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

Welcome, Christopher W Seckman

Solicitation Response(SR)   **Dept:** 0511   **ID:** ESR10302400000003226   **Ver.:** 1   **Function:** New   **Phase:** Final   ▼   Modified by batch , 10/31/2024

Header 📎 2   ▭ ▬

List View

| General Information | Contact | Default Values | Discount | Document Information | Clarification Request |

Procurement Folder: 1475603	**SO Doc Code:** CRFQ
Procurement Type: Central Master Agreement	**SO Dept:** 0511
Vendor ID: VS0000021232 ⬆	**SO Doc ID:** MIS2500000001
Legal Name: FAAZ Consulting	**Published Date:** 10/16/24
Alias/DBA:	**Close Date:** 10/31/24
Total Bid: $6,658,080.00	**Close Time:** 13:30
Response Date: 10/30/2024 📅	**Status:** Closed
Response Time: 14:26	**Solicitation Description:** TECHNICAL TEMPORARY STAFFING SERVICES
Responded By User ID: FAAZ Consulting ⬆	**Total of Header Attachments:** 2
First Name: Fatima	**Total of All Attachments:** 2
Last Name: Ali	
Email: fatima@faazconsulting.com	
Phone: 3018200198	

	Department of Administration	**State of West Virginia**
	Purchasing Division	**Solicitation Response**
	2019 Washington Street East	
	Post Office Box 50130	
	Charleston, WV 25305-0130	

Proc Folder:	1475603
Solicitation Description:	TECHNICAL TEMPORARY STAFFING SERVICES
Proc Type:	Central Master Agreement

Solicitation Closes	**Solicitation Response**	**Version**
2024-10-31 13:30	SR 0511 ESR10302400000003226	1

VENDOR
VS0000021232
FAAZ Consulting

Solicitation Number:	CRFQ 0511 MIS2500000001				
Total Bid:	6658080	**Response Date:**	2024-10-30	**Response Time:**	14:26:15
Comments:					

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Senior Web Application Analyst	2080.0000	HOUR	75.000000	156000.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

4.1.1 Senior Web Application Analyst - quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Senior Web Application Analyst Optional renewal year 1	2080.0000	HOUR	77.000000	160160.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Web Application Analyst Optional renewal year 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Senior Web Application Analyst Optional renewal year 2	2080.0000	HOUR	80.000000	166400.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Web Application Analyst Optional renewal year 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Senior Web Application Analyst Optional renewal year 3	2080.0000	HOUR	82.000000	170560.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Web Application Analyst Optional renewal year 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Senior Application Oracle Database Administrator	2080.0000	HOUR	95.000000	197600.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

4.1.2 Senior Application Oracle Database Administrator-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Senior Application Oracle Database Administrator Opt Ren Yr1	2080.0000	HOUR	98.000000	203840.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Application Oracle Database Administrator Opt Ren Yr1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Senior Application Oracle Database Administrator Opt Ren Yr2	2080.0000	HOUR	101.000000	210080.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Application Oracle Database Administrator Opt Ren Yr2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Senior Application Oracle Database Administrator Opt Ren Yr3	2080.0000	HOUR	104.000000	216320.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Application Oracle Database Administrator Opt Ren Yr3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Senior Application DB2 Database Administrator	2080.0000	HOUR	90.000000	187200.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

4.1.3 Senior Application DB2 Database Administrator-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Senior Application DB2 Database Administrator Opt Ren Yr1	2080.0000	HOUR	93.000000	193440.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Application DB2 Database Administrator Opt Ren Yr1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Senior Application DB2 Database Administrator Opt Ren Yr2	2080.0000	HOUR	95.000000	197600.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Application DB2 Database Administrator Opt Ren Yr2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Senior Application DB2 Database Administrator Opt Ren Yr3	2080.0000	HOUR	98.000000	203840.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Application DB2 Database Administrator Opt Ren Yr3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	SQL Server Database Administrator	2080.0000	HOUR	80.000000	166400.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

4.1.4 SQL Server Database Administrator-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	SQL Server Database Administrator Opt Ren Yr 1	2080.0000	HOUR	82.000000	170560.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

SQL Server Database Administrator Opt Ren Yr 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	SQL Server Database Administrator Opt Ren Yr 2	2080.0000	HOUR	85.000000	176800.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

SQL Server Database Administrator Opt Ren Yr 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	SQL Server Database Administrator Opt Ren Yr 3	2080.0000	HOUR	87.000000	180960.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

SQL Server Database Administrator Opt Ren Yr 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
17	Help Desk Analyst	2080.0000	HOUR	50.000000	104000.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

4.1.5 Help Desk Analyst-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
18	Help Desk Analyst Optional Renewal Year 1	2080.0000	HOUR	52.000000	108160.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Help Desk Analyst Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
19	Help Desk Analyst Optional Renewal Year 2	2080.0000	HOUR	53.000000	110240.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Help Desk Analyst Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
20	Help Desk Analyst Optional Renewal Year 3	2080.0000	HOUR	55.000000	114400.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Help Desk Analyst Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
21	Business Analyst	2080.0000 HOUR		80.000000	166400.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

4.1.6 Business Analyst-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
22	Business Analyst Optional Renewal Year 1	2080.0000 HOUR		82.000000	170560.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Business Analyst Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
23	Business Analyst Optional Renewal Year 2	2080.0000 HOUR		85.000000	176800.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Business Analyst Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
24	Business Analyst Optional Renewal Year 3	2080.0000 HOUR		87.000000	180960.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Business Analyst Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
25	Information Systems Assistant	2080.0000 HOUR		50.000000	104000.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

4.1.7 Information Systems Assistant-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
26	Information Systems Assistant Optional Renewal Year 1	2080.0000	HOUR	52.000000	108160.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Information Systems Assistant Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
27	Information Systems Assistant Optional Renewal Year 2	2080.0000	HOUR	53.000000	110240.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Information Systems Assistant Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
28	Information Systems Assistant Optional Renewal Year 3	2080.0000	HOUR	55.000000	114400.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Information Systems Assistant Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
29	Programmer Analyst	2080.0000	HOUR	50.000000	104000.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

4.1.8 Programmer Analyst-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
30	Programmer Analyst Optional Renewal Year 1	2080.0000	HOUR	52.000000	108160.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Programmer Analyst Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
31	Programmer Analyst Optional Renewal Year 2	2080.0000	HOUR	53.000000	110240.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Programmer Analyst Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
32	Programmer Analyst Optional Renewal Year 3	2080.0000	HOUR	55.000000	114400.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Programmer Analyst Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
33	Senior Mainframe Application Analyst	2080.0000	HOUR	115.000000	239200.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

4.1.9 Senior Mainframe Application Analyst-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
34	Senior Mainframe Application Analyst Optional Ren Yr 1	2080.0000	HOUR	118.000000	245440.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Mainframe Application Analyst Optional Ren Yr 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
35	Senior Mainframe Application Analyst Optional Ren Yr 2	2080.0000	HOUR	122.000000	253760.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Mainframe Application Analyst Optional Ren Yr 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
36	Senior Mainframe Application Analyst Optional Ren Yr 3	2080.0000	HOUR	126.000000	262080.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Mainframe Application Analyst Optional Ren Yr 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
37	Mainframe Application Analyst	2080.0000	HOUR	80.000000	166400.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

4.1.10 Mainframe Application Analyst-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
38	Mainframe Application Analyst Renewal Yr 1	2080.0000	HOUR	82.000000	170560.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Mainframe Application Analyst Renewal Yr 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
39	Mainframe Application Analyst Renewal Yr 2	2080.0000	HOUR	85.000000	176800.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Mainframe Application Analyst Renewal Yr 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
40	Mainframe Application Analyst Renewal Yr 3	2080.0000	HOUR	87.000000	180960.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Mainframe Application Analyst Renewal Yr 3-quantity of hours listed is for bidding purposes only.

Proc Folder:	1475603	**Reason for Modification:**
Doc Description:	TECHNICAL TEMPORARY STAFFING SERVICES	
Proc Type:	Central Master Agreement	

Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2024-10-02	2024-10-31 13:30	CRFQ 0511 MIS2500000001	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000021232

Vendor Name : FAAZ Consulting LLC

Address : 1765 Greensboro Station Place Suite 900 McLean, VA 22102

Street : 1765 Greensboro Station Place

City : McLean

State : VA

Country : USA   **Zip :** 22102

Principal Contact : Fatima Ali

Vendor Contact Phone: 301-360-4365   **Extension:** 101

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor
Signature X _Fatima_   **FEIN#** 462271993   **DATE** 10/22/2024

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

ADDITIONAL INFORMATION

THE STATE OF WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WEST VIRGINIA DEPARTMENT OF HEALTH, OFFICE OF SHARED ADMINISTRATION, OFFICE OF MANAGEMENT INFORMATION SERVICES, IS SOLICITING BIDS TO ESTABLISH A CONTRACT FOR TECHNICAL TEMPORARY STAFFING SERVICES PER THE ATTACHED DOCUMENTS.

QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING BIDS

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Senior Web Application Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

4.1.1 Senior Web Application Analyst - quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Senior Web Application Analyst Optional renewal year 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Web Application Analyst Optional renewal year 1-quantity of hours listed is for bidding purposes only.

INVOICE TO			SHIP TO			
HEALTH AND HUMAN RESOURCES			HEALTH AND HUMAN RESOURCES			
MANAGEMENT INFORMATION SERVICE			MANAGEMENT INFORMATION SERVICE			
ONE DAVIS SQUARE, RM 211			321 CAPITOL ST, STE 200			
CHARLESTON	WV		CHARLESTON	WV		
US			US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Senior Web Application Analyst Optional renewal year 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Web Application Analyst Optional renewal year 2-quantity of hours listed is for bidding purposes only.

INVOICE TO			SHIP TO			
HEALTH AND HUMAN RESOURCES			HEALTH AND HUMAN RESOURCES			
MANAGEMENT INFORMATION SERVICE			MANAGEMENT INFORMATION SERVICE			
ONE DAVIS SQUARE, RM 211			321 CAPITOL ST, STE 200			
CHARLESTON	WV		CHARLESTON	WV		
US			US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Senior Web Application Analyst Optional renewal year 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Web Application Analyst Optional renewal year 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Senior Application Oracle Database Administrator	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
4.1.2 Senior Application Oracle Database Administrator-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Senior Application Oracle Database Administrator Opt Ren Yr1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application Oracle Database Administrator Opt Ren Yr1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Senior Application Oracle Database Administrator Opt Ren Yr2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Application Oracle Database Administrator Opt Ren Yr2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Senior Application Oracle Database Administrator Opt Ren Yr3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Application Oracle Database Administrator Opt Ren Yr3-quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Senior Application DB2 Database Administrator	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
4.1.3 Senior Application DB2 Database Administrator-quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Senior Application DB2 Database Administrator Opt Ren Yr1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application DB2 Database Administrator Opt Ren Yr1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Senior Application DB2 Database Administrator Opt Ren Yr2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Application DB2 Database Administrator Opt Ren Yr2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Senior Application DB2 Database Administrator Opt Ren Yr3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Application DB2 Database Administrator Opt Ren Yr3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	SQL Server Database Administrator	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
4.1.4 SQL Server Database Administrator-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	SQL Server Database Administrator Opt Ren Yr 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
SQL Server Database Administrator Opt Ren Yr 1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO			
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES			
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE			
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200			
CHARLESTON WV		CHARLESTON WV			
US		US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	SQL Server Database Administrator Opt Ren Yr 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

SQL Server Database Administrator Opt Ren Yr 2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO			
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES			
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE			
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200			
CHARLESTON WV		CHARLESTON WV			
US		US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	SQL Server Database Administrator Opt Ren Yr 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

SQL Server Database Administrator Opt Ren Yr 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	Help Desk Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
4.1.5 Help Desk Analyst-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	Help Desk Analyst Optional Renewal Year 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Help Desk Analyst Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	Help Desk Analyst Optional Renewal Year 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Help Desk Analyst Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
20	Help Desk Analyst Optional Renewal Year 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Help Desk Analyst Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
21	Business Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

4.1.6 Business Analyst-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
22	Business Analyst Optional Renewal Year 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Business Analyst Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
23	Business Analyst Optional Renewal Year 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Business Analyst Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
24	Business Analyst Optional Renewal Year 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Business Analyst Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO			
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
25	Information Systems Assistant	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

4.1.7 Information Systems Assistant-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO			
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
26	Information Systems Assistant Optional Renewal Year 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Information Systems Assistant Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
27	Information Systems Assistant Optional Renewal Year 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Information Systems Assistant Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
28	Information Systems Assistant Optional Renewal Year 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Information Systems Assistant Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
29	Programmer Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

4.1.8 Programmer Analyst-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
30	Programmer Analyst Optional Renewal Year 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Programmer Analyst Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
31	Programmer Analyst Optional Renewal Year 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Programmer Analyst Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
32	Programmer Analyst Optional Renewal Year 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Programmer Analyst Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO				
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US				

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
33	Senior Mainframe Application Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
4.1.9 Senior Mainframe Application Analyst-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO				
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US				

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
34	Senior Mainframe Application Analyst Optional Ren Yr 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Mainframe Application Analyst Optional Ren Yr 1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
35	Senior Mainframe Application Analyst Optional Ren Yr 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Mainframe Application Analyst Optional Ren Yr 2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
36	Senior Mainframe Application Analyst Optional Ren Yr 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Mainframe Application Analyst Optional Ren Yr 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO			
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES			
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE			
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200			
CHARLESTON	WV	CHARLESTON	WV		
US		US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
37	Mainframe Application Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
4.1.10 Mainframe Application Analyst-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO			
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES			
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE			
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200			
CHARLESTON	WV	CHARLESTON	WV		
US		US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
38	Mainframe Application Analyst Renewal Yr 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Mainframe Application Analyst Renewal Yr 1-quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
39	Mainframe Application Analyst Renewal Yr 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Mainframe Application Analyst Renewal Yr 2-quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
40	Mainframe Application Analyst Renewal Yr 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Mainframe Application Analyst Renewal Yr 3-quantity of hours listed is for bidding purposes only.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	VENDOR QUESTION DEADLINE	2024-10-10

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

☑ A pre-bid meeting will not be held prior to bid opening

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted emails should have the solicitation number in the subject line.

Question Submission Deadline: October 10, 2024 at 10:00 AM ET

Submit Questions to: Crystal Hustead
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-3970
Email: crystal.g.hustead@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through *wv*OASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through *wv*OASIS at its sole discretion. Such a prohibition will be contained and communicated in the *wv*OASIS system resulting in the Vendor's inability to submit bids through *wv*OASIS. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via email. Bids submitted in paper or facsimile form must contain a signature. Bids submitted in *wv*OASIS are deemed to be electronically signed.

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in *wv*OASIS. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus _____n/a_____ convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

Revised 8/24/2023

Bid Delivery Address and Fax Number:
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME: FAAZ Consulting LLC
BUYER: Crystal Hustead
SOLICITATION NO.: CRFQ MIS2500000001
BID OPENING DATE: October 31, 2024
BID OPENING TIME: 1:30 PM ET
FAX NUMBER: 304-558-3970

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by *wv*OASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: October 31, 2024 at 1:30 PM ET

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

☑ This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the $125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women- owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in *wv*OASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance."

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b."

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

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

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

22. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

23. EMAIL NOTIFICATION OF AWARD: The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor *wv*OASIS or the Purchasing Division's website to determine when a contract has been awarded.

24. ISRAEL BOYCOTT CERTIFICATION: Vendor's act of submitting a bid in response to this solicitation shall be deemed a certification from bidder to the State that bidder is not currently engaged in, and will not for the duration of the contract, engage in a boycott of Israel. This certification is required by W. Va. Code § 5A-3-63.

GENERAL TERMS AND CONDITIONS:

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

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

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

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

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

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

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

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

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

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

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

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

☑ **Term Contract**

Initial Contract Term: The Initial Contract Term will be for a period of <u>One (1)</u> <u>year</u>. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

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

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

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

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

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

    ☐ the contract will continue for _____ years;

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

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

☐ **Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

☐ **Other:** Contract Term specified in _____

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

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

☑ **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

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

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

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

☐ **Construction:** This Contract is for construction activity more fully defined in the specifications.

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

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

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

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

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

Vendor must maintain:

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

☑ **Automobile Liability Insurance** in at least an amount of: $1,000,000.00 per occurrence.

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

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

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

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

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

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

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

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

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

☐ _____ for _____.

☐ Liquidated Damages Contained in the Specifications.

☑ Liquidated Damages Are Not Included in this Contract.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

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

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

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

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

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

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

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

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

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

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

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

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

a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.

b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.

c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars ($2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

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

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

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

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

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

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

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

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) ___Fatima Ali - VP Contracts_____

(Address) ___1765 Greensboro Station Place Suite 900 McLean, VA 22102___

(Phone Number) / (Fax Number) ___301-360-4365 ext 101 / 301-710-6132___

(email address) ___fatima@faazconsulting.com_____

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, 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.

