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Header @ 1

List View

General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VS0000045686 

Legal Name: Info Labs inc

Alias/DBA:

Total Bid: \$0.00

Response Date: 05/07/2024 

Response Time: 9:18

Responded By User ID: Infolabsinc 

First Name: Asha

Last Name: Nimmalapudi

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Phone: 7034672007

SO Doc Code: CRFQ

SO Dept: 0705

SO Doc ID: LOT2400000011

Published Date: 4/29/24

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Status: Closed

Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing

Total of Header Attachments: 1

Total of All Attachments: 1



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: 1354530
Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR05072400000006785	1

VENDOR
 VS0000045686
 Info Labs inc

Solicitation Number: CRFQ 0705 LOT2400000011
Total Bid: 0
Response Date: 2024-05-07
Response Time: 09:18:20
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	Temporary IT Personnel Services				

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments: Solicitation Response (SR) for #0705 LOT2400000011 From Info Labs Inc

Extended Description:

Temporary IT Staffing Services

West Virginia Lottery Commission
The Department of Administration Purchasing Division
Temporary Staffing Services
Solicitation #0705 LOT240000011



SOLICITATION RESPONSE

MAY 7, 2024



SUBMITTED TO:

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON STREET EAST
CHARLESTON, WV 25305

SUBMITTED BY:

AUTHORIZED REPRESENTATIVE

ASHA NIMMALAPUDI
PRESIDENT - INFOLABS INC
203 ELDEN ST, SUITE 404, HERNDON, VA 20170
PH: 703-467-2007 | DIRECT NO: 703-552-7575
FAX: 703 563 9126 | E MAIL: ASHA@INFOLABSINCCOM

INFO LABS INC.

CAGE CODE: 6B8Q6 | DUNS #: 047314986 | UEI: VKLMBPNF9JJ3
SBA CERTIFIED 8(A) | WOSB | EDWOSB

Restriction on Disclosure and Use of Data:

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

TABLE OF CONTENTS

1. Introduction and Executive Summary	1
2. Vendor Qualifications – Proof of being in Business	1
3. Company Background and Experience	5
1. Staffing Requirements	5
1.1. Demonstration of Experience Placing Staff in Target Labor Categories	5
1.2. Demonstration of Staffing Bench Strength.....	7
<i>Business Analyst (4.2.1)</i>	7
<i>Resume 1: Beena Nair</i>	7
<i>Resume 2: Ravali Siddam</i>	8
<i>Resume 3: Sreedhar Marrapu</i>	9
<i>Project Manager (4.2.7)</i>	10
<i>Resume 1: Sai Sesi Oduru</i>	10
<i>Resume 2: Mohana Krishna Dukku</i>	12
<i>Resume 3: Satya Paladuga</i>	13
<i>Quality Assurance Manager (4.2.8)</i>	14
<i>Resume 1 Suresh Babu Bolli</i>	14
<i>Resume 2: Vijay Kumar Potlada</i>	16
<i>Resume 3: Venkatpavan Ravipati</i>	17
<i>Security Analyst (4.2.9)</i>	19
<i>Resume 1: Sai Teja Jampani</i>	19
<i>Resume 2: Shashank Nekkanti</i>	20
<i>Resume 3: Razia Sulthana</i>	21
<i>Software Developer/Engineer (4.2.10)</i>	22
<i>Resume 1: Rekha Dandu</i>	22
<i>Resume 2: Srikanth R. Nidimusili</i>	23
<i>Resume 3: Shivakiran Reddy Thatikonda</i>	25
1.3. Licensing, Permits, and Certifications	26
<i>Current state of all required licenses and certifications</i>	26
1.4. Staff and Technology Specifications	26
1.5. Operational Capabilities	27
1.6. Quality Assurance and Compliance.....	29
1.7. Proposed Methodology for Staffing.....	31
1.8. Overall Strategy and Technical Approach.....	33
1.9. Pricing Strategy	34
1.10. Non-Disclosure Agreement and Confidentiality.....	35
1.11. References and Case Studies	35
1.12. Additional Supporting Documents	37
<i>Additional Certifications, Awards, or Recognitions</i>	37
1.13. Conclusion and Contact Information	37
<i>Summary</i>	37
<i>Point of contact for follow-up and further discussions</i>	38
1.14. Addendum Acknowledgement Form Solicitation No. Lot 240000011	39
1.15. Mutual Non-Disclosure Agreement	40

1. Introduction and Executive Summary

For over fifteen years, InfoLabs Inc. has been at the forefront of technology, providing innovative software solutions and top-tier IT staffing services to a diverse client base. Founded in 2007, we have built a reputation for excellence, serving government departments and commercial enterprises. InfoLabs Inc is a premier management consulting, technology, and outsourcing firm headquartered in Herndon, VA, specializing in delivering cutting-edge solutions for federal and commercial clients across diverse industries. With a steadfast commitment to excellence and innovation, we offer a comprehensive suite of services encompassing IT strategy, cybersecurity, cloud migration, software development, and data analytics. Our team comprises seasoned professionals with deep expertise in sectors such as government, healthcare, finance, and telecommunications, enabling us to tailor solutions that address industry-specific challenges and complexities.

Established in 2007

Small business designations: SBA 8a Certified, SWaM certification (VA State). Minority and Women-owned, Business Enterprise (M/WBE) Certification (NY State).

Current Clients: State of South Carolina , State of New York, CareMetx, LLC, Experis Publicis Sapient, Keylent Inc, NGA Group, Inc., ZettaPrime Inc, QYK Brands.

Strengths: Recognized by multiple clients as going above and beyond the normal call of duty to exceed client delivery expectations.

2. Vendor Qualifications – Proof of being in Business

Our Various licenses and certificates presented below are provided as vendor qualifications and proof of InfoLabs as a viable and experienced business.

May 31. 2007 1:33PM

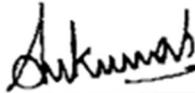
State of Delaware
Secretary of State
Division of Corporations
Delivered 03:46 PM 05/29/2007
FILED 03:46 PM 05/29/2007
SRV 070634778 - 4360791 FILE

STATE of DELAWARE
CERTIFICATE of INCORPORATION
A STOCK CORPORATION

- **First:** The name of the Corporation is INFO LABS INC.
- **Second:** Its registered office in the State of Delaware is to be located at 262 Chapman Road, Suite 105-A, Newark, DE, New Castle County, 19702. The registered agent in charge thereof is Nagendra K Ayalasomayajula.
- **Third:** The purpose of the corporation is to engage in any lawful act or Activity for which corporation may be organized under the General Corporation Law of Delaware.
- **Fourth:** The amount of the total authorized capital stock of this corporation is divided into One thousand shares of no par value.
- **Fifth:** The name and mailing address of the incorporation are as follows:

NAME NAGENDRA K AYALASOMAYAJULA
MAILING ADDRESS 262 CHAPMAN ROAD, SUITE 105-A
NEWARK, DE ZIP CODE 19702

- **I, The Undersigned,** for the purpose of forming a corporation under the laws of the State of Delaware, do make, file and record this Certificate, and do certify that the facts herein stated are true, and I have accordingly hereunto set my hand this 28th day of MAY, A.D 2007.

By: 
(Incorporator)

Name: NAGENDRA K AYALASOMAYAJULA



Abigail.vargastrujillo@sba.gov | 202-205-8800 | www.sba.gov/dc
Washington Metropolitan Area District Office (WMADO) | 409 3rd St SW, Floor 2 | Washington, DC 20416

March 19, 2024

Ms. Asha Nimmalapudi
203 Elden St. Suite 404
Herndon VA 20170-4848

Dear Ms. Nimmalapudi:

The Washington Metropolitan Area District Office of the U.S. Small Business Administration (SBA) has reviewed your 8(a) Annual Update and supporting documentation for program year **11/29/2022 to 12/01/2023**. It is our determination that your firm continues to meet the criteria for 8(a) status.

Most contracts that are awarded under the 8(a) Program are usually a result of the direct marketing efforts of the 8(a) firm. SBA will do its best to assist you in your efforts to obtain contracting opportunities.

This office would also like to encourage you to participate in any training offered to you and your key staff in the areas of government contracting and marketing outreach during the program year by the Washington Metropolitan Area District Office and /or other SBA business partners. You are encouraged to utilize all the SBA's business counseling resources available to you including SCORE, and the Small Business Development Centers (SBDCs). Please feel free to contact the Business Development Team at DCbusdev8a@sba.gov or (202) 205-8800 to discuss these services or your firm's developmental requirements.

We wish you continued success in the growth and development of your business.

Sincerely,

ABIGAIL VARGAS TRUJILLO
Abigail Vargas Trujillo^{04'00'}
Business Development Specialist
Washington Metropolitan Area District Office (WMADO)
U.S. Small Business Administration

Digitally signed by ABIGAIL
VARGAS TRUJILLO
Date: 2024.03.19 15:12:59



3. Company Background and Experience

Volume IV: InfoLabs is committed to process excellence, specialized recruiting skill sets and tools, and a customer-centric approach that makes us the preferred choice for organizations seeking Temporary and Permanent staffing services. InfoLabs’ managers and recruiters understand the unique staffing challenges faced by organizations today and has the on-staff expertise to deliver tailored staffing solutions to meet the West Virginia Lottery Commission’s specific needs for staffing in technical Labor Categories (LCATs). We have developed a deep understanding of the skill sets and qualifications required for each LCAT, with access to over 1,500 resumes in our extensive database that span technical, administrative roles. We also have a rigorous recruitment process, retention benefits, and we carefully select and present the most suitable candidates to our clients, ensuring a high-quality match between employers and employees. Our key strengths lie in our specialized recruitment in Technical Services that allows us to meet the growing demand for professionals with diverse backgrounds and domain expertise required by the West Virginia Lottery. We have a track record of success and recognition for staffing our clients’ needs and requirements and will provide excellent services to the FRB as demonstrated throughout this proposal in recruiting all Labor Categories as shown in **Exhibit 1**.

Volume V: Labor Categories

LCAT	Clients where InfoLabs placed personnel (#s) in these LCATs					
	State of SC	State of NY	Arizona Office of Courts, Certifications and Licensing Division	Carematx LLC	NGA Group, Inc.	Keylent Inc
4.2.1 Business Analyst					1	2
4.2.7 Project Manager					2	1
4.2.8 Quality Assurance Analyst				3		
4.2.9 Security Analyst					1	2
4.2.10 Software Developer/Engineer	1	1	1			

Volume VI: Exhibit 1: Labor Categories InfoLabs will provide to the Lottery Commission.

1. Staffing Requirements

1.1. Demonstration of Experience Placing Staff in Target Labor Categories

Exhibit 2 provides client contact information for at least three individuals placed within the last five years for each classification bid upon as shown in **Exhibit 1** where we provided staffing services to clients with a similar-sized workforce as the West Virginia Lottery requirements.

