State of West Virginia is not permitted to share this information.

Question 143 Can you please provide some background on the types of projects that require support and specifics regarding the professional and technical staff you are looking for to augment your team?

Response 143 Vendors should review Section 1 Purpose and Scope and Background & Current Operation Environment.

Question 144 How many requirements are anticipated to be released annually?

Response 144 The estimated quantity per position is 2080 hours per year however the following statement applies: The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Question 145 Please confirm if there is any local preference?

Response 145 N/A

Question 146 How many awards to be made under this contract?

Response 146 Vendors should review CRFQ DOT2200000122 Specifications and CRFQ DOT2200000122 Exhibit A Pricing Page.

5.1 Contract Award: The Contract is intended to provide the Agency with a purchase price for all of the Contract Services, and it is the State's intent to award multiple contracts to insure that every classification can be adequately supplied during the life of the Contract. Each classification will be considered separately for award purposes. The qualified bidder providing the lowest Total Price on the Pricing Page for a classification will be awarded the First Priority Contract for that classification. The qualified bidder providing the second lowest Classification Total Hourly Rate for a classification will be awarded the Second Priority Contract for that classification, and so on, until such time that at most five (5) Contracts are awarded for that classification. Bidders may be awarded none, any or all classifications, as is necessary to award for each classification.

Question 147 On average how many temporary IT staff are deployed at any given time?

Response 147 This solicitation has not been previously advertised or awarded by WVDOT.

Question 148 What is the expected lead time for vendor to provide requested contracted staff?

Response 148 Vendors should review CRFQ DOT2200000122 Specifications - Sections 4.2 Vendor Responsibilities and 4.3 Duties and Responsibilities of the Agency.

Question 149 Can you please clarify the Submission process as we are unable to get Clarity on the same.

Response 149 Vendors must follow CRFQ DOT2200000122 Inst to Vendors and review/read all of the attached instructions and bid information attached.

Question 150 Is there an incumbent contract being utilized by WVDOT to obtain staffing support services for these labor categories? A. If yes, would WVDOT provide details on the incumbent contract to include vendors and rates card?

Response 150 This solicitation has not been previously advertised or awarded by WVDOT.

Question 151 Does WVDOT currently receive Staffing Support Services from any vendors for the positions identified in the scope of services of this solicitation? If so, what vendors and what contract or contracts are being used to provide these services to WVDOT?

Response 151 This solicitation has not been previously advertised or awarded by WVDOT.

Question 152 Are you expecting actual resumes of candidate or Is that a post award requirement?

Response 152 A Vendor must be able to document, prior to award, that they have provided similar information technology services. The preferred documentation includes the names and contact information for the entities to which the classifications were supplied (not necessarily the name of the individual(s) supplied). In order to demonstrate that they have provided an individual meeting the requirements of the classification, though, vendors may be required to provide a resume for the individual supplied. This information can be included with the vendor's response, but if not included, may be requested by the Purchasing Division to confirm qualifications.

Vendors should review CRFQ DOT2200000122 Specifications - Section 4.2 Vendor Responsibilities.

4.2.4 Successful vendors shall provide the Agency with information on each staffing candidate according to the state and federal standards, including applications. Vendors must include a current resume and a completed qualification documentation for each candidate with their responses. Resumes will identify the candidate's qualifications listed in the requirements section above and will include copies as verification of degrees and certifications. Resume pages will be numbered (ex: 1 of 2, 2 of 2 etc...). These must be sent to the Agency along with the listing of possible candidates to interview.

Question 153 In document CRFQ DOT2200000122 specifications point 3.2 do we need to bid for all the positions mentioned there or we are allowed to choose and bid? I am attaching a snapshot of the mentioned part.

Response 153 4.1 Pricing Page: Vendor should complete the Pricing Page by providing the all-inclusive hourly rate to provide a candidate meeting the requirements for each classification. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified. However, Vendors may opt to bid only certain classifications. If not bidding a classification/commodity line, bidders should clearly note a "no bid" or "N/A" on their bid. Vendors may opt to bid different hourly rates for each renewal year.