FAAZ Consulting LLC
_____
(Company)

[signature]
_____
(Signature of Authorized Representative)
Fatima Ali - VP Contracts - 10/22/2024
_____
(Printed Name and Title of Authorized Representative) (Date)
301-360-4365 x 101 / 301-710-6132
_____
(Phone Number) (Fax Number)
fatima@faazconsulting.com
_____
(Email Address)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ MIS2500000001

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)

☑ Addendum No. 1	☐ Addendum No. 6
☐ Addendum No. 2	☐ Addendum No. 7
☐ Addendum No. 3	☐ Addendum No. 8
☐ Addendum No. 4	☐ Addendum No. 9
☐ Addendum No. 5	☐ 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.

FAAZ Consulting LLC
Company

Fatma
Authorized Signature

10/22/2024
Date

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

Revised 8/24/2023

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Office of Shared Administration, Office of Management Information Services (OMIS), also referred to as Agency or Department hereinafter, to establish multiple open-end contracts for technical temporary staffing services. This contract shall cover for the following position classifications:

   1. Senior Web Application Analyst
   2. Senior Application Oracle Database Administrator
   3. Senior Application DB2 Database Administrator
   4. SQL Server Database Administrator
   5. Help Desk Analyst
   6. Business Analyst
   7. Information Systems Assistant
   8. Programmer Analyst
   9. Senior Mainframe Application Analyst
   10. Mainframe Application Analyst

The position classifications listed above are to provide for the technical expertise to meet the contracted staffing needs for all entities within the West Virginia Office of Shared Administration, West Virginia Department of Health, West Virginia Department of Health Facilities, West Virginia Department of Human Services, and Office of Management Information Services (OMIS) for support of our IT efforts. This includes support for all Agencies that might have the need for these specific services. These services would be used to develop modifications and enhancements to the computer systems for the end-user State agency, as well as mentor, provide technical training and support and provide "shadowing" opportunities for State analysts, among other tasks as defined by the end-user State agency on its Delivery Order for the services.

Though most of the requested services are likely to be for work in the metro-Charleston, WV area, during the life of the contract, the end-user Agency may be located in, and may request services be provided in the entire State of West Virginia.

BACKGROUND & CURRENT OPERATING ENVIRONMENT: The end-user Agencies manage many systems (some specifically designed for the Agencies) that support various applications for the State of West Virginia. These systems have varying platforms; mainframe Natural and DB2, client server PowerBuilder and Oracle, and web applications, Java, and Visual Studio/MVC, among others. At times, many Agencies require additional

technical expertise and support to accomplish specific project goals for these systems.

This request is covered in part or in whole by federal funds. All bidders will be required to acknowledge and adhere to Attachment 1- "Federal Funds Addendum"

The WVDHHR has developed an EEOP Utilization Report, and it is available at: http//www.wvdhhr.org/pdfs/h1.5%20utilization%20report%20and%20eeo%20policy.pdf .

2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

> 2.1 **"Contract Services"** means providing temporary staffing services for the list of classifications identified in Section 1 (above) and/or Section 4.1 (below) as more fully described in these specifications.
>
> 2.2 **"Pricing Page"** means the pages, contained wvOASIS or attached hereto as Exhibit A, upon which Vendor should list its proposed price for the Contract Services.
>
> 2.3 **"Solicitation"** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
>
> 2.4 **"COGNOS"** means IBM's COGNOS software.
>
> 2.5 **"CRM"** means Microsoft's Dynamics CRM software.
>
> 2.6 **"DB2"** means IBM's DB2 database software.
>
> 2.7 **".NET"** means Microsoft's .NET or .NET Framework software.
>
> 2.8 **"SDLC"** means Software or Systems Development Life Cycle, a standard term to describe the process of planning for, creating, testing, and deploying software or systems applications.

3. **QUALIFICATIONS:** Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

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

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

4. **MANDATORY REQUIREMENTS:**

   4.1 Mandatory Contract Services Requirements and Deliverables: Contract Services must meet or exceed the mandatory requirements listed below.

   4.1.1 Senior Web Application Analyst:

   4.1.1.1 Senior Web Application Analyst must have a minimum of five (5) years of .Net development experience with dynamic database driven enterprise level web applications.

   4.1.1.2 Senior Web Application Analyst must have a minimum of five (5) years of experience in web development using ASP.Net, AJAX, Visual Studio (version 2008 or higher), .NET framework 2.0+, JavaScript and C#.

   4.1.1.3 Senior Web Application Analyst must have a minimum of five (5) years of Relational Database experience.

   4.1.1.4 Senior Web Application Analyst must have a minimum of five (5)

years Data Design/Data Modeling experience.

4.1.1.5 Senior Web Application Analyst must have a minimum of five (5) years of Analysis and Design experience.

4.1.1.6 Senior Web Application Analyst must have a minimum of three (3) years of experience using ASP.Net MVC, WCF, jQuery and jQuery UI.

4.1.1.7 Senior Web Application Analyst must have a minimum of two (2) years of experience using a client side MVVM architectural model for building web applications.

4.1.1.8 Senior Web Application Analyst must have a minimum of two (2) years of experience with designing and developing applications using SOAP/ REST Web Services.

4.1.1.9 Senior Web Application Analyst must have a minimum of two (2) years of experience with Microsoft SharePoint Services/Server and Team Foundation Server (TFS) for team collaboration.

4.1.1.10 Senior Web Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.2 **Senior Application Oracle Database Administrator:**

4.1.2.1 Senior Application Oracle Database Administrator must be an Oracle Database Administrator Certified Professional.

4.1.2.2 Senior Application Oracle Database Administrator must have a minimum of ten (10) years of experience with the maintenance and management of Oracle database systems.

4.1.2.3 Senior Application Oracle Database Administrator must have a minimum of a bachelor's degree in computer science or a related field from an accredited institution or a minimum of six (6) years of equivalent work experience.

4.1.2.4 Senior Application Oracle Database Administrator must have a

minimum of five (5) years of experience in providing connectivity to an Oracle database.

4.1.2.5   Senior Application Oracle Database Administrator must have a minimum of five (5) years providing assistance to programming staff in debugging triggers, procedures, functions, and packages (PL/SQL Code).

4.1.2.6   Senior Application Oracle Database Administrator must have a minimum of five (5) years in optimizing SQL execution for Oracle SQL procedures, functions, packages and triggers.

4.1.2.7   Senior Application Oracle Database Administrator must have a minimum of five (5) years of experience writing and maintaining UNIX/LINUX shell scripts in HP UNIX and/or RedHat LINUX environment.

4.1.2.8   Senior Application Oracle Database Administrator must have a minimum of five (5) years of experience in Data Modeling.

4.1.2.9   Senior Application Oracle Database Administrator must have a minimum of five (5) years of experience in utilization of Oracle RMAN backup to include full and incremental backups and cloning a database.

4.1.2.10   Senior Application Oracle Database Administrator must have a minimum of two (2) years of experience with the utilization and administration of Oracle Warehouse Builder.

4.1.2.11   Senior Application Oracle Database Administrator must have a minimum of two (2) years in fine grain access control in an Oracle database.

4.1.3   **Senior Application DB2 Database Administrator:**

4.1.3.1   Senior Application DB2 Database Administrator must have a minimum of five (5) years of experience with the maintenance and management of DB2 database systems.

4.1.3.2   Senior Application DB2 Database Administrator must have a minimum of a Bachelor's degree in Computer Science or a related

field from an accredited institution or a minimum of five (5) years of equivalent work experience.

4.1.3.3 Senior Application DB2 Database Administrator must have a minimum of five (5) years of experience in managing permissions to a DB2 database.

4.1.3.4 Senior Application DB2 Database Administrator must have a minimum of five (5) years of providing assistance to programming staff in debugging triggers, procedures, functions, and packages.

4.1.3.5 Senior Application DB2 Database Administrator must have a minimum of five (5) years in optimizing SQL execution for DB2 SQL procedures, functions, packages, and triggers.

4.1.3.6 Senior Application DB2 Database Administrator must have a minimum of five (5) years of experience in Data Modeling.

4.1.3.7 Senior Application DB2 Database Administrator must have a minimum of five (5) years of experience developing and performing disaster recovery procedures.

4.1.3.8 Senior Application DB2 Database Administrator should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.4 **SQL Server Database Administrator:**

4.1.4.1 SQL Server Database Administrator must have a minimum of three (3) years of experience with the operation, maintenance, and implementation of Microsoft SQL Server database (SQL Server 2008 and higher). This experience must include the candidate being proficient in T-SQL and package creation (stored procedures) and utilization.

4.1.4.2 SQL Server Database Administrator must have a minimum of three (3) years of experience with the creation of databases and database primary objects in SQL Server.

4.1.4.3 SQL Server Database Administrator must have a minimum of three (3) years of experience in backup and recovery of SQL Server databases.

4.1.4.4 SQL Server Database Administrator must have a minimum of two (2) years of experience migrating prior versions of SQL Server to SQL Server 2012 on Windows servers. This must include the conversion of DTS packages to SSIS.

4.1.4.5 SQL Server Database Administrator must have a minimum of two (2) years of experience installing, implementing, and monitoring SSIS and SSAS for SQL Server 2008.

4.1.4.6 SQL Server Database Administrator must have a minimum of two (2) years of experience in command line Data Definition Language (DDL) operations and scripting.

4.1.5 Help Desk Analyst:

4.1.5.1 Help Desk Analyst must have a minimum of three (3) years of experience in providing technical assistance to computer system users on a variety of issues. Must identify, research, and resolve technical problems. Must respond to telephone calls, email, and personnel requests for technical support. Must document, track, and monitor the problem to ensure a timely resolution. Must answer questions to resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

4.1.5.2 Help Desk Analyst must have a minimum of one (1) year of experience in the field of a support office or in a related area.

4.1.5.3 Help Desk Analyst must have knowledge of commonly used Help Desk concepts, practices, and procedures within an Information Technology field. Relies on instructions and pre-established guidelines to perform the functions of the job.

4.1.5.4 Help Desk Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders

including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.6   Business Analyst:

4.1.6.1   Business Analyst must have a minimum of a Bachelor's degree from an accredited college or university in computer science or related field and a minimum of one (1) year of experience in the field or in a related area, or a minimum of an Associate's degree from an accredited college, university, or business school in computer science or related field and a minimum of three (3) years of full-time computer programming experience, or a minimum of five (5) years of experience in the field or in a related area.

4.1.6.2   Business Analyst must have a minimum of three (3) years of experience with standard concepts, practices, and procedures within application development. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

4.1.6.3   Business Analyst must have a minimum of three (3) years of experience with facilitating meetings or Joint Application Development (JAD) sessions in eliciting business requirements, operational constraints, and assumptions.

4.1.6.4   Business Analyst must have a minimum of three (3) years of experience in Systems Development Life Cycle (SDLC).

4.1.6.5   Business Analyst must have a minimum of three (3) years of experience in the review, analysis, and evaluation of business systems and user needs. Must formulate systems to parallel overall business strategies. Must prepare solution options and risk identification. Must create documents that contain detailed descriptions of user needs, program functions, and steps required to develop or modify computer programs. Must play an active role in acceptance testing, document results, reports issues and retests, as necessary. Must adhere to project standards.

4.1.6.6   Business Analyst must have a minimum of three (3) years of experience in preparing and documenting Functional and Technical

Specifications for reporting and data warehouse work. Must assist with business warehouse/intelligence support and enhancements. Must assist in deployment and management of end-user reporting tools and platforms. Must work with IT and business project teams to understand reporting and data warehousing requirements and propose solutions. Must provide reporting knowledge transfer training to other team members.

4.1.6.7 Business Analyst must have a minimum of three (3) years of experience with relational database concepts, and client-server concepts. Works under general supervision; typically reports to a project leader or manager.

4.1.6.8 Business Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.7 **Information Systems Assistant:**

4.1.7.1 Information Systems Assistant must have a minimum of one (1) year of experience in data processing, word processing, computer operations, system monitoring, data job coordination or advanced level office work which involved operation a computer equipment.

4.1.7.2 Information Systems Assistant must have a minimum of one (1) year of experience maintaining hardware and software.

4.1.7.3 Information Systems Assistant must have a minimum of one (1) year of experience in backup and recovery procedures.

4.1.7.4 Information Systems Assistant must have a minimum of one (1) year of experience maintaining and preparing comprehensive and accurate reports such as inventory, electronic calendars, and database files.

4.1.7.5 Information Systems Assistant must have a minimum of one (1) year of experience purchasing computer hardware components.

4.1.7.6 Information Systems Assistant should have excellent communications skills (both verbal and written) to communicate

with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.8 Programmer Analyst:

4.1.8.1 Programmer Analyst must have a minimum of a Bachelor's degree from an accredited college or university in computer science or related field including but not limited to business data programming, business systems analysis, computer servicing technologies, information systems management, data processing or computer engineering, **or** a minimum of an associate's degree and eighteen (18) months of equivalent work experience **or** a minimum of three (3) years equivalent work experience.

4.1.8.2 Programmer Analyst must have a minimum of three (3) years of experience with database management, documentation project control techniques, data processing concepts and equipment usage.

4.1.8.3 Programmer Analyst must have a minimum of three (3) years of experience developing and maintaining complex systems and evaluate and analyze system requests to develop work plans for systems development and maintenance.

4.1.8.4 Programmer Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.9 Senior Mainframe Application Analyst:

4.1.9.1 Senior Mainframe Application Analyst must have a minimum of a Bachelor's degree in Computer Science or a related field from an accredited institution or a minimum of five (5) years of equivalent work experience required.

4.1.9.2 Senior Mainframe Application Analyst must have a minimum of five (5) years of Mainframe Application development experience using COBOL, CICS, and JCL.

4.1.9.3 Senior Mainframe Application Analyst must have a minimum of five (5) years of Relational Database experience.

4.1.9.4 Senior Mainframe Application Analyst must have a minimum of five (5) years of Analysis and Design experience.

4.1.9.5 Senior Mainframe Application Analyst must have a minimum of three (3) years of experience as a lead analyst or in a senior analyst role.

4.1.9.6 Senior Mainframe Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.10 Mainframe Application Analyst:

4.1.10.1 Mainframe Application Analyst must have a minimum of three (3) years of Mainframe Application development experience using COBOL, CICS and JCL.

4.1.10.2 Mainframe Application Analyst must have a minimum of three (3) years of Relational Database experience.

4.1.10.3 Mainframe Application Analyst must have a minimum of three (3) years of Analysis and Design experience.

4.1.10.4 Mainframe Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.2 VENDOR RESPONSIBILITIES

4.2.1 Bidders must provide an hourly rate for each position they expect to submit qualifications for proposed candidates for, as requested by Agency. When

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

4.2.2 Successful vendors must provide staffing as requested by the Agency. Assignments also may be for a specified period and quantity of hours as indicated on each delivery order. Consistent failure on the part of a successful vendor to fulfill requests from the Agency, or consistently being unresponsive to Agency's requests for staffing services, may be grounds for cancellation of the vendor's entire contract.

4.2.3 Successful vendors must provide hourly rates that are inclusive of all costs including, but not limited to, federal, state and local withholding taxes, social security & Medicare taxes as well as all unemployment compensation, workers compensation, general and professional liability premiums. All overhead for the vendor and fringe benefits for the candidate must be included in the successful vendor's hourly rates. Overtime pay may not be billed at a higher rate to the agency. All hours worked beyond the standard workweek will be billed at the contracted pay rate. All travel expenses must be included in the vendor's hourly rates and may not be billed separately.

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

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

4.2.6 Successful vendor is prohibited from providing as a candidate any employee who was previously dismissed for disciplinary or performance reasons by any State Agency, Facility, or Office, whether as a full-time employee or as contract temporary staff.

4.2.7 Successful vendor having the first priority contract for any classification required by the Agency will be contacted first and will have 48 hours (2

business days) to **acknowledge the initial request for staffing** (in writing, by a means dictated by the Agency on the initial contact request, but likely by email or fax), and **must inform the Agency if they are able or unable to fulfill the request**. If unable to supply a candidate at the time, Vendor must provide a written waiver to the Agency within this same 48 hours (2 business days) timeframe. Failure to provide a written waiver will serve as a waiver as it pertains to the Agency's ability to proceed to contacting the next lowest cost vendor. However, repeated failure to provide a written waiver may be grounds for cancellation of a vendor's entire contract (ie, all awarded classifications).

If vendor is able to supply candidate(s), the Agency prefers the vendor send qualified candidate names within five calendar days of the Agency's request, however, the Vendor must submit a qualified candidate list within ten (10) business days of the date of the Agency's initial request.

Vendors must provide all documentation for every candidate who indicates they meet the requirements for the classification, including a qualifications document (template supplied by the agency) and resumes. Vendors may send multiple resumes so the agency may choose the most appropriate candidate.

Should a vendor not respond within the allowed number of days from the original notice of the Agency need (e.g. 2 days to confirm/waiver of request; 10 business days to provide a list of candidates), the vendor with the second lowest cost contract and other vendors for the classification will be contacted and given the opportunity to provide needed staffing. Evaluation will be completed in order of lowest cost quoted.

This second vendor will follow the same process as the first vendor; then the third vendor, and so on, until either a vendor successfully provides a staffing candidate, or all vendors qualifying for award of a contract for that classification are contacted. No second opportunity to meet the need will be given to any vendor until all vendors have been contacted in order of award.

The vendor's provided candidate must consistently perform the contracted duties as outlined in these specifications or in the project-specific scope included within any Delivery Order. The Agency will notify the awarded vendor if a vendor's employee fails to consistently perform the contracted duties. The Agency may, as part of this notification, request the Vendor replace the candidate; if so, the Vendor has 2 weeks (10 business days) from

this notification to provide the qualifications for a replacement. However, the agency prefers the vendor provide a replacement candidate list within five business days of the notice. If the vendor provided a candidate under false documentation, that will be grounds for cancellation of the Delivery Order.

4.2.8 The successful candidate(s) will be required to present a timesheet for approval on a regular basis not less than a one (1) week period and not more than monthly.

4.2.9 If during the term of the Delivery Order the candidate placed by the vendor leaves the company and/or has to be replaced; the vendor must give written notice to the Agency within one (1) business day, explaining the circumstances of departure, and must replace the candidate with another candidate meeting or surpassing all the requirements for the filled classification listed in Section 4.1 of this contract to maintain continuity of services. Vendor must provide to the Agency a list of potential candidates for the replacement staffing needs within 2 weeks (10 business days) of the notification of replacement. However, the agency prefers the vendor to provide a replacement candidate list within five business days of the notice. Vendors must provide documentation and resumes for every candidate which indicates their meeting the requirements for the classification. Vendors may send multiple resumes so that the agency may choose. Any interruption of service greater than ten (10) business days will be grounds for cancellation of the Delivery Order. If the Agency needs to issue a secondary Delivery Order to cover any cancelled Delivery Order, they are not required to contact or acquire waivers from any vendor for which they had previously contacted to fill the classification (copies of the original waivers and documentation regarding the cancellation should be kept in the files for both the original the replacement Delivery Order(s).

The agency will either issue a new delivery or may issue a change order to the original delivery order for the replacement candidate. Any hours not worked by the original candidate will be reduced on the delivery order.

4.2.10 Successful Vendors and candidates must comply with all Agency policies and procedures. Any access or user accounts issued to a candidate to permit work in the State computing environment are subject to revocation without notice, and random or periodic audit of user activity may be conducted by the Agency.

4.3 DUTIES AND RESPONSIBILITIES OF THE AGENCY

4.3.1 **Ordering Procedure:** Agency will notify (in writing) the successful Vendor with the current priority for any classification of the number of candidates needed, the total number of hours required for the assignment/project, the proposed length of the assignment, the basic description of the project for which the candidate will be used, and any assignment/project-specific requirements. Agency may issue multiple notifications to the same vendor to simultaneously request the same or different classifications, for the same or different assignments; the Agency has full discretion on how they wish to organize and issue notifications to the Vendor with current priority; the Vendor may confirm or waive any individual notification in its entirety, but may not partially confirm or waive a notification without express written approval of the Agency (ie, the Agency should indicate on its notification for more than a single quantity of any classification whether or not it is willing to allow the Vendor to partially confirm or waive.) For example, the Agency requires two Technical Writers for an assignment. If they are willing to allow the first priority Vendor to provide one while waiving the other, they should indicate this in the notification.

Upon receipt of required documents, interviews will be conducted (onsite or remote) and review of qualifications will be performed by the Agency in order to verify the candidate meets the requirements for the requested classification.

After the Agency has chosen the candidate from those provided by the Vendor, the Agency will notify the vendor for a signed and dated quote (see Vendor Responsibilities, above), then the Agency will complete a Delivery Order noting the Candidate, the Hourly Rate, the Quantity of Hours required for the project, start and end dates for the Delivery Order/Project, and any other information or requirements pertinent to the project for each classification requested and provide the vendor a copy of the delivery order.

Delivery Orders in excess of $250,000.00 shall require processing as Centralized Delivery Orders through the WV State Purchasing Division. Orders of $250,000.00 or under will be processed as Agency Delivery Orders. Signed and dated vendor quote shall be included with each Delivery Order (ie, scanned and electronically attached in wvOASIS).

4.3.2 Successful Vendor(s)' candidate shall work under Agency supervision. The Agency shall be solely responsible to provide each candidate with day-to-day guidance in the execution of responsibilities at the Agency.

4.3.3 Agency reserves the right to terminate the candidate selected for a position providing services to the Agency without cause if it is determined to be in the best interest and well-being of the Agency. Termination would occur by cancellation of the remainder of the Delivery Order and does not require prior notification to the Vendor.

4.3.4 Independent Contractor Status: The purpose of this contract is to obtain temporary services that are provided by individuals or entities as independent contractors and not as employees of the State of West Virginia. The distinction between an independent contractor and an employee is complex and can require an analysis of 20 or more factors relating to the circumstances of each contract. The Internal Revenue Service and the U.S. Department of Labor have provided guidance on this issue at:

IRS – http://www.irs.gov/pub/irs-pdf/p15a.pdf

IRS – http://www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/Independent-Contractor-Self-Employed-or-Employee

DOL – http://www.dol.gov/elaws/esa/flsa/docs/contractors.asp

Prior to utilizing the services available under this contract, each agency must ensure that factors relating to the broad categories of behavioral control, financial control, and the type of relationship between the state and the temporary worker will not cause the independent contractor relationship to be construed as an employee/employer relationship. Items that must be considered include but are not limited to, the degree of control exercised by the State over the temporary worker relating to performance of the job and the degree to which the temporary worker is integrated into the State's system. The Purchasing Division recommends that each agency review the IRS and DOL publications found at the links above and obtain further assurance from their respective internal legal counsel to maintain the independent contractor status of individuals and entities hired under this contract.

4.3.5 It is the sole responsibility of the Agency to ensure that they are notifying the appropriately prioritized vendor for each classification; the Vendor is not responsible for determining if the Agency has acquired the necessary waiver

from, or documented the non-responsiveness of, any other vendor in order for them to be appropriately contacting the current Vendor.

4.4 Hiring of Temporary Employees/Credit Application

4.4.1 There shall be no fee incurred by the State of West Virginia if the Department decides to hire a temporary employee in a permanent position.

4.4.2 Vendor shall not require a credit application to be completed by the Department.

4.4.3 Vendor shall not request nor require any additional forms, policy statements, etc. to be signed by the Department.

4.4.4 No additional terms and conditions shall be requested or required by Vendor to Department for any positions filled through this contract.

4.4.5 Any remaining hours not worked by the candidate will be reduced and the delivery order liquidated and closed.

4.5 HIPAA

4.5.1 The HIPAA requirements are attached. This must be signed by the Vendor and returned prior to issuance of any contract.

5. CONTRACT AWARD:

5.1 Contract Award: The contract is intended to provide Agencies with a purchase price on all Contract Items. The contract will be a progressive award with multiple vendors. Awards will be based on the lowest price per classification provided on the pricing page in wvOASIS. Request for service will be placed by email to the lowest bidder. If the lowest bidder cannot provide the services requested at the requested time, within the requested timeframe, the second lowest bidder will be contacted and so forth. We will allow for forty-eight (48) hours from the time the email has been sent for the vendor to determine if they will be able to meet our needs and send confirmation back by email. If confirmation has not been received by forty-eight (48), we will move to the next lowest bidder and send a request via email, and the second lowest bidder will have forty-eight (48) hours to send an email confirmation and so forth.

5.2 Pricing Page: Vendor should complete the Pricing Pages (Exhibit A) by providing an hourly rate for each classification and renewal year as listed. The vendor must factor in all costs (taxes, benefits, etc.) as part of the firm and fixed hourly rate. Vendor may choose to bid all classifications or singular classifications. The hours listed on the pricing pages are an estimate and will only be used to evaluate bids. Vendor should complete the Pricing Page in their entirety as failure to do so may result in Vendor's bids being disqualified.

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

Vendors should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document.

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

7. **PAYMENT:** Agency shall pay only the hourly rate as shown on the Pricing Pages, for all Contract Services performed and accepted under this Contract. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

8. **TRAVEL:** Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the Agency separately.

9. **FACILITIES ACCESS:** Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. In the event that access cards and/or keys are required:

   9.1. Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.

   9.2. Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.

9.3. Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.

9.4. Anyone performing under this Contract will be subject to Agency's security protocol and procedures.

9.5. Vendor shall inform all staff of Agency's security protocol and procedures.

10. VENDOR DEFAULT:

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

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

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

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

    10.1.4. Failure to remedy deficient performance upon request.

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

    10.2.1. Immediate cancellation of the Contract.

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

    10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

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

Contract Manager: _Fatima Ali_

Telephone Number: _301-360-4365 x 101_

Fax Number: _301-710-6132_

Email Address: _fatima@faazconsulting.com_

FEDERAL FUNDS ADDENDUM
2 C.F.R. §§ 200.317 – 200.327

Purpose: This addendum is intended to modify the solicitation in an attempt to make the contract compliant with the requirements of 2 C.F.R. §§ 200.317 through 200.327 relating to the expenditure of certain federal funds. This solicitation will allow the State to obtain one or more contracts that satisfy standard state procurement, state federal funds procurement, and county/local federal funds procurement requirements.

Instructions: Vendors who are willing to extend their contract to procurements with federal funds and the requirements that go along with doing so, should sign the attached document identified as: "REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317)"

Should the awarded vendor be unwilling to extend the contract to federal funds procurement, the State reserves the right to award additional contracts to vendors that can and are willing to meet federal funds procurement requirements.

Changes to Specifications: Vendors should consider this solicitation as containing two separate solicitations, one for state level procurement and one for county/local procurement.

State Level: In the first solicitation, bid responses will be evaluated with applicable preferences identified in sections 15, 15A, and 16 of the "Instructions to Vendors Submitting Bids" to establish a contract for both standard state procurements and state federal funds procurements.

County Level: In the second solicitation, bid responses will be evaluated with applicable preferences identified in Sections 15, 15A, and 16 of the "Instructions to Vendors Submitting Bids" omitted to establish a contract for County/Local federal funds procurement.

Award: If the two evaluations result in the same vendor being identified as the winning bidder, the two solicitations will be combined into a single contract award. If the evaluations result in a different bidder being identified as the winning bidder, multiple contracts may be awarded. The State reserves the right to award to multiple different entities should it be required to satisfy standard state procurement, state federal funds procurement, and county/local federal funds procurement requirements.

State Government Use Caution: State agencies planning to utilize this contract for procurements subject to the above identified federal regulations should first consult with the federal agency providing the applicable funding to ensure the contract is complaint.

County/Local Government Use Caution: County and Local government entities planning to utilize this contract for procurements subject to the above identified federal regulation should first consult with the federal agency providing the applicable funding to ensure the contract is complaint. For purposes of County/Local government use, the solicitation resulting in this contract was conducted in accordance with the procurement laws, rules, and procedures governing the West Virginia Department of Administration, Purchasing Division, except that vendor preference has been omitted for County/Local use purposes and the contract terms contained in the document entitled "REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317)" have been added.

FEDERAL FUNDS ADDENDUM

REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

The State of West Virginia Department of Administration, Purchasing Division, and the Vendor awarded this Contract intend that this Contract be compliant with the requirements of the Procurement Standards contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements found in 2 C.F.R. § 200.317, et seq. for procurements conducted by a Non-Federal Entity. Accordingly, the Parties agree that the following provisions are included in the Contract.

1. **MINORITY BUSINESSES, WOMEN'S BUSINESS ENTERPRISES, AND LABOR SURPLUS AREA FIRMS:** (2 C.F.R. § 200.321)

   a. The State confirms that it has taken all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible. Those affirmative steps include:

      (1) Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
      (2) Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
      (3) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
      (4) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises;
      (5) Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce; and
      (6) Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs (1) through (5) above.

   b. Vendor confirms that if it utilizes subcontractors, it will take the same affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

2. **DOMESTIC PREFERENCES:** (2 C.F.R. § 200.322)

   a. The State confirms that as appropriate and to the extent consistent with law, it has, to the greatest extent practicable under a Federal award, provided a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United

States (including but not limited to iron, aluminum, steel, cement, and other manufactured products).

b. Vendor confirms that will include the requirements of this Section 2. Domestic Preference in all subawards including all contracts and purchase orders for work or products under this award.

c. Definitions: For purposes of this section:

(1) "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.
(2) "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

3. **BREACH OF CONTRACT REMEDIES AND PENALTIES:**
(2 C.F.R. § 200.327 and Appendix II)

   (a) The provisions of West Virginia Code of State Rules § 148-1-5 provide for breach of contract remedies, and penalties. A copy of that rule is attached hereto as Exhibit A and expressly incorporated herein by reference.

4. **TERMINATION FOR CAUSE AND CONVENIENCE:**
(2 C.F.R. § 200.327 and Appendix II)

   (a) The provisions of West Virginia Code of State Rules § 148-1-5 govern Contract termination. A copy of that rule is attached hereto as Exhibit A and expressly incorporated herein by reference.

5. **EQUAL EMPLOYMENT OPPORTUNITY:**
(2 C.F.R. § 200.327 and Appendix II)

Except as otherwise provided under 41 CFR Part 60, and if this contract meets the definition of "federally assisted construction contract" in 41 CFR Part 60–1.3, this contract includes the equal opportunity clause provided under 41 CFR 60–1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964–1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

6. **DAVIS-BACON WAGE RATES:**
(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that if this Contract includes construction, all construction work in excess of $2,000 will be completed and paid for in compliance with the Davis–Bacon Act (40 U.S.C. 3141–3144, and 3146–3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must:

(a) pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.
(b) pay wages not less than once a week.

A copy of the current prevailing wage determination issued by the Department of Labor is attached hereto as Exhibit B. The decision to award a contract or subcontract is conditioned upon the acceptance of the wage determination. The State will report all suspected or reported violations to the Federal awarding agency.

7. **ANTI-KICKBACK ACT:**
   (2 C.F.R. § 200.327 and Appendix II)

   Vendor agrees that it will comply with the Copeland Anti-KickBack Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). Accordingly, Vendor, Subcontractors, and anyone performing under this contract are prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The State must report all suspected or reported violations to the Federal awarding agency.

8. **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT**
   (2 C.F.R. § 200.327 and Appendix II)

   Where applicable, and only for contracts awarded by the State in excess of $100,000 that involve the employment of mechanics or laborers, Vendor agrees to comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, Vendor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

9. **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.**
   (2 C.F.R. § 200.327 and Appendix II)

If the Federal award meets the definition of "funding agreement" under 37 CFR § 401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

10. **CLEAN AIR ACT**
(2 C.F.R. § 200.327 and Appendix II)

Vendor agrees that if this contract exceeds $150,000, Vendor is to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401–7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

11. **DEBARMENT AND SUSPENSION**
(2 C.F.R. § 200.327 and Appendix II)

The State will not award to any vendor that is listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

12. **BYRD ANTI–LOBBYING AMENDMENT**
(2 C.F.R. § 200.327 and Appendix II)

Vendors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non–Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non–Federal award.

13. **PROCUREMENT OF RECOVERED MATERIALS**
(2 C.F.R. § 200.327 and Appendix II; 2 C.F.R. § 200.323)

Vendor agrees that it and the State must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the

Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired during the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

14. **PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.**
(2 C.F.R. § 200.327 and Appendix II; 2 CFR § 200.216)

Vendor and State agree that both are prohibited from obligating or expending funds under this Contract to:

(1) Procure or obtain;
(2) Extend or renew a contract to procure or obtain; or
(3) Enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115–232, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

    (i) For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).

    (ii) Telecommunications or video surveillance services provided by such entities or using such equipment.

    (iii) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

In implementing the prohibition under Public Law 115–232, section 889, subsection (f), paragraph (1), heads of executive agencies administering loan, grant, or subsidy programs shall prioritize available funding and technical support to assist affected businesses, institutions and organizations as is reasonably necessary for those affected entities to transition from covered communications equipment and services, to procure replacement equipment and services, and to ensure that communications service to users and customers is sustained.

State of West Virginia

Vendor Name: FAAZ Consulting LLC

By: _____

Printed Name: _____

Title: _____

Date: _____

By: _Fatima_____

Printed Name: _Fatima Ali_____

Title: _VP Contracts_____

Date: _10/22/2024_____

EXHIBIT A To:
REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY
CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

W. Va. CSR § 148-1-5

W. Va. Code St. R. § 148-1-5
§ 148-1-5. Remedies.
Currentness

5.1. The Director may require that the spending unit attempt to resolve any issues that it may have with the vendor prior to pursuing a remedy contained herein. The spending unit must document any resolution efforts and provide copies of those documents to the Purchasing Division.

5.2. Contract Cancellation.

5.2.1. Cancellation. The Director may cancel a purchase or contract immediately under any one of the following conditions including, but not limited to:

5.2.1.a. The vendor agrees to the cancellation;

5.2.1.b. The vendor has obtained the contract by fraud, collusion, conspiracy, or is in conflict with any statutory or constitutional provision of the State of West Virginia;

5.2.1.c. Failure to honor any contractual term or condition or to honor standard commercial practices;

5.2.1.d. The existence of an organizational conflict of interest is identified;

5.2.1.e. Funds are not appropriated or an appropriation is discontinued by the legislature for the acquisition;

5.2.1.f. Violation of any federal, state, or local law, regulation, or ordinance, and

5.2.1.g. The contract was awarded in error.

5.2.2. The Director may cancel a purchase or contract for any reason or no reason, upon providing the vendor with 30 days' notice of the cancellation.

5.2.3. Opportunity to Cure. In the event that a vendor fails to honor any contractual term or condition, or violates any provision of federal, state, or local law, regulation, or ordinance, the Director may request that the vendor remedy the contract breach or legal violation within a time frame the Director determines to be appropriate. If the vendor fails to remedy the contract breach or legal violation or the Director determines, at his or her sole discretion, that such a request is unlikely to yield a satisfactory result, then he or she may cancel immediately without providing the vendor an opportunity to perform a remedy.

5.2.4. Re-Award. The Director may award the cancelled contract to the next lowest responsible bidder (or next highest scoring bidder if best value procurement) without a subsequent solicitation if the following conditions are met:

5.2.4.a. The next lowest responsible bidder (or next highest scoring bidder if best value procurement) is able to perform at the price contained in its original bid submission, and

5.2.4.b. The contract is an open-end contract, a one-time purchase contract, or a contract for work which has not yet commenced.

Award to the next lowest responsible bidder (or next highest scoring bidder if best value procurement) will not be an option if the vendor's failure has in any way increased or significantly changed the scope of the original contract. The vendor failing to honor contractual and legal obligations is responsible for any increase in cost the state incurs as a result of the re-award.

5.3. Non-Responsible. If the Director believes that a vendor may be non-responsible, the Director may request that a vendor or spending unit provide evidence that the vendor either does or does not have the capability to fully perform the contract requirements, and the integrity and reliability necessary to assure good faith performance. If the Director determines that the vendor is non-responsible, the Director shall reject that vendor's bid and shall not award the contract to that vendor. A determination of non-responsibility must be evaluated on a case-by-case basis and can only be made after the vendor in question has submitted a bid. A determination of non-responsibility will only extend to the contract for which the vendor has submitted a bid and does not operate as a bar against submitting future bids.

5.4. Suspension.

5.4.1. The Director may suspend, for a period not to exceed 1 year, the right of a vendor to bid on procurements issued by the Purchasing Division or any state spending unit under its authority if:

5.4.1.a. The vendor has submitted a bid and then requested that its bid be withdrawn after bids have been publicly opened.

5.4.1.b. The vendor has exhibited poor performance in fulfilling his or her contractual obligations to the State. Poor performance includes, but is not limited to any of the following: violations of law, regulation, or ordinance; failure to deliver timely; failure to deliver quantities ordered; poor performance reports; or failure to deliver commodities, services, or printing at the quality level required by the contract.

5.4.1.c. The vendor has breached a contract issued by the Purchasing Division or any state spending unit under its authority and refuses to remedy that breach.

5.4.1.d. The vendor's actions have given rise to one or more of the grounds for debarment listed in W. Va. Code § 5A-3-33d.

5.4.2. Vendor suspension for the reasons listed in section 5.4 above shall occur as follows:

5.4.2.a. Upon a determination by the Director that a suspension is warranted, the Director will serve a notice of suspension to the vendor.

5.4.2.b. A notice of suspension must inform the vendor:

5.4.2.b.1. Of the grounds for the suspension;

5.4.2.b.2. Of the duration of the suspension;

5.4.2.b.3. Of the right to request a hearing contesting the suspension;

5.4.2.b.4. That a request for a hearing must be served on the Director no later than 5 working days of the vendor's receipt of the notice of suspension;

5.4.2.b.5. That the vendor's failure to request a hearing no later than 5 working days of the receipt of the notice of suspension will be deemed a waiver of the right to a hearing and result in the automatic enforcement of the suspension without further notice or an opportunity to respond; and

5.4.2.b.6. That a request for a hearing must include an explanation of why the vendor believes the Director's asserted grounds for suspension do not apply and why the vendor should not be suspended.

5.4.2.c. A vendor's failure to serve a request for hearing on the Director no later than 5 working days of the vendor's receipt of the notice of suspension will be deemed a waiver of the right to a hearing and may result in the automatic enforcement of the suspension without further notice or an opportunity to respond.

5.4.2.d. A vendor who files a timely request for hearing but nevertheless fails to provide an explanation of why the asserted grounds for suspension are inapplicable or should not result in a suspension, may result in a denial of the vendor's hearing request.

5.4.2.e. Within 5 working days of receiving the vendor's request for a hearing, the Director will serve on the vendor a notice of hearing that includes the date, time and place of the hearing.

5.4.2.f. The hearing will be recorded and an official record prepared. Within 10 working days of the conclusion of the hearing, the Director will issue and serve on the vendor, a written decision either confirming or reversing the suspension.

5.4.3. A vendor may appeal a decision of the Director to the Secretary of the Department of Administration. The appeal must be in writing and served on the Secretary no later than 5 working days of receipt of the Director's decision.

5.4.4. The Secretary, or his or her designee, will schedule an appeal hearing and serve on the vendor, a notice of hearing that includes the date, time and place of the hearing. The appeal hearing will be recorded and an official record prepared. Within 10 working days of the conclusion of the appeal hearing, the Secretary will issue and serve on the vendor a written decision either confirming or reversing the suspension.

5.4.5. Any notice or service related to suspension actions or proceedings must be provided by certified mail, return receipt requested.

5.5. Vendor Debarment. The Director may debar a vendor on the basis of one or more of the grounds for debarment contained in W. Va. Code § 5A-3-33d or if the vendor has been declared ineligible to participate in procurement related activities under federal laws and regulation.

5.5.1. Debarment proceedings shall be conducted in accordance with W. Va. Code § 5A-3-33e and these rules. A vendor that has received notice of the proposed debarment by certified mail, return receipt requested, must respond to the proposed debarment within 30 working days after receipt of notice or the debarment will be instituted without further notice. A vendor is deemed to have received notice, notwithstanding the vendor's failure to accept the certified mail, if the letter is addressed to the vendor at its last known address. After considering the matter and reaching a decision, the Director shall notify the vendor of his or her decision by certified mail, return receipt requested.

5.5.2. Any vendor, other than a vendor prohibited from participating in federal procurement, undergoing debarment proceedings is permitted to continue participating in the state's procurement process until a final debarment decision has been reached. Any contract that a debarred vendor obtains prior to a final debarment decision shall remain in effect for the current term, but may not be extended or renewed. Notwithstanding the foregoing, the Director may cancel a contract held by a debarred vendor if the Director determines, in his or her sole discretion, that doing so is in the best interest of the State. A vendor prohibited from participating in federal procurement will not be permitted to participate in the state's procurement process during debarment proceedings.

5.5.3. If the Director's final debarment decision is that debarment is warranted and notice of the final debarment decision is mailed, the Purchasing Division shall reject any bid submitted by the debarred vendor, including any bid submitted prior to the final debarment decision if that bid has not yet been accepted and a contract consummated.

5.5.4. Pursuant to W.Va. Code § 5A-3-33e(e), the length of the debarment period will be specified in the debarment decision and will be for a period of time that the Director finds necessary and proper to protect the public from an irresponsible vendor.

5.5.5. List of Debarred Vendors. The Director shall maintain and publicly post a list of debarred vendors on the Purchasing Division's website.

5.5.6. Related Party Debarment. The Director may pursue debarment of a related party at the

same time that debarment of the original vendor is proceeding or at any time thereafter that the Director determines a related party debarment is warranted. Any entity that fails to provide the Director with full, complete, and accurate information requested by the Director to determine related party status will be presumed to be a related party subject to debarment.

5.6. Damages.

5.6.1. A vendor who fails to perform as required under a contract shall be liable for actual damages and costs incurred by the state.

5.6.2. If any commodities delivered under a contract have been used or consumed by a spending unit and on testing the commodities are found not to comply with specifications, no payment may be approved by the Spending Unit for the merchandise until the amount of actual damages incurred has been determined.

5.6.3. The Spending Unit shall seek to collect damages by following the procedures established by the Office of the Attorney General for the collection of delinquent obligations.

Credits

History: Filed 4-1-19, eff. 4-1-19; Filed 4-16-21, eff. 5-1-21.

Current through register dated May 7, 2021. Some sections may be more current. See credits for details.
W. Va. C.S.R. § 148-1-5, WV ADC § 148-1-5

EXHIBIT B To:
REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY
CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

Prevailing Wage Determination

[✓] – Not Applicable Because Contract Not for Construction

[ ] – Federal Prevailing Wage Determination on Next Page

WV STATE GOVERNMENT

HIPAA BUSINESS ASSOCIATE ADDENDUM

This Health Insurance Portability and Accountability Act of 1996 (hereafter, HIPAA) Business Associate Addendum ("Addendum") is made a part of the Agreement ("Agreement") by and between the State of West Virginia ("Agency"), and Business Associate ("Associate"), and is effective as of the date of execution of the Addendum.

The Associate performs certain services on behalf of or for the Agency pursuant to the underlying Agreement that requires the exchange of information including protected health information protected by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as amended by the American Recovery and Reinvestment Act of 2009 (Pub. L. No. 111-5) (the "HITECH Act"), any associated regulations and the federal regulations published at 45 CFR parts 160 and 164 (sometimes collectively referred to as "HIPAA"). The Agency is a "Covered Entity" as that term is defined in HIPAA, and the parties to the underlying Agreement are entering into this Addendum to establish the responsibilities of both parties regarding HIPAA-covered information and to bring the underlying Agreement into compliance with HIPAA.

Whereas it is desirable, in order to further the continued efficient operations of Agency to disclose to its Associate certain information which may contain confidential individually identifiable health information (hereafter, Protected Health Information or PHI); and

Whereas, it is the desire of both parties that the confidentiality of the PHI disclosed hereunder be maintained and treated in accordance with all applicable laws relating to confidentiality, including the Privacy and Security Rules, the HITECH Act and its associated regulations, and the parties do agree to at all times treat the PHI and interpret this Addendum consistent with that desire.

NOW THEREFORE: the parties agree that in consideration of the mutual promises herein, in the Agreement, and of the exchange of PHI hereunder that:

1. **Definitions.** Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.

   a. **Agency Procurement Officer** shall mean the appropriate Agency individual listed at: http://www.state.wv.us/admin/purchase/vrc/agencyli.html.

   b. **Agent** shall mean those person(s) who are agent(s) of the Business Associate, in accordance with the Federal common law of agency, as referenced in 45 CFR § 160.402(c).

   c. **Breach** shall mean the acquisition, access, use or disclosure of protected health information which compromises the security or privacy of such information, except as excluded in the definition of Breach in 45 CFR § 164.402.

   d. **Business Associate** shall have the meaning given to such term in 45 CFR § 160.103.

   e. **HITECH Act** shall mean the Health Information Technology for Economic and Clinical Health Act. Public Law No. 111-05. 111th Congress (2009).

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f. **Privacy Rule** means the Standards for Privacy of Individually Identifiable Health Information found at 45 CFR Parts 160 and 164.

g. **Protected Health Information or PHI** shall have the meaning given to such term in 45 CFR § 160.103, limited to the information created or received by Associate from or on behalf of Agency.

h. **Security Incident** means any known successful or unsuccessful attempt by an authorized or unauthorized individual to inappropriately use, disclose, modify, access, or destroy any information or interference with *system operations in an information system.*

i. **Security Rule** means the Security Standards for the Protection of Electronic *Protected Health Information* found at 45 CFR Parts 160 and 164.

j. **Subcontractor** means a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate.

2. Permitted Uses and Disclosures.

a. **PHI Described.** This means PHI created, received, maintained or transmitted on behalf of the Agency by the Associate. This PHI is governed by this Addendum *and is limited to the minimum necessary,* to complete the tasks or to provide the services associated with the terms of the original Agreement, and is described in Appendix A.

b. **Purposes.** Except as otherwise limited in this Addendum, Associate may use or disclose the PHI on behalf of, or to provide services to, Agency for the purposes necessary to complete the tasks, or provide the services, associated with, and required by the terms of the original Agreement, or as required by law, if such use or disclosure of the PHI would not violate the Privacy or Security Rules or applicable state law if done by Agency or Associate, or violate the minimum necessary and related Privacy and Security policies and procedures of the Agency. *The Associate is directly liable under HIPAA for impermissible uses and disclosures of the PHI it handles on behalf of Agency.*

c. **Further Uses and Disclosures.** Except as otherwise limited in this Addendum, the Associate may disclose PHI to third parties for the purpose of its own proper management and administration, or as required by law, provided that (i) the disclosure is required by law, or (ii) the Associate has obtained from the third party reasonable assurances that the PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party by the Associate; and, (iii) an agreement to notify the Associate and Agency of any instances of which it (the third party) is aware in *which the confidentiality of the information has been breached.* To the extent practical, the information should be in a limited data set or the minimum necessary information pursuant to 45 CFR § 164.502, or take other measures as necessary to satisfy the Agency's obligations under 45 CFR § 164.502.

3. Obligations of Associate.

a. **Stated Purposes Only.** The PHI may not be used by the Associate for any purpose other than as stated in this Addendum or as required or permitted by law.

b. **Limited Disclosure.** The PHI is confidential and will not be disclosed by the Associate other than as stated in this Addendum or as required or permitted by law. Associate is prohibited from directly or indirectly receiving any remuneration in exchange for an individual's PHI unless Agency gives written approval and the individual provides a valid authorization. Associate will refrain from marketing activities that would violate HIPAA, including specifically Section 13406 of the HITECH Act. Associate will report to Agency any use or disclosure of the PHI, including any Security Incident not provided for by this Agreement of which it becomes aware.

c. **Safeguards.** The Associate will use appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of the PHI, except as provided for in this Addendum. This shall include, but not be limited to:

   i. Limitation of the groups of its workforce and agents, to whom the PHI is disclosed to those reasonably required to accomplish the purposes stated in this Addendum, and the use and disclosure of the minimum PHI necessary or a Limited Data Set;

   ii. Appropriate notification and training of its workforce and agents in order to protect the PHI from unauthorized use and disclosure;

   iii. Maintenance of a comprehensive, reasonable and appropriate written PHI privacy and security program that includes administrative, technical and physical safeguards appropriate to the size, nature, scope and complexity of the Associate's operations, in compliance with the Security Rule;

   iv. In accordance with 45 CFR §§ 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the business associate agree to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information.

d. **Compliance With Law.** The Associate will not use or disclose the PHI in a manner in violation of existing law and specifically not in violation of laws relating to confidentiality of PHI, including but not limited to, the Privacy and Security Rules.

e. **Mitigation.** Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Associate of a use or disclosure of the PHI by Associate in violation of the requirements of this Addendum, and report its mitigation activity back to the Agency.

f.   **Support of Individual Rights.**

      i.   **Access to PHI.** Associate shall make the PHI maintained by Associate or its agents or subcontractors in Designated Record Sets available to Agency for inspection and copying, and in electronic format, if requested, within ten (10) days of a request by Agency to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.524 and consistent with Section 13405 of the HITECH Act.

      ii.   **Amendment of PHI.** Within ten (10) days of receipt of a request from Agency for an amendment of the PHI or a record about an individual contained in a Designated Record Set, Associate or its agents or subcontractors shall make such PHI available to Agency for amendment and incorporate any such amendment to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.526.

      iii.   **Accounting Rights.** Within ten (10) days of notice of a request for an accounting of disclosures of the PHI, Associate and its agents or subcontractors shall make available to Agency the documentation required to provide an accounting of disclosures to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR §164.528 and consistent with Section 13405 of the HITECH Act. Associate agrees to document disclosures of the PHI and information related to such disclosures as would be required for Agency to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR § 164.528. This should include a process that allows for an accounting to be collected and maintained by Associate and its agents or subcontractors for at least six (6) years from the date of disclosure, or longer if required by state law. At a minimum, such documentation shall include:
- the date of disclosure;
- the name of the entity or person who received the PHI, and if known, the address of the entity or person;
- a brief description of the PHI disclosed; and
- a brief statement of purposes of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure.

      iv.   **Request for Restriction.** Under the direction of the Agency, abide by any individual's request to restrict the disclosure of PHI, consistent with the requirements of Section 13405 of the HITECH Act and 45 CFR § 164.522, when the Agency determines to do so (except as required by law) and if the disclosure is to a health plan for payment or health care operations and it pertains to a health care item or service for which the health care provider was paid in full "out-of-pocket."

      v.   **Immediate Discontinuance of Use or Disclosure.** The Associate will immediately discontinue use or disclosure of Agency PHI pertaining to any individual when so requested by Agency. This includes, but is not limited to, cases in which an individual has withdrawn or modified an authorization to use or disclose PHI.

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g. **Retention of PHI.** Notwithstanding section 4.a. of this Addendum, Associate and its subcontractors or agents shall retain all PHI pursuant to state and federal law and shall continue to maintain the PHI required under Section 3.f. of this Addendum for a period of six (6) years after termination of the Agreement, or longer if required under state law.

h. **Agent's, Subcontractor's Compliance.** The Associate shall notify the Agency of all subcontracts and agreements relating to the Agreement, where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum. Such notification shall occur within 30 (thirty) calendar days of the execution of the subcontract and shall be delivered to the Agency Procurement Officer. The Associate will ensure that any of its subcontractors, to whom it provides any of the PHI it receives hereunder, or to whom it provides any PHI which the Associate creates or receives on behalf of the Agency, agree to the restrictions and conditions which apply to the Associate hereunder. The Agency may request copies of downstream subcontracts and agreements to determine whether all restrictions, terms and conditions have been flowed down. Failure to ensure that downstream contracts, subcontracts and agreements contain the required restrictions, terms and conditions may result in termination of the Agreement.

j. **Federal and Agency Access.** The Associate shall make its internal practices, books, and records relating to the use and disclosure of PHI, as well as the PHI, received from, or created or received by the Associate on behalf of the Agency available to the U.S. Secretary of Health and Human Services consistent with 45 CFR § 164.504. The Associate shall also make these records available to Agency, or Agency's contractor, for periodic audit of Associate's compliance with the Privacy and Security Rules. Upon Agency's request, the Associate shall provide proof of compliance with HIPAA and HITECH data privacy/protection guidelines, certification of a secure network and other assurance relative to compliance with the Privacy and Security Rules. This section shall also apply to Associate's subcontractors, if any.

k. **Security.** The Associate shall take all steps necessary to ensure the continuous security of all PHI and data systems containing PHI. In addition, compliance with 74 FR 19006 Guidance Specifying the Technologies and Methodologies That Render PHI Unusable, Unreadable, or Indecipherable to Unauthorized Individuals for Purposes of the Breach Notification Requirements under Section 13402 of Title XIII is required, to the extent practicable. If Associate chooses not to adopt such methodologies as defined in 74 FR 19006 to secure the PHI governed by this Addendum, it must submit such written rationale, including its Security Risk Analysis, to the Agency Procurement Officer for review prior to the execution of the Addendum. This review may take up to ten (10) days.

l. **Notification of Breach.** During the term of this Addendum, the Associate shall notify the Agency and, unless otherwise directed by the Agency in writing, the WV Office of Technology immediately by e-mail or web form upon the discovery of any Breach of unsecured PHI; or within 24 hours by e-mail or web form of any suspected Security Incident, intrusion or unauthorized use or disclosure of PHI in violation of this Agreement and this Addendum, or potential loss of confidential data affecting this Agreement. Notification shall be provided to the Agency Procurement Officer at www.state.wv.us/admin/purchase/vrc/agencyli.htm and,

unless otherwise directed by the Agency in writing, the Office of Technology at incident@wv.gov or https://apps.wv.gov/ot/ir/Default.aspx.

The Associate shall immediately investigate such Security Incident, Breach, or unauthorized use or disclosure of PHI or confidential data. Within 72 hours of the discovery, the Associate shall notify the Agency Procurement Officer, and, unless otherwise directed by the Agency in writing, the Office of Technology of: (a) Date of discovery; (b) What data elements were involved and the extent of the data involved in the Breach; (c) A description of the unauthorized persons known or reasonably believed to have improperly used or disclosed PHI or confidential data; (d) A description of where the PHI or confidential data is believed to have been improperly transmitted, sent, or utilized; (e) A description of the probable causes of the improper use or disclosure; and (f) Whether any federal or state laws requiring individual notifications of Breaches are triggered.

Agency will coordinate with Associate to determine additional specific actions that will be required of the Associate for mitigation of the Breach, which may include notification to the individual or other authorities.

All associated costs shall be borne by the Associate. This may include, but not be limited to costs associated with notifying affected individuals.

If the Associate enters into a subcontract relating to the Agreement where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum, all such subcontracts or downstream agreements shall contain the same incident notification requirements as contained herein, with reporting directly to the Agency Procurement Officer. Failure to include such requirement in any subcontract or agreement may result in the Agency's termination of the Agreement.

m.   **Assistance in Litigation or Administrative Proceedings.** The Associate shall make itself and any subcontractors, workforce or agents assisting Associate in the performance of its obligations under this Agreement, available to the Agency at no cost to the Agency to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against the Agency, its officers or employees based upon claimed violations of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves inaction or actions by the Associate, except where Associate or its subcontractor, workforce or agent is a named as an adverse party.

4. **Addendum Administration.**

   a.   **Term.** This Addendum shall terminate on termination of the underlying Agreement or on the date the Agency terminates for cause as authorized in paragraph (c) of this Section, whichever is sooner.

   b.   **Duties at Termination.** Upon any termination of the underlying Agreement, the Associate shall return or destroy, at the Agency's option, all PHI received from, or created or received by the Associate on behalf of the Agency that the Associate still maintains in any form   and retain no copies of such PHI or, if such return or destruction is not feasible, the Associate shall extend the protections of this Addendum to the PHI and limit further uses and disclosures to the purposes that make the return or destruction of the PHI infeasible. This shall also apply to all agents and subcontractors of Associate. The duty of the Associate and its agents

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and subcontractors to assist the Agency with any HIPAA required accounting of disclosures survives the termination of the underlying Agreement.

c. **Termination for Cause.** Associate authorizes termination of this Agreement by Agency, if Agency determines Associate has violated a material term of the Agreement. Agency may, at its sole discretion, allow Associate a reasonable period of time to cure the material breach before termination.

d. **Judicial or Administrative Proceedings.** The Agency may terminate this Agreement if the Associate is found guilty of a criminal violation of HIPAA. The Agency may terminate this Agreement if a finding or stipulation that the Associate has violated any standard or requirement of HIPAA/HITECH, or other security or privacy laws is made in any administrative or civil proceeding in which the Associate is a party or has been joined. Associate shall be subject to prosecution by the Department of Justice for violations of HIPAA/HITECH and shall be responsible for any and all costs associated with prosecution.

e. **Survival.** The respective rights and obligations of Associate under this Addendum shall survive the termination of the underlying Agreement.

5. **General Provisions/Ownership of PHI.**

a. **Retention of Ownership.** Ownership of the PHI resides with the Agency and is to be returned on demand or destroyed at the Agency's option, at any time, and subject to the restrictions found within section 4.b. above.

b. **Secondary PHI.** Any data or PHI generated from the PHI disclosed hereunder which would permit identification of an individual must be held confidential and is also the property of Agency.

c. **Electronic Transmission.** Except as permitted by law or this Addendum, the PHI or any data generated from the PHI which would permit identification of an individual must not be transmitted to another party by electronic or other means for additional uses or disclosures not authorized by this Addendum or to another contractor, or allied agency, or affiliate without prior written approval of Agency.

d. **No Sales.** Reports or data containing the PHI may not be sold without Agency's or the affected individual's written consent.

e. **No Third-Party Beneficiaries.** Nothing express or implied in this Addendum is intended to confer, nor shall anything herein confer, upon any person other than Agency, Associate and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.

f. **Interpretation.** The provisions of this Addendum shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provisions in this Addendum. The interpretation of this Addendum shall be made under the laws of the state of West Virginia.

g. **Amendment.** The parties agree that to the extent necessary to comply with applicable law they will agree to further amend this Addendum.

h. **Additional Terms and Conditions.** Additional discretionary terms may be included in the release order or change order process.

AGREED:

Name of Agency:_____   Name of Associate:_____

Signature:_____   Signature:_____

Title:_____   Title:_____

Date:_____   Date:_____

APPROVED AS TO FORM THIS 26th
DAY OF _____ 20 13
Patrick Morrisey
Attorney General
BY _____

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Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. PHI not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Associate: _____

Name of Agency: WV Departments of Health, Health Facilities, and Human Services- Office of Shared Administration

Describe the PHI (do not include any <u>actual</u> PHI). If not applicable, please indicate the same.

These temporary employees will work on PATH related programs, such as RAPIDS, and at times may have access to names, addresses, dates of birth, email address, or SSN.

Proc Folder:	1475603		**Reason for Modification:**
Doc Description:	TECHNICAL TEMPORARY STAFFING SERVICES		ADDENDUM 1 TO PROVIDE ANSWERS TO VENDOR QUESTIONS
Proc Type:	Central Master Agreement		

Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2024-10-16	2024-10-31 13:30	CRFQ 0511 MIS2500000001	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000021232

Vendor Name : FAAZ Consulting LLC

Address : 1765 Greensboro Station Place Suite 900 McLean, VA 22102

Street : 1765 Greensboro Station Place

City : McLean

State : VA   **Country :** USA   **Zip :** 22102

Principal Contact : Fatima Ali

Vendor Contact Phone: 301-360-4365   **Extension:** 101

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor
Signature X _Fatima_   **FEIN#** 462271993   **DATE** 10/22/2024

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

ADDITIONAL INFORMATION

THE STATE OF WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WEST VIRGINIA DEPARTMENT OF HEALTH, OFFICE OF SHARED ADMINISTRATION, OFFICE OF MANAGEMENT INFORMATION SERVICES, IS SOLICITING BIDS TO ESTABLISH A CONTRACT FOR TECHNICAL TEMPORARY STAFFING SERVICES PER THE ATTACHED DOCUMENTS.

QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING BIDS

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Senior Web Application Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

4.1.1 Senior Web Application Analyst - quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Senior Web Application Analyst Optional renewal year 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Web Application Analyst Optional renewal year 1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Senior Web Application Analyst Optional renewal year 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Web Application Analyst Optional renewal year 2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Senior Web Application Analyst Optional renewal year 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Web Application Analyst Optional renewal year 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Senior Application Oracle Database Administrator	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

4.1.2 Senior Application Oracle Database Administrator-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Senior Application Oracle Database Administrator Opt Ren Yr1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Application Oracle Database Administrator Opt Ren Yr1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO			
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES			
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE			
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200			
CHARLESTON	WV	CHARLESTON	WV		
US		US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Senior Application Oracle Database Administrator Opt Ren Yr2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Application Oracle Database Administrator Opt Ren Yr2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO			
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES			
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE			
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200			
CHARLESTON	WV	CHARLESTON	WV		
US		US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Senior Application Oracle Database Administrator Opt Ren Yr3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Application Oracle Database Administrator Opt Ren Yr3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO		
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES		
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE		
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200		
CHARLESTON	WV	CHARLESTON	WV	
US		US		

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Senior Application DB2 Database Administrator	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
4.1.3 Senior Application DB2 Database Administrator-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO		
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES		
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE		
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200		
CHARLESTON	WV	CHARLESTON	WV	
US		US		

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Senior Application DB2 Database Administrator Opt Ren Yr1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application DB2 Database Administrator Opt Ren Yr1-quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Senior Application DB2 Database Administrator Opt Ren Yr2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application DB2 Database Administrator Opt Ren Yr2-quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Senior Application DB2 Database Administrator Opt Ren Yr3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Senior Application DB2 Database Administrator Opt Ren Yr3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO			
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES			
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE			
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200			
CHARLESTON	WV	CHARLESTON		WV	
US		US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	SQL Server Database Administrator	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

4.1.4 SQL Server Database Administrator-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO			
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES			
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE			
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200			
CHARLESTON	WV	CHARLESTON		WV	
US		US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
14	SQL Server Database Administrator Opt Ren Yr 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

SQL Server Database Administrator Opt Ren Yr 1-quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
15	SQL Server Database Administrator Opt Ren Yr 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
SQL Server Database Administrator Opt Ren Yr 2-quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
16	SQL Server Database Administrator Opt Ren Yr 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
SQL Server Database Administrator Opt Ren Yr 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
17	Help Desk Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
4.1.5 Help Desk Analyst-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
18	Help Desk Analyst Optional Renewal Year 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Help Desk Analyst Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
19	Help Desk Analyst Optional Renewal Year 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Help Desk Analyst Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
20	Help Desk Analyst Optional Renewal Year 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Help Desk Analyst Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
21	Business Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
4.1.6 Business Analyst-quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
22	Business Analyst Optional Renewal Year 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Business Analyst Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
23	Business Analyst Optional Renewal Year 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Business Analyst Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
24	Business Analyst Optional Renewal Year 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Business Analyst Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
25	Information Systems Assistant	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

4.1.7 Information Systems Assistant-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
26	Information Systems Assistant Optional Renewal Year 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Information Systems Assistant Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
27	Information Systems Assistant Optional Renewal Year 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Information Systems Assistant Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
28	Information Systems Assistant Optional Renewal Year 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Information Systems Assistant Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
29	Programmer Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

4.1.8 Programmer Analyst-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US		HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
30	Programmer Analyst Optional Renewal Year 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Programmer Analyst Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
31	Programmer Analyst Optional Renewal Year 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Programmer Analyst Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
32	Programmer Analyst Optional Renewal Year 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Programmer Analyst Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES	.	HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
33	Senior Mainframe Application Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

4.1.9 Senior Mainframe Application Analyst-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
34	Senior Mainframe Application Analyst Optional Ren Yr 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Mainframe Application Analyst Optional Ren Yr 1-quantity of hours listed is for bidding purposes only.

INVOICE TO			SHIP TO			

INVOICE TO

HEALTH AND HUMAN
RESOURCES
MANAGEMENT
INFORMATION SERVICE
ONE DAVIS SQUARE, RM 211
CHARLESTON   WV
US

SHIP TO

HEALTH AND HUMAN
RESOURCES
MANAGEMENT
INFORMATION SERVICE
321 CAPITOL ST, STE 200
CHARLESTON   WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
35	Senior Mainframe Application Analyst Optional Ren Yr 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Mainframe Application Analyst Optional Ren Yr 2-quantity of hours listed is for bidding purposes only.

INVOICE TO

HEALTH AND HUMAN
RESOURCES
MANAGEMENT
INFORMATION SERVICE
ONE DAVIS SQUARE, RM 211
CHARLESTON   WV
US

SHIP TO

HEALTH AND HUMAN
RESOURCES
MANAGEMENT
INFORMATION SERVICE
321 CAPITOL ST, STE 200
CHARLESTON   WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
36	Senior Mainframe Application Analyst Optional Ren Yr 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:

Senior Mainframe Application Analyst Optional Ren Yr 3-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON US	WV	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON US	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
37	Mainframe Application Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
4.1.10 Mainframe Application Analyst-quantity of hours listed is for bidding purposes only.

INVOICE TO		SHIP TO	
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON US	WV	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON US	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
38	Mainframe Application Analyst Renewal Yr 1	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Mainframe Application Analyst Renewal Yr 1-quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
39	Mainframe Application Analyst Renewal Yr 2	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Mainframe Application Analyst Renewal Yr 2-quantity of hours listed is for bidding purposes only.

INVOICE TO	SHIP TO
HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV US	HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
40	Mainframe Application Analyst Renewal Yr 3	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111608			

Extended Description:
Mainframe Application Analyst Renewal Yr 3-quantity of hours listed is for bidding purposes only.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	VENDOR QUESTION DEADLINE	2024-10-10

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

Applicable Addendum Category:

[ ]   Modify bid opening date and time

[✓]   Modify specifications of product or service being sought

[✓]   Attachment of vendor questions and responses

[ ]   Attachment of pre-bid sign-in sheet

[ ]   Correction of error

[ ]   Other

Description of Modification to Solicitation:

1. To provide answers to vendor questions
2. To modify Section 5 Contract Award

No other changes

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

1. Is it a vacant position or do you have an incumbent? In case there is an incumbent, do you intend to renew their services?

Answer: This is not a solicitation for a current vacancy or to replace an incumbent. The intent of this solicitation is to enter into an ongoing contract for a vendor or vendors to supply temporary employees when necessary and at the agency's request.

2. Will this position be required to start onsite from day one and be 100% onsite, or will any remote work be allowed? If this role is hybrid, how many times a week do you expect the candidate to travel for on-site visits? Are they going to be one-day visits or multiple day visits? Would you consider someone working remotely?

Answer: At this time, these positions are 100% on-site and are generally located in Charleston, WV. The agency reserves the right to allow remote work in the future if the agency deems it to be necessary. The agency has locations throughout the State of WV, but travel should be minimal, if required at all, and would be noted in the original request order.

3. What will be the anticipated dates for interviews and for the Announcement of Vendor Selection?

Answer: There are no anticipated dates for interviews. Once the contract is awarded, and when the agency requires staffing, the agency will contact the vendor per the ordering processes contained in the solicitation. Please refer to 4.3.1.

4. How many hours per week should the service be performed by the contractor?

Answer: 40 hours per week but occasionally additional hours are required. The agency pays the vendor the contracted rate regardless of the hours worked by the temporary employee.

5. Could you please share some specifics on the project, initiative that you are working on?

Answer: Projects vary and will be specified when we request staffing services. Requirements for each staffing classification are listed in the solicitation.

6. What top skills does the Hiring Manager want to see in the resumes?

Answer: Please see section 3 for Qualifications and section 4 for mandatory requirements.

7. Do you plan to have an in-person or virtual interview if selected?

Answer: Interviews may be virtual or in person and are the sole discretion of the agency.

8. Please also advise, if you will consider H1B visa candidates for these positions?

Answer: The agency will not sponsor candidates.

9. What is the rate for this role?

Answer: Vendors provide flat rates per staffing classification. Vendors providing the lowest rate per classification and who meet the mandatory qualifications will be awarded the contract.

10. Does a vendor have a set rate for this type of resource, or do we submit our best price?

Answer: Vendors are encouraged to provide their best price as the contract will be awarded by lowest price.

11. Is this position working remote or onsite?

Answer: The current requirement is work will be 100% onsite. The agency reserves the right to require remote work if business needs change.

12. In the RFQ documents we have the following information: "If vendor is able to supply candidate(s), the Agency prefers the vendor send qualified candidate names within five calendar days of the Agency's request, however, the Vendor must submit a qualified candidate list within ten (10) business days of the date of the Agency's initial request. Should a vendor not respond within the allowed number of days from the original notice of the Agency need (e.g. 2 days to confirm/waiver of request; 10 business days to provide a list of candidates), the vendor with the second lowest cost contract and other vendors for the classification will be contacted and given the opportunity to provide needed staffing. Evaluation will be completed in order of lowest cost quoted." At the same time we have Solicitation closing date: 10/31 1:30pm. Therefore, please advise, what will be the exact deadline for submitting response to this RFQ - 10/31/24 at 1:30pm, or in 5 calendar days, or in 10 business days?

Answer: The solicitation closes on 10/31/24 at 1:30 p.m. and bids must be submitted by this time. Section 5 of the specifications will be updated for clarity.

The reference made to the 10 business days is part of the vendor requirements in Section 4 for the ordering process after the contract is awarded.

13. How many vendors will be awarded?

Answer: A maximum of five (5) vendors per classification will be awarded based upon the lowest cost per classification.

14. Who are the current providers? If any, please provide us with the response documents that they have submitted previously for the same.

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

15. Do we need our local office/WV Business Registration to bid on this Quote? If yes, please help us with the link/website from where we can register and pay $125 as mentioned in the RFQ document or are you taking about VSS portal registration as mentioned below?

Answer: Vendors are not required to be registered or pay the registration fee in order to submit a bid response. However, Vendors must be registered appropriately before receiving a contract award. Please see section 32 Licensing of the General Terms and Conditions for all registration requirements.

The link to pay vendors registration (VSS) fee is https://www.wvoasis.gov/VSS/Default.aspx
WV One Stope Business Portal link is https://sites.google.com/wv.gov/wvot-rates/home

16. Are there any local preferences?

Answer: Vendor shall refer to section 15, 15A, and 16 of the Terms and Conditions for information regarding preference.

17. Is online submission allowed for this bid? Or do we need to submit hard copies?

Answer: Refer to Section 6 Bid Submission contained in the Terms and Conditions.

18. I am writing to inquire about the job location for the positions listed on page 43 of the RFP document. Could you kindly provide details regarding the primary work location for these roles?

Answer: The primary work location is in Charleston, West Virginia. If the role is requested for another location, within West Virginia, it will be included in the request for the classification order from the Agency.

19. What types of positions are you looking to offer? Are you open to offering both full-time and contract-based positions?

Answer: All positions are listed in section 1 of the specifications with qualifications for those positions listed in section 3 of the solicitation. All positions are temporary contract-based positions.

20. Which resumes are you referring to? Actual or sample resumes?

Answer: Resumes do not need to be submitted with the bid. The solicitation is intended to create a list of qualified vendors to supply temporary employees on an as needed and ongoing basis.

21. Do we need to submit actual resumes of the proposed candidates along with the bid submission?

Answer: Resumes do not need to be submitted with the bid.

22. Is there any page limit for resumes?

Answer: No. Do not submit candidate resumes with the bid. Resumes are only required when the agency asks for an assignment after the contract is awarded.

23. Is there any page limit for proposal?

Answer: No.

24. Is this a new initiative? If not, would you please let us know the incumbent's details?

Answer: This is a new contract to provide ongoing temporary staffing services when the agency requests a position to be filled.

25. Can you share which roles are onsite and/or remote work?

Answer: All roles are 100% onsite at this time.

26. Is the listed minimum required technical skills considered essential or are they merely preferred qualifications?

Answer: All qualifications listed under in Section 4 (for each classification) are mandatory.

27. Will the agency release an additional task order, or will it be releasing specific requirements within the mentioned Statement of Work (SOW)?

Answer: Refer to Section 4.3 Duties and Responsibilities of the Agency. The agency will provide a classification order request when needed to the vendor.

28. Can a firm be both a prime and a subcontractor simultaneously for this opportunity?

Answer: No.

29. Is the qualification of firm is mandatory or considerable?

Answer: All qualifications listed under section 4 MANDATORY REQUIREMENTS are mandatory. Any reference that states WILL, SHALL, MUST or MANDATORY are mandatory.

30. Can prime & subcontractor fulfil the qualification of firm collaboratively?

Answer: No

31. Is this solicitation considered a bid or an RFP? There are different submission instructions depending on which it is. Bids can be submitted through wvOASIS but RPP's are not permitted to be submitted through wvOASIS as per the submission instructions.

Answer: This is request for quotation. Please follow bidding submission instructions in the solicitation and review the terms and conditions for further instructions.

32. RFQ 4.2.1 - Does Agency require sample resumes for each position or labor classification Vendor quotes?

Answer: Vendors do not need to supply a sample or candidate resumes for this solicitation with the bid. Vendors must bid on an hourly rate per classification and $0.00 or n/a for any classifications vendor chooses not to bid on.

33. Aside from documents that demonstrate qualifications (RFQ 3.1 & 3.2), which Vendors may choose to include with their submittal, is there any other non-pricing documentation or information Agency requires with Vendor proposal submission?

Answer: No

34. Is this a new contract or renewal of an existing contract?

Answer: This will be a new contract.

35. If there is an existing contract, could you please share the names of the current vendors and their pricing?

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

36. In order to be considered responsive for this solicitation, is it mandatory to bid on all positions?

Answer: It is not mandatory to bid on all positions. Vendors will be selected by the lowest price per each classification. Vendors should bid $0.00 or n/a on any classification they choose not to bid on.

37. What is the estimated budget for this contract?

Answer: The State of WV does not disclose budget information.

38. Is it mandatory to subcontract?

Answer: No. The Agency's contract is with the vendor. This contract is for vendors to provide temporary employees as the agency requires them through the terms and rates established in the contract.

39. Could you please provide information on the daily duration of shifts required for the necessary professions? For example, the number of hours per day?

Answer: All positions are 8 hours per day, 5 days a week, Monday through Friday. However, at times and to meet a project deadline, staffing may be required for additional hours or days at the hiring manager's request. The agency does not pay for hours or days temporary employees do not worked nor overtime rates.

40. Is this a newly launched project? If No, kindly provide the incumbent Details.

Answer: This is a new contract and required work depends on the needs of the agency.

41. What is the tentative budget for this project?

Answer: The State of WV does not disclose budget information

42. Are the positions on-site or remote?

Answer: 100% onsite at this time.

43. Can you clarify whether the submission of the resumes for the position should be a Live Resume or a Sample Resume, also clarify how many resumes are required to be attached for every position?

Answer: Candidate resumes do not need to be submitted with the bid. Resumes will be required during the ordering process after the contract is awarded and agency requests a staffing assignment.

44. If the submission of Live Resume is required, please clarify do you need references of the candidates. If so, how many references?

Answer: Candidate resumes do not need to be submitted with the bid. Resumes will be required during the ordering process after the contract is awarded.

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

Please clarify what kind of documentation do you need us to provide.

Answer: Verification that vendor has provided staffing of at least six individuals within the specified classifications over the past five years. This may include employment records, contracts, or assignments details. Documentation naming the entities to whom these individuals were supplied could include the name of the client or contact information for a representative at the client entity. Any additional documentation that can verify the services provided such as performance reviews, client testimonials, or completion certificates. Vendors must provide documentation to indicate that their company meets this requirement prior to award: however, bidder may include this documentation with their bid.

46. Is there any format for the RFP?

Answer: This solicitation is an RFQ (request for quote). Vendor must follow instructions in the solicitation and terms and conditions to submit their bid.

47. Please share the incumbent vendors and their pricing.

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

48. What is the budget for this bid? OR the estimated annual spending in the past under this contract for similar services?

Answer: The State of WV does not disclose budget information.

49. Is there any challenge fulfilling the needs with the existing contracts for related services or any specific improvements you are looking for?

Answer: This is a new contract term. Once the contract is awarded, the agency follows an ordering process, the agency would prefer vendors to submit candidates in an expeditious manner, preferably within 5 days of receiving the agency's request.

50. How many vendors would be awarded?

Answer: Maximum of 5 vendors per staffing classification.

51. Is there any preference for the local vendor?

Answer: Vendor shall refer to section 15, 15A, and 16 of the Terms and Conditions for information regarding preference.

52. What is the exact work location and the working hours?

Answer: Charleston, West Virginia unless otherwise specified. 40 hours per week. Working hours will be provided in the request to the vendor. Typical office hours are 8:00am-4:00pm or 9:00am-5:00pm. Additional hours or days may be requested by the hiring manager as the need would arise during the assignment.

53. What are the overtime terms and orientation process if required for any role?

Answer: No overtime rates apply to this contract. The agency pays the contracted rate for all hours worked. The orientation process will begin once a candidate is selected. The agency will provide onboarding documents to the vendor.

54. Please share the type of background check and drug test required.

Answer: Fingerprint-based State and Federal Background Investigation (WVDPS Form 12-26)

Pursuant to West Virginia Code 15-2D-3 (e), service providers, such as vendors or contractors, whose employees are regularly employed on the grounds or in the buildings of the Capitol complex, or who have access to sensitive or critical information, are required to submit to a fingerprint based criminal history investigation completed by both the West Virginia State Police and Federal Bureau of Investigation. Applicants are required to complete the required background checks and forward the same to the Division of Protective Services before fingerprints are submitted at IdentoGo (Idemia).

Preemployment drug testing is not required at this time, however, the Agency reserves the right to have the vendor provide drug testing if probable cause exists. This cost will be at the Vendor's expense and the Agency reserves the right to have any temporary employee removed from an assignment at any time.

55. Will there be a kick-off meeting once the contract is awarded?

Answer: There will not be a formal kick-off meeting. The agency is not opposed to speaking with the vendor to go through the ordering process if needed.

56. How many resources/candidates are currently active at this time under incumbent contracts? Please provide the breakdown of numbers under each incumbent vendor.

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

57. What is the spending to date against each of the incumbent vendors?

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

58. Will active candidates under the incumbent vendors be transitioned to the new vendors if the same incumbent vendors are not awarded the contract this time?

Answer: As this is a new contract, no current temporary employees will be transitioned to the new vendor(s).

59. When providing rates, are we to add the rates directly to the Unit Price and Total Price field in the Centralized Request for Quote Service – Prof form?

Answer: Rates are a flat hourly fee per classification. Please follow all the instructions in the solicitation. Vendors may choose to bid $0.00 or n/a for any classification they do not intend to bid on. The commodity lines contained in wvOASIS are an estimated of hours for bidding purposes only. Please provide rates for renewal years for any classifications being bid on.

60. Are proposal responses need to be submitted to *wv*OASIS online portal or by mail to the Charleston, WV address?

Answer: Please review Section 6 in the terms and conditions for bid submission methods of responding to the solicitation. Electric submission through wvOASIS is the preferred method.

61. How many contingent staffing/contract positions did the State of West Virginia fill in 2023? How many do you expect to fill in 2024 and 2025?

Answer: Staffing needs fluctuate. Agency cannot provide an exact figure for future usage. The agency estimates approximately 7-10 positions per year but this could increase or decrease with the needs of the agency.

62. What is the contingent staffing budget for 2024/2025?

Answer: The State of WV does not disclose budget information

63. Do you want the Centralized Request for Quote Service – Prof forms to be submitted separately from the general proposal, or as one complete response?

Answer: Vendors should submit all related documents with the bid response and per the bid submission instructions. One complete response document is acceptable.

64. I am assuming there is no mandatory pre-bid meeting? A check box indicating no pre-bid meeting, but the paragraph below it in the RFP states "All Vendors submitting a bid must attend the mandatory Pre-bid meeting." Could you please clarify?

Answer: Per the Instructions to Vendors Submitting Bids, a pre-bid meeting will not be held.

65. How should we acknowledge receipt of addendum? In letter form, via email, etc.?

Answer: Per the Instructions to Vendors Submitting Bids Section 8, Addendum Acknowledgement form should be submitted with bid response but must be provided prior to award.

66. Is there a bid / proposal format that we should use for this response?

Answer: See Section 6 of the Terms and Conditions and Section 5 of the specifications.

67. Do we need to be registered with the West Virginia Purchasing Division at the time of bid submission, or can we do that immediately after being awarded?

Answer: Per the Instructions to Vendors Submitting Bids Section 13, vendors are not required to be registered to submit a bid response. Vendors must complete all registrations prior to award. See Also General Terms and Conditions Section 32.

68. In Section 4.2.4- It is mentioned "Vendors must include current resume and a completed qualification documentation for each candidate with their responses". Please confirm if we

have to submit the resumes in this proposal response or upon receiving a request from the client post contract execution. If so, can we provide sample resumes?

Answer: Candidate resumes do not need to be submitted with the bid. Resumes will be requested by the agency to the vendor along with qualification documents provided during the ordering process after contract award.

69. Since the State has not provided any format template to assemble the proposal, please confirm, if the State is expecting only the resumes, compliance with minimum qualification, and the quotation of pricing in the response? Please elaborate the response deliverables State expects the vendor to provide in the proposal.

Answer: Please follow bid submission instructions contained in the solicitation. Note - This is not a RFP but a request for quote for an open-end contract for a vendor or vendors to provide temporary staffing when needed. Candidate resumes are not required until the contract is awarded and will be requested following the ordering procedures as defined in the solicitation. Ve

70. Please provide the budget of this contract.

Answer: The State of WV does not disclose budget information

71. Is this a new contract? If not, please provide the previous spending and list of incumbents.

Answer: This is a new contract. Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

72. Will the candidates be required to work on site or remotely?

Answer: 100% onsite.

73. What are the most required profile under the contract?

Answer: Senior Web Application Analyst is the most requested and staffed position based on historical information.

74. How many vendors does the State intend to award under this contract?

Answer: Maximum of 5 vendors per classification will be awarded under this contract

75. Is the vendor required to submit all job titles?

Answer: No, however, vendor should bid $0.00 or n/a for any classifications they elect not to bid on. Vendor should bid renewal year prices for any classifications they do choose to bid on as well.

76. Is this a new initiative?

Answer: This is a new contract period.

77. If not, who are the current vendors?

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

78. Please share their pricing file.

Answer: If the vendor is requesting pricing pages to formulate a bid, please see bid submission instructions contained in the terms and conditions. The commodity lines contained in wvOASIS is the electronic pricing page. Submitting bid through wvOASIS is the preferred method.

If the vendor is requesting previous pricing for this service, requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

79. What are the historical annual spending volumes in the project?

Answer: The State of WV does not disclose budget information

80. What is the estimated budget for this project?

Answer: The State of WV does not disclose budget information

81. Will you provide a pricing sheet?

Answer: See answer 79.

82. Is there an incumbent on this contract? If so, will the OMIS provide the incumbent name, current contract number, duration, historical level of effort, and value of the contract?

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

83. Is the incumbent eligible to bid on this project?

Answer: This is a new contract period. Any qualified vendor may bid.

84. What kind of documentation is OMIS expecting from the offeror?

Answer: The Agency does not understand the intent of this question. Please refer to the solicitation requirements and the terms and conditions for any documentation that may be required as part of the bidding process.

The ordering procedures in the solicitation detail what will be expected from the vendor when a staffing order is placed **after** the contract is awarded. Vendor are not required to submit candidate resumes with their bid.

85. Can the work be performed remotely?

Answer: No.

86. Can the work be performed outside the USA, such as in India?

Answer: No, work is currently 100% onsite in Charleston, West Virginia.

87. Does the offeror required to provide resumes for this effort?

Answer: Candidate resumes do not need to be submitted with the bid.

88. Does the OMIS require actual resumes or sample resumes for this requirement?

Answer: Candidate resumes do not need to be submitted with the bid.

89. Can the OMIS extend the deadline by a week?

Answer: No. This is a request for quote and a proposal is not needed, only the pricing and any other documents required to be submitted with the bid. See bidding instructions.

90. Can the OMIS please clarify the number of awards for this contract?

Answer: A maximum of 5 vendors will be awarded to each classification based on the lowest bid and then assigned priority to receive staffing orders based on those bids. Lowest vendor will have priority 1 and so on.

91. Is it mandatory to provide hourly rates for all job titles?

Answer: No, vendor should list price as $0.00 or n/a for any item they are not bidding on. Vendor should bid renewal year pricing as well for any classifications they elect to bid on.

92. Budget Determination: What is the budget for this contract?

Answer: The State of WV does not disclose budget information

93. In this RFP, the Submission Requirements are not provided. Can the OMIS provide the required response instructions for this effort? Ex: Technical response and financial response? Please clarify.

Answer: This is not an RFP. Please follow the instructions to bidders and bid submission guidelines. This is a request for quote.

94. As per the RFP resume template is missing. Can the OMIS provide the required resume template?

Answer: Candidate resumes are not required for the bidding process.

95. As per the RFP Exhibit A is missing. Can the OMIS provide the required Exhibit A – Pricing page?

Answer: The commodity lines contained in wvOASIS for the solicitation are the pricing page.

96. Could you please confirm whether commercial experience and references will be considered as part of the evaluation criteria for this bid?

Answer: This is a request for a quote and the contract will be awarded based on the lowest rate and vendor must meet the minimum requirements. Commercial references and experience may be considered as part of Section 3 Qualifications.

97. What is the estimated annual budget allocated for this contract, and what are the key cost drivers that will impact the overall spend?

Answer: The State of WV does not disclose budget information.

98. How many contractors are currently engaged and actively working on this contract?

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

99. Could you provide the names of the existing vendors holding the incumbent contracts for this procurement?

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

100. What was the total expenditure or contract value for each incumbent vendor during the previous contract term?

Answer: The State of WV does not disclose budget information.

101. Are there any specific challenges, concerns, or areas for improvement with the present contract vendors that the successful bidder should be aware of?

Answer: No, this is a new contract period.

102. Is the incumbent pricing sheet available for review, or will it be shared with shortlisted bidders?

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

103. Could you provide a comprehensive list of incumbent vendors, including their contract details and scopes of work?

Answer: This is a new contract. Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

104. Is this a newly initiated project, or is it a continuation of an existing one?

Answer: This is a new contract period and bidding is required to establish new contract(s).

105. If it is ongoing, kindly provide the names of the current service providers/incumbent vendors.

Answer: This is a new contract. Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

106. Could you provide details on the previous expenditure associated with this contract?

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

107. Could you confirm if it is possible to obtain the proposals or pricing details of the incumbent vendors?

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation

is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

108. Are there any specific challenges or issues currently being faced with the existing vendors?

Answer: No.

109. Can you clarify the expected number of awards for this solicitation?

Answer: There will be a maximum of five (5) vendors awarded per classification.

110. Is there any preference or priority given to local vendors for this contract?

Answer: Vendor shall refer to section 15, 15A, and 16 of the Terms and Conditions for information regarding preference.

111. Could you please confirm whether we need to submit resumes of proposed candidates in the proposal?

Answer: Candidate resumes do not need to be submitted with the bid. Resumes will be requested by the agency to the vendor along with qualification documents provided when the contract is awarded and the agency requests a staffing order.

112. If yes, should these be the actual resumes of candidates or would sample resumes be acceptable for the submission?

Answer: See answer 112.

113. Could you confirm the accepted method of proposal submission? Is it via email, an online portal, or a physical copy?

Answer: Follow bid submission instructions contained in the instructions to vendors submitting bids - Section 6.

114. Can you provide information on the previous budget or spending allocated for similar services?

Answer: The State of WV does not disclose budget information.

115. What is the annual budget of the contract?

Answer: The State of WV does not disclose budget information

116. Do you need actual resumes or sample resumes?

Answer: See answer 112.

117. Is this bid refresh? If yes, Can you share details from where we can get old proposal details?

Answer: This is a new contract. Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

118. Do we require a WV business license to respond to this CRFQ, or can we provide it prior to the bid award?

Answer: You are not required to be registered in order to submit a response. However, Vendors must be registered appropriately before receiving a contract award. Please see section 32 Licensing of the General Terms and Conditions for all registration requirements.
The link to pay vendors registration (VSS) fee is https://www.wvoasis.gov/VSS/Default.aspx

WV One Stop Business Portal link is https://sites.google.com/wv.gov/wvot-rates/home

119. Is there any preference for local vendors?

Answer - Vendor shall refer to section 15, 15A, and 16 of the Terms and Conditions for information regarding preference.

120. Will the evaluation focus solely on rates, or will other factors be considered?

Answer: The lowest rate per classification. Maximum of five vendors per classification.

121. To offer you competitive pricing, can you please provide incumbent details with hourly rates, if any?

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation

is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

122. What are the Evaluation Criteria?

Answer: Lowest price per classification. See Section 5 – Contract award.

123. Are there incumbents for these positions?

Answer: This is a new contract. This is not a solicitation for vacancies. The intention of the solicitation is to contract with vendors to supply temporary technology employees as necessary and at the agency's request.

124. Will remote work be allowed? If so, how? Will schedule require EST hours if remote is allowed?

Answer: Positions are 100% on site in Charleston, WV currently.

125. Will there be multiple awards for this contract?

Answer: A maximum of five (5) vendors will be awarded to each classification based on the lowest bid.

126. Do you require the Right to Represent for candidates?

Answer: The agency will not sign a right to represent with any vendor or for anyone in employment by the vendor. The purpose of this contact is for the agency to enter into an open-end and ongoing agreement for the stated contract term for a vendor to provide temporary employees at the agency's request.

127. What is the anticipated award date?

Answer: The contract will be awarded as quickly as possible.

128. For candidates, may we submit anyone authorized to work in the US for any employer?

Answer: Yes, but please be aware that this is not a solicitation for vacancies. The intention of the RFQ is to solicit vendors to enter into contract to supply temporary employees as necessary when a vacancy occurs.

129. Is it required that we respond to all labor categories, or may we select from those provided?

Answer: You may select from those provided. Vendor's must put $0.00 or n/a for any classification they are not bidding on. Pl ease ensure to provide pricing for the renewal years for any classifications being bid on as well.

130. Will there be a pricing template that we should use in our response?

Answer: Commodity lines are listed in wvOASIS and that is the preferred pricing page for vendor's to submit bids electronically. Please refer to instructions for vendor submitting bids in the solicitation – Section 6.

131. How many resumes should be provided for each position?

Answer: This is a new contract. This is not a solicitation for vacancies. Candidate resumes do not need to be submitted with the bid. The RFQ is intended to create a list of qualified vendors to supply temporary employees as the agency requests them.

132. Regarding Section 3: Qualifications, 3.1 which states *"Vendors shall be in business a minimum of five (5) years, providing similar information technology staffing services."* Our Canadian affiliate, 2iSolutions Inc., has been in business for 19 years, specializing in IT staffing, while our U.S. presence is relatively new, having been established in 2023. Can the business experience of our Canadian affiliate be used to meet this requirement?

Answer: The requirement pertains to the registered business entity the contract will be awarded to. This contracted business name/entity must have 5 years of staffing experience.

133. Regarding Section 3: Qualifications, 3.2 which states *"Vendors shall be able to demonstrate their potential to provide these services by providing documentation to indicate they have provided staffing of at least six (6) individuals within the listed classifications within the past five (5) years."* Can the past performance of our Canadian affiliate, which meets this requirement, be considered valid to demonstrate compliance?

Answer: See answer 132.

134. Regarding Section 3: Qualifications, 3.2 which states "*Vendors shall be able to demonstrate their potential to provide these services by providing documentation to indicate they have provided staffing of at least six (6) individuals within the listed classifications within the past five (5) years.* Please confirm vendors are to provide documentation for 6 individuals in total and not 6 individuals per classification.

Answer: Proof that vendor has provided staffing of at least six individuals within the specified classifications over the past five years. This can include employment records, contracts, or assignments details. Documentation naming the entities to whom these individuals were supplied this could include the name of the client or contact information for a representative at the client entity. Any additional documentation that can verify the services provided such as performance reviews, client testimonials, or completion certificates. You must include this documentation with your bid.

135. Are vendors required to provide sample candidate resumes for each position classification?

Answer: No, candidate resumes nor sample resumes are not required to be submitted with the bid.

136. Regarding Section 8: Insurance - Automobile. If selected, we will need to increase the limit of our Automobile Liability Insurance. Will time be permitted to allow for this increase between notification of selection and contract award?

Answer: All mandatory requirements must be met prior to a contract award.

137. There is a mention that the candidate's resume along with a qualification template needs to be submitted. However, I couldn't find this template in the RFP document. Could you please direct me to this template?

Answer: Candidate resumes do not need to be submitted with the bid. The RFQ is intended to create a list of qualified vendors to supply temporary employees. Resumes will be requested by the agency to the vendor along with qualification documents that will be provided later after contract award and when a temp staffing order is necessary.

138. Could the State please clarify in which section of the response vendors should include the 'Designated Contact' information? There is no mandatory section where the Designated Contact page should be

Answer: See Section 11 – Contract Manager.

139. Could the State please confirm if vendors must be certified by HIPAA?

Answer: Yes. HIPPA compliance is a requirement as these temporary positions may work on projects that contain sensitive information protected by HIPPA laws. .

140. Could the State please confirm whether vendors are allowed to submit their responses via the portal?

Answer: Please follow instructions for vendors submitting bids. wvOASIS electronic submission is the preferred method for vendors to submit bids.

141. Is the certificate of Insurance required with the response?

Answer: Must be provided prior to award.

142. Could the State please confirm whether vendors are required to submit a single document or if the forms should be submitted as separate documents?

Answer: Vendor may include all documents in one attachment or attach as separate attachments.

143. Could the State please confirm the required forms that must be submitted with the proposal?

Answer: Vendors should include any required documents or forms with bid submission. Vendor should carefully read the solicitation and instructions and terms and conditions to determine what should be submitted with their bid.

144. Could the State please grant an extension on the due date?

Answer: No.

145. Does the State accept remote/ offshore resources to work on this engagement?

Answer: No. All positions will work on site.

146. Could the State kindly clarify the exact number of attached files needed for the response?

Answer: There is no exact number. Please follow bid submission instructions. This is a request for quote and not a request for proposal. Candidate resumes are not required to be submitted with a bid.

147. Could the State please provide clarification on the appropriate section within the response where vendors should include the forms?

Answer: There is no mandatory format. Please follow instructions to submit bids and if bidding electronically through wvOASIS, attach any required documents to the bid.

148. Is the estimated budget meant for all the vendors collectively? If so, what is the allocated budget for each vendor?

Answer: The agency will not disclose any budget information.

149. If a vendor exhausts their assigned budget, can the purchase order (PO) be extended with additional funds?

Answer: The agency is required to follow WV Purchasing Rules for any change order to a contract and is required to follow any terms and conditions contained in the contract.

150. Are the vendors allowed to subcontract at the Task Order Level?

Answer: See Section 22 of Terms and Conditions. The agency's contract is with the awarded vendor.

151. Could the State please confirm if vendors must include the pricing information two times (in the technical proposal and in the portal)? If yes, could the State please confirm in which section of the proposal vendors should include their pricing?

Answer: The solicitation is a Request for Quotation, there is no technical proposal, see section 5.2 Pricing Page of the solicitation specifications for pricing instructions.

152. Do vendors have to provide references within their response? If yes, how many?

Answer: Please refer to Section 3 Qualifications. Documentation is preferred with the bid submission to expedite the review process, however, confirmation of these requirements is required prior to a contract award.

153. Could the State please confirm that vendors can fill out proposal forms electronically?

Answer: See section 5.2 Pricing Page of the specifications, submission using wvOASIS is the preferred method.

154. How many vendors is the State looking to award?

Answer: Maximum of five (5) per classification.

155. Is this a new initiative? If not, could the State please provide the incumbent information?

Answer: No, this solicitation is to establish a new contract(s).

156. Is the State looking for firms to recruit the requested positions or for firms to provide in-house personnel to perform the services?

Answer: This solicitation is to establish multiple open-end contracts for technical temporary staffing services. The awarded vendor(s) will be required to provided ongoing temporary staffing services for the Agency when and as requested.

157. Can firms comply with the minimum qualifications through a subcontractor?

Answer: The contracted vendor must meet all minimum qualifications.

158. Can firms comply with the minimum experience requirements enlisted under section 3. QUALIFICATIONS by demonstrating the requested experience through their engagements in the private sector?

Answer: The contracted vendor must meet all minimum qualifications. Experience does not necessarily have to be with government or public entities.

159. Could the State please disclose if they have faced any challenges or pain points with their current vendors?

Answer: This is a new contract.

160. Is there any mandatory subcontracting goal for this engagement?

Answer: See Section 22 of Terms and Conditions. The agency's contract is with the awarded vendor. The goal of the contract is for awarded vendor(s) to provide the agency with temporary staffing services when the agency requests orders.

161. Are electronic signatures allowed?

Answer: Bids submitted in *wv*OASIS are deemed to be electronically signed.

162. Could you please share the content that needs to be submitted with the proposal?

Answer: Please refer to bid instructions and any requirements that state an item must or shall be submitted with the bid.

163. Can firms provide commercial references and references from ongoing contracts?

Answer: Yes.

164. Could the State please provide the evaluation criteria that will be used to assess the proposals submitted by vendors?

Answer: See specification Section 5.1 Contract Award.

165. Can the State please confirm if firms must include resumes for the requested positions and their resumes? If yes, are the requested resumes sample or actual resumes?

Answer: Candidate resumes do not need to be submitted with the bid. The solicitation is intended to create a list of qualified vendors to supply temporary employees on an as needed and ongoing basis.

166. If firms must present actual candidates, can these be replaced by equally qualified consultants if they are no longer available after the award?

Answer: Candidate resumes do not need to be submitted with the bid. The solicitation is intended to create a list of qualified vendors to supply temporary employees on an as needed and ongoing basis.

167. Under section 3. QUALIFICATIONS, point 3.1., states: "Vendors shall be in business a minimum of five (5) years, providing similar information technology staffing services. Vendors must provide documentation to indicate that their company meets this requirement prior to award; however, bidders may include this documentation with their bid." Could the State please elaborate further on what type of documentation/information (case studies, examples of placements, etc.) firms must provide to comply with this requirement?

Answer: Proof that vendor has provided staffing of at least six individuals within the specified classifications over the past five years. This can include employment records, contracts, or assignments details. Documentation naming the entities to whom these individuals were supplied this could include the name of the client or contact information for a representative at the client entity. Any additional documentation that can verify the services provided such as performance reviews, client testimonials, or completion certificates. You must include this documentation with your bid.

168. Is the State looking for firms to provide local candidates to perform the services?

Answer: Candidates will work onsite in Charleston, West Virginia.

169. Under section 3. QUALIFICATIONS, point 3.2., states: "Vendors shall be able to demonstrate their potential to provide these services by providing documentation to indicate they have provided staffing of at least six (6) individuals within the listed classifications within the past five (5) years: documentation should include enough information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 1, above: the documentation should name the entity to whom the individual was supplied and provide contact information for that entity." Do the individuals provided have to be from a single agency or can they be from different agencies?

Answer: The requirement pertains to the registered business entity the contract will be awarded to.

170. Under section 3. QUALIFICATIONS, point 3.2., states: "Vendors shall be able to demonstrate their potential to provide these services by providing documentation to indicate they have provided staffing of at least six (6) individuals within the listed classifications within the past five (5) years: documentation should include enough information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 1, above: the documentation should name the entity to whom the individual was supplied and provide contact information for that entity." Will the information provided under this section be used as references? If yes, would the State consider reducing the amount of individuals provided, as not all agencies agree to be used as a reference?

Answer: The state will not waive this requirement. The references do not necessarily have to be government or public entities.