1. Labor Category: Business Analyst			
	Reference 1	Reference 2	Reference 3
Client Name:	Keylent Inc	NGA Group, Inc.	Keylent Inc
Address:	1000 N West St #1200, Wilmington, DE 19801	1596 US Highway 130, Suite D 1 North Brunswick, NJ 08902	1000 N West St #1200, Wilmington, DE 19801
Phone Number:	(302) 844-8300 x 102	609-650-9997	(302) 844-8300 x 102

Email:	ravi@keylent.com	satish.meka@ngagroupinc.com	ravi@keylent.com
Contract Duration:	March 2022 - Current	April 2022 - October 2023	April 2022 - October 2023
2. Labor Category: Project Manager			
	Reference 1	Reference 2	Reference 3
Client Name:	NGA Group, Inc.	NGA Group, Inc.	Keylent Inc
Address:	1596 US Highway 130, Suite D I North Brunswick, NJ 08902	1596 US Highway 130, Suite D I North Brunswick, NJ 08902	1000 N West St #1200, Wilmington, DE 19801
Phone Number:	609-650-9997	609-650-9997	(302) 844-8300 x 102
Email:	satish.meka@ngagroupinc.com	satish.meka@ngagroupinc.com	ravi@keylent.com
Contract Duration:	Nov 2021 – Present	August 2022- Feb 2024	March 2022 to Present
3. Labor Category: Quality Assurance Analyst			
	Reference 1	Reference 2	Reference 3
Client Name:	Carematx LLC	Carematx LLC	Carematx LLC
Address:	6931 Arlington rd, Suite 308, Bethesda, MD 20814	6931 Arlington rd, Suite 308, Bethesda, MD 20814	6931 Arlington rd, Suite 308, Bethesda, MD 20814
Phone Number:	+1 703 774 5220	+1 703 774 5220	+1 703 774 5220
Email:	avemuru@caremetx.com	avemuru@caremetx.com	avemuru@caremetx.com
Contract Duration:	Sep 2019 – Present	September 2020– Present	December 2019 – Present
4. Labor Category: Security Analyst			
	Reference 1	Reference 2	Reference 3
Client Name:	NGA Group, Inc.	Keylent Inc	Keylent Inc
Address:	1596 US Highway 130, Suite D I North Brunswick, NJ 08902	1000 N West St #1200, Wilmington, DE 19801	1000 N West St #1200, Wilmington, DE 19801
Phone Number:	609-650-9997	(302) 844-8300 x 102	(302) 844-8300 x 102
Email:	satish.meka@ngagroupinc.com	ravi@keylent.com	ravi@keylent.com
Contract Duration:	Feb 2020 – Present	Sept 2019 – Present	January 2022 – Present
5. Labor Category: Software Developer/Engineer			
	Reference 1	Reference 2	Reference 3
Client Name:	State of South Carolina, Dept. Of Motor Vehicles.	ELC Program Manager /Division of Disease Control	Arizona Office of Courts, Certifications and Licensing Division
Address:	P.O. Box 1498; 10311 Wilson Blvd. Blythewood, SC 29016	NYC Dept.of Health and Mental Hygiene — City of New York, 42-	1501 West Washington St, Phoenix, AZ 85007

		09 28th St., Long Island City, NY 11101	
Phone Number:	(803) 896-8043		
Email:	Les.Kirk@scdmv.net	rwolitzer1@health.nyc.gov	sholland@courts.az.gov
Contract Duration:	2019 to Present	2020 July to Present	2022 Nov to Present

Exhibit 2: InfoLabs Inc Experience placing Temporary Staff.

1.2. Demonstration of Staffing Bench Strength

The following are resumes of three (3) previously hired temporary staff for each labor classification shown in the previous section demonstrates InfoLabs Inc’s temporary staffing bench.

Business Analyst (4.2.1)

Resume 1: Beena Nair

Business Analyst (4.2.1) - Beena Nair	
Full Name	Beena Nair
Education	Masters in Business Administration, Osmania University
Certifications	Certified ScrumMaster (CSM)
Qualification Summary	
<p>With over 10 years of experience as a Business Analyst, possessing broad knowledge across the project lifecycle. Skilled in gathering, managing, and documenting business requirements, with strong abilities in business and visual modeling. Excellent analytical skills and a robust understanding of business processes ensure a thorough examination of business requirements.</p> <ul style="list-style-type: none"> • Business Modeling Tools: Rational Rose, MS Visio • Defect Management: Rational ClearQuest • Repository Management: Rational ClearCase • Databases: SQL Server, Oracle, MS Access • Operating Systems: MS-DOS, Windows (98, 2000, NT, XP) 	
Professional Experience	
Keylent Inc	Mar 2022 - Current
Sr. Business Analyst	
<ul style="list-style-type: none"> • Managed and prioritized the product backlog, ensuring the scrum team maximized business value and delivered necessary functionality. • Documented user stories, coordinated with IT and business organizations to ensure successful development and implementation of assigned work. • Evaluated business needs and assisted with design and implementation, ensuring solutions achieved business objectives. 	
Exostar LLC	Apr 2016 - Mar 2022
Sr. Business Analyst / Product Owner	
<ul style="list-style-type: none"> • Evaluated information from multiple sources, reconciled conflicts, and managed both business and functional requirements. • Led product strategy and roadmaps, providing visibility to internal and external stakeholders, and managing products through their lifecycle. • Worked closely with Fortune 500 clients to manage product requirements and ensure customer satisfaction. 	
General Dynamics Information Technology (GDIT)	Oct 2014 – Mar 2016

Business Analyst (4.2.1) - Beena Nair	
Business Analyst	
<ul style="list-style-type: none"> Performed requirements specification, including prioritization and development of functional and non-functional specifications. Worked with testing teams and business SMEs to validate solutions, ensuring they met business needs and adhered to specifications. 	
Customs and Border Protection (CBP)	April 2014 - October 2014
Business Analyst	
<ul style="list-style-type: none"> Managed documentation, participated in requirements visualization review sessions, and supported the development and maintenance of product backlogs. Documented business process flows and collaborated on requirements gathering to ensure clear understanding and stakeholder agreement. 	
Freddie Mac	June 2012 - April 2014
Business Analyst / User Acceptance Tester	
<ul style="list-style-type: none"> Converted business requirements into functional specifications and managed the Requirements Traceability Matrix (RTM). Responsible for writing test strategies, executing test plans, and documenting test results. 	

Resume 2: Ravali Siddam

Business Analyst (4.2.1) - Ravali Siddam	
Full Name	Ravali Siddam
Education	Bachelor of Engineering in Computer Engineering,
Certifications	Microsoft Certified Systems Engineer (MCSE)
Qualification Summary	
<p>Professional Summary Experienced Senior Business Analyst with over 5 years of extensive experience in product management, defining and refining business processes, and enhancing system functionalities across various industries. Skilled in Agile and Waterfall methodologies, with a strong proficiency in managing large-scale software development projects from conception to implementation. Excellent communicator adept at interfacing with cross-functional teams to deliver on key project deliverables.</p>	
<p>Technical Skills</p> <ul style="list-style-type: none"> Project Management: Agile, Waterfall Tools: JIRA, Confluence, MS Visio, Rational Rose, SharePoint Business Modeling: Rational Rose, MS Visio Databases: SQL Server, Oracle Defect Management: Rational ClearQuest Repository Management: Rational ClearCase Operating Systems: Windows, MS-DOS 	
Professional Experience	
NGA Group, Inc	Apr 2022 - Oct 2023
Senior Business Analyst/Consultant	

Business Analyst (4.2.1) - Ravali Siddam	
<ul style="list-style-type: none"> Developed user stories for the Producer Portal and Group Mainframe Development using JIRA. Facilitated daily standups, grooming sessions, and production meetings, enhancing team productivity and project clarity. Worked closely with UX teams to create and validate business definitions, improving the user experience across platforms. 	
Modivcare, Remote	Apr 2021 - Dec 2021
Business Analyst/Consultant	
<ul style="list-style-type: none"> Managed API integrations with external vendors, enhancing digital interactions for medical transportation provisions. Supported "Go Digital" initiatives by transitioning service providers to enhanced digital platforms, significantly improving client engagement and system efficiency. 	
Invent.US, Remote	Jul 2020 - Apr 2021
Business Analyst/Product Owner	
<ul style="list-style-type: none"> Collaborated with product managers and technical teams to gather requirements and facilitate the integration of new applications, boosting user engagement and productivity. Employed Agile methodologies to document and refine project scopes and requirements, ensuring alignment with client needs and business objectives. 	
Deloitte, Nashville, TN	Aug 2019 - Jun 2020
Business Solution Analyst/Product Owner	
<ul style="list-style-type: none"> Managed development projects aimed at categorizing securities based on liquidity, utilizing Agile frameworks to enhance project delivery and stakeholder engagement. Spearheaded automation initiatives within the audit department, leading to significant improvements in process efficiency and data handling. 	
FNC/CoreLogic, Oxford, MS	Apr 2018 – Jun 2019
Business Analyst/Product Owner	
<ul style="list-style-type: none"> Oversaw enhancements to the rule engine, facilitating seamless transitions and improved system performance through agile project management. Developed extensive documentation and requirements in Agile format, ensuring accurate system mappings and functionality. 	

Resume 3: Sreedhar Marrapu

Business Analyst (4.2.1) - Sreedhar Marrapu	
Full Name	Sreedhar Marrapu
Education	Master's in computer applications
Qualification Summary	
Professional Summary	
<p>Highly dedicated and insightful Senior Business Analyst with extensive experience in the telecommunications industry, specializing in project management, requirements gathering, and crisis resolution. Expert in facilitating dynamic partnerships to support and enhance business functions, ensuring long-term technical and operational success. Proficient in using strategic planning to drive excellence across business processes.</p>	
Skills	
<ul style="list-style-type: none"> Analysis Tools: JIRA, Visio Databases: Microsoft SQL Server, Oracle (via TOAD) 	

Business Analyst (4.2.1) - Sreedhar Marrapu	
<ul style="list-style-type: none"> Methodologies: Agile, Scrum Testing: Software Testing, Creating Test Cases Documentation: Technical Writing, Functional Specifications, User Documentation Other: Customer Service, Application Support, Business Analysis 	
Professional Experience	
Keylent Inc	Oct 2019 - Nov 2003
Senior Business Analyst	
<ul style="list-style-type: none"> Collaborated with business groups to identify process issues and opportunities, recommending solutions to support business plans. Translated business requirements into functional specifications, creating documents, conceptual mockups, and use cases. Led the facilitation of meetings across business and technical teams, ensuring alignment and effective delivery of software enhancements. Developed test cases and oversaw various testing stages, from unit testing to user acceptance testing, providing crucial guidance and feedback. 	
Alltel/Verizon, Charlotte, NC	2006 – 2019
Senior Business Analyst (IT)	
<ul style="list-style-type: none"> Acted as a liaison for system development, implementation, and maintenance, enhancing client applications and customer service. Managed SQL queries to gather data, troubleshoot issues, and generate reports, improving system accuracy and efficiency. Created detailed test plans and conducted software testing for updates and new releases, ensuring optimal performance and user satisfaction. 	

Project Manager (4.2.7)

Resume 1: Sai Sesi Oduru

Project Manager (4.2.7) - Sai Sesi Oduru	
Full Name	Sai Sesi Oduru
Education	Master of Computer Application (M.C.A), Madurai Kamaraj University PGD in Management Information System for Computer Application, Osmania University B.Com, Osmania University
Certifications	<ul style="list-style-type: none"> Certified Project Management Professional (PMP)® Certified ScrumMaster (CSM) Six Sigma Black Belt certified, Asian Institute of Quality Management ITIL Certified Various soft skills and negotiation skills certifications
Qualification Summary	
<p>Professional Summary: Result-driven and goal-oriented IT Service Delivery Professional with over 19 years of experience specializing in service delivery management, project management, and human resource management practices. Skilled in navigating complex project environments using a blend of traditional and agile methodologies, including Waterfall, Agile, Scrum, and Kanban.</p> <p>Project Management: Expertise in software development, SDLC, vendor management, budgeting, detailed work scheduling, and risk management.</p>	

Project Manager (4.2.7) - Sai Sesi Oduru	
<p>Leadership: Strong team leadership abilities, proven track record in leading teams and managing large-scale projects.</p> <p>Technical Skills: Proficient in MS Office, MS Project, AWS Cloud, Automated Testing, CI/CD Pipelines, and various Agile tools including JIRA and DevOps practices.</p> <p>Strategic IT Skills: IT strategy development, integration, continuous improvement, compliance, and data governance.</p> <p>Technology Proficiency: MS Office, Waterfall, Agile methodologies, MS Project, AWS Cloud, Automated Testing, Agile, Scrum, Kanban, JIRA, DevOps, CI-CD Pipelines</p> <p>Led a team of 80 members, driving initiatives to improve customer service and operational efficiency. Played a key role in problem management, quality standards implementation, and the development of new business opportunities through strategic client engagement.</p>	
Professional Experience	
NGA Group	Nov 2021 – Present
Project Manager / Scrum Master	
<ul style="list-style-type: none"> Orchestrated the planning, execution, and delivery of complex IT projects, ensuring alignment with business goals and compliance with SDLC standards. Served as Scrum Master, facilitating sprint ceremonies, managing risks, and optimizing project deliverables across the portfolio. Enhanced project frameworks using Agile principles, significantly improving productivity and stakeholder satisfaction. 	
Microsoft, Seattle, WA	Jul 2018 – Nov 2021
Project Manager	
<ul style="list-style-type: none"> Managed high-impact projects in the Hi-tech domain, focusing on aligning project objectives with business strategies and customer expectations. Mentored aspiring Agile practitioners, enhancing team capabilities, and improving project outcomes through effective Agile practices. Contributed to the PMO and CoE, promoting best practices and strategic initiatives across the organization. 	
IBM (AT&T, Sun Trust), Various Locations	Apr 2010 – Jul 2018
Delivery Project Executive	
<ul style="list-style-type: none"> Directed project delivery within the PMO, overseeing project execution, risk management, and stakeholder engagement across diverse IT projects. Ensured compliance with contractual obligations, budget management, and client satisfaction in a high-stakes environment. Led initiatives for continuous improvement, optimizing processes and enhancing service delivery across key client accounts. 	
RIVI Private Limited, Hyderabad, India	Jun 2008 – Mar 2010
Manager Operations and Quality	
<ul style="list-style-type: none"> Managed operations and quality assurance, focusing on strategic planning, resource management, and service delivery optimization. Implemented change management processes and managed high-level client interactions to secure and expand business engagements. 	

Resume 2: Mohana Krishna Dukku

Project Manager (4.2.7) - Mohana Krishna Dokku	
Full Name	Mohana Krishna Dokku
Education	Master of Business Administration (MBA), University of Chicago Booth School of Business, Chicago, IL
Certifications	<ul style="list-style-type: none"> Azure AI Fundamentals Certified ScrumMaster (CSM) Project Management Professional (PMP) Lean Six Sigma Black Belt Prosci ADKAR Change Management
Qualification Summary	
<p>Professional Summary With over 16 years in Technology Consulting and IT implementation, I am a certified expert in delivering complex technology projects across various domains including Insurance, Logistics, and Healthcare. My skills encompass cloud transformations, data engineering, process automation, and AI/ML solutions. I hold an MBA from the University of Chicago Booth School of Business, emphasizing my strong background in strategic and operational leadership.</p> <p>Skills</p> <p>Technical Skills: Process Automation, Agile Methodologies, Java, Spring Boot, SQL, Microsoft Power BI, JIRA Platforms: Azure, AWS Soft Skills: Strategic Planning, Leadership, Risk Management, Quality Assurance, Vendor Management</p> <p>Core Competencies</p> <p>Cloud Solutions: Experienced in AWS & Azure platforms, focusing on cloud-based transformations and data pipeline optimizations. Project Management: Certified Scrum Practitioner, PMP, and Lean Six Sigma trained; proficient in Agile, Scrum, and Kanban methodologies. Data Solutions: Skilled in ETL, data warehousing, and implementing scalable data governance frameworks compliant with GDPR and other regulations. Leadership: Demonstrated ability in leading cross-functional teams, fostering a collaborative team environment, and driving significant business improvements.</p>	
Professional Experience	
NGA Group, Inc.	Aug 2022–Dec 2023
Principal Program Manager PMO - Integrated Process Automation	
<ul style="list-style-type: none"> Spearheaded a multi-million dollar project portfolio for Global Claims and Personal Risk Services, integrating cloud-based process automation and machine learning. Delivered transformative solutions resulting in a 50% reduction in handling time and a 60% automation rate for critical business operations. Established and led data governance practices ensuring compliance with international data privacy standards. 	
DXC Technology, Chicago, IL / New Orleans, LA	Aug 2020– Jul 2022
Senior Program Manager – Delivery Enablement	
<ul style="list-style-type: none"> Developed and executed a strategic framework using Azure Data Factory, enhancing data integration, and reporting across multiple systems, which improved delivery quality by 18%. 	

Project Manager (4.2.7) - Mohana Krishna Dokku	
<ul style="list-style-type: none"> Led a comprehensive operations review for a \$260M healthcare services contract, increasing the Net Promoter Score (NPS) by 27%. 	
Baxter International Inc., Deerfield, IL / Vernon Hills, IL	Jan 2015–Dec 2018
Program Manager / Scrum Master – Enterprise Operations	
<ul style="list-style-type: none"> Managed and optimized supply chain processes through innovative scheduling solutions, significantly improving operational efficiencies. Directed the overhaul of BI processes, enhancing system responsiveness and reducing maintenance efforts by 30%. 	
Infosys Limited, USA / Costa Rica / Canada / India	Mar 2012 – Jul 2014
Technology Lead – Enterprise Operations	
<ul style="list-style-type: none"> Rolled out global IT process scheduling solutions, reducing system response times by 50% during critical operations. Trained and led a team in high-priority systems failure responses, improving system reliability and operational uptime. 	

Resume 3: Satya Paladugu

Project Manager (4.2.7) – Satya Paladugu	
Full Name	Satya Paladugu
Education	Master of Science in Computer Science Bachelor of Science in Computer Science
Certifications	PMP (Credential ID [REDACTED]) Certified Project Manager
Qualification Summary	
<p>Professional Summary</p> <p>Digitally-savvy Project Management Professional with extensive experience in planning and executing enterprise-level initiatives to develop customer solutions, increase revenue, and improve business performance. Expert in managing the entire project lifecycle including strategic planning, execution, testing, and support across various technologies such as Drupal, IBM Websphere Commerce, and .net.</p> <p>Career Highlights</p> <ul style="list-style-type: none"> Developed new PMO PMLC and SDLC processes for two major corporations. Led the expansion of mywater.veolia.us, integrating the site with customer service systems across six project tracks. Built The Museum of Modern Art’s online store, achieving double-digit revenue growth for five consecutive years. <p>Skills</p> <p>Microsoft Project Microsoft Office Suite SDLC Jira Agile Waterfall Project Planning E-commerce Leadership Budgeting IT Project Management</p> <p>Certifications</p>	
Professional Experience	
Keylent Inc	Mar 2022 to Present
Senior Project Manager	

Project Manager (4.2.7) – Satya Paladugu	
<ul style="list-style-type: none"> • Manage projects from planning through the project management lifecycle using both internal resources and external vendors. • Major projects include a total rebranding of www.mysuezwater.com to mywater.veolia.us and migrations of Oracle Utilities Customer Care and Billing system (CC&B) and the mywater.veolia.us website to Oracle and Drupal cloud infrastructures respectively. 	Sep 2016 to Mar 2022
Senior Web Project Manager	
SUEZ - Paramus, NJ	
<ul style="list-style-type: none"> • Managed projects, enhancing the customer experience by integrating the website with SUEZ's customer database. • Improved communication with Notify across multiple technologies and project teams, enhancing holistic customer communications. 	
Senior Project Manager	
Quidsi - Jersey City, NJ	
<ul style="list-style-type: none"> • Managed projects through development cycles using Waterfall and Agile methodologies. • Introduced international shipping capabilities across Quidsi's family of websites, integrating with order processing and shipping calculation systems. 	2014 to 2016
Project Manager	
Weight Watchers International - New York, NY	
<ul style="list-style-type: none"> • Managed client business needs analysis, requirements gathering, and solutions development for Weight Watchers' Sales organization. • Delivered B2B client portal and constructed UK eCommerce store, significantly reducing administration costs and opening new revenue streams. 	2010 to 2014
eCommerce Technology Manager	
The Museum of Modern Art - New York, NY	
<ul style="list-style-type: none"> • Led technology initiatives including end-to-end site redesign and Websphere Commerce migration. • Achieved 313% revenue growth over five years, turning the online store into a major revenue stream. 	2004 to 2010

Quality Assurance Manager (4.2.8)

Resume 1: Suresh Babu Bolli

Quality Assurance Analyst (4.2.8) Suresh Babu Bolli	
Full Name	Suresh Babu Bolli
Education	Masters in Computer Applications (MCA)
Certifications	<ul style="list-style-type: none"> • Certified Project Management Professional (PMP) • AWS Certified Solutions Architect • Certified SAFe Scrum Master (SSM) • Certified Ethical Hacker (CEH) • PRPC Certified System Architect (PEGA) • HP Quick Test Professional (QTP) • IBM Application System/400 (AS/400) • Oracle Cloud ERP Implementation for Financial Supply Chain Management and Procurement • Cisco Certified Network Associate (CCNA)
Qualification Summary	
With over 13 years of IT experience, Suresh Babu Bolli is a decisive, results-oriented specialist known	

Quality Assurance Analyst (4.2.8) Suresh Babu Bolli

for his expertise in software implementations and cloud technologies across AWS, Oracle, and Azure platforms. He has led mid to large-scale enterprise applications with a focus on build automation and DevOps. His vast experience spans Federal and State Government projects, involving extensive work in business process modeling, requirements management, and the full lifecycle development and testing of complex applications.

Technical Skills and Technologies:

- Cloud Platforms: AWS, Oracle Cloud, Azure
- Methodologies: Agile, Waterfall, RUP
- Testing Tools: HP Quick Test Professional, Selenium, Jenkins
- Programming Languages: JAVA, JavaScript, SQL
- Databases: Oracle, MySQL, MSSQL
- Tools: Maven, Git, Jenkins, IBM Rational Toolset
- Security and Compliance: Ethical Hacking, 508 Compliance Testing
- Recognized for excellence in project management and QA leadership, receiving multiple awards for outstanding contributions.
- Successfully led numerous high-stakes projects, consistently delivering solutions that meet complex regulatory and technical standards.
- Additional Information
- Expert in leading cross-functional teams and managing large-scale IT projects.
- Proven track record in strategic planning and execution of enterprise-wide technology initiatives.

Professional Awards

Certificate of Excellence, 2014, 2013, 2012 - SSA / Lockheed Martin
 Producer of the Year, 2013 – SSA / Lockheed Martin

Professional Experience

Carematx LLC	Sep 2019 – Present
<ul style="list-style-type: none"> • Spearheaded QA efforts for CareMatx Commerce project across multiple regions. • Implemented Agile methodologies, ensuring efficient sprint releases and high-quality software iterations. • Led a diverse team, coordinating both onsite and offshore efforts to streamline testing activities and enhance product quality. 	
Bayer / Cognizant Sr. QA Cloud Migration / Integration Support Engineer	July 2018 –Aug 2019
<ul style="list-style-type: none"> • Key player in the DCM project, validating cloud migration strategies and integration testing for enterprise applications. • Enhanced software quality and performance through comprehensive functional and regression testing. • Facilitated user acceptance testing, collaborating closely with stakeholders to ensure alignment with business requirements. 	
Health Services Authority (HSA) / Epitome Technology Inc	December 2016 – June 2018
<p>Senior QA Lead</p> <ul style="list-style-type: none"> • Managed quality assurance for Oracle Cloud ERP implementation focusing on Financial, Supply Chain Management, and Procurement modules. • Designed comprehensive test strategies and led a team through successful integration and data migration testing phases. 	

Quality Assurance Analyst (4.2.8) Suresh Babu Bolli	
<ul style="list-style-type: none"> Developed automation testing frameworks for continuous integration, significantly reducing manual testing overhead and improving release cycles. 	
Inovalon / Epitome Technology Inc QA Lead	August 2014 – December 2016
<ul style="list-style-type: none"> Directed QA operations for Inovalon’s cloud-based platforms, focusing on enhancing data-driven transformation in healthcare. Orchestrated end-to-end testing strategies, from requirements analysis to post-production support, ensuring compliance with healthcare standards. 	
Department of Human Resource (DHR) - Maryland State Sr. QA	October 2020 – June 2014
<ul style="list-style-type: none"> Contributed to Maryland’s MD THINK project, aimed at modernizing human-services platforms. Ensured rigorous testing protocols were followed, leading to reliable, secure, and compliant application deployments. 	

Resume 2: Vijay Kumar Potlada

Quality Assurance Analyst (4.2.8) - Vijay Kumar Potlada	
Full Name	Vijay Kumar Potlada
Education	Bachelor of Technology-Jawaharlal Nehru Technological University Hyderabad
Certifications	<ul style="list-style-type: none"> ISTQB (International Software Testing Qualifications Board) IBM Business Process Manager Express Std Edition V7.5.1 Oracle PIM Training SAFE (Scaled Agile Framework) Certification Pega Certified
Qualification Summary	
<p>Vijay Kumar Potlada brings over 13 years of extensive experience in Quality Assurance as an SDET (Software Development Engineer in Test). His expertise spans UI/Web Automation, API Automation, performance testing, functional integration, and user acceptance testing (UAT). Vijay has a proven track record in optimizing test cycle efficiency and incorporating test automation into continuous delivery pipelines. He is adept in manual and automated testing of client/server, mobile, web-based, API, and cloud (AWS) applications, excelling in Agile, Kanban, and Waterfall environments.</p> <p>Technical Skills</p> <ul style="list-style-type: none"> Testing Tools: JIRA, ALM 12.x, Quality Center 8.x/9.2, Clear Quest Web Services: Postman client, SOAP UI DevOps CI: Jenkins, GitLab, Unity Version Control: GitHub, GitLab Programming Languages: Java, JavaScript, SQL, Cucumber Operating Systems: UNIX, Windows Databases: Oracle 10G/9i, SQL Server Web Technologies: HTML, XML, SOAP, JSON Automation Tools: Selenium, Rest-assured, Maven IDE Tools: IntelliJ, Eclipse Cloud Technology: AWS <p>Professional Experience</p> <p>Key Achievements</p>	

Quality Assurance Analyst (4.2.8) - Vijay Kumar Potlada	
<ul style="list-style-type: none"> Developed innovative library architectures to enable efficient automation of functional test cases. Successfully integrated Maven projects with GitLab using Docker, streamlining the testing process across development teams. Continuously updated with the latest advancements in automation testing and cloud technologies, ensuring effective adaptation and application of new tools and methodologies. Additional Information Effective leader with capabilities in mentoring and guiding junior engineers on automation and design skills. Knowledgeable in Cypress Automation tool and object-oriented programming concepts. 	
Professional Experience	
SDET Test Lead – Carematx LLC	September 2020– Present
<ul style="list-style-type: none"> Lead design and implementation of automation tools and frameworks for UI/Web and Rest Assured APIs using BDD and TDD methodologies. Developed and maintained automated regression test cases in Selenium WebDriver using Core Java. Integrated automation frameworks into CI/CD pipelines, enhancing deployment strategies and testing efficiency. 	
Sr. QA Analyst Lead – CTS	Mar 2011 – Aug 2020
<ul style="list-style-type: none"> Oversaw QA processes, from test planning and execution to defect management, ensuring adherence to best practices and standards. Implemented comprehensive test plans for .Net, Java, IBM BPM, Pega, and Siebel applications, significantly reducing bugs and improving system reliability. 	
QA Analyst Lead Accenture	Mar 2007 – Sep 2011
<ul style="list-style-type: none"> Managed end-to-end testing activities, including test case design, execution, and reporting across multiple projects. Enhanced testing procedures and protocols, leading to improved testing coverage and reduced time to market. 	

Resume 3: Venkatpavan Ravipati

Quality Assurance Analyst (4.2.8) - Venkatpavan Ravipati	
Full Name	Venkatpavan Ravipati
Education	Masters in Computer Applications (MCA)
Certifications	<ul style="list-style-type: none"> ISTQB Certified IBM Business Process Manager Qualified Oracle PIM Trained SAFE Certified Pega Certified
Qualification Summary	
Professional Summary	
<p>Venkatpavan Ravipati has over 12 years of extensive experience in Information Technology as a software Quality Engineer across various domains including software development, wireless, and mobile technology. He has demonstrated expertise in the Software Test Life Cycle (STLC) and Test Methodologies, with a robust understanding of Agile and Waterfall software development methodologies. Venkatpavan excels in both Automation and Exploratory Manual Testing (Black Box/White Box Testing) on web-based applications and mobile platforms.</p>	

Quality Assurance Analyst (4.2.8) - Venkatpavan Ravipati	
Technical Skills	
<ul style="list-style-type: none"> • Testing Tools: HP UFT, Swift, Device Anywhere, Perfecto Mobile, Selenium, TestNG, Maven, 508 Testing tools (JAWS, AMP) • Performance Tool: JMeter • Web Technologies: HTML 5, CSS, XML, XPATH • Defect Tracking Tools: Quality Center, JIRA, BugZilla • Languages: C, C++, Java, C#, SQL, PL/SQL • Project Management: Microsoft Project, Microsoft Office Suite, Agile (Scrum) & Jira • Browsers: Internet Explorer, Firefox, Chrome, Safari • Databases: SQL Server, Oracle • Continuously advancing expertise in test automation, performance testing, and user acceptance testing. • Adept in leading teams and projects, demonstrating strong leadership and project management skills. 	
Professional Experience	
CareMatx LLC — SDET	December 2019 – Present
<ul style="list-style-type: none"> • Designed frameworks and test automation plans for both web and mobile applications, enhancing testing processes and efficiencies. • Led multiple tracks, coordinating cross-team efforts for the automation of web and mobile apps. • Developed, executed, and documented manual and automated test scripts, ensuring comprehensive coverage of business requirements. 	
FDA — Automation Engineer	Jan 2016 – Nov 2019
<ul style="list-style-type: none"> • Developed automation frameworks and test scripts for both mobile and web applications. • Executed comprehensive test plans, ensuring all functionalities meet specified requirements. • Performed 508 compliance testing using tools like AMP and JAWS, ensuring accessibility standards were met. 	
E*TRADE — Sr. Mobile Tester	Mar 2014 – Dec 2015
<ul style="list-style-type: none"> • Conducted extensive testing on mobile applications across Android and iOS platforms. • Developed and executed test cases, ensuring all trading functionalities were accurately implemented. • Managed defects and improvements using Quality Center, driving enhancements in mobile application performance. 	
ADP — Mobile Handset Application Tester	Aug 2013 – Feb 2014
<ul style="list-style-type: none"> • Tested mobile applications across various devices and operating systems, focusing on functionality and user experience. • Collaborated with developers and analysts to refine application features and workflows. Managed database operations and reporting for network development decision-making. • Utilized IBM InfoSphere DataStage for data integration and management tasks, improving data handling processes. • Professional Development 	

Security Analyst (4.2.9)

Resume 1: Sai Teja Jampani

4.2.9 Security Analyst Sai Teja Jampani	
Full Name	Sai Teja Jampani
Education	Trine University, Angola, IN - Master of Science in Computer Science GITAM University, India - Bachelor of Technology in Computer Science and Engineering
Certifications	Certified Ethical Hacker (CEH) v9 EC-Council Certified Security Analyst (ECSA) v10
Qualification Summary	
Professional Summary Security Engineer with 5 years of experience specializing in Application Software Security, Enterprise Vulnerability Management, and penetration testing. Proficient in security risk assessments across the SDLC, utilizing top industry tools and practices, and adept in programming and scripting with a solid understanding of web technologies.	
Technical Skills	
Programming Languages: Java, C, C++, JavaScript, Python, HTML, XML, XSLT, CSS, VB Script Scripting Languages: HTML5, Angular JS, Shell Scripting Tools and Technologies: IBM AppScan, HP Web Inspect, Burp Suite, OWASP ZAP Proxy, Nessus, Kali Linux, Metasploit, SQLmap, Fortify, Veracode Web/App Servers: IBM WebSphere, WebLogic, Tomcat, Apache, Oracle Application Server, JBoss Database: SQL, MongoDB Operating Systems: Windows, UNIX, Linux Software Tools: Eclipse, Postman, Microsoft Visio, RDP, Power BI	
Professional Experience	
NGA Group, Inc. Security Engineer	Feb 2020 – Present
<ul style="list-style-type: none"> Conducted risk assessments, provided remediation guidelines, and ensured comprehensive security scans, minimizing downtime, and enhancing application security. Integrated CI/CD pipelines for continuous security testing and managed IDS strategies. 	
Allstate Insurance, Irving, TX IT Security Engineer	May 2019 – Jan 2020
<ul style="list-style-type: none"> Led security initiatives, including vulnerability assessments and penetration testing using advanced security tools and techniques. Developed and led the application security program, improving security protocols and compliance across the organization. 	
Bank of America, Charlotte, NC Security Engineering	Jan 2018 – Apr 2019
<ul style="list-style-type: none"> Performed web application security testing and static code analysis, identifying and mitigating security vulnerabilities. Enhanced security measures by implementing comprehensive testing and secure development life cycle processes. 	
TroveTech Inc, Columbia, SC Security Analyst	Jan 2017 – Jan 2018

4.2.9 Security Analyst Sai Teja Jampani	
	<ul style="list-style-type: none"> Conducted manual penetration tests and security assessments to identify and address vulnerabilities. Developed and standardized security testing and assessment procedures to enhance organizational security.

Resume 2: Shashank Nekkanti

4.2.9 Security Analyst Shashank Nekkanti	
Full Name	Shashank Nekkanti
Education	Master of Science in Business Administration, University of Missouri, Kansas City, USA Bachelor of Technology in Computer Science and Engineering, GITAM University, India
Certifications	Certified Ethical Hacker (CEH)
Qualification Summary	
<p>Professional Summary</p> <p>Accomplished IT Security professional with 6 years of work experience assisting organizations to successfully complete enterprise-wide security projects. Skilled in performing risk assessments, penetration testing, network and application vulnerability assessments. Proficient with OWASP Mobile Security Testing Guidelines, OWASP Mobile Application Verification Standard (MASVS), and CVSS for rating vulnerabilities. Experienced in using tools like Splunk, HP Suite, AppScan Enterprise edition, and frameworks such as COBIT and NIST Cybersecurity.</p> <p>Technical Skill Set:</p> <p>Programming Languages: Java, C, C++, JavaScript, Python, HTML, XML, XSLT, CSS, VB script Scripting Languages: HTML5, Angular JS, Shell Scripting Tools and Technologies: IBM AppScan, HP Web Inspect, Acunetix, Burp Proxy, Wireshark, Qualys, OWASP, Web Scarab, Metasploit, Burp Suite, SQLmap, OWASP ZAP Proxy, HP Fortify, DIR-Buster, Acunetix Web Scanner Web/App Servers: IBM WebSphere, WebLogic, Tomcat, Apache, Oracle Application Server, JBoss Databases: SQL, MongoDB Operating Systems: Windows, UNIX, LINUX Software Tools: Eclipse, Postman, Microsoft Visio, RDP, Power BI</p>	
Professional Experience	
Keylent Inc	Sep 2019 – Present
Security Engineer	<ul style="list-style-type: none"> Lead security assessments and consultations with IT staff to analyze application code and cooperate with development teams for remediation. Participate in cross-functional projects to maintain and improve security technologies and processes. Assist with audits and support in maintaining Security Plans as required.
Allstate Insurance, Syntel Corp, NC	Sept 2018 – Aug 2019
IT Security Engineer	<ul style="list-style-type: none"> Conducted security reviews, vulnerability assessments using tools like Nmap, Nessus, and conducted penetration testing adhering to OWASP standards. Provided risk assessments to ensure corporate compliance and assisted in security program development at the enterprise level.

4.2.9 Security Analyst Shashank Nekkanti	
Atos, Siemens Corp, GA Security Engineer	Feb 2017 – Jul 2018
<ul style="list-style-type: none"> • Implemented Application Security Programs including SAST and DAST integrated into the organization's operations. • Conducted extensive vulnerability assessments and penetration testing across a range of applications and platforms. 	
ITS SC Security Analyst	Jan 2015 – Jun 2016
<ul style="list-style-type: none"> • Monitored, analyzed, and responded to security incidents, configured and managed security tools such as Cisco IDS and Checkpoint firewall. • Performed vulnerability assessments, security policy reviews, and network security audits. 	

Resume 3: Razia Sulthana

4.2.9 Security Analyst Razia Sulthana	
Full Name	Razia Sulthana
Education	Master of Science in Cyber Security. Bachelor of Engineering in Computer Engineering
Certifications	<ul style="list-style-type: none"> • Google Foundation of Cybersecurity • Certified Ethical Hacker (CEH) • CompTIA Security+, CompTIA Cloud+ • Microsoft Certified Systems Engineer (MCSE) • Red Hat Certified Engineer (RHCE), Red Hat Certified System Administrator (RHCSA) • IBM Certified Data Engineer (Big Data) • Automation with Python Professional (Google) • Star Certified Secure User (SCSU)
Qualification Summary	
<p>Summary</p> <p>Dynamic Cybersecurity Analyst with over 6 years of specialized experience in information security, disaster recovery, incident response, and vulnerability assessment. Skilled in ethical hacking, penetration testing, and malware analysis. Proficient in using industry-leading tools and technologies, and knowledgeable in regulatory frameworks such as NIST and ISO 27001.</p> <p>Skills</p> <p>Penetration Testing Tools: Metasploit, Burp Suite, OWASP Zap Security Technologies: SIEM, IDS, HIDS/HIPS, Vulnerability Scanning, Network Analysis Cloud and Security Tools: AWS, Nmap, Snort, Nessus, OpenVAS, Splunk Forensic Tools: Wireshark, TCPdump, Zeek, Network Miner, Brim Frameworks: MITRE ATT&CK, Cyber Kill Chain, Pyramid of Pain, Diamond Model Threat Intelligence: OSINT, YARA, CrowdStrike, Falcon Programming Languages: Shell Scripting, Python Operating Systems: Kali Linux, Windows, MacOS</p>	
Professional Experience	
Keylent Inc Cyber Security Analyst	Jan 2022 – Present

4.2.9 Security Analyst Razia Sulthana	
<ul style="list-style-type: none"> Developed shell scripts to streamline vulnerability scanning tasks, significantly improving efficiency. Led penetration testing initiatives using Metasploit to identify and remediate vulnerabilities, enhancing cybersecurity measures based on NIST frameworks. Conducted web application penetration testing to uncover critical security weaknesses. 	
Trion IT Solutions, India	Jan 2018 – Dec 2021
Cyber Security Analyst	
<ul style="list-style-type: none"> Managed SIEM systems, creating custom dashboards and reports for real-time security monitoring and incident response. Utilized OWASP ZAP and Burp Suite for comprehensive vulnerability assessments of web applications, identifying and mitigating critical threats. 	

Software Developer/Engineer (4.2.10)

Resume 1: Rekha Dandu

Software Developer/Engineer (4.2.10) – Rekha Dandu	
Full Name	Rekha Dandu
Education	Bachelor of Technology in Computer Science & Information Technology, Jawaharlal Nehru Technological University, Hyderabad, India
Certifications	Microsoft Certified: Azure Fundamentals Certified ScrumMaster (CSM)
Qualification Summary	
<p>Summary</p> <p>Rekha Dandu is a detail-oriented IT professional with 15 years of experience in software design, development, testing, implementation, and deployment of web and client-server applications using a range of technologies. Specializing in .NET frameworks and scalable cloud solutions, she possesses extensive experience with SQL Server, Oracle, and Microsoft Access database management systems. Known for her methodical approach to problem-solving and strong leadership qualities, Rekha excels in high-pressure environments, ensuring robust, scalable, and secure application architectures.</p> <p>Technical Skills and Technologies:</p> <p>Programming Languages: C#, VB.NET, PL/SQL, T-SQL Web Technologies: ASP.NET, MVC, Angular, HTML, CSS Databases: SQL Server, Oracle, MS Access Tools and Platforms: Microsoft Visual Studio, Azure, TFS, Git Others: WCF, WPF, AJAX, SOAP, RESTful Web Services</p> <p>Professional Achievements</p> <p>Recognized for leading large-scale projects that enhance organizational efficiency and data security. Demonstrated success in migrating legacy systems to modern platforms, ensuring seamless transitions and system integrity.</p> <p>Additional Information</p> <ul style="list-style-type: none"> Excellent communication and interpersonal skills. Proven ability to manage multiple projects simultaneously and under tight deadlines. 	

Software Developer/Engineer (4.2.10) – Rekha Dandu	
<ul style="list-style-type: none"> Committed to continual improvement, applying advanced technology solutions to solve complex business challenges. 	
Professional Experience	
South Carolina Department of Motor Vehicles (SCDMV) Senior .NET Developer/Web Engineer Advanced	Jun 2020 – Present
<ul style="list-style-type: none"> Led development and enhancements of SCDMV's SCUTTIES E-Ticketing system, improving integration with external agencies and court systems. Architected and maintained high-quality, secure applications using C#, MVC, and web technologies, enhancing system performance and user interaction. Managed the transition of standalone systems to robust, scalable web-based applications. 	
Department of Social Service (DSS) Software Developer II	Mar 2016 – Present
<ul style="list-style-type: none"> Designed and developed custom applications for child and adult protective services, improving the efficiency and responsiveness of critical social services. Spearheaded the adoption of RESTful APIs and modernized front-end technologies to enhance user experience and system interoperability. 	
AT&T Senior Software Developer	Dec 2013 – Feb 2016
Developed and maintained enterprise-level applications for network infrastructure management across North America, focusing on high-speed backhaul transport upgrades.	
Synovus Financial Corp, Atlanta, GA Senior .NET Developer	Apr 2013 – Dec 2013
Overhauled the Return Mail/NCOA system to enhance tracking and management of customer correspondence, incorporating modern web technologies and data integration practices.	
State of Georgia (Department of Education), Atlanta, GA Senior .NET Developer	Jun 2012 – Apr 2013
Led the development of the ARRA Reporting and School Nutrition Invoice systems, significantly improving fund management and audit capabilities within the educational sector.	

Resume 2: Srikanth R. Nidimusili

Software Developer/Engineer (4.2.10) – Srikanth R Nidimusili	
Full Name	Srikanth R Nidimusili
Education	<ul style="list-style-type: none"> Master of Science in Electrical and Computer Engineering, Wayne State University, Detroit, MI Bachelor of Technology in Electronics and Communications Engineering, Jawaharlal Nehru Technological University, Hyderabad, India
Certifications	<ul style="list-style-type: none"> AWS Certified Solutions Architect – Associate Microsoft Certified Professional Microsoft Certified Solutions Expert
Qualification Summary	
<p>Qualification Summary:</p> <p>Srikanth Nidimusili is an accomplished IT professional with over 15 years of experience in software architecture, development, and management within the Information Technology sector. His expertise encompasses all stages of the Software Development Life Cycle (SDLC), specializing in requirement analysis, design, quality assurance, release management, and both technical and sales support. He has a</p>	

Software Developer/Engineer (4.2.10) – Srikanth R Nidimusili	
<p>strong background in designing and developing secure applications across various platforms including Windows and web applications. Srikanth's technical prowess extends to advanced database management, cloud solutions, and implementing service-oriented architectures with a focus on efficiency and security.</p> <p>Technical Skills and Technologies:</p> <p>Programming Languages: C#, Visual Basic.Net, HTML5, JavaScript, jQuery, CSS3 Frameworks & Technologies: .Net Core, ASP.NET, ASP.NET MVC, Bootstrap, WPF Databases: MS SQL Server, Oracle; proficient in Views, Stored Procedures, and Triggers Tools: Jenkins, TFS Build, Octopus, SQL Server Reporting Services, Power BI Platforms: Microsoft Power Platform, Cloud Services (AWS), SOA architecture using WCF, Web APIs, REST</p> <p>Professional Achievements:</p> <p>Employee of the Year – 2011 Proven expertise in leading large-scale projects and driving technological advancements.</p> <p>Additional Information:</p> <p>Proficient in technical and business communication. Experienced in advanced project management and team leadership.</p>	
Professional Experience	
Arizona Office of Courts, Certifications and Licensing Division Phoenix, AZ Applications Developer	Jul 2014 - Present
<ul style="list-style-type: none"> • Lead architect for multiple high-profile projects focused on the development and management of certification and licensing programs for the Arizona Supreme Court. • Designed and implemented web applications for state license renewals using .Net Core 2.0, Bootstrap, and jQuery. • Developed RESTful Web APIs for CRUD operations, integrated online payment solutions, and implemented continuous integration processes using Jenkins. • Arizona Office of Courts, Arizona Judicial Automated Case System (AJACS) • Designed and developed the FMS (Financial Management System) to comply with MAS (Minimum Accounting Standards). • Managed cloud environments and migrations, enhanced application performance, and developed business workflows using Windows Workflow Foundation (WWF). • Transitioned statistical reports from SSRS to Power BI, enhancing data visualization and dashboard capabilities. 	
AMCAD LLC - Herndon, VA Team Lead	Jan 2013 - Jun 2014
<ul style="list-style-type: none"> • Managed a team of eight developers, overseeing design, development, and maintenance of applications. • Implemented ASP.NET MVC 3.0, conducted responsive design, and integrated external systems through WCF Services. • Utilized agile methodologies to ensure timely delivery of projects. 	
AMCAD LLC - Herndon, VA Software Engineer	Oct 2008-Dec 2012
<ul style="list-style-type: none"> • Developed web and windows applications using ASP.Net/C#, jQuery, CSS, WPF, and VB.Net. • Designed WCF services for external system integration and supported financial transaction data 	

Software Developer/Engineer (4.2.10) – Srikanth R Nidimusili
sharing.

Resume 3: Shivakiran Reddy Thatikonda

Software Developer/Engineer (4.2.10) – Shivakiran Reddy Thatikonda	
Full Name	Shivakiran Reddy Thatikonda
Education	Master’s in Computer Technology, Eastern Illinois University, USA, 4.0 GPA, 2014-2015 Bachelor’s in Information Technology, JNT University, India, 3.86 GPA, 2007-2011
Certifications	Oracle Certified Java Programmer
Qualification Summary	
<p>Qualification Summary:</p> <p>Shivakiran Reddy Thatikonda is a seasoned Java developer with over 10 years of experience in web application development across various domains such as healthcare, banking, e-commerce, and education. He possesses in-depth knowledge of Java and J2EE technologies, including extensive experience with Spring, Hibernate, and AngularJS frameworks. Shivakiran is proficient in developing user interfaces using JSP, JavaScript, AJAX, jQuery, and Bootstrap, and has a strong background in implementing security and data management solutions using SQL and NoSQL databases.</p> <p>Technical Skills and Technologies:</p> <p>Programming Languages: Java (1.5 to 1.8), C++, JavaScript Frameworks & Libraries: Spring BOOT, AngularJS, Hibernate, Struts Web Technologies: JSP, AJAX, HTML5, CSS3, jQuery, Bootstrap Databases: Oracle, MySQL, H2 Database, IBM DB2 Tools: Eclipse, IBM RAD, Maven, Ant, Jenkins, Git, SVN Servers: Apache Tomcat, JBoss, IBM WebSphere, Oracle WebLogic</p> <p>Professional Achievements</p> <ul style="list-style-type: none"> • Played a key role in the development and deployment of critical software solutions in healthcare and finance sectors. • Demonstrated excellence in navigating complex software development life cycles and delivering high-quality software solutions. • Effective communicator with experience in agile and scrum methodologies. • Committed to continuous learning and applying new technologies to solve complex business problems. 	
Professional Experience	
New York City Department of Health and Mental Hygiene New York City, NY	Jul 2020 to Present
Senior Java Developer	
<ul style="list-style-type: none"> • Spearheaded the integration of FHIR R4 standards, enhancing the interoperability of health data across facilities. • Developed secure RESTful services using Spring Boot, optimizing system architecture for improved scalability and security. • Orchestrated the authentication processes using JSON Web Tokens to secure communications between client applications and servers. 	
New York State Department of Health - Albany, NY	Oct 2018 to Jun 2020
Senior Java Developer	

Software Developer/Engineer (4.2.10) – Shivakiran Reddy Thatikonda	
<ul style="list-style-type: none"> Engineered the Electronic Initial Case Reporting (eICR) system to streamline disease surveillance and reporting processes, impacting state-wide public health operations. Utilized JAXB for efficient parsing and data extraction, reducing processing times by 30%. Led a team in the development of scalable Spring MVC applications, significantly enhancing system responsiveness and user experience. 	Aug 2015 to Jan 2016
Envysion Superior, CO	
Java Developer	
<ul style="list-style-type: none"> Developed key video analytic solutions for retail loss prevention, contributing to a 20% reduction in client losses year-over-year. Implemented responsive web interfaces using AngularJS, improving the usability and accessibility of the application on multiple devices. Performed rigorous system testing to ensure software reliability and performance under peak load conditions. 	
De Lage Landen Hyderabad, India	
Software Engineer	
<ul style="list-style-type: none"> Developed and deployed end-to-end solutions for global vendor financing operations, improving process efficiencies by automating quote and application stages. Spearheaded the migration of legacy systems to modern Java-based architectures, reducing system maintenance costs by 25%. Collaborated with international teams to ensure seamless integration of the leasing platform across 35 countries. 	Aug 2013 to Jul 2014

1.3. Licensing, Permits, and Certifications

Current state of all required licenses and certifications

The current state of our required licenses and certifications is shown in Para 2 Vendor Qualifications – Proof of being in Business. Our Various licenses and certificates are provided as vendor qualifications and proof of InfoLabs as a viable and experienced business.

Details on compliance with all relevant laws and regulations.

InfoLabs complies with all relevant laws and regulations in all our projects in their various and many geographical locations.

1.4. Staff and Technology Specifications

Exhibit 3 shows all staff classifications we are bidding for, along with detailed qualifications and certifications for target technologies as required, e.g., cybersecurity, Cisco, Microsoft for each.

LCAT	Education	Experience	Certifications
4.2.1 Business Analyst	Bachelors/Masters in science and technology	Min 7 Plus Years of Experience	Certificate in Business Analysis (ECBA) Scrum Master Certification
4.2.7 Project Manager	Bachelors/Masters in science and technology	Min 10 Plus Years of Experience	PMP Certification / Scrum Master Certification
4.2.8 Quality Assurance Analyst	Bachelors/Masters in science and technology	Min 8 Plus Years of Experience	ISTQB (International Software Testing Qualifications Board) Certification
4.2.9 Security Analyst	Bachelors/Masters in science and technology	Min 6 Plus Years of Experience	EC-Council Certified Security Analyst

4.2.10 Software Developer/Engineer	Bachelors/Masters in science and technology	Min 10 Plus Years of Experience	MS Certified Professional MS Certified Solutions Expert
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1.5. Operational Capabilities

InfoLabs is adept at dynamically meeting the staffing demands on a per-request-needed (PRN) basis. Our robust operational strengths are supported by a highly dedicated team and strategic positioning:

Robust Recruitment Team: At InfoLabs, we employ a team of 16 dedicated and highly qualified IT recruiters. This team is bolstered by the leadership of 3 experienced team leads and 2 managers. Each member is specialized in screening and sourcing resumes to efficiently meet specific project requirements. Our recruiters are well-versed in the latest IT trends and possess at least six years of industry-specific recruiting experience, underpinned by a minimum educational qualification of a bachelor’s degree in relevant fields.

Global Reach with Local Expertise: Strategically headquartered in Herndon, VA, and supported by an offshore team in Hyderabad, India, InfoLabs harnesses a unique blend of local insights and global resources. This dual setup enables us to access a diverse talent pool, ensuring rapid deployment of resources to meet the PRN demands of the West Virginia Lottery Commission both effectively and efficiently.

Tailored Recruitment Processes: Our recruitment methodologies are precisely tailored to adapt to fluctuating staffing needs, which allows for the rapid mobilization of IT staffing resources. We employ advanced recruitment technologies and maintain an active pipeline of pre-vetted candidates ready to meet the evolving requirements of the Lottery Commission.

Continuous Training and Development: InfoLabs is committed to the ongoing professional development of our recruitment team. Regular training sessions ensure our staff stays at the forefront of recruitment strategies, IT innovations, and compliance standards, thereby enhancing the quality of our service delivery.

Quality Assurance in Recruitment: We implement a rigorous vetting process for all candidates, which includes skill assessments, behavioral interviews, and comprehensive background checks. This meticulous approach ensures that every staff member we deploy not only meets the technical requirements of their roles but also aligns well with the cultural and operational environment of the Lottery Commission.

By upholding a strong operational framework and leveraging our dedicated team of recruitment professionals, InfoLabs ensures a responsive and effective staffing service that aligns with both the immediate and strategic needs of the West Virginia Lottery Commission. We are well-prepared to deliver high-quality IT staffing solutions that are scalable and adaptable to the diverse and dynamic requirements of your operations.

Operational Manager – Pratap Kalidindi

InfoLabs appoints Mr. Pratap Kalidindi (resume below) as its primary Manger for this contract responsible for overseeing InfoLabs responsibilities under the Prequalification Agreement. Mr. Kalidindi, who has a Masters in Computer Applications and over 25 years’ experience as a successful full Cycle/Executive Recruiter Professional with Account Lead Experience and

experience managing and training teams of recruiters, will be the key POC for all Infolabs inc recruiting activities, both Temporary Staffing and Permanent Talent Acquisition services. He will manage our team of 14 recruiters and provide the West Virginia Lottery with an excellent resource for these activities. He will assign work and cases to the recruiting staff, coordinate all requisitions with the West Virginia Lottery POCs, and reports directly and is accountable to the Info Labs Inc President O who will supervise the work and is available to the West Virginia Lottery as a corporate POC for contractual matters and issue escalation.

Staffing Manager – Pratap Kalidindi

Lead Temporary Staffing Manager (Primary Point of Contact): Pratap Kalidindi	
Educational Degrees	<ul style="list-style-type: none"> Bachelor of Commerce - Andhra University, AP, India Diploma in Business Information Systems - Fh-Karlsruhe, BW, Germany Masters in Computer Applications - Osmania University, Hyderabad, India
Certificates of Training or Expertise	<ul style="list-style-type: none"> Proficient with Microsoft Office Suite to include: Microsoft Word, Excel, PowerPoint, Outlook, Act, Share Point, Recruitmax, Job Diva, Bullhorn, Scout, Red-carpet, Beeline, Avature, Workday, Oracle, Taleo, and Fieldglass
<p>Professional Background Mr. Pratap Kalidindi is a seasoned professional with over 25 years of experience in the Information Technology industry, specializing in software development and quality testing. He has an extensive background as an Accounts Manager and IT Recruiter, bringing a wealth of expertise and a track record of success in full-cycle recruitment and account management.</p> <p>Professional Summary Mr. Kalidindi has a proven track record in navigating the Software Development Life Cycle (SDLC) from requirements analysis to deployment. His meticulous approach ensures project success and client satisfaction. He has demonstrated proficiency in recruiting for a wide range of positions, from executive roles to specialized technical positions, and is skilled in leveraging creative messaging and networking strategies to recruit and engage top technical talent.</p> <p>Relevant Experience</p> <ul style="list-style-type: none"> 16+ years as a Full Cycle/Executive Recruiter with Account Lead Experience, managing a team of 21 recruiters. Extensive experience in high-volume recruiting environments, managing multiple requisitions simultaneously while maintaining quality standards and meeting tight deadlines. Deep understanding of OFCCP regulations, FLSA guidelines, labor laws, equal employment opportunities, and affirmative action programs. <p>Past Key Roles</p> <ul style="list-style-type: none"> Monster Government Solutions, McLean, VA Universal Service Administrative Company, Washington DC Technical Strategies Inc, Chantilly, VA Discount Cars, Canada 	

Lead Temporary Staffing Manager (Primary Point of Contact): Pratap Kalidindi

- U-Haul, Canada
- SAP AG, Germany
- Mercedes-Benz Group AG, Germany

Skills and Competencies

- Leadership and team management
- Strategic recruitment and talent sourcing
- Client relationship management
- Compliance and regulatory adherence
- Data-driven recruitment analysis

Availability and Accessibility

- Mr. Kalidindi is available during regular business hours and committed to promptly addressing any issues or inquiries related to the management of the IT staffing services contract. He is also accessible for any urgent needs or escalations outside of regular hours.

References: Available upon request, with testimonials from previous clients and employers.

Mr. Kalidindi will be available during regular business hours to address any customer service or other issues related to the agreement. His contact information is as follows:

Contract Primary Manager: Mr. Pratap
Telephone Number: 571-546-9279
Fax Number: 703 563 9126
Email Address: pratap@infolabsinc.com

Emergency Contact – Asha Nimmalapudi

InfoLabs' Senior Executive, Asha Nimmalapudi, is designated as InfoLabs' emergency contact responsible for any staffing issue that might arise outside of regular business hours. She will answer or respond to any issue within two (2) hours on any given day or time, including weekends and holidays. Her contact information is as follows:

Contract Emergency Contact: Ms. Asha Nimmalapudi
Telephone Number: 703-467-2007
Fax Number: 703 563 9126
Email Address: asha@infolabsinc.com

1.6. Quality Assurance and Compliance

Methods for ensuring quality and compliance with the Lottery's requirements

At InfoLabs, our commitment to quality assurance and compliance underpins every aspect of our staffing services, ensuring that every candidate not only meets but exceeds the expectations of the West Virginia Lottery Commission.

Comprehensive Compliance Framework: InfoLabs adheres to a rigorous compliance framework that aligns with both federal and state regulations, as well as specific requirements set forth by the West Virginia Lottery Commission. This includes regular audits and reviews of our processes to guarantee that we consistently meet legal and ethical standards.

Rigorous Quality Assurance Processes: Our quality assurance processes are designed to ensure the highest standards of staffing services. These include detailed oversight of the recruitment process, from initial candidate screening through to final placement. Each phase of candidate engagement is monitored to ensure adherence to our stringent quality criteria, which cover technical abilities, professional conduct, and cultural fit.

Background and Security Checks: We conduct comprehensive background and security checks for all potential candidates before their placement. This includes criminal record checks, employment history verification, education verification, and where necessary, credit checks. Our partnership with Sterling Background Check ensures that these checks are thorough, accurate, and respect privacy laws and standards.

Behavioral and Technical Assessments: Candidates undergo a series of detailed assessments designed to evaluate their technical skills and behavioral traits. These assessments help ensure that candidates are not only proficient in their technical roles but are also a good fit for the collaborative and dynamic environment of the West Virginia Lottery Commission.

Continuous Improvement and Feedback Loops: We believe in continuous improvement and maintain regular feedback loops with our clients and staff. This approach allows us to quickly address any issues and adapt our processes to better meet the needs of the West Virginia Lottery Commission. We regularly solicit feedback from both placed staff and client managers to gauge satisfaction and adjust as needed.

Training and Development: To maintain our high standards, InfoLabs provides ongoing training and professional development for our staff. This ensures that our team is knowledgeable about the latest technologies, recruitment practices, and compliance regulations, enabling them to effectively support the West Virginia Lottery Commission's evolving needs.

Commitment to Excellence: Our commitment to excellence is reflected in our proactive approach to managing the quality and compliance of our staffing services. InfoLabs is dedicated to delivering a service that not only meets but exceeds the expectations of the West Virginia Lottery Commission, ensuring a partnership that is built on trust, reliability, and shared goals.

By integrating stringent quality controls and comprehensive compliance checks into every step of our recruitment and staffing processes, InfoLabs ensures the highest standards of service delivery. Our approach guarantees that the West Virginia Lottery Commission receives highly qualified, thoroughly vetted, and fully compliant IT personnel, ready to contribute effectively to their missions and objectives.

Procedures for background checks and maintaining security protocols

InfoLabs Inc recognizes the critical role that thorough background checks and comprehensive capability testing play in the recruitment of temporary staff. We have an established, robust system to ensure that the candidates we propose to the West Virginia Lottery Commission Information Technology Department are not only highly competent but also meet the highest ethical and professional standards.

Interview Selection

Preliminary Screen. The initial evaluation, led by our designated recruiter, involves a 15-minute

phone assessment to gauge candidates' suitability for the role. Following this, candidates proceed to a one-hour in-person or online Zoom video interview to determine their compatibility with potential openings.

Technical Assessment and Testing Capabilities of Candidates. At InfoLabs Inc, we pride ourselves on presenting highly qualified candidates through a rigorous testing process. Our approach includes technical assessments, behavioral interviews, and situational judgment tests, all tailored to specific positions. Administered by our in-house subject-matter experts, these assessments ensure accuracy and relevance to the roles at hand.

Behavioral Interviews. Complementing technical assessments, behavioral interviews provide deeper insights into candidates' work styles and problem-solving abilities. Conducted by experienced interviewers, these sessions focus on identifying key behavioral traits and assessing alignment with the expected culture. Situational judgment tests further evaluate candidates' decision-making skills and suitability for the role.

Background Checks. At InfoLabs Inc, we partner with Sterling Background Check, an industry-leading, third-party company specializing in comprehensive background checks. Sterling Background Check has built a reputation for its meticulous, exhaustive approach to background checks, leaving no stone unturned in the quest for accurate, reliable information about candidates. Once a candidate has been shortlisted for a position, and with their express consent, we initiate the background check process. We provide Sterling Background Check with the necessary details, and they embark on a series of checks that span identity verification, criminal history search, employment history verification, and education verification. Identity verification is a critical first step that guarantees the candidate is who they profess to be, providing us with confidence in their presented profile. Criminal history searches delve into potential past criminal records, ensuring we maintain the integrity and security of the commission's operations. Employment history verification authenticates the candidate's previous employment details, while education verification substantiates their academic qualifications and accomplishments. Once these checks are completed, Sterling Background Check provides us with a comprehensive, detailed report for each candidate. Our recruitment team reviews these reports diligently, integrating the findings into our decision-making process. This ensures that the commission is presented with candidates who have been thoroughly vetted and are of unquestionable integrity.

Conclusion. Infolabs commitment to comprehensive background checks and robust competency tests ensures the delivery of highly skilled candidates who meet the highest integrity standards. We are confident in our ability to fulfill the West Virginia Lottery Commission Information Technology Department's temporary staffing needs with candidates who excel in their roles and positively contribute to the commission's environment.

1.7. Proposed Methodology for Staffing

Infolabs offers a comprehensive and rigorous approach to meet the staffing and acquisition needs of the West Virginia Lottery Commission Information Technology Department. We leverage industry-leading tools, strategies, and third-party services to ensure optimal recruitment outcomes. Our processes include adhering to the following staffing guidelines:

- **Skilled and Trained Personnel.** We provide skilled and trained personnel, experienced in the LCATs, on an as-needed basis to aid with the West Virginia Lottery Commission

Information Technology Department.

- **Temporary Staff Background Check.** Infolabs will assign only United States (US) citizens or nationals or intending citizens who undergo and pass a background investigation to perform work as temporary staff under this Contract. The result of the background investigation will be included as part of the resume submission.
- **Work Time Sheets.** All Infolabs temporary staff will submit all work time sheets for approval by the client's hiring manager for the temporary staff's services by 5:00 p.m. on the Friday of the week covered and prior to submission to the temporary staff's firm. Infolabs will submit invoices to the West Virginia Lottery Commission for the temporary staff's services after the hiring manager approves each temporary staff's time sheets. Infolabs will provide an electronic copy of the timesheet to the Board hiring manager after all signatures are obtained.
- **Professional Manners.** All Infolabs temporary staff will always conduct themselves in a professional manner while working under assignments for the West Virginia Lottery Commission. They will be dressed appropriately and Infolabs understands that if they are not, they may be denied entry or access to its premises for work.
- **Temporary Staff Engagement Duration.** Infolabs understands that the duration of each temporary staff's assignment will vary depending on the project.

Infolabs provides personnel who meet the labor categories, certifications, and security requirements and are fully capable of supporting the full suite of services required by our clients. Our approach for staffing, shown in **Exhibit 4**, begins with a thorough understanding of our clients' personnel requirements, business and mission objectives, IT and cultural environment and corporate processes and procedures. Personnel requirements include the full range of technical knowledge and certifications, work and experience history, other technical knowledge bases and security clearances. We find personnel who fit the client's mission objectives as much as possible with all the requirements needed. This includes reviewing the prospect's IT and cultural backgrounds against the client's mission to determine that they are harmonious. Finally, we look at the potential recruit's work experience to determine that if they have had assignments in similar client environments that use similar processes and procedures in their approach to services.

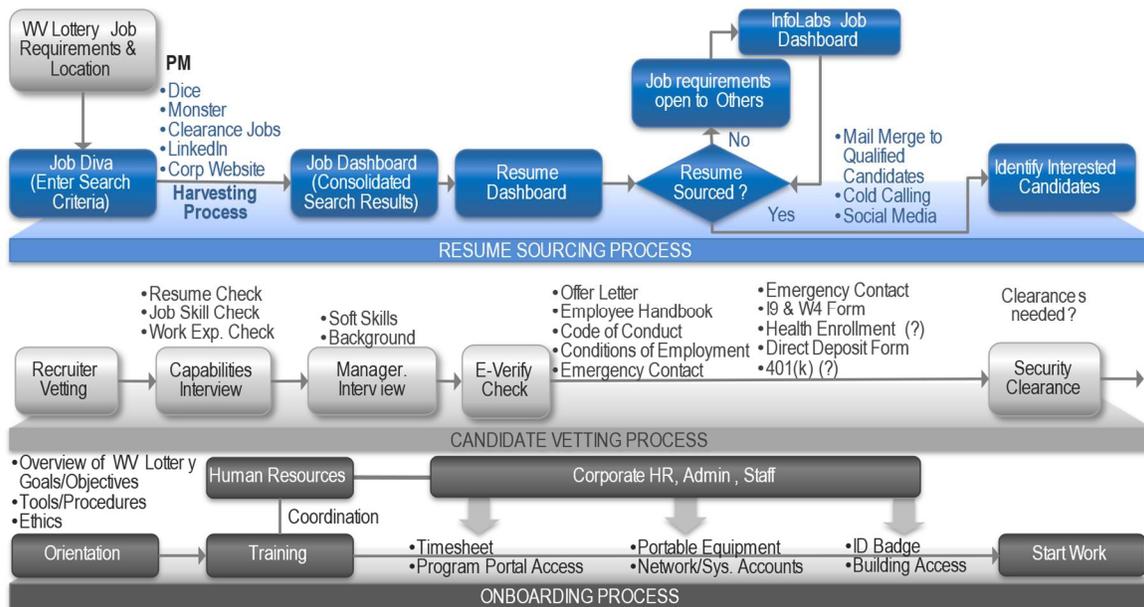


Exhibit 4: Softcom Recruiting Approach.

Our approach to **temporary staffing** involves a robust hiring plan, a meticulous recruitment process, and a robust retention strategy. Through a mix of traditional and modern recruitment methods, we ensure a diverse pool of highly qualified candidates. Our retention strategy is underpinned by competitive compensation packages, continuous training and development programs, and strong support structures to foster engagement and job satisfaction.

We employ a rigorous recruitment and vetting process. Our recruitment strategy begins with an in-depth analysis of the West Virginia Lottery Commission's needs, followed by strategic sourcing, initial screening, and competency-based interviews. The vetting process involves comprehensive background checks, reference checks, and compliance checks to ensure that candidates meet the West Virginia Lottery Commission's stringent standards.

Furthermore, we partner with Sterling Background Check, an industry-leading background check company, to conduct thorough background checks on potential candidates. Alongside this, we administer technical assessments, behavioral interviews, and situational judgement tests to assess the capabilities of candidates. These measures ensure the candidates we propose are not only highly competent but also meet the highest ethical and professional standards.

In conclusion, InfoLabs is committed to providing high-quality temporary staffing and permanent talent acquisition services that align with the West Virginia Lottery Commission's specific needs and standards. We are confident in our ability to deliver candidates who are both highly skilled and of the highest integrity.

1.8. Overall Strategy and Technical Approach

InfoLabs brings extensive experience in temporary and permanent staffing. Our unwavering commitment to delivering high-quality services uniquely positions us to serve the needs of the West Virginia Lottery Commission.

Temporary Staffing Services: Our strategy for temporary staffing hinges on three key pillars: speed, quality, and efficiency.

- **Speed:** In the fast-paced environment of temporary staffing, swift action is essential. We leverage cutting-edge recruitment technology, including AI-based candidate sourcing tools, to ensure rapid response times. Our extensive database of pre-vetted, skilled professionals allows us to promptly respond to the Lottery Commission's staffing needs.
- **Quality:** Upholding the highest quality standards, every candidate we propose undergoes a rigorous vetting process, aligning with the Lottery Commission's requirements. This process includes an in-depth background investigation, ensuring the personnel provided are United States citizens, nationals, or intending citizens.
- **Efficiency:** InfoLabs guarantees smooth integration of temporary staff into the Board's workflow. This includes comprehensive adherence to the Lottery Commission's Information Security and privacy policies, alongside assisting temporary staff in understanding and signing necessary agreements and forms. In terms of administrative efficiency, our temporary staff will conform to the Lottery Commission's process for timekeeping and invoicing, submitting timesheets for approval punctually and providing electronic copies as required.
- **Understanding Needs:** The first step in our process is to gain an in-depth understanding of the specific roles and skills required by the Lottery Commission. This involves studying the categories listed on the Lottery Commission's website and actively engaging with Lottery Commission stakeholders to understand the unique needs and nuances of each role.
- **Proactive Sourcing:** InfoLabs employs a blend of traditional and digital sourcing methods to find the best talent. Our proactive sourcing strategy includes job postings, networking events, targeted headhunting, and leveraging our extensive database of professionals. To broaden our reach, we also use AI-powered tools to identify potential candidates from diverse sources and backgrounds.
- **Rigorous Selection:** Our selection process is as rigorous for staffing. Candidates undergo a comprehensive selection process that includes competency-based interviews and skill assessments. We also conduct thorough background checks to ensure compliance with the Lottery Commission's standards.
- **Ongoing Support:** InfoLabs stands by its placements, providing ongoing support to ensure a smooth transition with onboarding and helping new hires integrate into the Lottery Commission's culture.

In conclusion, InfoLabs' strategic approach, which combines proven best practices with advanced recruitment technology and a commitment to quality, ensures the delivery of top-tier temporary staffing and permanent talent acquisition services. Our dedicated team stands ready to serve the West Virginia Lottery Commission with professionalism, efficiency, and the utmost attention to detail.

1.9. Pricing Strategy

InfoLabs will provide pricing details including rate information, discounts offered, hours of work, and fees to the Lottery Commission in response to specific requests for bids, as per the RFQ guidelines.

1.10. Non-Disclosure Agreement and Confidentiality

InfoLabs is willing to sign and adhere to all NDA requirements of the West Virginia Lottery Commission.

1.11. References and Case Studies

The following detailed case studies of past projects relevant to the classifications bid upon, complete with contact information for references that can attest to the vendor's qualifications and past performance are provided.

Case Study 1: Application Modernization at South Carolina Department of Motor Vehicles (SCDMV)

Client: South Carolina Department of Motor Vehicles

Challenge: Modernizing legacy applications to web-based systems while enhancing security protocols within the SCDMV's software ecosystem.

Solution: Deployed a specialized team with expertise in C#, MVC, jQuery, and JavaScript. Info Labs Inc. focused on a comprehensive approach that included redesigning the architecture, improving security features, and optimizing the user interface.

Outcome: The project resulted in a significant enhancement of the SCDMV's application usability and security, leading to increased efficiency in service delivery and a reduction in maintenance costs. The client experienced a dramatic improvement in user satisfaction scores.

Case Study 2: Revolutionizing Healthcare Informatics in New York State

Client: New York State Department of Health

Challenge: Streamlining healthcare data processes to enhance interoperability and secure patient data across state systems.

Solution: Provided a team skilled in Java, Spring framework, HAPI FHIR API, and SQL Server to overhaul the existing healthcare informatics framework. This involved developing new functionalities for real-time data processing and secure data transmission.

Outcome: Enabled the New York State Department of Health to achieve a breakthrough in patient data exchange and system interoperability, ensuring compliance with health regulations and improving the efficiency of healthcare delivery.

Case Study 3: Driving IT Efficiency for QYK Brands

Client: QYK Brands LLC

Challenge: Enhancing operational efficiency and cybersecurity in the face of rapidly evolving technological demands.

Solution: Supplied a team of IT experts proficient in advanced software development tools and cybersecurity measures, tasked with overhauling existing IT frameworks and implementing cutting-edge security protocols.

Outcome: QYK Brands achieved a robust and scalable IT infrastructure capable of supporting high-volume operations with enhanced security features. This led to a measurable increase in operational throughput and reduced downtime.

Case Study 4: Ensuring Compliance and Efficiency at CareMetx LLC

Client: CareMetx LLC

Challenge: Implementing Agile/SAFE DevOps methodologies within a framework requiring stringent HIPAA compliance.

Solution: The IT Quality Assurance team at Info Labs Inc. played a pivotal role in integrating Agile/SAFE practices with HIPAA compliance, focusing on database security, cloud migration, and system integrity tests.

Outcome: Our approach ensured that all CareMetx’s digital services complied with HIPAA regulations while enhancing operational efficiency and data security. This dual focus on compliance and performance facilitated CareMetx in maintaining a competitive edge in healthcare technology services.

1.12. Additional Supporting Documents

QYK

QYK BRANDS, LLC
12101 Western Ave
Garden Grove CA 92841
1(833)795-7664 info@qyk.us
www.qyk.us
May 3rd, 2024

To Whom It May Concern,
West Virginia Lottery,
900 Pennsylvania Avenue,
Charleston, WV 25302

Subject: Endorsement of Info Labs Inc. for IT Staffing Services

Dear Sir/Madam,

We are delighted to extend our strong endorsement of Info Labs Inc. for their exemplary service in providing highly skilled IT manpower. Our partnership with Info Labs Inc. has been marked by their unwavering commitment to excellence and their consistent delivery of superior IT professionals.

Since the inception of our collaboration, Info Labs Inc. has demonstrated an outstanding ability to supply top-tier IT talent, crucial for the advancement of our strategic projects. Their professionals possess a profound depth of knowledge and expertise, which has been critical in addressing complex challenges and propelling technological innovation forward.

A prime example of their valuable contribution can be seen in a recent software development initiative. Info Labs Inc. provided us with a cadre of seasoned developers, well-versed in various programming languages and frameworks. Thanks to their proficiency, we were able to adhere to strict timelines and deliver solutions that not only met but exceeded our expectations.

Moreover, Info Labs Inc. has exhibited exceptional adaptability in customizing their staffing solutions to meet our specific requirements. Whether it was scaling up resources swiftly to meet project milestones or integrating specialized skills for cutting-edge technology projects, their ability to exceed expectations has been instrumental in our success.

We strongly recommend Info Labs Inc. to any entity in need of highly skilled IT professionals. Their dedication to delivering high-quality staffing solutions, combined with their tailored approach, positions them as a valuable asset to any project team.

Thank you for considering this endorsement. Should you require further details or wish to discuss this recommendation, please feel free to contact me directly.

Sincerely,



Rakesh
President and CEO
QYK Brands LLC.



1.13. Conclusion and Contact Information

Summary

InfoLabs is committed to process excellence, specialized recruiting skill sets and tools, and a customer-centric approach that makes us the preferred choice for organizations seeking Temporary and Permanent staffing services. InfoLabs' managers and recruiters understand the unique staffing challenges faced by organizations today and possess the on-staff expertise required to deliver tailored staffing solutions, meeting

the specific needs of the West Virginia Lottery Commission in various technical Labor Categories (LCATs).

At InfoLabs, we hold prestigious certifications such as SWAM, 8(a) and MWBE, underscoring our unwavering dedication to upholding the highest standards of quality and service delivery. Our consultants boast extensive experience in areas including enterprise architecture, digital transformation, regulatory compliance, and project management, with a combined track record of success spanning over 17 years.

Driven by a passion for innovation and client satisfaction, we leverage emerging technologies such as artificial intelligence, machine learning, and blockchain to deliver transformative solutions that drive business growth and competitive advantage. From optimizing government operations to revolutionizing healthcare delivery, our holistic approach to technology and management consulting enables us to exceed client expectations and achieve mission success.

Our commitment to inspiring innovation, fostering integrity, and empowering partnerships has propelled us forward, earning us prestigious awards like the Inc 500. With a dedicated team of recruiters, we continue to shape the technical landscape, bridging the gap between technology and success and will bring these qualities and success to this contract and the the West Virginia Lottery Commission's needs and requirements.

Point of contact for follow-up and further discussions

InfoLabs appoints Mr. Pratap as its primary Manager for this contract, responsible for overseeing InfoLabs' responsibilities under the Prequalification Agreement. He will be available during regular business hours to address any inquiries of the Commission related to this proposal or the contract. His contact information is as follows:

Contract Primary Manager: Mr. Pratap
Telephone Number: 571-546-9279
Fax Number: 703 563 9126
Email Address: pratap@infolabsinc.com

1.14. Addendum Acknowledgement Form Solicitation No. Lot 240000011

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: LOT240000011

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 checked="" 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.

Info Labs Inc

Company



Authorized Signature

05/07/2024

Date

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

1.15. Mutual Non-Disclosure Agreement

MUTUAL NON-DISCLOSURE AGREEMENT

This Mutual Non-Disclosure Agreement ("Agreement") is entered into by and between the West Virginia Lottery, with its principal offices located at 900 Pennsylvania Avenue Charleston, WV 25302 ("Lottery"), and Info Labs Inc, with its principal offices located at 203 Elden st, Suite 404, Herndon, VA 20170 ("Party of the second part"), with an Effective Date of 05/07/2024. Lottery and Party of the second party also are referred to herein individually as a "party", or collectively as the "parties".

WHEREAS, the parties to this Agreement may wish to exchange certain information related to the provision of certain information or communication technology services by one party of interest to the other party; and

WHEREAS, the parties agree that improper disclosure of either party's Confidential Information, as defined below, by the other party could cause material harm to the party whose Confidential Information was improperly disclosed;

NOW THEREFORE, in order to protect certain Confidential Information that may be disclosed between the parties, Lottery and Alpha agree to maintain the confidentiality of the Confidential Information as follows:

- I. **Definition of Confidential Information.** The "Confidential Information" disclosed under this Agreement is defined as follows:

Any data or information that is proprietary to the disclosing party and not generally known to the public, whether in tangible or intangible form, whenever and however disclosed, including, but not limited to: (i) any marketing strategies, plans, financial information, or projections, operations, sales estimates, business plans and performance results relating to the past, present or future business activities of such party, its affiliates, subsidiaries and affiliated companies; (ii) plans for products or services, and customer or supplier lists; (iii) any scientific or technical information, invention, design, process, procedure, formula, improvement, technology or method; (iv) any concepts, reports, data, know-how, works-in-progress, designs, development tools, specifications, computer software, source code, object code, flow charts, databases, inventions, intellectual property, and trade secrets; (v) solicitation for proposals, responses to proposals, bids, or information disclosed in connection with such solicitation, response, or bid; (vi) any other information that should reasonably be recognized as confidential information of the disclosing party.

- II. **Disclosure Period and Term.** This Agreement protects against the disclosure of Confidential Information which is disclosed between the parties during each party's performance of its obligations associated with that certain CRFQ Agreement executed between the parties on 05/07/2024 (the "Effective Date") and 3 year(s) after the termination of such Agreement ("Disclosure Period"). Therefore, the duty of a recipient of Confidential Information to protect such Confidential Information disclosed under this Agreement begins on the Effective Date and expires 3 year(s) after the end of Disclosure

Period. Upon termination of this Agreement or upon the disclosing party's request, the recipient shall cease use of Confidential Information and return or destroy it.

- III. Use of Confidential Information.** A party hereunder receiving Confidential Information shall use such Confidential Information solely for the purposes of, as applicable to the recipient, understanding current business activities of a party, soliciting a proposal for certain information technology services, responding to such proposal solicitation, reviewing solicitation responses, tendering a bid, or discussions or negotiations related to such solicitation, proposal, or bid.
- IV. Protection of Confidential Information.** Each party shall not disclose the Confidential Information of the other party to any third party. The recipient shall protect the Confidential Information by using the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination or publication of the Confidential Information as the recipient uses to protect its own confidential information of a like nature. A recipient shall restrict disclosure of Confidential Information to its employees, provided that such employees (i) have a need to know, and (ii) are bound by obligations of confidentiality equally as restrictive as the terms of this Agreement.
- V. Exclusions.** This Agreement imposes no obligation upon the recipient with respect to Confidential Information which: (a) was in the recipient's possession before receipt from the disclosing party; (b) is or becomes a matter of public knowledge through no fault of the recipient; (c) is rightfully received by the recipient from a third party without a duty of confidentiality; (d) is disclosed by the disclosing party to a third party without a duty of confidentiality on the third party; (e) is independently developed by the recipient; (f) is disclosed under operation of law; or (g) is disclosed by the recipient with the disclosing party's prior written approval.
- VI. Miscellaneous.** Neither party to this Agreement shall acquire any intellectual property rights nor any other rights under this Agreement except the limited right to use as set forth in this Agreement. This Agreement does not prevent either Party from competing with one another for work or clients unless the parties specifically agree otherwise, in writing, as to a specific client. Each disclosing party warrants and represents that the Confidential Information and other information provided which is necessary to the purposes described hereunder, are true and correct to the best of the disclosing party's knowledge and belief. Nothing in this Agreement shall be construed to preclude either party from developing, using, marketing, licensing, and/or selling any software or other material that is developed without reference to the Confidential Information.
- VII. Export Administration.** Each party to this Agreement agrees to comply fully with all relevant export laws and regulations of the United States and other countries to assure that no Confidential Information or any portion thereof is exported, directly or indirectly, in violation of such laws.
- VIII. No Obligation to Purchase or Offer Products or Services.** Neither party has an obligation under this Agreement to purchase or otherwise acquire any service or item

from the other party. Neither party has an obligation under this Agreement to commercially offer any products using or incorporating the Confidential Information. The disclosing party may, at its sole discretion, offer such products commercially and may modify them or discontinue such offerings at any time.

IX. General. The parties do not intend that any agency or partnership relationship be created between them by this Agreement. This Agreement sets forth the entire agreement with respect to the Confidential Information disclosed herein and supersedes all prior or contemporaneous agreements concerning such Confidential Information, whether written or oral. All additions or modifications to this Agreement must be made in writing and must be signed by both parties. This Agreement and all matters arising out of or relating to this Agreement shall be governed by the laws of the State of West Virginia. The parties agree that the information provided as allowed by this Agreement will not contain any proprietary technical or confidential contractual information, or any financial information related to the relationship between Alpha and its partners. As a result, damages will not be included as a remedy.

The undersigned authorized representatives of each party have agreed to be legally bound by the terms of this Agreement as of the Effective Date shown above.

WEST VIRGINIA LOTTERY

By: _____

Name: _____

Title: _____

Info Labs Inc (VENDOR)

By:  _____

Name: Asha Nimmalapudi _____

Title: President _____