Exhibit A - Pricing Page

WVDOT Information Technology Staffing Services RFQ(81220053)

Revised - Version 2 - 2.22.2022

Contract Item	Description	Est. Qty.	Unit of Measure	Year 1 Unit Cost	Year 2 Unit Cost	Year 3 Unit Cost	Year 4 Unit Cost	Extended Cost
4.1.1	Senior Mainframe Application Analyst (On-Site)	2080	EA					\$0.00
4.1.1	Senior Mainframe Application Analyst (Remote Work)	2080	EA					\$0.00
4.1.2	Mainframe Application Analyst (On-Site)	2080	EA					\$0.00
4.1.2	Mainframe Application Analyst (Remote Work)	2080	EA					\$0.00
4.1.3	Senior Application Oracle Database Administrator (On-Site)	2080	EA					\$0.00
4.1.3	Senior Application Oracle Database Administrator (Remote Work)	2080	EA					\$0.00
4.1.4	Application Oracle Database Administrator (On-Site)	2080	EA					\$0.00
4.1.4	Application Oracle Database Administrator (Remote Work)	2080	EA					\$0.00
4.1.5	Senior Application DB2 Database Administrator (On-Site)	2080	EA					\$0.00
4.1.5	Senior Application DB2 Database Administrator (Remote Work)	2080	EA					\$0.00
4.1.6	Application DB2 Database Administrator (On-Site)	2080	EA					\$0.00
4.1.6	Application DB2 Database Administrator (Remote Work)	2080	EA					\$0.00
4.1.7	Programmer Analyst (On-Site)	2080	EA					\$0.00
4.1.7	Programmer Analyst (Remote Work)	2080	EA					\$0.00
Grand Total								\$0.00

Contract will be evaluated on all lines but only awarded on first year. Renewal options for years 2, 3, and 4 will be initiated by the Agency, agreed to by the Vendor and processed by the WV Purchasing Division as Change Orders for subsequent years.

The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Vendors Signature: _____

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DOT2200000122

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

International Software Systems, Inc.

Company



Authorized Signature

03/02/2022

Date

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

Exhibit A - Pricing Page

WVDOT Information Technology Staffing Services RFQ(81220053)

Revised - Version 2 - 2.22.2022

Contract Item	Description	Est. Qty.	Unit of Measure	Year 1 Unit Cost	Year 2 Unit Cost	Year 3 Unit Cost	Year 4 Unit Cost	Extended Cost
4.1.1	Senior Mainframe Application Analyst (On-Site)	2080	EA	\$91.00	\$93.73	\$96.54	\$99.44	\$791,876.80
4.1.1	Senior Mainframe Application Analyst (Remote Work)	2080	EA	\$88.00	\$90.64	\$93.36	\$96.16	\$765,772.80
4.1.2	Mainframe Application Analyst (On-Site)	2080	EA	\$81.00	\$83.43	\$85.93	\$88.51	\$704,849.60
4.1.2	Mainframe Application Analyst (Remote Work)	2080	EA	\$78.00	\$80.34	\$82.75	\$85.23	\$678,745.60
4.1.3	Senior Application Oracle Database Administrator (On-Site)	2080	EA	\$96.00	\$98.88	\$101.85	\$104.91	\$835,411.20
4.1.3	Senior Application Oracle Database Administrator (Remote Work)	2080	EA	\$93.00	\$95.79	\$98.66	\$101.62	\$809,265.60
4.1.4	Application Oracle Database Administrator (On-Site)	2080	EA	\$91.00	\$93.73	\$96.54	\$99.44	\$791,876.80
4.1.4	Application Oracle Database Administrator (Remote Work)	2080	EA	\$88.00	\$90.64	\$93.36	\$96.16	\$765,772.80
4.1.5	Senior Application DB2 Database Administrator (On-Site)	2080	EA	\$101.00	\$104.03	\$107.15	\$110.36	\$878,883.20
4.1.5	Senior Application DB2 Database Administrator (Remote Work)	2080	EA	\$98.00	\$100.94	\$103.97	\$107.09	\$852,800.00

4.1.6	Application DB2 Database Administrator (On-Site)	2080	EA	\$96.00	\$98.88	\$101.85	\$104.91	\$835,411.20
4.1.6	Application DB2 Database Administrator (Remote Work)	2080	EA	\$93.00	\$95.79	\$98.66	\$101.62	\$809,265.60
4.1.7	Programmer Analyst (On-Site)	2080	EA	\$70.00	\$72.10	\$74.26	\$76.49	\$609,128.00
4.1.7	Programmer Analyst (Remote Work)	2080	EA	\$68.00	\$70.04	\$72.14	\$74.30	\$591,718.40
Grand Total								\$10,720,777.60

Contract will be evaluated on all lines but only awarded on first year. Renewal options for years 2, 3, and 4 will be initiated by the Agency, agreed to by the Vendor and processed by the WV Purchasing Division as Change Orders for subsequent years.

The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Erina Rajbhandari

Vendors Signature: