



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

## Header 1

List View

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

Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VS0000009518

Legal Name: VTECH SOLUTION INC

Alias/DBA:

Total Bid: \$1.00

Response Date: 05/07/2024

Response Time: 12:40

Responded By User ID: vTechadmin

First Name: Vishnu

Last Name: Naruka

Email: vtech.sled@vtechsolution.

Phone: (202) 851-8702

SO Doc Code: CRFQ

SO Dept: 0705

SO Doc ID: LOT2400000011

Published Date: 4/29/24

Close Date: 5/7/24

Close Time: 13:30

Status: Closed

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

Total of Header Attachments: 1

Total of All Attachments: 1



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Temporary IT Personnel Services				1.00

Comm Code	Manufacturer	Specification	Model #
80111600			

**Commodity Line Comments:**

**Extended Description:**

Temporary IT Staffing Services

# Prequalification Agreements IT Temp Staffing

## CRFQ 0705 LOT2400000011

Due Date: May 7<sup>th</sup>, 2024 at 1:30 PM EST



**VTECH SOLUTION™**  
You Seek, We Deliver.

### Submitted To:

State of West Virginia  
Department of Administration  
2019 Washington Street East  
Charleston, WV 25305-0130  
Attn: Toby L Welch, Buyer  
Phone: (304) 558-8802  
Email: toby.l.welch@wv.gov

### Submitted By:

vTech Solution, Inc.  
1100 H Street N.W. Suite 750  
Washington DC 20005  
Contact Person: Anisha Vataliya  
Phone: 202.644.9774  
Email: rfp.vtech@vtechsolution.com

Elevate Your Efficiency with vTech's Expert Staffing Services

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**1.0 Signature Page**

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof
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<b>Proc Folder:</b> 1354530 <b>Doc Description:</b> Addendum No 2 - Prequalification Agreements IT Temp Staffing  <b>Proc Type:</b> Central Master Agreement		<b>Reason for Modification:</b> Addendum No 2 is issued to publish questions and answers.	
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-04-29	2024-05-07 13:30	CRFQ 0705 LOT2400000011	3

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

VENDOR
Vendor Customer Code: VS0000009518 Vendor Name : vTech Solution Inc. Address : Suite 750 Street : 1100 H Street NW City : Washington State : District of Columbia                      Country : United States                      Zip : 20005 Principal Contact : Vishnu Naruka, Associate Director Vendor Contact Phone: (202) 851-8702                      Extension:

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

	Vendor Signature X Anisha Vataliya, President                      FEIN# 20-4271088                      DATE 05/07/2024
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All offers subject to all terms and conditions contained in this solicitation

## 2.0 Required Documents

### 2.1 Licenses/Certifications/Permits

#### Diversity Certification



Terry McAuliffe  
Governor  
Maurice Jones  
Secretary of Commerce & Trade

## COMMONWEALTH of VIRGINIA

Department of Small Business and Supplier Diversity

Tracey G. Jeter  
Director

### VIRGINIA UNIFIED CERTIFICATION PROGRAM

April 14, 2015

Haresh Vataliya  
vTech Solution Inc.  
42730 Freedom Street  
Chantilly, VA 20152

**Certification Number: DBE 698728**

Dear Haresh Vataliya:

The Virginia Department of Small Business and Supplier Diversity (VDSBSD) has approved the certification of **vTech Solution Inc.** as a Disadvantaged Business Enterprise (DBE) subject to the requirements of the DBE Regulation 49 CFR, Part 26 and all the laws of this state applicable to the transaction of business. Your firm's **Certification Eligibility Period begins with the date identified below.** Next year, prior to the **anniversary of your certification**, you will be required to submit updated information (Affidavit of Continued Eligibility, Updated Contact Information Form, personal and business federal tax returns for the last tax year (*signed and dated*), and a current Personal Financial Statement of the owner(s).

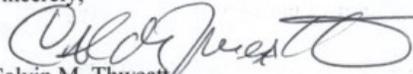
We are pleased to inform you that we have certified your company in the following NAICS Code(s):

<b>541511</b>	<b>Custom Computer Programming Services</b>
<b>541512</b>	<b>Computer Systems Design Services</b>
<b>541513</b>	<b>Computer Facilities Management Services</b>
<b>541519</b>	<b>Other Computer Related Services</b>
<b>561320</b>	<b>Temporary Help Services</b>

It is your responsibility to notify VDSBSD immediately of any changes in your firm such as name, address, ownership, officers or Board of Directors. Please check the accuracy of your entry in our DBE Directory at [www.sbsd.virginia.gov](http://www.sbsd.virginia.gov). Your firm's certification is subject to our review at any time during the year and you may be required to provide any and all relevant documentation. Failure to cooperate by providing the requested information may lead to de-certification.

You may receive management and technical assistance by writing to the Department of Small Business and Supplier Diversity, 1111 East Main Street, Suite 300, Richmond, VA 23219, or by calling (804) 786-6585. If you have questions, please contact Randy Brown at (804) 786-3104, or by email at [randy.brown@sbsd.virginia.gov](mailto:randy.brown@sbsd.virginia.gov).

Sincerely,



Calvin M. Thweatt  
Certification & Technical Services Manager

**Certification Eligibility Period Begins:**

4-14-15

1111 East Main Street, Suite 300 • Richmond, Virginia 23219 • (804) 786-6585 • Fax (804) 786-9736

## vTech Solution Inc.

**DBA: vTech Solution Inc.**

Soudeepya Chinni

42730 Freedom St

Chantilly, VA 20152

Phone: (202) 644-9774

Fax: (866) 733-4974

[info@vtechsolution.com](mailto:info@vtechsolution.com) (<mailto:info@vtechsolution.com>)

[www.vtechsolution.com](http://www.vtechsolution.com) (<http://www.vtechsolution.com>)

Certification Number: 698728

**SWaM Certification Type:**

Small Start Date: 04-14-2019

Women-Owned Start Date: 04-14-2019

Minority-Owned Start Date: 04-14-2019

SWaM Expiration Date: 04-14-2024

NIGP Code and Description:

91800

CONSULTING SERVICES

91826

Communications: Public Relations Consulting

91828

Computer Hardware Consulting

91829

Computer Software Consulting

91870

Inventory Consulting

91875

Management Consulting

91885

Personnel/Employment Consulting (Human Resources)

91888

Quality Assurance/Control Consulting

91890

Strategic Technology Planning and Consulting Services

**DBE Certification Type:**

DBE Start Date: 04-14-2015

DBE Fed Type: DBE/MBE/WBE

DBE/ACDBE Certifying Agency: SBSDB

NAICS Code and Description:

541511

Custom Computer Programming Services

541512

Computer Systems Design Services

541513

Computer Facilities Management Services

541519

Software installation services, computer

561320

Temporary Help Services

Pcard: Y

Business Category: Consulting Services

^

THIS CERTIFIES THAT

**vTech Solution, Inc.**



**NMSDC**  
National Minority Supplier  
Development Council

\* Nationally certified by the: **CAPITAL REGION MINORITY SUPPLIER DEVELOPMENT COUNCIL**

\*NAICS Code(s): 541511; 541512; 541513; 541519; 541690; 561320; 541715

\* Description of their product/services as defined by the North American Industry Classification System (NAICS)

07/11/2023	CR17361
<b>Issued Date</b>	<b>Certificate Number</b>
06/30/2024	
<b>Expiration Date</b>	<b>Sharon R. Pinder, President/CEO</b>



**Ying McGuire**  
NMSDC CEO and President

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

Certify, Develop, Connect, Advocate.

\* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

**ISO Certifications**



# PERRY JOHNSON REGISTRARS, INC.

## *Certificate of Registration*

*Perry Johnson Registrars, Inc., has audited the Quality Management System of:*

### **vTech Solution Inc.**

**1100 H Street Northwest, Suite 750, Washington, DC 20005-5479 United States**

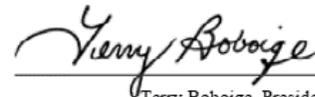
*(Hereinafter called the Organization) and hereby declares that  
Organization is in conformance with:*

**ISO 9001:2015**

*This Registration is in respect to the following scope:*

**Managed IT Services including Cloud Computing, Cybersecurity, Digital Modernization, and IT Consulting**

*This Registration is granted subject to the system rules governing the Registration referred to above, and the Organization hereby covenants with the Assessment body duty to observe and comply with the said rules.*



Terry Boboige, President

Perry Johnson Registrars, Inc. (PJR)  
755 West Big Beaver Road, Suite 1340  
Troy, Michigan 48084  
(248) 358-3388

*The validity of this certificate is dependent upon ongoing surveillance.*

*Effective Date:*

February 14, 2023

*Expiration Date:*

February 13, 2026

*Certificate No.:*

C2023-00278



# CERTIFICATE

*This is to Certify that the Management System of*

## **vTech Solution Inc.**

1100 H Street NW, Suite 750,  
Washington, DC 20005-5479 United State of America

has been found to conform to the Information Technology Service Management System standard

## **ISO/IEC 20000-1:2018**

**This certificate is valid for the following scope of operations:**

**Managed IT Services with a focus on cloud-computing,  
application, network and professional services**

**Certificate No.: US94035F**

<u>Date of initial registration</u>	<u>Date of this Certificate</u>	<u>Surv. audit on or before / Certificate expiry</u>	<u>Recertification Due</u>
17 August 2021	17 August 2021	16 August 2022	16 August 2024

This Certificate remains valid subject to satisfactory surveillance audits.




**Director**

For verification and updated information concerning the present certificate visit to [www.lmscert.com](http://www.lmscert.com)  
This Certificate is the property of LMS Certification Private Limited and shall be returned immediately when demanded.



**LMS Certification Private Limited**  
1, Anand Dham, Rainbow City, Faridi Nagar  
Lucknow - 226015, U.P., (INDIA)  
Phone :+91-9554645464  
Visit :- [www.lmscert.com](http://www.lmscert.com)  
E-mail :- [info@lmscert.com](mailto:info@lmscert.com)



LMS/FM/001/ITMS/REV06



# Certificate of Registration

(Information Security Management System)

## QFS MANAGEMENT SYSTEMS LLP

This is to Certify that the Information Security Management System of

### VTECH SOLUTION INC.

1100 H STREET NW, SUITE 750 WASHINGTON, DC 20005-5479  
UNITED STATES OF AMERICA

Has been found to be of the Information Security Management System Standard

### ISO/IEC 27001:2013

This certificate is valid for the following product or service range

MANAGED IT SERVICES WITH PRIMARY FOCUS ON CLOUD COMPUTING,  
CYBER SECURITY & PROFESSIONAL SERVICES  
CSI/SOA, VERSION:1:2 DATED: 25th Jan 2022

Certificate Number: INT/2204VO/2524

Surv. Audit on or Before: **10th March 2023**

Initial Date of Certification: **11th April 2022**

Re-certification Due on: **10th April 2025**

Date of Certificate: **11th April 2022**

Date of Expiry: **10th April 2023**



ACCREDITED  
MSCB 118

Director:



Date: **11th April 2022**

The validity of certificate is subject to regular surveillance audit on or before above mentioned dates and its only valid after successful surveillance with continuation letter issued by QFS. It is issued subject to the continued availability of access at any time and without notice to the above named organization's premises for the purpose of assessment and surveillance regarding the standard named above and QFS terms and conditions.

QFS MANAGEMENT SYSTEMS LLP

CORP. OFFICE: A-27/H, Sector-16, Noida-201301, U.P.  
www.qfscerts.com  
email: admin@qfscerts.com

This Certificate remains the property of QFS

## CMMI L3 Certification

Support

(0)

SIGN IN

REGISTER

Solutions

Learning

Resources

News

« [Appraisals](#)

## vTech Solution Inc. (vTech Solution Inc. )

IT & Professional Services (IT & Professional Services)

### Appraisal Overview

#### Organization

vTech Solution Inc. (vTech Solution Inc. )

#### Organizational Unit

IT & Professional Services (IT & Professional Services)

#### Appraisal Team Leader

José Enrique Perez Villasenor

#### Appraisal Team Leader Contact Info

jose.enrique.perez@siecenter.com.mx

#### Sponsors

Haresh Vataliya

#### Partner

Process Quality Engineering

#### Appraisal Details

View full [Appraisal Details](#)

<https://cmmiinstitute.com/pars/appraisals/53006>

1/3

**IT & Professional Services (IT & Professional Services)**

**Model View**

CMMI Services V2.0 (CMMI-SVC) without SAM

**Maturity Level**

3

CAR	SATISFIED
CM	SATISFIED
CONT	SATISFIED
DAR	SATISFIED
EST	SATISFIED
GOV	SATISFIED
II	SATISFIED
IRP	SATISFIED
MC	SATISFIED
MPM	SATISFIED
OT	SATISFIED
PAD	SATISFIED
PCM	SATISFIED
PLAN	SATISFIED
PQA	SATISFIED
PR	SATISFIED
RDM	SATISFIED
RSK	SATISFIED

7/14/23, 10:37 AM

CMMI Appraisal System

**SDM**

SATISFIED

**STSM**

SATISFIED

**VV**

SATISFIED

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### 2.3 Certification and Signature

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

(Printed Name and Title) Vishnu Naruka, Associate Director

(Address) 1100 H Street NW Suite 750 Washington DC 20005

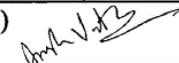
(Phone Number) / (Fax Number) (202) 851-8702 / (866) 733-4974

(email address) vishnu.n@vtechsolution.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

*By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.*

vTech Solution, Inc.  
(Company)

  
(Signature of Authorized Representative)

Anisha Vataliya, President 05/06/2024  
(Printed Name and Title of Authorized Representative) (Date)

(202) 644-9774 (866) 733-4974  
(Phone Number) (Fax Number)

rfp.vtech@vtechsolution.com  
(Email Address)

### 3.0 Vendor Qualifications

#### 3.1 General Company Overview

**Years in Business:** 18+ Years

**Years of Experience providing IT Staffing Services:** 18 Years

Established in 2006, vTech Solution, Inc. (vTech) is a privately owned corporation headquartered in Washington, DC, operating under the laws of the Commonwealth of Virginia. Specializing in managed staffing services, we focus on professional services and technical staff augmentation, driving performance improvement and creating enduring value for clients and stakeholders.

Our organization has experienced significant growth over the past 18 years, primarily due to successful IT staff augmentation programs implemented across various clients, including state and local governments, federal agencies, and commercial enterprises. With a current valuation of \$30 million, we employ 987 temporary staff members deployed nationwide.

Operating through 20 offices across the United States and conducting business in 45 states, vTech is well-equipped to support contracts of diverse sizes and scopes. Our services, solutions, and methodologies are founded on leading technologies and industry best practices, ensuring superior service delivery. We excel in providing quality resources and efficiently managing staffing projects, often exceeding expectations by completing projects ahead of schedule.

Leveraging our extensive experience in similar endeavors across local, state, and federal agencies, we integrate the best practices from both government and industry to ensure high-quality service delivery. Committed to excellence, we adhere to ISO 9001, 27001, 20000, and CMMI Level 3 standards, demonstrating our dedication to continual improvement in all operational aspects.

Appraised with CMMI Level 3, vTech is a minority-owned and woman-owned business, certified as an 8(a) small business. With a commitment to excellence and customer satisfaction, we hold BBB accreditation with an A+ rating and have consistently ranked in the Inc. 5000 list for eight consecutive years, recognizing us as one of the fastest-growing companies in the United States.

Certified with ISO 9001:2015, ISO/IEC 20000-1:2018, and ISO 27001:2013, vTech employs Six Sigma certified teams to continually improve processes, ensuring exceptional administrative and management professional services. Specializing in contingent, temp-to-hire, and permanent staffing services across various industries, we provide comprehensive solutions that enable streamlined services, enhanced governance, and efficient management.



#### Why Team vTech? – Quick Facts!

- We have a strong presence as an IT Staffing and Consulting company throughout the United States, including major Departments of the US Federal and State Governments.
- Our ISO 9001:2015, ISO 27001:2013, and *CMMI-DEV Level 3* certified quality processes ensure consistent performance and quality.

#### Capability and Competency

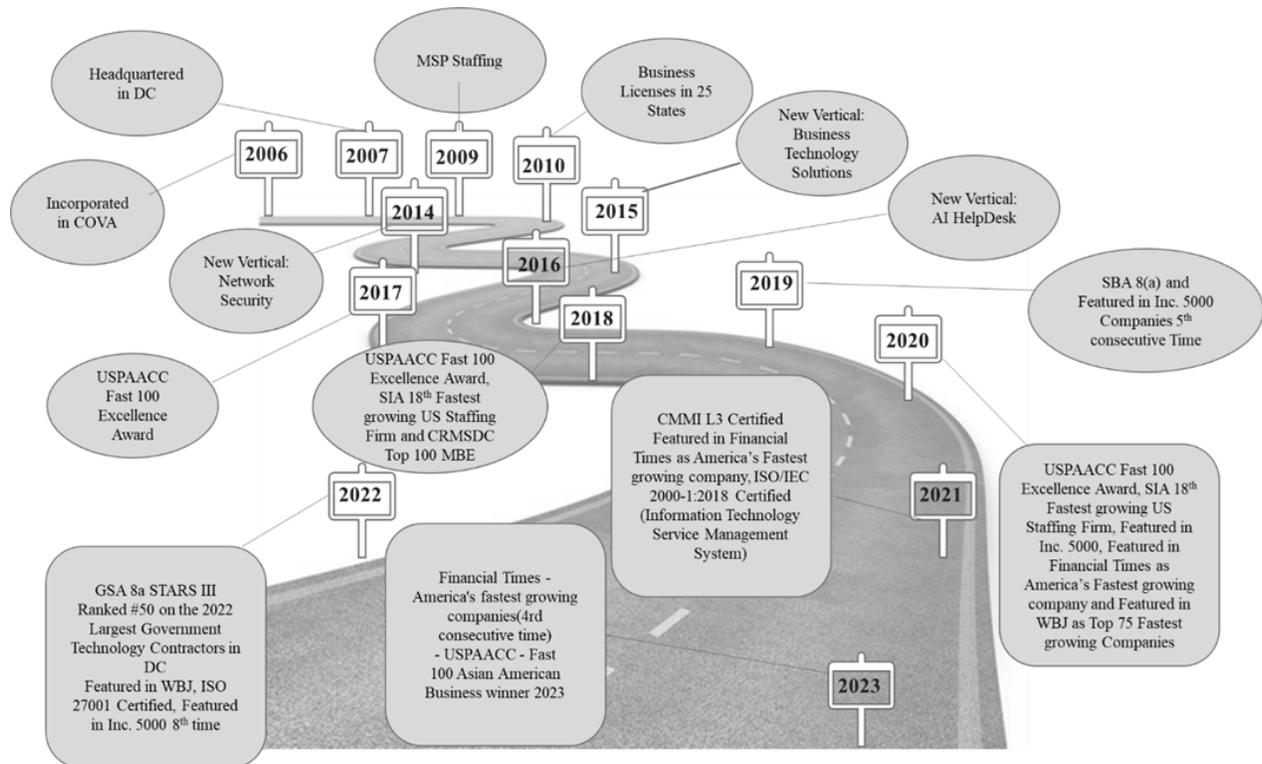
- vTech employs the methodologies and processes of frameworks such as CMMI L3, PMI-PMBOK, and Six-Sigma.
- We maintain strong client relationships and consistently receive excellent past performance.

#### Highly Experienced Team

- Workforce of over 1000 versatile and experienced employees.
- Deep resource-pool providing nationwide staffing support similar to the needs of the State.
- Subject matter experts (SMEs) and talent-pool with diversified technology expertise.

Having successfully served numerous State, Local, Commercial, and Federal clients, we have earned their trust and satisfaction through over 250 Government Contracts and collaboration with more than 50 Contracting Vehicles. With an exceptional D&B open rating score, vTech remains committed to delivering excellence and ensuring customer satisfaction at the highest level.

With over 18 years of proven track record, vTech excels in delivering top-tier IT Staff Augmentation Services to a diverse range of clients, as demonstrated in the figure below showcasing our history and evolution in the industry.



### Diversity Certification

vTech is certified by Federal Government and other public agencies. Please find the list of our diverse certifications below:

- 8 (a) Small Business and Woman-Owned Small Business certified by U.S. Small Business Administration (SBA), Certification No. C00gPJ, Expiration Date - 12/22/2028
- CBE Certification from State of Columbia, for LBE, SBE, DBE, DZE and ROB with Certification Number LSDZR44315062024, Certification Period 06/30/2021-06/30/2024
- DBE Certified by Virginia Department of Small Business and Supplier Diversity (VDSBSD), Certification Number: 698728
- SWAM Certification for Small business, Woman-owned, Minority-Owned Business from VDSBSD, Certification Number: 698728
- DBE Certified by Metropolitan Washington Unified Certification Program (MWUCP), Certification No. 16-01-08-N
- DBE and SBE Certified from Maryland Department of Transportation, Certification No. 16-027
- Local Disadvantaged Business Enterprise (LDBE) from Metropolitan Washington Airports Authority (Airports Authority), Certification No. LD20404951
- Minority-Owned Certification from North Carolina Office for Historically Underutilized Businesses (HUB Office)

- Small Business Certified from Pennsylvania Department of General Services, Certification No. 504172-2022-09-SB
- MBE Certified by National Minority Supplier Development Council (NMSDC), Certification No. CR17361

**Awards and Recognitions**

- **BBB Accredited company:** We are Better Business Bureau (BBB) accredited company with an A+ rating.
- **Inc. 5000 Honors:** We are listed consecutively 8<sup>th</sup> times in Inc. 5000 listing for the fastest growing companies in the USA.
- **USPAACC’s Fast 100 Asian American Company:** vTech Solution, Inc. is proud to announce that we have been recognized as one of USPAACC’s Fast 100 Asian American Companies that has displayed resilience and excellent performance.

- **CMMI Level 3:** vTech proudly announces that we are a certified CMMI (level 3) business that attests to the authenticity of the service we have been providing for the past decade to our clients.

- vTech has been **ranked # 3** on the list for “WBJ - Corporate Diversity Index - Midsize Companies in Greater D.C. list”.

- We have the following ISO Certificates:
  - ISO/IEC 27001:2013: and international standard on how to manage information security.
  - ISO 9001:2015: Quality management systems
  - ISO/IEC 20000-1:2018 - Information technology



**3.2 Capabilities and Qualification Summary**

**Management Capability:**

vTech is a seasoned staffing solutions provider adept at fulfilling the distinctive requirements of educational entities. Our focus lies in sourcing proficient professionals who prioritize transparency, budget adherence, and a dedication to public service. Having amassed considerable expertise in supporting diverse government offices, we've cultivated robust partnerships with major government contractors.

We understand that the State may require temporary staff for varying durations—be it for days, weeks, or months. To accommodate these evolving needs, we offer adaptable staffing solutions tailored to each situation. Whether it's individual placements or assembling entire project teams, our services are customizable to meet a spectrum of demands.

**Type of Services Provided**

Since its inception, vTech has embarked on a remarkable journey of growth and diversification across multiple business verticals. We are delighted to provide an overview of our expanding scope, illustrated in the figure below:

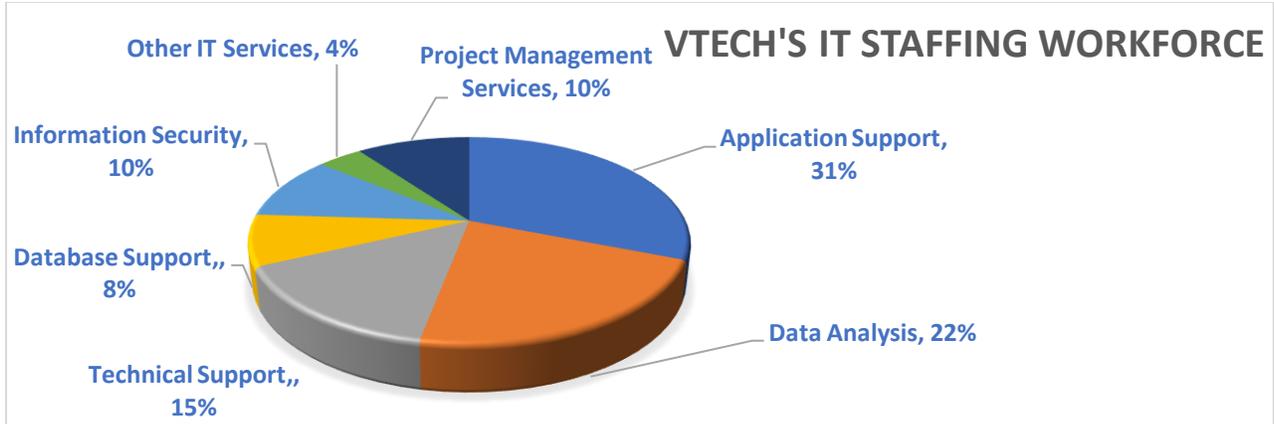


To assess the skill level of potential candidates, we utilize candidate sourcing through the following channels:

Recruitment Process Steps	Description
Requirement Understanding and Requisition Drafting	The Account Manager comprehends the project requirements, including the Statement of Work (SOW), environment, qualifications, experience, mandatory and desirable skill set requirements. The Account Manager drafts a requisition about the requirement and submits it in Ceipal, as well as sends it to the Recruitment Manager.
Candidate Sourcing	<ul style="list-style-type: none"> <li>• In-Depth Candidate Database</li> <li>• Active Talent Pool</li> <li>• Networking and referrals</li> <li>• Social media platforms</li> <li>• Job Boards and Online Platforms</li> <li>• Advertising and Marketing</li> <li>• Utilization of vTech Applicant Tracking System</li> </ul>
Leverage Pre-screened Resources	Leveraging pre-screened resources, job boards, industry partners, social media, referral programs, and online sourcing sites for efficient candidate search.
Retention of Incumbent Staff and Subcontracting Partners (if needed)	<ul style="list-style-type: none"> <li>• Assistance in retaining existing staff with knowledge of the State's environment and customized applications.</li> <li>• Utilizing pre-qualified subcontractors (partners) for augmenting staffing requirements when necessary.</li> </ul>

### Current Pool of IT Workforce

We pride ourselves on maintaining a robust and highly skilled IT staffing workforce. vTech has a huge pool of resume database containing more than 5M profiles out of which 10K+ are from State of West Virginia. While the exact size of our IT staffing workforce may vary based on project demands and client requirements, we consistently ensure a sufficient pool of qualified professionals to meet the needs of our clients. Please find our resource pool:



### In-House Capability

vTech has the capability, expertise and qualification to support the scope of services internally. We offer the management of short and long-term technology projects; accepting full ownership of deliverables. Our project services, along with our recruitment, consulting and outsourcing capabilities, enable us to help our clients with any of their technology needs.

Our approach is blending technical expertise and project management skills to fulfill your project requirements. A project has a clear beginning and end that produces a tangible outcome, such as a successful hardware implementation, a software application that meets certain specifications, or the timely migration to a new operating system. Delivering the expected project scope on time, and on budget without adversely affecting business operations

- Mature change management and communication
- Collaboration and partnership
- Risk mitigation and issue management

### Global Presence

vTech operates from our headquarter located at 1100 H Street, N.W. Suite 750, Washington DC 20005. All the required services under this contract will be provided from our office locations in Washington DC and **Poca, WV**. vTech have established regional offices in 24 locations throughout the United States and Canada. Please find our office locations below:

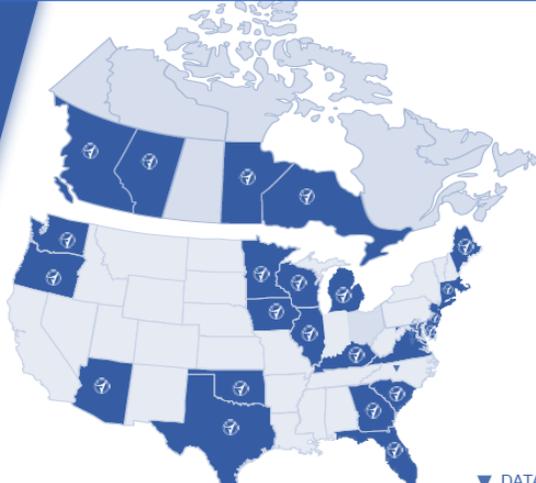
**WE HAVE A STRONG PRESENCE ACROSS NORTH AMERICA WITH 24 FIELD OFFICES IN U.S. & CANADA.**

**OFFICES IN UNITED STATES**

Washington, DC	Eaton Rapids, MI	Oklahoma City, OK
Chantilly, VA	Eden Prairie, MN	Boston, MA
Lutherville, MD	Springfield, IL	Readfield, ME
Phoenix, AZ	Trenton, NJ	Poca, WV
Wilmington, DE	Keizer, OR	Houston, TX
Loxahatchee, FL	Lexington, SC	Atlanta, GA
Des Moines, IA	Seattle, WA	

**OFFICES IN CANADA**

Winnipeg, MB	Vancouver, BC
Toronto, ON	Calgary, AB



▼ DATA CENTERS

### Projects expertise

- Successful implementation of hardware, software, and processes
- 18+ years of technology deployment and implementation experience; proven sequential and iterative methodologies
- Deployed/installed 500,000+ devices
- Extensive experience in application and portal development
- Provided full lifecycle embedded engineering project services

### Consulting

We advise on how best to use technology, data, and processes to meet business objectives. Our consulting services help our clients use technology, data, and processes to meet their business objectives. Experienced Subject Matter Experts (SMEs) generate innovative ideas and insightful, workable solutions aimed toward attaining their organizational goals. Engagements vary from the highly strategic to the tactical. Clients look to us for not only unbiased advice and guidance, but also for commitment - when consultants treat their clients' organizations as if they were their own, everyone wins. Engagements typically entail strategy definition, solution visioning, and IT process and governance that result in:

- Enhanced profitability
- Improved IT and business alignment
- Enhanced strategic perspective and visibility

### Outsourcing

Outsourcing is the ongoing management of an existing technology function or process with complete responsibility of all elements associated with it. Whether we deliver on-site or off-site, we are accountable for the success and growth of the functions that we own through established service levels, trending analysis, and effective communication. vTech has worked with clients for decades to fulfill their outsourcing requirements by taking partial or full ownership of IT functions and delivering the high-quality people, tools, and processes tailored to help them attain their goals. Benefits of our outsourcing capabilities include:

- Reduces labor and infrastructure costs
- Enhances end user satisfaction
- Increases efficiencies
- Innovates and drives IT and business alignment

### Outsourcing expertise

- We manage systems utilized by over 90 million end users
- Our service desk operation supports over 1.5 million users, across 89 countries, handling over 5 million incidents annually
- Customer satisfaction and agent quality scores average over 90%

### Communications Scheme

We understand that performance monitoring is crucial in avoiding the implications of negative turnover. We meet with both the hiring manager and the talent prior to and throughout the assignment to verify that expectations on both sides are fulfilled. We rely upon regular communication with the employer and the talent to accurately measure satisfaction levels. A schedule of regular check-ins is established by your dedicated Account Manager, and executed in accordance with your specifications.

As part of our continuous improvement initiative, we will solicit feedback of the hiring managers via surveys at the end of every quarter and upon the completion of a talent's assignment. These forms serve to evaluate the performance of both the talent and us. We will review to ensure parameters previously defined are being met. A comprehensive report will then be forwarded to the State.

Further, the exit interview process is one of the most crucial steps in evaluating performance. We solicit feedback via an electronic evaluation form sent directly to the hiring manager. Feedback will be requested on the talent’s performance (technical capabilities, professionalism, quality of work and reliability) in an effort to increase overall the State satisfaction and to determine eligibility for rehire.

Our account support model includes overlapping and supporting roles, so there is no “single point of failure” in our service. This includes primary and backup assignments, contingency procedures and communication protocols to maintain consistency with each staffing request and fulfillment activity. In short, we will not let you down when you need us.

In the event of an unexpected vacancy, our first avenue will typically be to determine if another talent currently assigned to the State can assume some of the responsibilities, essentially “job sharing,” with the approval of client managers.

If this is not feasible, we will source a qualified replacement resource utilizing our dynamic recruiting resources.

As experts in IT staffing, we work to ensure that an optimal match is created through a deep understanding of your business needs. With the ability to source 24 hours a day, our deep industry expertise and full-service capabilities in staffing enable our clients to be agile, productive, and ahead in the IT field.

### Relationship overview

As a staffing provider in the SLED market since 2006, vTech has developed a deep understanding of business environment, the challenges faced by state and local agencies, and need for quality talent. Having established the foundation on which we can continue to build a long-term partnership, we are well positioned to continue supporting your IT contingent staffing program.

### 3.3 Experience

vTech has established a strong reputation as a leading provider of technology staffing solutions, offering a wealth of experience and expertise in the field. we have successfully served numerous clients across various sectors, including government agencies, educational institutions, healthcare organizations, and commercial enterprises. Please find the portfolio of our staffing client below:

Public Sector Clients		
MD Department of Health & Human Services	District of Columbia Child Support	DC Metropolitan Police Department
DC Department of Health	DC Office of Chief Technology Officer	FEMS, DC
Credence Management Solutions	US Department of State, VA	Virginia Information Technology Agency
Virginia Department of Housing Agency	Office of Information Technology - Maine	Commonwealth of Massachusetts
DOES, DC	Office of the State Superintendent of Education, DC	Pennsylvania Department of Transportation
Department of human care finance, DC	Department of Information Technology, MD	DTI, DE
DC Contract Appeals Board	Arlington County Government	Council of the District of Columbia
International Monetary Fund	DC Water & Sewer Authority	Portland Development Commission, OR
New Jersey Schools Development Authority	Georgia Public Library Service	Southern California Association of Governments

Ohio Public Employees Retirement System, OH	D.C. Department of Aging	Broward County Housing Authority, FL
Department of Behavioral Health, DC	Office of the Chief Information Office, IA	New York Power Authority, NY
<b>Federal Clients</b>		
Department of Navy	US Department of Agriculture	US Department of State
Housing & Urban Development	Naval Sea Systems Command	Department of Defense
U.S. Department of Health and Human Services	USDA - National Agricultural Library (NAL)	FEMA - Department of Homeland Security
Railroad Retirement Board	National Archives and Records Administration	Peace Corps - Department of Interior
<b>State Clients</b>		
State of West Virginia	Washington DC	State of Virginia
State of Maryland	State of Maine	State of Florida
State of Ohio	State of Oklahoma	State of Utah
State of Indiana	State of Illinois	State of New Jersey
State of South Carolina	State of Michigan	State of North Carolina
State of Oregon	State of Iowa	State of Maine
State of Georgia	State of Arizona	State of Colorado
State of Texas	State of Massachusetts	State of Delaware

**Experience Providing Positions Similar to the State**

Required Position Title	Time to fill position	Our Clientele List of Placements
Business Analyst	Within 8-24 Hours for Remote work 24-48 Hours for on-site work	State of North Dakota Obverse Accurate LLC State of Maryland DHS
Data Analyst	Within 8-24 Hours for Remote work 24-48 Hours for on-site work	Obverse Accurate LLC State of Maryland DHS State of North Dakota
Database Administrator	Within 8-24 Hours for Remote work 24-48 Hours for on-site work	Virginia Housing Development Authority Government of the District of Columbia Accurate LLC
Helpdesk Support	Within 8-24 Hours for Remote work 24-48 Hours for on-site work	Government of the District of Columbia State of Maryland - DHS
IT Services Continuity Analyst	Within 8-24 Hours for Remote work 24-48 Hours for on-site work	Virginia Housing Development Authority City of Baltimore Washington County State of Georgia Gwinnett County State of Alabama New York Power Authority-NYPA State of Arizona Railroad Retirement Board State of Michigan

		State of Indiana Richland County Transportation Department Florida Department of Management Services Shelby County Schools, TN Chicago Transit Authority
Project Manager	Within 8-24 Hours for Remote work 24-48 Hours for on-site work	Virginia Housing Development Authority City of Baltimore Washington County State of Georgia Gwinnett County State of Alabama New York Power Authority-NYPA State of Arizona Railroad Retirement Board State of Michigan State of Indiana Richland County Transportation Department Florida Department of Management Services Shelby County Schools, TN Chicago Transit Authority
Network Engineer	Within 8-24 Hours for Remote work 24-48 Hours for on-site work	State of Alabama DC Water & Sewer Authority Metropolitan Washington Airports Authority Government of the District of Columbia
Quality Assurance Analyst	Within 8-24 Hours for Remote work 24-48 Hours for on-site work	State of Alabama DC Water & Sewer Authority Metropolitan Washington Airports Authority Government of the District of Columbia
Security Analyst	Within 8-24 Hours for Remote work 24-48 Hours for on-site work	State of South Carolina City of Sunnyvale St. Charles City-County Library District Metropolitan Washington Airports Authority
System Administrator	Within 8-24 Hours for Remote work 24-48 Hours for on-site work	State of Arizona Accurate LLC Obverse State of Ohio
Technical Writer	Within 8-24 Hours for Remote work 24-48 Hours for on-site work	Accurate LLC Obverse
Software Developer/Engineer	Within 8-24 Hours for Remote work 24-48 Hours for on-site work	State of Michigan State of Maryland - DHS GalaxE Solutions DC Water & Sewer Authority

### 3.4 Approach to Provide IT Staffing Support to the State

#### Proposed Methodology

Over the past eighteen years we have served many agencies by cultivating an ample database of local candidates focused on meeting the labor and production needs of this unique location. Upon contract award, we will recommend a post-award ‘kick-off’ meeting to facilitate a mutual understanding of goals, protocols, timelines, and lines of communication. Once a mutual understanding is established, we begin our recruiting program founded on best practices, which includes anticipating the State’s needs and executing a recruitment strategy crafted to identify and onboard highly qualified candidates relevant to the State’s requirements. With this in mind, we will, on a daily basis, recruit and attract relevant qualified and diverse personnel that can meet the State-centered job-related work experience, skills, stability, location, and education prerequisites.

We stay connected to the job force in and around the State of West Virginia area utilizing local job developers on a weekly basis to assist in recruiting potential candidates throughout the life of the contract. Ideally, vTech will designate a qualified temporary employee acceptable to the State’s hiring manager within one to two business days. If there is an urgent service request, we have the capability to place vetted and available candidates within a four-hour time frame.

#### Recruitment



**1. Recruitment Campaign Kick-Off** – Our Project Manager (PM) will implement a recruitment campaign based upon job category descriptions listed in the contract. Our PM will meet with the lead recruiter and recruiting team and assign each recruiter a job classification to focus on in evaluating candidates. **vTech recruiters will conduct an initial search within our database of over 15,000 vetted, LOCAL candidates and employees.**

**2. Mining Candidates Using Internal Resources & Talent Portals** – Search efforts are enhanced by utilizing key talent portals such as Indeed, ZipRecruiter, and Craigslist, in addition to posting job offerings on our website and social media sites (Facebook and LinkedIn). We will expand search efforts using cutting-edge technological tools (i.e., Ceipal) to quickly and accurately source talent throughout the key talent portals.

**3. Talent Mining Other External Resources** – We will also mine community resources weekly, targeting colleges, non-profit organizations, trade groups, online communities, job boards, job fairs, and community and local charity events.

**4. Pre-Screening Interviews** – vTech recruiters will schedule and conduct pre-screening interviews to determine qualifications, interest, and availability. In addition, recruiters will determine the fit and relevance to the State’s needs when determining the applicant’s availability.

***Proposed Solution for The State’s IT Staff Augmentation Needs***

vTech has immense experience matching professionals with career opportunities at some of the world’s leading Staffing firms. Our experts have firsthand knowledge of your business and your needs. vTech has well established processes to deliver *Right Talent on Right Time and at Right Price* to the State. Since inception, we have adapted CMMI Level 3 and PMBOK based Management approach, Recruitment Process, Screening and Selection Process, Orientation Process, Quality Assurance Plan, Retention Plan, Employee Care Programs, Training Program, Issue Resolution Process, Knowledge Transfer Process, Performance Monitoring, and Communication Plan which will help us to deliver the services exceeding the expectations of our clients.

Our approach is to implement a lean, scalable solution with a proactive approach to problem-solving that keeps your systems operating at peak performance. Our staffing recruiters have been focused on finding exceptionally talented individuals and matching them with the right role at the right company. Our commitment to diversity and respect for the individual means that our approach is based on open and honest communication. We seek to understand and surpass the expectations of all parties, from start to finish. We offer assistance within a wide range of industries, as well as a thorough, tailored approach to fit the ever-evolving needs of both our clients and our candidates.

Our recruitment team, which is staffed with CCWP Certified staff and highly qualified recruiters and subject matter experts, Advanced Internet Recruitment Strategies (AIRS) Certified recruiters and professionals in Human Resources (PHR) and the Society for Human Resource Management - Certified Professionals (SHRM-CP), focuses their attention on all aspects of staffing and follows a defined recruiting process to meet the State's needs.

Our Program Management Office (PMO) allows for control of each process by a process owner who is motivated to ensure that we perform industry best practices within that process area. The PMO also enables the development of process descriptions and artifacts for each functional group and distribution across all projects. We have a well-defined and institutionalized process for application maintenance management, which allows effective capture, resolution, deployment, and reporting. This long-term commitment is, based on the industry-proven practices and recommendations of CMMI, Project Management Book of Knowledge (PMBOK), and ISO. We use the rigor of PMBOK in Planning & Initiation, Management and Control, Human Resources Management, QA, Risk, and Procurement to enhance the specific goals of CMMI level 3 processes. We employ Rational Tools to enable application maintenance framework and enhance our software engineering best practices.

***Process Design:*** We have built you a recruitment process that delivers a seamless, on-brand experience for your candidates.



**Methods and Tools Used to Assess the Skill Level Of Potential Qualifying Candidates**

1. **Candidate Sourcing:** Through digital, traditional, and grass roots campaigns, our recruitment marketing strategies find you the best of the best.
2. **Network / Referrals:** We have built up an extensive candidate network in our 18 years of operation. Each consultant also has a personal network of contacts from which to gauge interest and solicit referrals. In our experience, the best candidates often come from networking rather than advertisement. We therefore focus a great deal of time on the networking and personal contacts.
3. **On Bench Candidates:** vTech would like to leverage its strong bench management capabilities to ensure only highly qualified resources dispense the duties and responsibilities accurately and efficiently and “inline” with the requirements laid down in the RFP. We assure you that vTech has the capability of submitting resumes for their Staffing needs within 4-8 hours and therefore would be the best match for their Staffing need.
4. **Social Media Platforms:** We use social media Such as LinkedIn and other similar Professional networks to find more suitable Candidates. We will also initiate a Niche Referral System to find the best available candidate with niche skills. Following are the sources of our candidates and percentage allocation:
  - vTech’s pool of pre-screened resources / Internal database/our Applicant Tracking System: 43%
  - Job boards/portals (Monster, CareerBuilder, Dice, etc.): 36%
  - Industry Partners: 7%
  - Social Media: 7.5%
  - Google/Yahoo groups: 3.5%
  - Referral Program: 7%
  - Other online candidate sourcing sites: 1% (It includes but is not limited to Craigslist, Ladders)
5. **Online Advertising:** As one of the largest national and international advertisers, we guarantee prime positioning and visibility in the print media to ensure maximum response.
6. **Recruitment Brochure:** Qualifications and criteria for the position will be developed from review of job descriptions, review of budget, strategic planning, other relevant the State documents.
7. **vTech Applicant Tracking System:** Enables aggregation and maintenance of a vast pool of qualified personnel for projects. This centralized management system also allows vTech to track work orders, generate reports, and perform other related functions. We use CATS Applicant Tracking System, and also our internal and External Databases of Thousands of pre-Screened Resources for faster processing of work orders. By using the latest assessment and screening tools, we would provide the best applicants and superior candidates. We also Contact our partners for seasonal hiring to achieve our goals. vTech is perfectly placed to respond to unforeseen events, issues and work with the State as a partner to deliver solutions that maximize the achievable benefits. We have leveraged artificial intelligence technology in our ATS to ensure to remove bias from the resume screening process entirely. We have pre-programmed our platform to flag and filter for specific skills and experience, and let the AI technology analyze our candidate resumes for those parameters. This provides us with a completely impartial shortlist, free from any sort of bias.
8. **Utilize The Incumbent Staff (If Applicable & Required):** Many a times, our clients prefer retaining the incumbent staff because of their knowledge on clients' environment /customized applications and/or high-performance levels. We have a proactive hiring policy in place in order to cater to incumbent staff that ensures uninterrupted services to the client.
9. **Utilize A Set of Pre-Qualified Subcontractors (If required):** vTech has independently provided numerous resources for various technologies to several Federal, State, and Local Government agencies. However, on occasions, we rely on our partners (sub-contractors) to augment our staffing for requested capabilities. We follow a tiered approach for segmenting our partners: Tier 1— Subcontracting Partners, Tier 2 - Technology Partners. The subcontractors that are included in Tier 1 are those that have over a sustained period in time proven their expertise and reliability in supporting our recruiting /tech support requirements.

### Screening

The first step in our screening methodology is short-listing qualified resumes by Technical Recruiters. At this stage, the Technical Recruiters conduct first-level Technical Screening by a Job Description with our exhaustive Question Bank. The proprietary Question Bank includes questions across technologies, skill-set, and domains. It is also the duty of a Technical Recruiter to verify the contents of a resume for authenticity by conducting reference checks and a thorough HR evaluation by virtue of an interview.

Following this, a Resourcing Manager conducts resume and candidate assessment. Depending on the skill-set and level of experience, he calls upon the Technical Screening Experts to conduct a thorough Technical Interview of the candidates in line with our understanding of the State requirement. Once a candidate is cleared by the Technical Screening Experts, the Resourcing Manager conducts a final round of discussion with the candidate before forwarding his resume to the Account Manager.

The Account Manager then conducts his own assessment of the candidate's fitment of the State requirement - taking into consideration the feedback (which is documented in prescribed formats — at all levels) he receives from the Technical Recruiter, Resourcing Manager, and the Technical Screening Expert. It is only once the Account Manager is completely satisfied with a resume then that resume will be presented to the State.

After we select a candidate, we conduct a thorough background check on the candidate's education, work experience, skill set /certification and criminal record. In addition to our thorough screening, we also rely upon third party vendors like Hire Right for Background Verification. Through our rigorous screening processes, we carefully evaluate and select the right candidates —for the position as well as for the organization. Each prospective candidate is interviewed by multiple staff members in order to ensure the best fit for the State.

As soon as a staffing request is raised by the State, vTech Talent Acquisition team utilizes multiple channels to locate the most skillful resources available for the position. The Talent Acquisition team then reaches out to the identified candidates for an initial interview. All interviewed candidates are evaluated & compared against each other on various parameters. Subsequently, each candidate is interviewed by senior technical staff (one or two rounds). Based on the feedback of our interviewers, candidates are shortlisted & sent forward for further evaluation by the State's representatives. As a sample, we have included evaluation reports for a hypothetical position:

#### **Step 1: Initial Vetting by a Recruiter**

##### **Skill Set /Position - Accountant**

Candidate Name Candidate 1

Current Location PA

Availability Immediate

Contact Numbers XXX-XXX-XXXX

Relocation NA

Visa Type GC

Candidate Name Candidate 2

Current Location PA

Availability Immediate

Contact Numbers XXX-XXX-XXXX

Relocation NA

Visa Type USC

#### **Step 2: Feedback/ Evaluation by Senior Technical Staff**

**Comments:**

Candidate 1: "Overall I like the attitude, approach and tech understanding. Shows promising learn ability, good communication (precise, correct and adequate). Able to think through a given problem and come up with right approach /solution"

Candidate 2: "Technically more solid. Had specific & pointed answers to many questions. Overall good attitude, approach and understanding. Shows promising learning ability, good communication (precise, correct and adequate). Able to think through a given problem and come up with right approach/solution".

**Step 3: Evaluation Based on The State Requirements**

**Structured Interview**

vTech interviews all prospective Technical employees using our Structured Interview Guide, which was designed to identify how well a candidate effectively performs as a vTech employee. The interview guide asks questions related to the applicant's work history, interpersonal and team skills, creative problem solving, professionalism, and communication skills.

**Behavioral Assessments**

The Assessment Series is a validated applicant classification system that focuses on customer service skills, aptitude and attitude assessment. The content underlying these tests was carefully studied and determined to be related to the job performance of vTech positions. All vTech tests have a proven track record of success, showing that those who take the tests have better performance on the job, significantly increasing their productivity. If needed, vTech's assessment series can be customized to meet the State's specific requirements for job descriptions.

**Software Assessments**

vTech extensively tests candidates on their software proficiency. vTech's talent acquisition team ensures that candidates possess the necessary skills for exceptional performance. These tests provide the highest quality performance-based testing for virtually all of today's top office software on Windows and other operating systems. Before assignment, vTech can test candidates on over 250 applications across several disciplines, with customized training and evaluation programs that simulate the work to be performed at locations within vTech.

**Step 4: Technical Screening Feedback Form**

A sample candidate evaluation (internal screening) form has been sent to recruitment manager for negotiations and final round of interview.

**Testing**

Committed to providing the most qualified and skilled staff, vTech utilizes the most advanced and highly efficient software testing programs available to analyze and test skills on numerous programs. The assessments (upon request) are administered through online testing tools.

Our testing tools are customized to each service line to mirror a common workplace, providing applicants with a realistic preview of the job, and vTech with a realistic preview of the applicant's abilities. Based on the needs of the State's position and each candidate's reported skill sets, we administer tests carefully targeted to determine the best available match for most any the State -specific position.

vTech understands the importance of a workforce capable of communicating across borders. For that reason, we offer evaluations that can assess candidates' skill proficiencies in 50+ languages. the State can have candidates complete both spoken and written tests as required by your skills sets:

- **Spoken Language Evaluation** – Assesses a candidate’s ability to verbally communicate in the target language, through conversation with a certified language proficiency tester. The conversation is tape recorded; with questions asked that assess the ability to speak the standard form of the target language without using another language or slang.
- **Written Language Evaluation** – Comprises questions that require a written response in the target language, dealing with professional writing situations that are typically encountered in formal and informal business environments.

### **Background Check Process**

vTech has a well-defined and documented Background Check Policy to perform as pre-employment medical exam. Under this policy, depending upon the State’s requirement, candidates are subjected to compulsory pre-employment background checks.

The candidate is notified and is required to sign a consent and authorization form as to the procedures set forth in our Background Check Policy. We notify the State in writing regarding the result of the background checking conducted for a candidate. The candidates successfully clearing the background check proceed to join the project.

Candidates can be screened pre-hire, pre-offer, pre joining, post-offer or post joining. In addition to our thorough screening, sometimes we also rely upon third party vendors like Hire Right to perform checks against public databases.

It starts when the candidate submits the duly filled background verification (BGV) form along with supporting documents to us and either we do BGV or share with BGV agency.

**The BGV form also contains the self-declaration, binding the candidate's employment in that organization subject to clearance of all the checks positively.**

- The candidate signs the Letter of the State empowering the vTech to carry all the relevant checks. In turn vTech itself or gives the LOA to BGV agency to carry out verification process.
- The coverage of each and every check depends on the criteria's decided at the time of signing the contractual obligation.
- Also, it is not necessary that all the checks to be done to the candidates. It varies on the State’s requirement, the industry it pertains to, candidate's profile, nature of work etc.

Based on the contractual obligation, the vTech/BGV agency shall proceed for verification of any or all below listed background checks.

Academic Record Check	Criminal Record Check	Identity &Residence Check
Database Check	Drug Test	Reference Check
Emerging Background Checks	Employment Check	Civil Litigation Check

### **3.5 Training**

vTech continues to develop the skill sets of the individuals and advance their professional careers. Training on modern technologies and maintaining technical capabilities are part of the corporate culture for greater responsibility and growth. Training is critical to maintaining proficiency with cutting edge technology. Our individual development program begins with completing an individual skills assessment to determine individual and site-unique training requirements. Individual training plans will be reviewed by the vTech’s AM. vTech has developed, and is using internally, an automated training and skills database. This system not only tracks the training that each employee has received, but also categorizes and describes each

employee's skills and competence. Using this database, vTech's AM will efficiently and productively search for employees with the skills to meet purchase order requirements.

vTech recognizes the importance of continuing education, performance evaluations, and professional/vendor certifications in ensuring the competency and growth of our personnel.

### **Skill Assessment/Performance Evaluations**

We administer Standard Skills Evaluations as well as tests such as psychological, personality, technical competency, manual dexterity, and any other tests, which the State requires. Based on our skill assessment report, we will provide written recommendations based on the knowledge gaps identified in the assessment. Our skill assessment report will cover detailed information of the technical Professional's current expertise and knowledge skill level, and our recommendation for courses and certifications to enhance their knowledge, skills, and abilities for their specific position. We will provide quarterly skill assessment reports to the State Management to determine the remaining knowledge gaps of the staff. We will also support the State in conducting the relevant training to enhance the State's Staff's skillset.

Upon the gap findings, we will provide a training program in the form of weekly training sessions based on the recommendations of the skill assessments. We ensure to submit the training proposal to the COR one week before the session. Our training proposal will focus on the type of training, duration of the training, training topic, etc. for the approval one week before the start of the session. These weekly pieces of training can be formal training, meetings, or discussion forums to enhance the skillset of the State staff.

### **Training Support for continuous Education/Skill Enhancement**

We discuss the nuances of the State environment as part of the interview process to ensure a Technical Professionals has the right skills and training to adapt and immediately be successful. We only select candidates after mapping their skills to the requirements to ensure that the task is adequately supported, and we do a gap analysis to understand areas that could be improved through training, including them in the candidate's Individual Development Plan if they are selected. We continually assess the Team's skill sets and performance while integrating every team member into the technical approach and quality standards required for providing the project with the most effective performance.

**Individual Development Plan (IDP).** Based on the skills mapping, the first IDP is created which is a simple yet comprehensive tool capturing the employee's career path and goals. Throughout the year, Our Account Manager continuously assesses employee progress, provide feedback, and note areas for improvement.

**Internal and External Training.** Our dedicated learning and development apparatus includes a training action team, an annual training budget, plan, schedule, our internal vTech Training University (VTU), and external training aligned to the industry and the needs of our customers. The Table below highlights our internal VTU with its 5-star approach. The training action team runs training boot camps twice a year on industry best practices in customer service and delivery. All employees attend this training; take training quizzes and a final bootcamp exam. In addition, employees also have learning opportunities using our Best Practices Library (BPL) that houses processes, procedures, checklists, templates, samples, and artifacts from other successful projects and customers that are deemed as "best in the field." vTech also supports IDPs by providing up to \$5,000 annually for approved career development training benefits per employee.

#### **Proven Points**

- vTech invests over \$5,000 in training per employee, in addition to any client-required training.
- Trained to over 200 employees to become certified in SAFE.
- vTech leverage LinkedIn Learning offering 9,000+ digital courses to employees

VTU's Technical and Process Courses	
<b>General Training</b>	<ul style="list-style-type: none"> <li>▪ Physical and IT Security Policies</li> <li>▪ Health and Safety</li> <li>▪ General Desktop Office Software</li> <li>▪ Workplace Behavior</li> <li>▪ Accounting and Benefits Policies</li> </ul>
<b>Technical Training</b>	<ul style="list-style-type: none"> <li>▪ Self-Service web services</li> <li>▪ Customer support web portal</li> <li>▪ ServiceNow ticketing tracking tool</li> </ul>
<b>Leadership Training</b>	<ul style="list-style-type: none"> <li>▪ Project Management</li> <li>▪ Conflict Resolution</li> <li>▪ Communication Strategies</li> </ul>
<b>Best Practices</b>	<ul style="list-style-type: none"> <li>▪ Industry-Specific Best Practices</li> </ul>

*Exhibit: VTU 5-star training offers a range of courses*

### Quality Assurance Services

Quality is an integral and institutionalized component of the vTech's Technical Staffing Services. Our approach is founded on the fusion of CMMI-DEV Level 3, ISO 9001:2015, ISO 20000, and ITIL v3 industry best practices. Our Quality Control Plan (QCP) establishes a quality program to optimize the value of the State deliverables. The QCP defines how vTech infuses quality concepts into the project activities.

vTech's quality management and control approach goal is to maintain and exceed quality, timeliness, responsiveness, and customer satisfaction set by contract performance requirements. vTech' PMO tracks each of these key facets of quality against metrics to ensure vTech meets the expectation of the State leadership and its customer base. Our approach is described below:

Plan Component	Detailed Description of Activities
<b>Quality</b>	vTech reviews each work product/deliverable to ensure they meet established Government and industry standards. We track the number of non-compliant defects by work product/deliverable and address with responsible team members. The objective is 0 defects.
<b>Timeliness</b>	vTech works with the project team to ensure all work products/deliverables are timely and in line with established requirements/standards. Any risk for non-compliance is managed by the PMO and addressed with the State authorities. The objective for timeliness is 100 percent.
<b>Responsiveness</b>	Responsiveness is our ability to meet government's leadership requests for information or deliverables. Our PMO implements our Quality Management System (QMS) at every aspect of program and project lifecycle. We direct work products requests accordingly to the team to ensure responsiveness to in-scope requests. The objective for meeting this imperative is 100 percent.
<b>Customer Satisfaction</b>	Our PMO is ultimately responsible for delivering and ensuring the State stakeholders are satisfied with the level of service and quality of delivered work products. To facilitate this standard, vTech strives to achieve the highest levels of achievement identified in the annual Contractor Performance Assessment Reports (CPARs).

**Quality Statement.** vTech's Quality Statement is posted in the vTech's workspace as a reminder to staff and management of our commitment to quality. The Statement reads: *"Our fundamental distinction is the combination of our commitment to process improvement, quality assurance and control, and customer*

*satisfaction. Business Excellence is our overarching goal, which ensures we continuously improve our Quality Management System and business performance in pursuit of perfection.”*

**Quality Control Procedures.** vTech Quality Control Program ensures all delivered products and services meet or exceed customer requirements and expectations. vTech exercises quality control to accomplish this commitment. We do not believe in a one-size-fits-all approach. We tailor our recommendations and solutions based on the unique needs of our clients. Quality control is an ongoing deliberate process we plan and implement. vTech will submit our detailed QCP to the State within 30 days from Contract award.

Our Quality control (QC) is based on the beliefs:

- QC should ensure work is performed correctly the first time
- Quality is achieved through proactive problem management focusing on preventing problems or errors, including root cause analysis, rather than reacting to them
- Quality is achieved by qualified individuals performing all designated work functions
- Quality is achieved through knowledge management providing proper training of personnel and ensuring all personnel remain current on the knowledge and skills needed for their position
- Quality is controlled by adequate planning, coordination, supervision, and technical direction; proper definition and a clear understanding of job requirements and procedures; and the use of appropriately skilled personnel
- Quality is verified through checking, reviewing, and monitoring of work activities, with documentation by experienced, qualified, and trained individuals not directly responsible for performing the work

**Reviews of QC Plans and Procedures.** vTech’s Quality Assurance (QA) Manager reviews plans and procedures ensuring all quality measures for program plans are in place at the start of the program. The QA manager is a member of the PMO and assists development of any other required program plans.

The PMO follows a thorough process for program cost control. A plan is devised and used as the baseline reference for monitoring and control. This generally means the original pricing submitted to the State is converted to a program/project budget for control and monitoring purposes. To the extent costs are within the plan, the program is considered to be under financial control. Some methods vTech uses for cost control and simple forecasts are:

- **Budgeted Cost:** The budgeted cost is derived from the detailed cost estimate prepared at the start of the program
- **Estimated total cost:** The estimated or forecast total cost in each category is the current best estimate of costs based on progress and any changes since the budget was built. Estimated total costs are the sum of cost to date, commitments and exposure.
- **Cost Committed and Cost Exposure:** Estimated cost to completion in each category is divided into firm commitments and estimated additional cost or exposure. Commitments may represent material orders or subcontracts for which firm dollar amounts are committed.
- **Cost to Date:** The actual cost incurred to date is recorded and derivable from the financial record keeping accounts.
- **Over or (Under):** A final calculation indicates the amount over or under the budget for each category. This calculation is an indicator of the extent of variance from the project budget. Items with unusually large overruns represent a particular managerial concern.

**Deliverable and Product Acceptance.** The PMO verifies all deliverables meet quality and program requirements as well as Government requirements for content, completeness, and accuracy.

**Corrective Actions.** vTech leverages a Corrective Action Process to ensure all issues, action items, and adverse trends and patterns are properly documented and acted upon in a timely fashion. Any reported

defects and problems are followed up by the PM with corrective actions that are to be assigned to a responsible individual, resolved, and closed out within the scheduled period. The PM identifies and analyzes negative trends and patterns for root causes and develops and initiates appropriate corrective actions.

***The State Monitoring and Assessment Process***

Designated State personnel at each site monitors assess vTech’s performance. The State personnel, Authorities, Stakeholders can perform a routine site visit and during periodic inspections. Feedback, formal and informal, from the State is a valuable source for vTech’ ongoing evaluation of on-site staff support, services, and deliverables.

***3.6 Key Personnel Responsible for Staffing Qualified and Experienced Staff***

For each contract, we propose a dedicated team of experts committed to fulfilling our client's objectives. Additionally, our management structure ensures that every contract is overseen by a senior staff member, eliminating any concerns related to inexperienced project managers. With our extensive experience in IT Staffing Services, we have cultivated long-term partnerships with industry-leading product companies, further enhancing our ability to deliver exceptional solutions. For this Contract, we have assigned below key personnel to this contract:

Name of Key Personnel	Proposed Role for this Contract
Michael Pereira	Project/Account Manager
Chirag Sulakhe	Recruitment Manager
Bhavesh Goyal	Recruitment Lead
Chandrani Banerjee	Pre-Sales Manager
Israt Shoily	HR Manager
Zarna Parsana	HR Specialist
Vishnu Naruka	Contract Specialist

***Please find the Resumes of Our proposed Staff:***

**Resume – Account Manager**

**Key Personnel Name: Michael Pereira**  
**Role with vTech: Chief Strategy Officer**  
**Number of Relevant Experience: 18 Years**



**SUMMARY**

- Michael Pereira is an Account Manager at vTech Solution Inc. He is responsible for improving the company’s market position, defining-strategic goals, and acting as a liaison with vTech’s Clients & stakeholders, identifying new business opportunities, and maximizing its financial growth while managing a team of successful account executives.
- He is an innovative and resourceful Account manager with over 18 years of strong experience in Account and Contract Management
- Executive leader with extensive management, program & portfolio management, PMO experience in industries including healthcare, high-tech, insurance, and financial services. Strong initiative and track record of excellence in customer service satisfaction and achieving on-time deliverables. Builds robust organizations and establishes solid IT governance, resource, and risk management structures to support enterprise initiatives.
- Has extensive experience in developing relationships with all levels of management, clients and user groups. Has successfully led various large staffing contracts (\$50M - \$250M).

- Possesses excellent working experience with complete Recruitment Lifecycle starting from quality hiring process includes coordinating interviews with client, selection till the successful accomplishment of project milestone.
- Holds strong experience of handling practically all aspects of professional services related business with expertise in handling contracts for State and Local Agencies as well as for commercial sector clients.
- Has amply established productive, professional relationships with key personnel in assigned customer accounts.
- Possesses expertise in direct liaison with clients to ensure the fulfillment of contract requirements.

### **CORE COMPETENCIES**

- Understand the requirements of the qualified accounts/opportunities/clients, Firm up a unique value proposition addressing the opportunity, present the same to the decision makers in the account, negotiate and firm up the contract. Doing marketing research on prospects.
- Keeping track of past and present prospects using relevant CRM techniques and marketing material.
- Vast experience in initiating, planning, executing, monitoring and controlling, closing, maintaining and supporting staffing contracts/ projects.
- Well-developed leadership planning and execution skills with the ability to motivate and lead others in the pursuit of corporate goals and objectives. Good understanding of state, federal government contracts setting contracts, negotiating,
- Maintaining and success completion of various staffing contract. Excellent presentation and intangible selling skills.
- Substantial experience in designing, implementing and managing full-scale sales and marketing plan geared to state/local government clients.
- Proven experience in developing repeatable services and recruitment processes to ensure creative sourcing of qualified candidates through a wide variety of channels including direct sourcing, Internet, employee referrals, community involvement, job fairs and internal

### **EXPERIENCE**

- Account Manager/Chief Strategy Officer at vTech Solution, Inc. from Feb 2018 to Present
- Business Development Manager at Micro Data Systems, Inc. from 2016 to 2017
- Business Head at Technalink from 2015 to 2016
- Business Head of Consulting Services at Level 5 Consulting LLC from 2012 to 2016
- Account Executive at DISYS from 2011 to 2013
- National Account Executive at Calusa Investments from 2005 to 2010

### **EDUCATION**

George Mason University, Fairfax, VA

Sep 1997-May 2002

Major Studies: Public Relations/Advertising

Member of Sigma Phi Epsilon

Student Government Representative, Member of G.M.U. Executive Branch

### **Intended Role & Responsibility for this Contract**

- Direct budget activities to fund contract
- Appoint department heads or managers and assign or delegate responsibilities to them.
- Analyze and evaluate performance on contracts to determine areas of potential cost reduction, program improvement, or policy change.
- Direct, plan, or implement policies, objectives, or activities to ensure continuing operations or to increase productivity.

- Confer with board members, organization officials, or staff members to discuss issues, coordinate activities, or resolve problems on contracts.
- Implement corrective action plans to solve problems with services provided.
- Direct human resources activities, including the approval of human resource plans or activities and the selection of high-level staff.
- Establish departmental responsibilities and coordinate functions among departments and sites.

## Resume – Recruitment Manager

**Key Personnel Name: Chirag Sulakhe**  
**Role with vTech: Recruitment Manager**  
**Number of Relevant Experience: 16 Years**



### SUMMARY

- 16+ years of professional Staff augmentation experience with leading professional services companies; Started with hands-on support in Recruitment initiatives and have successfully transitioned into handling operations & delivery through the years.
- Managing a team of 200 Recruiters and 12 Recruiting Assistant Managers
- Grew and managed many large size staffing accounts including NYPA NY, FL DMS, CATS+ MD, VHDA VA, etc.
- As the Delivery and Operational Head, have been involved with developing long-range goals & annual objectives, P&L, Process Improvements, and liaising between US Sales & Offshore delivery teams.
- Implemented recruitment strategies and staffing programs designed to attract and retain the highest quality of candidates.
- Mentored and led a team of recruiters in providing recruiting best practices and strategic direction to business unit leaders and key stakeholders and training them to get on the speed at the earliest.

### CORE COMPETENCIES

- Ensure clients receive exceptional service while the business's sales goals are supported.
- Works directly with Account Manager to forecast future hiring needs from clients
- Update recruiting procedures or create new procedures
- Supervise the recruiting team
- Search for and enforce new sourcing methods to find job candidates
- Evaluate and suggest the best recruiting software for the employer
- Suggest ways to improve the employer's brand
- Research the best job advertising techniques
- Advise hiring managers on proper interviewing methods
- Attend career events and job fairs
- Stay up-to-date on labor legislation and inform recruiters and managers about changes in regulations
- Participate in job fairs and career events
- Build the company's professional network through relationships with HR professionals, colleges and other partners
- Performed full life-cycle of recruiting which includes: Sourcing, Screening, Checking References, negotiating compensation packages, Presenting Candidates, Scheduling interviews, and Delivery.
- Coordinating with the candidate and operations team to ensure that all the required legal documents are in place before the candidate starts.
- Effectively recruited candidates through Internet research, internal database, cold calling, referrals, networking, and other strategies.

### EXPERIENCE

- Senior Recruitment Manager at vTech Solution, Inc. from April 2019 to Present
- Resource/Delivery Head at Rang Technologies, Inc. from March 2017 to March 2019

- Lead Recruiter at Collabera from Sept 2006 to March 2017

## EDUCATION

- Masters in Electronics from SP University, Gujarat, India Apr2006
- Bachelors in Instrumentation from SP University, Gujarat, India –Apr 2004

## Intended Role & Responsibility for this Contract

- Identify staff vacancies and recruit interview and select applicants for vacancies.
- Serve as a link between management and employees to help resolve work-related problems on sites.
- Analyze and modify compensation and benefits policies for temporary associates.
- Advise managers on organizational policy matters such as equal employment opportunity and sexual harassment.
- Performed full life-cycle of recruiting which includes: Sourcing, Screening, Checking References, negotiating compensation packages, Presenting Candidates, Scheduling interviews, and Delivery.
- Coordinating with the candidate and operations team to ensure that all the required legal documents are in place before the candidate starts.

## Resume – Recruitment Lead

**Key Personnel Name: Bhavesh Goyal**  
**Role with vTech: Recruitment Lead**  
**Number of Relevant Experience: 15 Years**



## Summary

- Full recruitment life cycle including recruiting and hiring processes, sourcing, interviewing, reference checking, tracking, salary negotiations, and closing.
- Possess strong technical/business acumen and understanding of technical requirements; deep sourcing skills and experience sourcing passive candidates; excellent candidate assessment skills.
- Possesses a solid understanding of computer systems technical vocabulary, SMAC (Big Data, Cloud Computing, Mobility, IOT) Technology, software development lifecycle (SDLC) quality assurance, technical support, system architecture, and e-commerce transactions
- A resourceful, solution-focused professional with excellent interpersonal and rapport-building skills. Responsible, loyal, reliable, and independent worker with a high level of enthusiasm and creativity. Self-motivated professional who achieves results and has a superior ability to coordinate and perform several projects simultaneously.

## CORE COMPETENCIES

- Developing new procedures for recruiting (e.g., application, onboarding processes) and also improving the current practices
- Supervising the recruiting department and reporting on performance
- Keeping track of all recruiting metrics (e.g., cost-per-hire, time-to-hire)
- Implementing new methods for sourcing candidates (e.g., Boolean searches, social media recruiting)
- Participating in career events and job fairs for the purpose of networking with potential candidates
- Building the professional network of the company by maintaining strategic relationships with partners, colleges and HR professionals
- Coordinating with management for forecasting the future staffing needs
- Staying aware of all labor regulations and informing Managers and Recruiters on the changes in legislation
- Advising the Hiring Managers on selecting effective interviewing techniques
- Recommending ways for improving the employer brand of our company
- Reviewing recruitment software for suggesting the best options for our company
- Researching and selecting suitable options for job advertising

- Design new and improved recruiting strategies.
- Control the recruiting team and draft a report on its performance.
- Monitor recruiting metrics that is recruiting time and recruiting cost.
- Examine utilizing various recruitment software and recommend the best option as per the needs of an organization.
- Assist hiring managers on interviewing techniques.

### EXPERIENCE

- Recruitment Lead at vTech Solution, Inc. from Jan 2021 to Present
- Technical Recruiter at Collabera, Inc. from Jan 2008 to Jan 2021

### EDUCATION

Bachelor in Commerce (Accountancy) from M.S. University, Baroda, 2007  
Bachelor in Business Administration (Capital Markets) ICFAI University, 2009

### Intended Role & Responsibility for this Contract

- Identify staff vacancies and recruit interview and select applicants for vacancies.
- Serve as a link between management and employees to help resolve work-related problems on sites.
- Analyze and modify compensation and benefits policies for temporary associates.
- Advise managers on organizational policy matters such as equal employment opportunity and sexual harassment.
- Performed full life-cycle of recruiting which includes: Sourcing, Screening, Checking References, negotiating compensation packages, Presenting Candidates, Scheduling interviews, and Delivery.
- Coordinating with the candidate and operations team to ensure that all the required legal documents are in place before the candidate starts

### Resume – HR Manager

**Key Personnel Name: Israt Shoily**  
**Role with vTech: Senior HR Manager**  
**Number of Relevant Experience: 20+ Years**



### SUMMARY

Highly motivated, self-directed Human Resources Professional with over 20 Years of successfully managing Human Resources Department, Pre & Post Recruitment process, Employees Orientation and On-boarding, Performance Management, Employee Relations, Training & Development, Statutory compliances, and Grievance management. Experience of developing and implementing HR Policy manual, employee's handbook, code of conduct in mutual interest of employer and employees. Highly diverse experience in Organizational Development, Human Resources Development. Possess exceptional abilities in interpersonal relations, project coordination and meeting tight deadlines for achieving results. Proven track record of managing/implementing succession planning for key positions, staff retention, exit management, reward & recognition program. Experienced in leading the administration, Team.

### CORE COMPETENCIES

- Responsible for leading Human Resources Management Functions, HR Projects and programs
- Develop HR Strategy and effective implementation for employee development for local and offshore office
- Assist and advise Managing Director in all matters related to HR of the organization.
- As Head of Recruitment and Onboarding, responsible for overall recruitment life cycle of employees and consultants that starts with Job posting and ends with exit reporting.
- Review, update and implement HR policies
- Manage Performance appraisal system and pay increase
- Manage end of employment process, compliance, and statutory issues

- Coordinate with State and Federal government agencies for unemployment issues, claims or notices
- Oversee employee benefits program i.e. Health Insurance, STD, Smart Benefits and Retirement benefit (401K)
- Responsible for variety administrative support functions within the department including, but not limited to recruiting, overall office supervision, team member relations, information sharing, payroll and record keeping under the supervision of the Vice President.
- Performing recruitment activities i.e. application screening, interviewing & evaluating candidates for selected positions and maintaining records in hard copy and preparing various reports.
- Writing, revising, editing, and proofreading company policies & procedures and related documents as needed.

### **EXPERIENCE**

- Senior HR Manager at vTech Solution, Inc. from May 2015 to Present
- HR Specialist at UCEP Bangladesh from July 2012 to September 2014
- Head of Human Capital Development at BRAC Bank Limited Bangladesh from July 2009 to August 2011
- HR Executive at AB Bank Ltd from Jan 2009 to April 2009
- Assistant HR Officer at The World Bank from Sept 1998 to Dec 2008

### **EDUCATION**

#### **BSS (Hons) International Relations**

University of Dhaka, Dhaka, Bangladesh

#### **MSS International Relations**

University of Dhaka, Dhaka, Bangladesh

### **CERTIFICATION**

- SHRM/Villanova University Certificate in Human Resource Professional Management
- Lean Six Sigma Green Belt Certified

### **Intended Role & Responsibility for this Contract**

- Hire employees and process hiring-related paperwork for State vacancies.
- Interpret and explain human resources policies, procedures, laws, standards, or regulations.
- Prepare and maintain employment records related to events such as hiring, termination, leaves, transfers, or promotions, using vTech proprietary software.
- Select qualified job applicants or refer them to managers, making hiring recommendations when appropriate.
- Inform job applicants of details such as duties and responsibilities, compensation, benefits, schedules, and working conditions.
- Schedule or conduct new employee orientations. Maintain and update human resources documents.
- Confer with management to develop or implement personnel policies.

### **4.0 Documentation for Relevant Experience**

Our Technical Professional division comprises seasoned staffing strategists with an average of 18 years of professional experience. Our diverse team is driven by challenging projects, problem-solving, exceptional customer service, continual education, and a dedication to quality. With a strong track record in similar projects, we bring the expertise needed to meet your requirements effectively. Since past performance is the best indicator of future performance, we are citing below experience synopsis for similar projects to the requirement of the State:

### **Reference #1**

Maryland Department of Human Services (MDDHS)	
<b>Date of Service</b>	May 2018 – May 2024
<b>Contact Person</b>	Prabhu Mohapatra, Director, Finance
<b>Address</b>	311 W Saratoga St, Baltimore, MD 21201
<b>Telephone Number</b>	(352) 246-1255
<b>Email Address</b>	prabhu.mohapatra@maryland.gov
<b>Project Details</b>	<p>vTech is proud to have established a strong and trusted partnership with the Maryland Department of Human Services (MD DHS), providing exceptional temporary staffing support services. Our dedicated team has successfully sourced and placed highly qualified professionals to support various critical initiatives and programs within MD DHS, encompassing social services, healthcare, and community outreach.</p>  <p><b>Project Experience Overview (Contract Duration: May 2018 – Present)</b></p> <p>Over the past several years, vTech Solutions has been a strategic partner to MD DHS, providing a wide range of temporary staffing solutions to support their diverse initiatives and programs. Our extensive experience in the field has enabled us to understand and address the specific staffing needs of MD DHS effectively.</p> <p><b>Work Performed</b></p> <p>vTech Solutions is committed to delivering top-quality staffing services to MD DHS. Our rigorous recruitment processes and thorough candidate vetting ensure that only the most qualified professionals are placed within the organization. We prioritize excellence in service delivery and continuously strive to exceed MD DHS's expectations.</p> <ul style="list-style-type: none"> <li>• Developer - Informatica MDM</li> <li>• Data Analyst (Sr) - SQL Developer</li> <li>• Application Developer (Sr) - Java Full Stack</li> <li>• Solution Architect (CRM)</li> <li>• Data/Business Analyst and Tester</li> <li>• Business Analyst/Tester (Junior)</li> <li>• Business Analyst/Tester (Senior)</li> <li>• Project Manager Operations</li> <li>• Technical Project Manager (Senior)</li> <li>• Project Control Specialist</li> <li>• Security Analyst (Senior)</li> <li>• Scrum Master, Trainer, Content Developer</li> </ul> <p><b>Significant Successes</b></p> <p>Through our partnership with MD DHS, vTech Solutions has achieved numerous successes. We have supported the implementation of critical initiatives and programs, contributing to</p>

	the organization's overall effectiveness and impact. Our tailored staffing solutions have enabled MD DHS to enhance its operational efficiency, improve service delivery, and better serve the Maryland community
<b>Number of Placements Made in last 5 Years</b>	81

**Reference #2**

<b>State of Kansas Human Services</b>	
<b>Date of Service</b>	June 01, 2020 through May 31, 2025
<b>Contact Person</b>	Mike Wilkerson, Project Management Office Manager
<b>Address</b>	503 S. Kansas Ave., Topeka, KS 66603
<b>Phone Number</b>	785-291-3209
<b>Email Address</b>	<a href="mailto:michael.wilkerson@ks.gov">michael.wilkerson@ks.gov</a>
<b>Project Details</b>	<p>vTech is pleased to extend its IT staffing services to the State of Kansas, fostering a robust partnership aimed at meeting the state's technological staffing needs. Leveraging our expertise and commitment to excellence, we aim to provide tailored staffing solutions that align with the state's IT objectives and support its mission-critical projects.</p>  <p>With a proven track record in the IT staffing sector, vTech Solutions is well-positioned to deliver exceptional service to the State of Kansas, ensuring access to highly skilled professionals to drive innovation and efficiency in state IT initiatives.</p> <p><b>Project Experience Overview (Contract Duration - June 01, 2020 through May 31, 2025)</b></p> <p>Over the years, vTech Solutions has demonstrated proficiency in providing IT staffing services across various sectors, including government agencies. Our experience encompasses a wide range of IT roles, from software development and systems administration to cybersecurity and project management. With a deep understanding of the IT landscape and the specific needs of government organizations, vTech Solutions is equipped to source and place qualified professionals to support the State of Kansas in achieving its IT goals.</p> <p><b>Work Performed</b></p> <p>Quality is at the forefront of vTech's IT staffing services. We employ rigorous recruitment processes and comprehensive candidate evaluations to ensure that only the most qualified and capable individuals are selected for placement. Our commitment to quality extends throughout the engagement, with ongoing support and performance monitoring to ensure that the needs of the State of Kansas are met with excellence.</p> <ul style="list-style-type: none"> <li>• Analyst/Tester (Application Development)</li> <li>• Product Administrator</li> </ul>

	<ul style="list-style-type: none"> <li>• Product Specialist (Business Rules Engine)</li> <li>• UI/UX Designer</li> <li>• Project Manager (Subject Matter Expert)</li> <li>• Organizational Change Management (OCM)</li> <li>• GIS Specialist (Junior)</li> <li>• Tester (Junior)</li> </ul> <p><b>Significant Successes</b> Through our IT staffing services, vTech Solutions has facilitated numerous successes for government agencies and organizations. From supporting large-scale IT infrastructure projects to enhancing cybersecurity measures, our professionals have made significant contributions to the success of IT initiatives across various sectors. Our ability to align with the goals and objectives of our clients, coupled with our expertise in sourcing top IT talent, has resulted in impactful outcomes and positive feedback from stakeholders. We look forward to bringing this same level of success to our partnership with the State of Kansas.</p>
<b>Number of Placements Made in last 5 Years</b>	51

**Reference #3**

<b>District of Columbia on Behalf of Computer Aid, Inc.</b>	
<b>Date of Service</b>	December 2019 – September 2024
<b>Contact Person</b>	Krystal McGraw, Business Analyst, Lead
<b>Address</b>	441 4th Street, NW - Washington, DC
<b>Phone Number</b>	(717) 802-5743
<b>Email Address</b>	Krystal.McGraw@cai.io
<b>Project Details</b>	<p>vTech takes immense pride in its longstanding partnership with Computer Aid, Inc (CAI), serving as a trusted provider of staffing solutions. Awarded multiple contracts by CAI, vTech has been the consistent choice to fulfil their staffing needs since 2018. Our commitment to excellence and dedication to customer satisfaction are evident in our 100% satisfaction rate. Through this collaboration, vTech has showcased its expertise in comprehending and addressing the distinct staffing requirements of educational institutions effectively.</p>  <p><b>Project Experience Overview: (Contract Duration - December 2016 – Current)</b> Over the past 18 years, vTech has played an integral role in supporting CAI by providing a diverse range of staffing solutions. Alongside filling teaching positions and administrative roles, vTech has also supplied software development resources</p>

specializing in areas such as DevOps and cloud services, .NET, and systems/software architecture. This includes roles such as DevOps engineers, cloud architects, .NET developers, and software architects, ensuring that CAI has access to the latest expertise in software development to enhance their educational programs and administrative processes.

**Work Performed:**

At vTech, quality is non-negotiable. Our rigorous recruitment processes ensure that only the most qualified and dedicated professionals are placed within CAI, including those with specialized software development skills. We go above and beyond to match candidates not only based on their technical proficiency but also their alignment with CAI's educational objectives. This commitment to excellence has resulted in consistently high-quality staffing solutions that meet and exceed CAI's expectations.

- Application Support Analyst
- Cyber Security Analyst
- Cyber Security Specialist
- Senior Desktop Support Specialist
- Lead Desktop Support Specialist
- GIS Technician
- Project Manager
- Business Analyst
- Data Analyst
- Security Analyst
- GIS Specialist

**Significant Successes:**

Through our partnership with CAI, vTech has achieved numerous successes, contributing to the overall improvement of educational outcomes within the district. By providing highly skilled and motivated professionals, including those in software development roles, we have facilitated enhanced learning experiences for students and streamlined administrative processes for staff. Our collaborative approach and focus on achieving tangible results have made us a valued partner of CAI.

<b>Number of Placements Made in last 5 Years</b>	115
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**Reference #4**

<b>Virginia Housing Development Authority (VHDA)</b>	
<b>Date of Service</b>	Aug 2017 – Present
<b>Contact Person</b>	Leslie Allen
<b>Address</b>	601 S Belvidere St, Richmond, VA 23220
<b>Phone Number</b>	(877) 843-2123
<b>Email Address</b>	leslie.allen@vhda.com
<b>Project Details</b>	vTech is pleased to announce its collaboration with the Virginia Housing Development Authority (VHDA) to provide Staff Augmentation Services. We are committed to supporting VHDA

	<p>in fulfilling its staffing needs with excellence and efficiency. Our partnership with VHDA reflects our dedication to delivering top-tier staffing solutions tailored to meet the unique requirements of the housing development sector.</p>
<p><b>Past Experience Overview</b></p>	<p>Throughout its partnership with the Virginia Housing Development Authority (VHDA), vTech has consistently provided a diverse range of staffing solutions tailored to meet VHDA's unique needs. In addition to filling teaching positions and administrative roles, vTech has supplied skilled professionals specializing in areas such as data analysis, business analysis, security engineering, project management, software engineering, and database administration. These professionals have played integral roles in leveraging data insights, analyzing organizational processes, implementing robust security measures, leading successful projects, developing innovative software solutions, and managing database infrastructure to support VHDA's housing development initiatives effectively.</p>
<p><b>Work Performed</b></p>	<p>vTech's comprehensive recruitment process ensures the selection of highly skilled professionals who are not only proficient in their respective fields but also aligned with VHDA's objectives. Our team is dedicated to providing candidates who possess the expertise and experience necessary to excel in their roles, contributing to VHDA's mission and goals.</p> <ul style="list-style-type: none"> <li>• Data Analyst</li> <li>• Business Analyst</li> <li>• Security Engineer</li> <li>• Project Manager</li> <li>• Software Engineer</li> <li>• Database Administrator</li> </ul> <p><b>Significant Success</b></p> <p>vTech is honored to partner with VHDA in providing Staff Augmentation Services. We are committed to delivering exceptional staffing solutions that drive success and innovation for VHDA's mission-critical projects. Together, we look forward to achieving new heights of excellence and making a positive impact in the housing development sector.</p>
<p><b>Number of Placements Made in last 5 Years</b></p>	<p>71</p>

**5.0 Acknowledgement of Addendums**

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ LOT24\*011**

**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:**

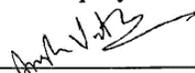
(Check the box next to each addendum received)

- |  |  |
|--|--|
| <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.

vTech Solution, 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