



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

Header 1

List View

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

Procurement Folder: 1379271

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0210

Vendor ID: VS0000005021 

SO Doc ID: ISC240000011

Legal Name: Elegant Enterprise-Wide Solutions, Inc.

Published Date: 3/1/24

Alias/DBA:

Close Date: 3/6/24

Total Bid: \$1,019,200.00

Close Time: 13:30

Response Date: 03/05/2024 

Status: Closed

Response Time: 6:21

Solicitation Description: Addendum No 1 -Professional Database Engineer (OT24116)

Responded By User ID: Elegants 

Total of Header Attachments: 1

First Name: Vikas

Total of All Attachments: 1

Last Name: Arora

Email: bids@elegantsolutions.us

Phone: 703-909-0215

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Professional Database Engineer - YR1	2080.0000	HOUR	118.000000	245440.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Fill out an hourly rate into the unit price field. The quantity amount is estimated for evaluation purposes only. The actual hours used may vary depending on usage.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Professional Database Engineer - Optional YR2	2080.0000	HOUR	121.000000	251680.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Fill out an hourly rate into the unit price field. The quantity amount is estimated for evaluation purposes only. The actual hours used may vary depending on usage.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Professional Database Engineer - Optional YR3	2080.0000	HOUR	124.000000	257920.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Fill out an hourly rate into the unit price field. The quantity amount is estimated for evaluation purposes only. The actual hours used may vary depending on usage.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Professional Database Engineer - Optional YR4	2080.0000	HOUR	127.000000	264160.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Fill out an hourly rate into the unit price field. The quantity amount is estimated for evaluation purposes only. The actual hours used may vary depending on usage.



Response to CRFQ

West Virginia Office of Technology (WVOT)

Professional Database Engineer

Solicitation No.: CRFQ ISC2400000011

Due Date: March 6, 2024 at 1:30 PM

Submitted to:

Attention: Toby L Welch
West Virginia Office of Technology (WVOT)
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Phone: (304) 558-8802
Email: toby.l.welch@wv.gov

Submitted by:

Elegant Enterprise-Wide Solutions, Inc.
24035 Whitten Farm CT
Aldie, Virginia - 20105-2767
Phone: 703-722-0603 | **Fax:** 703-722-6628
Email: govt@elegantsolutions.us
www.elegantsolutions.us

Point of Contact

Vikas Arora

Phone: 703-722-0603

Email: govt@elegantsolutions.us





Elegant Enterprise Wide Solutions, Inc.
We make it happen

March 6, 2024

Attn: Toby L Welch
West Virginia Office of Technology (WVOT)
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

In reference to **Solicitation No.: CRFQ ISC240000011** for **Professional Database Engineer**, Elegant Enterprise-Wide Solutions, Inc. hereafter called “Elegant Solutions” is pleased to submit the response to West Virginia Office of Technology (WVOT) and wishes to make a positive difference at WVOT through our deep technical expertise, our attention to customer service and results-driven innovation-based culture.

Elegant Solutions is a disruptively innovative information technology (IT) services and solutions provider delivering a diversified set of technology-based solutions and services differentiated by thought leadership and innovation. We are an agile and dynamic company with relentless focus on customer mission success and delivering the best value to all our clients under all engagements. Since 2001, we have earned trust by delivering best value to our clients. Over the years, our core competencies expanded to better serve our diversified customer base, while retaining our core cultural pillars of innovation, customer-service and results-driven delivery.

We have been coupling our domain knowledge and experience with proven, mature, management practices to deliver the right solutions on time and within budget. Backed by ISO 9001:2015 and ISO 27001:2013 standardized IT services and sharper focus on outcomes, operational efficiency, competitiveness, and rapid response – consistent with business requirements, we help transform Federal, State and Local Government organizations in strategic ways – seamlessly aligning their strategic missions with technology and industry best practices – ensuring that their ultimate visions are made reality.

Our team promises to bring best value to *WVOT* and winning trust by providing quality services. This response outlines capabilities of Elegant Solutions and directly addresses the requirements outlined in CRFQ. We hold the following accolades and certifications.

