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Procurement Folder: 1183148	SO Doc Code: CRFQ
Procurement Type: Central Master Agreement	SO Dept: 0323
Vendor ID: VS0000042574	SO Doc ID: WWW2300000001
Legal Name: ACR Technology LLC	Published Date: 3/21/23
Alias/DBA:	Close Date: 4/6/23
Total Bid: \$1,547,118.00	Close Time: 13:30
Response Date: 04/04/2023	Status: Closed
Response Time: 21:21	Solicitation Description: Addendum No 1 - Services/Staffing Support for MACC System
Responded By User ID: acrtch	Total of Header Attachments: 2
First Name: Gauravkumar	Total of All Attachments: 2
Last Name: Patel	
Email: gaurav@acrtechnology.com	
Phone: 7323182081	



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: 1183148
Solicitation Description: Addendum No 1 - Services/Staffing Support for MACC System
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2023-04-06 13:30	SR 0323 ESR04042300000004859	1

VENDOR
 VS0000042574
 ACR Technology LLC

Solicitation Number: CRFQ 0323 WWV2300000001

Total Bid: 1547118

Response Date: 2023-04-04

Response Time: 21:21:39

Comments:

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
 (304) 558-8802
 toby.l.welch@wv.gov

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Staffing Support and Services for MACC System				1547118.00

Comm Code	Manufacturer	Specification	Model #
81111507			

Commodity Line Comments: Please see Exhibit A pricing.

Extended Description:

Per Exhibit A pricing page

Vendors should fill out Exhibit A Pricing page and submit with their bids. Vendors should enter the total bid cost into the contract amount on this commodity line.

Proposal For

State of West Virginia

Centralized Request for Quote

Services/Staffing

Support for

MACC System

 April 4, 2023

Prepared By

ACR TECHNOLOGY LLC

 Gauravkumar Patel | Operations Manager

 2608 Sunnybrook Farm Dr, Apex, NC 27523

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 (732) 318-2081

 www.acrtechnology.com



ACR Technology
Consulting and Staffing Services

LETTER OF INTEREST

April 4, 2023

State of West Virginia

Subject: RFQ Services/Staffing Support for MACC System

ACR Technology LLC (ACR) is pleased to submit the proposal in response to the referenced Request for Quotes (RFQ): Temporary Staffing Services.

ACR Technology LLC is best suited to meet the State of West Virginia (State)'s requirements for **Staffing Support**. ACR Technology LLC provides the best workforce solutions by going beyond the expectations of clients and talent. At ACR, we understand how critical talent is to every organization and how the world of work and the workplace is changing. Our qualified workforce solutions will bring your vision to life. We believe in relationships, not transactions. We value teamwork, realizing that we are stronger together than as individuals. We take seriously the promises we make.

ACR Technology LLC			
Name of Organization:	ACR Technology LLC		
UEI:	LPUYP6KWL8N5	CAGE:	9AZB3
Name & Title of POC:	Gauravkumar Patel, Operations Manager		
Mailing Address:	2608 Sunnybrook Farm Dr, Apex, NC 27523		
Phone Number:	(732) 318-2081	Email Address:	gaurav@acrtechnology.com
Website:	www.acrtechnology.com		

ACR is focused on providing the best quality, cost-effective staffing and technology solutions to companies across various market segments, including banking, mortgage, finance, telecom, retail, biotechnology, and pharmaceutical. Our small business size allows our top management to be involved with all client projects and bring their extensive experience to every contract.

- ✓ Women-Owned Small Business Certification from SBA
- ✓ Minority-Owned Business – Self Certification



Our proposal has been developed to meet and exceed the State's requirements and expectations and adheres to all Solicitation instructions.

Very Respectfully,



Gauravkumar Patel
 Operations Manager
 ACR Technology LLC

PROPOSER PROFILE

ACR Technology LLC (ACR) has been a specialized recruiting company providing temporary and permanent contract staffing services since 2019. We are well-positioned to provide the State of West Virginia (State) with highly skilled professionals well-matched to the State’s hiring needs. We provide temporary staffing in various areas, including - Health Care, Pharmaceuticals, IT, Project Management, Data Sciences, Engineering, Manufacturing, Administration, Life Sciences, Software Development, Quality Assurance, Technical Writing, Accounting and Legal. Our team combines the reach and depth of a large industry leader with a small business's focused capabilities. We are positioned to support our project team and perform on all requirements while exceeding the State’s small business goals.

ACR Technology LLC provides the best workforce solutions by exceeding expectations for clients and talent. At ACR, we understand how critical talent is to every organization and how the world of work and the workplace constantly changes. Our qualified workforce solutions will bring reliable and professional staff to the State for all temporary staffing needs.

ACR Technology LLC uses an unmatched range of industry experience to deliver the highest quality recruiting solutions. The State will be assigned a tenured expert at ACR and an account manager with the knowledge-experience to understand the State’s hiring needs. All our account managers have firsthand experience in interviewing and screening candidates. We thoroughly screen and document the skills and experience of every candidate that we place.

With our base in Apex, NC, and recruiters nationwide, ACR is well-positioned to serve the needs of job seekers and employers nationwide. We are committed to the State's needs. ACR Technology recruits our employees through local colleges, displaced workers, advertising, job fairs, and non-profit organizations. ACR Technology assumes and will maintain all responsibility for our employees' wages, payroll deductions, unemployment, child support, worker's compensation, and general liability.

CORE COMPETENCIES			
Responsive Recruiting Plan	Comprehensive Screening Process	History of Attracting Top Performers	Improve Onboarding Process
HR Consulting	Safety & Compliance	Highly Trained Staff	Strategic Partnerships
Administrative Staffing	Health Care Staffing	IT Staffing	Engineering and Manufacturing Staffing

Our Staffing Services routinely include the following services and areas of expertise:

- **Temporary Staffing Services**

ACR Technology places qualified candidates for these **government jobs**: Accounting Finance, Administration, Information Technology, Payroll, Healthcare, Pharmaceutical, Clerical Occupations, General Services and Support Occupations, Technical, Management and Professional Occupations.

- **IT and Healthcare Staffing**

Our capabilities in providing high-quality IT and Healthcare staffing in niche skill areas across the spectrum of the IT and Healthcare industry have resulted in successful projects in several areas, including application development, software testing, business intelligence, nursing, and medical staffing. We are currently providing staffing for three healthcare and seven pharmaceutical positions.

- **Administrative Staffing**

We provide technology leaders the talent to ensure smooth system implementation, enhancement, upgrades, and production support initiatives. Your administrative workforce handles the intrinsic clerical and organizational tasks, including logistics, record keeping, and communications, to ensure that all the back-



end tasks get done properly to promote efficiency and productivity within the organization. We excel at providing these essential staff. Currently, we provide clients with two accounting staff, five administrators, eleven IT staff, and four payroll experts.

Our Subject Matter Experts (SMEs) have a solid understanding of the needs of the educational field. We continuously develop high-quality solutions that have satisfied our customers' demanding expectations. As part of our established process, ACR performs a comprehensive analysis of each task to provide customized solutions for each client.

Cohesive relations between ACR and State stakeholders ensure you receive the best support through temporary workforce staff. In addition, ACR's robust capabilities are demonstrated through our in-depth knowledge of working for and supporting our clients. ACR's value to our customers is further strengthened by our team's extensive network of corporate resources, requisite certifications, and facilities, making ACR a sustainable solution.

Our staffing strategy is simple and effective: Identify and provide qualified and proven candidates to enhance the value of your investment in intellectual capital and minimize risk to operations. We recognize that high-quality recruitment cannot rely on a single methodology to achieve the best outcomes. To succeed, it must incorporate various methods and be managed by proven professionals in the recruitment environment.

We also utilize compelling job descriptions to attract the best candidates and proactively check resumes posted online; we also consider past candidates for current positions. Our staffing approach delivers the right personnel from the first day of the contract. We designed our approach to be flexible - we will evolve it over the project's life to provide the necessary resources to meet the State's and potential surge requirements. ACR Technology implements a comprehensive recruiting process encompassing the six steps illustrated below.

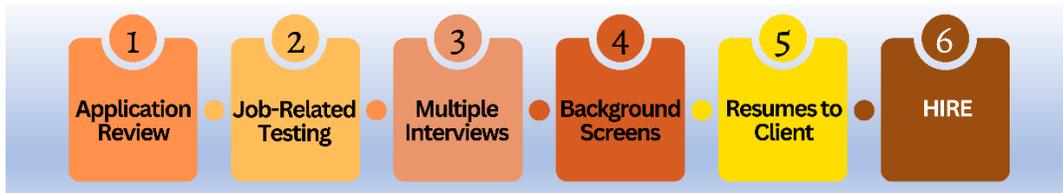


Figure 1: ACR Technology's comprehensive recruiting process ensures the right candidate.

Proposed Account Manager. Gaurav Patel is ACR's Head of Talent Acquisition and will be designated the primary Account Manager (AM). The AM is responsible for full contract performance in all Project Management, Human Resources, and Administrative Support areas and has the authority to direct all contract activities.

Proposed Account Manager	Gaurav Patel, Head of Talent Acquisition ACR Technology, 2018 - Present
<p>Gaurav Patel is an experienced HR professional who delivers innovative strategies to attract, hire, develop and retain talent. Gaurav is an excellent coach and trusted adviser to the business and brings strong operational focus and uses tools, metrics, data and analytics to ensure optimal effectiveness and compliance with regulations. Gaurav is skilled at sourcing, managing, and developing diverse technical and business teams at all levels.</p>	



APPROACH TO THE SCOPE OF WORK

ACR implements a comprehensive management approach that provides robust contract and program management, extensive experience in Human Resources and expertise in Diversity, Equity, and Inclusion (DEI). We will foster a collaborative partnership with the State team by being flexible and responsive to the tactical, operational, and strategic end goals. As part of the contract kickoff, the designated Account Manager (AM) for the project will meet with the State's stakeholders to understand, in detail, customer practices and preferences, finalize all detailed requirements, and customize an implementation plan based on customer preferences and effective communication methods. Constant contact and status updates are critical in providing top-notch customer service. A status meeting cadence and reporting schedule will be established to meet the customer's needs and schedules.

Significant Roles of Account Manager include:

- ❖ Holds overall responsibility for contract performance and compliance; has ultimate accountability for the project and provides resolution of issues
- ❖ Responsible for meeting the contracted requirements and leading an integrated management team to support all aspects of the project.
- ❖ Interfaces with the client and stakeholders, verify responsiveness to the client and its customers, maintaining a focus on service excellence
- ❖ Provides direction, guidance, and oversight for a consistent, integrated service delivery capability.
- ❖ Support recruiters and placed candidates in securing the resources needed to perform the work
- ❖ Monitors activity, controls submission of contract-level deliverables, analyzes performance to service levels, and reports on progress to meet defined metrics
- ❖ Review processes, tools, and technology standards against our best practices and extensive experience to ensure continuous improvement

Our management and technical approach's primary objective is to ensure we are quick and efficient with our delivery of services and have sustainable communication throughout the project. Our team will work with the State to outline all information needed. Our team will be able to provide customized reports, including the following:

- ❖ Status and Situation Reports
- ❖ Weekly and Monthly Reports
- ❖ Hiring Summaries
- ❖ Background Checks Tracking Report - data accountability

Candidate Onboarding. ACR implements proven processes to train and onboard employees, and we will leverage our onboarding techniques to provide onboarding services as required, including training on State's system usage. Using customized onboarding checklists, our Account Manager will coordinate with State offices to complete the required documentation for people processing, fingerprinting, security clearance (as required), Network access, and ID for new and current staff members. The Account Manager will maintain records meticulously. To ensure easy information retrieval, the Account Manager will work closely with the State to establish and maintain a documentation repository (such as SharePoint or Microsoft Teams page) to store all inventories and records. Alternatively, if preferred by the State, our Account Manager can maintain all resource documentation on the State's system repository.

QUALITY CONTROL

ACR is committed to quality and process improvement and maintaining a strong foundation of repeatable standard processes and methods that we will tailor and leverage for the State. ACR will use this foundation to provide efficient and effective world-class processes and tools that we will implement using the appropriate quality framework to support the State's staffing needs. ACR achieves these improvements by operating as an organization that:



- ❖ Quantitatively manages and optimizes our practices
- ❖ Leverages our well-trained and highly skilled resources
- ❖ Demonstrates renowned delivery predictability and cost-effective performance
- ❖ Realizes continual gains in efficiencies as a result of the reuse of proven processes and tools

Fully Accessible Corporate Reachback. Our placed candidates will have full access to ACR's corporate team of SME resources. The ACR team always ensures that critical mission targets and contractual obligations are followed. ACR utilizes information-sharing networks in quality assurance, metrics, configuration management, training, and technology, which further contribute to the wide reach of ACR's quality philosophy.

Quality Reviews. ACR will review our candidates' work products to ensure that work complies with the contract's requirements and the State's processes and procedures. Further, our proactive corrective action mechanism addresses problems early without needing additional direction from the State. Both process and product reviews are conducted. We communicate the results of these reviews to the appropriate State and ACR management. We then recommend corrective actions to facilitate follow-up of identified non-compliant items. Applied methods for each service delivery activity will vary and be described in detail in the finalized performance metrics and supporting performance requirements documents. Regardless of the type of review, a major objective of all QC reviews is to identify and prevent defects in the specific task, process, or artifact being reviewed. We incorporate these lessons learned into our processes and procedures to prevent similar defects from occurring again. This feedback process reduces project risk and cost and is a basis for all future quality assessments. All defects/errors identified will be scheduled for correction. Our AM will continue to review all defects identified and ensure they are being resolved and driven to closure. This information and feedback will support the continuous process improvement activities for the project.

Dispute Resolution. ACR understands the importance of stakeholder communications management to stay current with objectives, priorities, challenges, risks, and issues. We provide a holistic approach to achieve the optimum outcome. We will reinforce this important communication link with scheduled daily, weekly, monthly, and quarterly meetings—reinforced with ad hoc meetings. We will publish notes of attendance, topics, decisions, and actions, actively progressing updates on the last and request feedback from the State. We will keep our Stakeholder and Communications Management Plans up-to-date and review both regularly to provide accurate information needed in time. We resolve identified issues beyond fixing them but drive to improve them to become notable strengths, resulting in a great performance.

Any issues, performance concerns, and action items discussed with the State's representatives will be documented throughout the contract. Initial entry and progress or resolution notes will be the designated AM's responsibility, who will coordinate with leadership. As a best practice, all action items, issues, and risks are managed within ACR's internal repository and tracked within a customized productivity and performance management tool. This allows an action item not addressed to become a risk, and all risks are promptly addressed as part of risk mitigation. Depending on customer requirements, issues and action items will be included in the contract's periodic assessment reviews and processes. Additionally, all corrective actions taken to improve performance will be tracked as an item whose category is performance improvement.



RELEVANT EXPERIENCE

ACR uses proven processes and strategies to consistently find the right individuals for the job, whether a high-level executive, technical staff, or educational staff. ACR meets all minimum requirements, including experience providing temporary staffing services similar to the services requested in this solicitation.

Our proposed Account Manager brings extensive experience to our team. Gaurav Kumar will be our assigned Account Manager, our Head of Talent Acquisition, and he has been with ACR since 2018. His previous experience includes eight years as a QA Compliance Manager for the Pharmaceutical Industry. He holds a Master's degree in Pharmaceutical Manufacturing and is well qualified to lead this project to support the State's staffing needs.

We have served a number of large corporations both as a prime and subcontractor providing both direct services and staffing support.



Proven People. We ensure mission success through our dedicated staff with multifaceted skillsets, coupled with the required expertise and our understanding of the State's mission and objectives. Through integrated team collaboration, our proposed key personnel ensure related and interdependent functions and disciplines are covered effectively in our support services. ACR's Account Manager ensures that all business and reporting functions are streamlined and efficient. Additionally, ACR will support our AM for issues if they arise. Our key personnel will have full access to robust corporate reach-back support and expertise, including technical support, Human Resources (HR), and requisite tools as needed.

REFERENCES

<i>Reference 1</i>	
Organization / Firm	Digital Intelligence Systems, LLC / Disys
Point of Contact	Rob Moschak
Phone	713-502-6088
Email	rob.moschak@disys.com
Dollar Value	\$500k +
Period of Performance	Feb 2021 – Current
Description	Temporary Staffing Service for IT Software Developer, Data Virtualization, Business Analysis, Computer Programming Services and Project Management.

<i>Reference 2</i>	
Organization / Firm	Alku, Inc
Point of Contact	Nathan Hoffman
Phone	978-806-0124
Email	nhoffman@alku.com
Dollar Value	\$500k +
Period of Performance	Sep 2020 -Current





Description	Temporary Staffing Service for Pharmaceutical Validation, Quality, Healthcare, Regulatory Affairs, Business Analysis and Project Management.
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Reference 3

Organization / Firm	Smart IT Frame LLC
Point of Contact	Himanshu Kumar
Phone	732-992-3167
Email	himanshu@smartitframe.com
Dollar Value	\$200k +
Period of Performance	Mar 2021 -Current
Description	Temporary Staffing Service for IT Software Developer, Data Virtualization, Business Analysis, Computer Programming Services and Project management.



ADDENDUM

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ WWV23-001

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 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.

ACR Technology LLC

 Company
Gaurav Patel

 Authorized Signature
 4/4/2023

 Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
 Revised 6/8/2012





	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: 1183148 Doc Description: Addendum No 1 - Services/Staffing Support for MACC System Proc Type: Central Master Agreement		Reason for Modification: Addendum No 1 is issued to publish vendor's questions with responses and upload Exhibit A pricing page.	
Date Issued	Solicitation Closes	Solicitation No	Version
2023-03-21	2023-04-06 13:30	CRFQ 0323 WWV2300000001	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 : ACR Technology LLC Address : 2608 Street : Sunnybrook Farm Dr, City : Apex State : NC Country : USA Zip : 27523 Principal Contact : Gauravkumar Patel Vendor Contact Phone: 732-318-2081 Extension:

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

Vendor Signature X 	FEIN# 84-3058664	DATE 4/4/2023
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All offers subject to all terms and conditions contained in this solicitation

EXHIBIT A- Pricing Page for Design and Development Services related to the Mid-Atlantic Career Consortium (MACC) System

Description	Hourly Rate	Estimated Hrs.	Extended Cost
First Year 4.1.1 Senior Programmer (Technical Lead System Architecture)	\$ 99.00	2,000.00	\$ 198,000.00
First Year 4.1.2 Senior Programmer (Technical Lead Database Administrator)	\$ 87.30	2,000.00	\$ 174,600.00
Second Year 4.1.1 Senior Programmer (Technical Lead System Architecture)	\$ 101.48	2,000.00	\$ 202,950.00
Second Year 4.1.2 Senior Programmer (Technical Lead Database Administrator)	\$ 89.48	2,000.00	\$ 178,956.00
Third Year 4.1.1 Senior Programmer (Technical Lead System Architecture)	\$ 104.00	2,000.00	\$ 208,008.00
Third Year 4.1.2 Senior Programmer (Technical Lead Database Administrator)	\$ 91.71	2,000.00	\$ 183,420.00
Fourth Year 4.1.1 Senior Programmer (Technical Lead System Architecture)	\$ 106.60	2,000.00	\$ 213,192.00
Fourth Year 4.1.2 Senior Programmer (Technical Lead Database Administrator)	\$ 94.00	2,000.00	\$ 187,992.00
Total Bid Amount			\$ 1,547,118.00

Estimated hours are for bidding purposes only

Description	Hourly Rate	Estimated Hrs.	Extended Cost
First Year 4.1.3 Junior Programmer	\$ 58.50	2,000.00	\$ 117,000.00
Second Year 4.1.3 Junior Programmer	\$ 59.94	2,000.00	\$ 119,880.00
Third Year 4.1.3 Junior Programmer	\$ 61.43	2,000.00	\$ 122,868.00
Fourth Year 4.1.3 Junior Programmer	\$ 62.91	2,000.00	\$ 125,820.00
First Year 4.1.4 Junior Programmer	\$ 58.50	2,000.00	\$ 117,000.00
Second Year 4.1.4 Junior Programmer	\$ 59.94	2,000.00	\$ 119,880.00
Third Year 4.1.4 Junior Programmer	\$ 61.43	2,000.00	\$ 122,868.00
Fourth Year 4.1.4 Junior Programmer	\$ 62.91	2,000.00	\$ 125,820.00
First Year 4.1.5 Solution Architect	\$ 90.00	200.00	\$ 18,000.00
Second Year 4.1.5 Solution Architect	\$ 92.25	200.00	\$ 18,450.00
Third Year 4.1.5 Solution Architect	\$ 94.55	200.00	\$ 18,910.80
Fourth Year 4.1.5 Solution Architect	\$ 96.91	200.00	\$ 19,382.40
First Year 4.1.6 AWS Developer	\$ 94.50	2,000.00	\$ 189,000.00
Second Year 4.1.6 AWS Developer	\$ 96.86	2,000.00	\$ 193,716.00
Third Year 4.1.6 AWS Developer	\$ 99.28	2,000.00	\$ 198,558.00
Fourth Year 4.1.6 AWS Developer	\$ 101.75	2,000.00	\$ 203,508.00
Total Bid Amount			\$ 1,830,661.20