Experienced and established Prime Contractor (Over 55+ Prime contracts with different State/ Local Government agencies)	Prime on DLA JETS J6 IDIQ, GSA Schedule 70, Seaport-e, eFast
ISO 9001:2015 certified Quality management system	DCAA-approved Accounting System
ISO 27001:2013 certified Information Security system	Top Secret facility clearance
VDOT/ MDOT certified MBE/ DBE Program	ITIL, PMBOK-based processes
Excellent experience as a sub in Federal Government	ISO 20000 certified

With this submission, we accept all terms and conditions defined in CRFQ document, acknowledge to receipt of amendments and QAs issued and we look forward to opportunity to lend our expertise and bring our experience to *WVOT*.

Sincerely

Vikas Arora, President
Elegant Enterprise-Wide Solutions, Inc.

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FILLED FORMS

	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
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Proc Folder: 1379271	Reason for Modification:		
Doc Description: Professional Database Engineer (OT24116)			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-02-21	2024-03-06 13:30	CRFQ 0210 ISC240000011	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name : Elegant Enterprise-Wide Solutions, Inc.

Address :

Street : 24035 Whitten Farm CT

City : Aldie

State : Virginia **Country :** US **Zip :** 20105-2767

Principal Contact : Vikas Arora

Vendor Contact Phone: 703-909-1289 **Extension:**

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

Vendor Signature X 

FEIN# 36-4468087 **DATE** March 6, 2024

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

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.

(Printed Name and Title) Vikas Arora, President

(Address) 24035 Whitten Farm CT. Aldie VA 20105

(Phone Number) / (Fax Number) 703-909-1289/ 703-722-6628

(email address) govt@elegantsolutions.us

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract 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/Contract 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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; 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; 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; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Elegant Enterprise-Wide Solutions, Inc.

(Company)



(Signature of Authorized Representative)

Vikas Arora, President

(Printed Name and Title of Authorized Representative) (Date)

703-909-1289/ 703-722-6628

(Phone Number) (Fax Number)

govt@elegantsolutions.us

(Email Address)

Revised 8/24/2023

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ ISC240000011

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.

Elegant Enterprise-Wide Solutions, Inc.

Company



Authorized Signature

Mar 06, 2024

Date

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

Revised 8/24/2023

REQUEST FOR QUOTATION
Professional Database Engineer (OT24116)

10. VENDOR DEFAULT:

10.1. The following shall be considered a vendor default under this Contract.

10.1.1. Failure to perform Contract Services in accordance with the requirements contained herein.

10.1.2. Failure to comply with other specifications and requirements contained herein.

10.1.3. Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

10.1.4. Failure to remedy deficient performance upon request.

10.2. The following remedies shall be available to Agency upon default.

10.2.1. Immediate cancellation of the Contract.

10.2.2. Immediate cancellation of one or more release orders issued under this Contract.

10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

11.1. Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Vikas Arora
Telephone Number: 703-909-1289
Fax Number: 703-722-6628
Email Address: govt@elegantsolutions.us

COMPANY CAPABILITY

Elegant Solutions will bring a broad range of skills, capabilities and insights to provide information and resources needed for assisting WVOT in their database consulting engagements, from technology to business strategy, risk, and human capital and beyond. Our methodology is continuously being fine-tuned and perfected, as well as keeping up with industry trends and product updates. An implementation project requires meticulous planning and systematic execution. The methodology is designed to provide users with maximum feedback and involvement during the course of the implementation. Elegant Solutions performs services as a leading provider of innovative IT solutions to corporate and public-sector customers faced financial reporting challenges related to revenue recognition. We develop a processes and technology solution to address this, and helped to support an upgrade and expansion of their Oracle Enterprise Resource Planning (ERP) footprint. Along with this, our consultants are highly motivated and backed up with Subject Matter Experts while they are being assigned to client projects. We have successfully completed projects with various Federal/ State agencies & companies.

Elegant Solutions experienced and certified consultant works with the client to obtain the thorough understanding of the environment and requirements to provide full support by providing the required services. Along with this, our consultants are highly motivated and backed up Information Technology support activities while they are being assigned to client projects. Elegant Solutions has experience to provide immediate access to our qualified and knowledgeable IT Support during business hours for the resolution of all technical questions and IT-related problems, along with responses to end-user support. Our proposed database consultants possess expertise and responsibility for creating or maintaining the database components of an application that uses the database technology. Our consultants are proficient with Oracle, Sybase, and MS SQL Server, Schema, backup & recovery with expertise to interact with multiple existing databases, as well as an implementation, installation & maintenance of RDBMS.

Elegant Solutions has successfully completed database implementations in its recent past. This is our key area of providing services. We have proven track record of successful completion of projects with huge client satisfaction by providing quality reports and deliverables.

Elegant Solutions propose a technical approach that is based on solutions to streamline the business environment developed from our more than a decade of working in the industry. Our approach continually supports innovation, adheres to best practices and standards, and promotes collaboration and continual service improvement. Elegant's ISO 9001-based approach incorporates rigorous, well documented, disciplined application of the common approach to Software engineering and development, and is specifically tailored to the Agile & iterative lifecycle methodology we are proposing. This approach clearly defines activities required for process discipline, consistency, and management insight.

Key Benefits

- The agile nature enables continuous improvements to adapt to changing business and new technologies.
- Improved Return on Investment (ROI) through better execution of the business strategy using IT.
- Provide an environment which helps in refining or building business processes by applying results from the Database Administration services which makes an organization more competitive.

We have successfully implemented software programs across a wide range of technology platforms in use by various States today. Successful software projects start with a foundational understanding of the business processes to be addressed. Coupled with our "no surprises" integrated and disciplined management approach, our technical approach provides scalability, flexibility, and a rapid-response environment culminating in a cost effective and low risk outcome.

Our development team has years of experience and extensive knowledge in SQL Database Programming, Online Database Programming, Custom Business Database Programming, eCommerce Applications, and Custom Enterprise Database Applications. The most advanced tools are used to create robust and state-of-the-art applications that can be implemented on many server platforms and web technologies. Performance testing is part of our development process. We build sites for success and develop to allow for scalability and future growth.

Database Service Administration

Oracle ERP software is one of most critical part of any Organization and is to be managed by experienced software experts especially database administration. High numbers of Non-ERP systems are multi-

application and multi-database. In contrast, Oracle ERP software uses a single database to store all applications data of various departments like HR, Finance, Procure, Market, Order etc. This situation make Apps DBA role more challenging than a regular Core DBA. To address this challenge Companies have to hire DBA's for different roles for e.g.: Oracle Core DBA, Oracle Sysadmins. Once hired retaining talent is also a challenge. Elegant Solutions' DBA practice has highly trained Senior DBA' with diverse skill set who along with team of certified DBA's form an offshore pool which caters to all client need be it support or project related tasks. Most remote DBA engagements are similar; however every customer story is different. Our DBA offers a standard service features package, but it is always customizable to your specific needs.

Remote Database Support

- **Shared DBA Support:** DBA service has four categories of shared DBA support namely 8*5, 16*5, 24*7 and flexi support for monitoring
- **Dedicated DBA support:** This type of model is preferred in client managed support and if there is a requirement for named resources

Customer Benefits:

- Significant reduction in implementation timeline
- Improved decision-making through more efficient data flow
- Reduction in labor costs through optimized processes
- Increased competitive advantage due to the implementation of most current best practices

Experience

Montana Department of Environmental Quality (DEQ)	Elegant Solutions provided monitoring of Microsoft SQL, MySQL and Oracle availability; our staff provided resolution of Microsoft SQL, MySQL and Oracle storage allocation issues. Involved in configuration, scheduling, and monitoring of database backups
Oklahoma Department of Career and Technology Education (ODCTE)	Elegant Solutions provided Database Administration services including: installation of database software, setup and configuration of database instances, database security, patching, tuning and performance analysis, troubleshooting, backups and disaster recovery planning
Philadelphia Water Department (PWD)	Elegant Solutions focused on Oracle and Microsoft SQL database; including 24X7 Database monitoring and response; Customer defined Custom Availability; Root-Cause Analysis and Appropriate Corrective Actions; Life Cycle migration of Ad-Hoc queries to Stored Functions; Backups, disaster recovery, and scheduled restore testing; Continual health checks and performance tuning
US Department of Air Force	Oracle database management activities including designing highly complex logical and physical databases over exacloud/ exadata machines. Led highly complex data modeling, mapping, integration, and capacity planning efforts. Design and implement database security solutions including Center for security and auditing. Consult with and advise management and multiple clients on high impact data or database management issues. Provided database design direction & solutions in DB reorg, account preservation, tokenized, de-tokenized accounts. Provided technical leadership and recommendations into the future direction of database technology and automations. Developed management policies, procedures, standards, encryption and datapump best practices in preserving accounts for DB refreshes. Collaborating and consult with peers, colleagues, and managers & troubleshooting various shell scripts for databases & schema.
US Department of Treasury	Provided services to Oracle & NoSQL Databases MongoDB Instances, including architecting Databases. Ensure that the databases achieve maximum performance and availability & designing indexing strategies. Advises on the configuration, monitoring and deployment of replica sets. Optimization of Oracle, PostgreSQL & MongoDB queries and improved performance. Implementation of best practices for Rest API integration framework/ model. Optimized insertions and retrieval of large amounts of data. Worked on designing systems that deal with large data sets and a huge volume of transactions. Beside Oracle Databases performance tuning, worked on MongoDB driver, Mongo Shell, Mongoose, Compass & API's

<p>US Department of Homeland Security</p>	<p>Performed daily database administration tasks using Oracle utilities and tools, including monitoring space and memory requirements, checking alert logs and backup status, and training users on database access. Proactively identified and resolved production and application development issues, ensuring high availability and reliability. Played a key role in upgrading Oracle 11g to Oracle 19c and configuring Oracle Net services and Listener, enhancing overall system performance and capabilities. Implemented robust database security policies, managing user roles and privileges to protect sensitive information. Designed and executed effective database backup and recovery strategies, minimizing data loss and downtime.</p>
<p>US Department of State</p>	<p>Established and oversaw Oracle Data Guard for Oracle 10g, 11g, and Oracle Database 12c employing Enterprise Manager Cloud Console 12c console and the DGMGRL interface. Contributed to developing patterns, practices, and detailed technical designs for cloud implementation. Identify and tackle issues related to virtualization products. Established and tailored Cloud Services in alignment with optimal practices for Enterprise. Facilitated in enhancing network performance by optimizing virtualization and tool use. Delivered technical expertise for advanced solutions and cloud offerings. Formulated a hybrid cloud delivery model, catering to organizational choices between public and private Cloud. Delimit and institute baseline and prospective architecture. Launched virtual machines and cloud storage; conducted quality assurance processes to boost the efficiency of technologies and updates for Cloud Storage applications. Cooperated with the development team to devise suitable cloud solutions for client requirements. Conducted backup and restored operations on a database, utilizing either a user-managed or RMAM approach. Monitored and sustained 24x7 Database support, prioritizing core support hours.</p>

Once the requirement is received from the WVOT, our recruiting team will immediately search the database to identify local candidates with appropriate skills that are available and are best suited for the requirement. We would also use other recruiting tools to provide the highest caliber candidates in the shortest possible time and lowest cost, such as a variety of specialized job boards and various user groups.

Identified Step/ Milestone	Responsibility (Elegant Solutions)	Estimated duration (in days)
Understanding of task order Requisition	Sr. Program Manager Contracts Manager	N+2 (N is the task order issue date)
Identify Ideal Consultant	Recruitment Team headed by an experienced Recruitment Manager	N+4
Consultant Pre-Screening	Recruitment Team headed by an experienced Recruitment Manager	N+4
Elegant Solutions' Internal Interview	Recruiters (First) Recruitment Manager (Second) Subject Matter Experts (Final)	N+4
Consultant Submission	Business Development/ Proposal Writing Team	N+6
Setting up Client Interviews and Interview Feedback	Recruitment Manager	X+3 (X is the date of client confirmation to schedule the interview)
Extend Job Offer for Final Selection	Accounts/ Contract/ Recruitment Manager	Y+4 (Y is the date of Purchase order issuance)
Complete Paperwork, Criminal, background & Drug Check	Accounts/ Recruitment Manager	Y+4
Joining on the project at the Client site	Recruitment Manager	Y+7
Follow-up for more requirements and performance monitoring of consultants	Sr. Program Manager/ Contract Manager/ Recruitment Manager	Ongoing process

The success rate of Elegant Solutions in placing candidates on an annual basis is 95%.