171. Under section 3. QUALIFICATIONS, point 3.2., states: "Vendors shall be able to demonstrate their potential to provide these services by providing documentation to indicate they have provided staffing of at least six (6) individuals within the listed classifications within the past five (5) years: documentation should include enough information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 1, above: the documentation should name the entity to whom the individual was supplied and provide contact information for that entity." Could the State please confirm the number of references that firms must provide to comply with this requirement?

Answer: Proof that vendor has provided staffing of at least six individuals within the specified classifications over the past five years. This can include employment records, contracts, or assignments details. Documentation naming the entities to whom these individuals were supplied this could include the name of the client or contact information for a representative at the client entity. Any additional documentation that can verify the services provided such as performance reviews, client testimonials, or completion certificates. You must include this documentation with your bid.

172. Under section 3. QUALIFICATIONS, point 3.2., states: "Vendors must provide documentation to indicate that their company meets this requirement prior to award: however, bidder may include this documentation with their bid." Could the State please clarify what type of documentation vendors must provide to suffice this point?

Answer: Proof that vendor has provided staffing of at least six individuals within the specified classifications over the past five years. This can include employment records, contracts, or assignments details. Documentation naming the entities to whom these individuals were supplied this could include the name of the client or contact information for a representative at the client entity. Any additional documentation that can verify the services provided such as performance reviews, client testimonials, or completion certificates. You must include this documentation with your bid.

173. How many vendors do you anticipate selecting to provide technical staffing services for this RFQ?

Answer: Maximum of five (5) per classification.

174. How many vendors were selected to provide technical staffing services for the previous RFQ in 2020?

Answer: Maximum of five (5) per classification.

175. What is the anticipated number of new positions you expect to open under this RFQ for the 2025 calendar year?

Answer: The agency's needs change as projects are assigned or due to staffing shortages. We cannot predict any future use of this contact or specific classifications.

The agency has staffed as little as five temporary employees in a calendar year up and up to as many as fifteen in a calendar year.

176. Does the "firm for the life of the contract" clause apply only to the initial one-year term, or does it extend to all potential renewal periods?

Answer: Pricing is firm as bid for the life of the contract. Vendors may opt to bid different hourly rates for each classification, each renewal year for each classification, however, this pricing must be stated on the initial bid.

177. Could you provide guidance on how to factor travel expenses into the hourly rates, particularly for services delivered across various locations in West Virginia?

Answer: We anticipate these positions to be in Charleston, WV with very limited travel. The vendor must factor in all costs (taxes, benefits, etc.) as part of the firm and fixed hourly rate. Travel should be minimal, if at all, and would generally be within the State.

178. Could you clarify if there is flexibility for remote work for these positions, such as allowing employees to work from home part of the time (e.g., two days per week)?

Answer: All work is onsite.

179. Is there an estimated range for the amount of travel required, or should vendors propose a scalable pricing model to accommodate potential travel needs?

Answer: We anticipate these positions to be in Charleston WV with very limited travel. The vendor must factor in all costs (taxes, benefits, etc.) as part of the firm and fixed hourly rate.

180. How will unanticipated travel requirements be financially handled if they arise outside the scope of the bid?

Answer: We anticipate these positions to be in Charleston WV with very limited travel. The vendor must factor in all costs (taxes, benefits, etc.) as part of the firm and fixed hourly rate. If positions will be located in a different vicinity or more than occasional travel required, this will be disclosed to vendor with the temp service order.

181. Could you confirm the payment terms for services rendered under this RFQ?

Answer: Section 7 PAYMENT: Agency shall pay only the hourly rate as shown on the Pricing Pages, for all Contract Services performed and accepted under this Contract. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

When a temp employee is selected and working - 4.2.8 states "The successful candidate(s) will be required to present a timesheet for approval on a regular basis not less than a one (1) week period and not more than monthly."

182. Is subcontracting permitted for any portion of the services, or must all work be performed by the vendor's direct employees?

Answer: See Section 22 of Terms and Conditions. The agency's contract is with the awarded vendor. The goal of the contract is for awarded vendor(s) to provide the agency with temporary staffing services when the agency requests orders.

183. Are candidates under work sponsorship (e.g., H1B visa) acceptable, provided that the vendor can document the candidate's legal authorization to work in the U.S.?

Answer: They agency will not sponsor candidates or complete any additional paperwork. The agency will only consider temporary employees who are legally authorized to work within the US.

184. How should subcontractor relationships, if applicable, be documented and presented within the bid?

Answer: See Section 22 of Terms and Conditions. The agency's contract is with the awarded vendor. The goal of the contract is for awarded vendor(s) to provide the agency with temporary staffing services when the agency requests orders.

185. What are the specific requirements for background checks and drug testing for proposed candidates?

Answer: Fingerprint-based State and Federal Background Investigation WVDPS Form 26

Pursuant to West Virginia Code 15-2D-3 (e), service providers, such as vendors or contractors, whose employees are regularly employed on the grounds or in the buildings of the Capitol complex, or who have access to sensitive or critical information, are required to submit to a fingerprint based criminal history investigation completed by both the West Virginia State Police and Federal Bureau of Investigation. Applicants are required to complete the required background checks and forward the same to the Division of Protective Services before fingerprints are submitted at IdentoGo (Idemia). Preemployment drug testing is not required however if probably cause exists the agency will contact the vendor.

186. Could you clarify the documentation required to demonstrate that we have staffed at least six individuals across all classifications in the past five years?

Answer: Proof that vendor has provided staffing of at least six individuals within the specified classifications over the past five years. This can include employment records, contracts, or assignments details. Documentation naming the entities to whom these individuals were supplied this could include the name of the client or contact information for a representative at the client entity. Any additional documentation that can verify the services provided such as performance reviews, client testimonials, or completion certificates. You must include this documentation with your bid.

187. Besides the lowest price, are there any other evaluation criteria, such as past performance or technical capabilities, that will influence the award decision?

Answer: Lowest price and vendor must meet all other requirements listed in the solicitation.

188. How will ties be resolved if multiple bids have identical pricing?

Answer: A maximum of five (5) vendors will be awarded per classification. Ties are handled by the WV Purchasing Division. Vendors affected by a tie should be notified by the buyer and given an opportunity to attend the tie breaker.

189. What is the expected timeline for the evaluation of bids and the subsequent award notification?

Answer: The agency will award the contract as quickly as possible.

190. Could you elaborate on the "Right to Hire" provision? Specifically, can the Agency hire any vendor employee at any time without an additional fee, regardless of the length of service provided by the employee?

Answer: Yes, the agency can direct hire any temporary employee at any time without any additional fees or penalties. Any unused hours on the initial delivery order will be liquidated as the agency can only pay for hours worked.

191. Can vendors submit bids for only a subset of the positions listed in this RFQ, and would this impact the likelihood of selection if not all positions are quoted?

Answer: Vendor may bid on any classification however vendor should bid $0.00 or n/a for any classification not bidding on.

192. What would be the number of awards you intend to give(approximate number)?

Answer: A maximum number of five (5) vendors will be award per classification.

193. What are the estimated funds that are estimated to be allocated for this contract?

Answer: The agency does not disclose budgets and cannot estimate future usage of the contract.

194. What is the tentative start date of this engagement?

Answer: This is an open end contract and will be awarded as quickly as possible. We are not staffing positions with this solicitation. This solicitation it to establish vendor contracts to provide future temporary employees when the agency places an order for one.

195. What is the work location of the proposed candidates?

Answer: Charleston WV and 100% onsite unless otherwise specified. No remote work currently authorized.

196. Please provide the evaluation criteria for evaluating the bids for this CRFQ.

Answer: Lowest cost meeting specifications. A maximum of five vendors awarded per classification.

197. Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?

Answer: New contract.

198. Are there any pain points or issues with the current vendor(s)?

Answer: No.

199. Could you please share the previous spending on this contract, if any?

Answer: Agency does not disclose budgets or previous spending and any such requests should be requested through a Freedom of Information Act.

200. Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?

Answer: See Section 22 of Terms and Conditions. The agency's contract is with the awarded vendor. The goal of the contract is for awarded vendor(s) to provide the agency with temporary staffing services when the agency requests orders.

201. How many positions were used in the previous contract (approximate)?

Answer: This is a new contract term.

202. How many positions will be required per year or throughout the contract term?

Answer: The agency's needs change as projects are assigned or due to staffing shortages. We cannot predict any future use of this contact or specific classifications.

The agency has used as little as little as five temporary employees in a calendar year and up to as many as fifteen in a calendar year.

203. If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could vendors replace them with equally qualified resources?

Answer: Vendor is only required to provide costs and to meet the mandatory minimum requirements.

204. Can we provide hourly rate ranges in the price proposal?

Answer: Vendor must provide flat hourly rates per classification listed. Vendor may propose different rates for each renewal year and classification at a flat hourly rate. Vendor does not have

to bid every classification but should put $0.00 or n/a for those not bidding on. Vendor must bid according to the commodity lines and pricing instructions.

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

Answer: 100% onsite work currently.

206. Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?

Answer: Candidate resumes are not required with the bid.

207. Could you please provide the list of holidays?

Answer: Federal and WV State observed Holidays. These may change annually.

Please see
https://wvtreasury.com/Portals/wvtreasury/content/About/Contact/Treasurer%20Calendar%202024%20wvOASIS.pdf for the current list of 2024 Holidays. A 2025 calendar will be published soon.

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

Answer: The agency does not pay for services not rendered. If the contracted vendor allows their employee paid time off, those hours not worked at the agency are not paid by the agency.

209. I do see We have multiple forms with the different job titles, do we need to attach those with the bid?

Answer: Candidate resumes should be included with the bid response. This bid process is to establish pricing and contract(s) for future temporary assignments. Any documents listed in the solicitation or terms and conditions as "must be submitted with the bid" must be included with the bid response or bid may be disqualified.

210. When is the call scheduled for this bid? I don't see that information.

Answer: See Instructions to Vendors Submitting Bids – Section 7 – for further bid opening date and time information.

211. Do we need to send the bid through post?

Answer: See Section 6 of Instructions to Vendor Submitting Bids for appropriate methods of responding to the solicitation.

212. Do we need to have West Virginia Certificate to place this bid?

Answer: Registrations are not required to respond to the solicitation, all registrations must be completed prior to award

213. From the list of forms (see list below) in the RFP documents, what forms are not necessary to include in the Technical Proposal:

Answer: a. Israel Boycot Certification

   Answer - Certificate not required with bid.

   b. Addendum Acknowledgment Form Solicitation.

   Answer - Vendor should include with bid, must be provided prior to award

   c. Request for Quotation CFRQ (Pag 11).

   Answer - Contract Manager should include with bid

   d. Federal Funds Addendum.

   Answer - Vendor should include with bid, must be provided prior to award

   e. HIPAA Business Associate Addendum.

   Answer - Vendor should include with bid, must be provided prior to award

   f. Exhibit B.

   Answer - not required with bid response.

214. Are we required to submit resumes for all 10 positions as part of the technical response?

Answer: No, do not submit candidate resumes with the bid response.

215. Will the work be performed on-site, or is remote work an option?

Answer: Work will be performed onsite

216. Could you confirm the required format for the technical response submission?

Answer: Follow instructions for submitting the bid. There is no specific format as this is a request for quotation and not proposal.

217. What is the page limit for the technical response?

Answer: No page limit, but this is a request for quote. Follow bidding instructions.

218. Who are the current incumbents for these positions?

Answer: This is a new contract term.

219. Regarding Section 4.2.7, could you please clarify the process for determining the "first priority" vendor for each classification? How does the priority system work if a vendor cannot fulfill a request or fails to respond within the 48-hour timeframe? We want to ensure a clear understanding of the obligations and implications of being a "first priority" vendor.

Answer: Each job classification has a priority associated with it based on the lowest bid per vendor. If the first priority vendor does not respond within the 48-hour time frame we move to the next priority vendor and so forth until the role is filled.

220. Are vendors required to bid on all 10 position classifications, or can we bid selectively on specific positions we are best equipped to staff?

Answer: Vendors do not need to bid on all classifications but should list $0.00 or n/a for any classifications not bidding on.

221. Besides the lowest price per classification, are there other evaluation criteria? Are there particular qualifications or experiences that will carry additional weight in the decision-making process?

Answer: Lowest price that meets mandatory specifications.

222. With reference to Section 4.2.4: a. At what stage are vendors required to submit candidate resumes and qualification documentation? Is this required with the initial bid or only after a contract is awarded? b. Is there a specific format or template for the "completed qualification documentation" mentioned in Section 4.2.4?

Answer: Candidate resumes do not need to be submitted with the bid.

223. Is this a re-compete CRFQ, If yes:
a. Could you please the name of Current prequalified vendors (who are currently providing services to Agency)?
   Answer - No. This must be requested through a FOIA.
b. When the existing contract was started, and what is the annual monetary spent value of the current agreement since inception?
   Answer - State does not provide budgets.
c. How many resources are currently engaged in the bids under current agreement?

Answer - State does not provide this information.

d.   Can you please share the no. of positions served in previous years under this agreement?
Answer – Staffing needs fluctuate, could staff as little as five candidates and as many as fifteen in a calendar year.

e.   Can you please share the amount of business each vendor did under this agreement in previous years?
Answer - No. This information must be requested through a FOIA.

224. What will be the estimated annual budget for this project?

Answer: The State of WV does not disclose budget information.

225. What communication method will be utilized for the distribution of requisitions/task orders among the vendors awarded under the contract? This includes options such as Email, VMS, or any alternative mode.

Answer: Agency will email the first priority vendor with the request. See Section 4.3 Duties and Responsibilities of the Agency. If the first priority vendor cannot provide acceptable candidates or passes, the agency will contact the next priority vendor and so.

226. Do we also need to submit potential resumes of candidates for the respective classifications?

Answer: Candidate resumes do not need to be submitted with the bid.

If resumes are required, do we need to submit actual resumes? Additionally, how many resumes are required for each position?

Answer: See answer 226.

227. Could you please confirm if all roles are required onsite?

Answer: 100% onsite

228. Could you please confirm what all information is required in response to the CRFQ?

Answer: Please follow the bid submissions instructions contained in the solicitation. Pricing is required and any documents that are stated must be submitted with the bid.

229. Question: We have placed multiple similar roles with one client, could you please confirm if we can submit 1 reference for multiple positions?

Answer: Candidate references and resumes are not required with the bid package.

230. Question: Could you please confirm if we need to demonstrate 6 successful placements for each required role to meet the qualification criteria?

Answer: No, six overall within the listed classifications being bid on.

231. Question: Is it mandatory to bid on all positions?

Answer: No, it is not mandatory to bid on all positions, however vendor should bid $0.00 or n/a for any classifications they choose not to bid on.

232. To confirm- the intent of this procurement is to short-list a number of vendors who will then bid on the roles, individually? What is the target number of vendors to be awarded to the short-list?

Answer: The solicitation is to be considered as a vendor for temporary employee services. Vendors are not bidding specific candidates at this time. See Specification Section 5.1 Contract Award

233. Are responses allowed to be electronic only or do vendors have to provide a hard copy as well?

Answer: See Instructions to Vendors Submitting Bids – Section 6 - for appropriate methods of submitting a bid response.

234. Just to confirm- for the initial responses— In section 4.2.4 it states that vendors must provide resumes with their responses—is the expectation for vendors to provide sample resumes showing we have placed people in the skill sets listed? If so, how many sample resumes per skill set? Or is the vendor responsible for providing actual resumes for candidates listed here?

Answer: Candidate resumes do not need to be submitted for this proposal. The RFQ is intended to create a list of qualified vendors to supply temporary employees. Resumes will be requested

by the agency to the vendor along with qualification documents that will be provided if awarded. Vendor and Agency roles are defined in the solicitation and are requirements after the contract is awarded.

235. What is the timeline around when vendors will be awarded/added to the staffing contract?

Answer: Agency will award the contract as soon as possible.

236. Is the expectation for us to provide pricing in our initial response? Or is this as positions are being released after selected vendors are added to the contract?

Answer: Yes. See Specification Section 5 Contract Award

237. Are resources expected to always sit 100% on-site? Or is there flexibility around certain skill sets being remote? This will help us with pricing resources out

Answer: 100% on site

238. Who is responsible for providing laptops?

Answer: The Agency (State of West Virginia).

239. How will these resources enter their hours worked and is there anticipated overtime?

Answer: The Vendor has to provide timesheets to the agency for proper approval. There is no overtime rates, however, the candidate may be asked to work over 40 hours a week and the rate will be the flat hourly contracted rate .

240. Will we be able to leverage both US Citizens and Green card holders for the work?

Answer: The candidate has to be eligible to legally work within the United States.

241. Is there anticipated travel for any/all of these resources?

Answer: At this time, these positions are 100% on-site and are generally located in Charleston, WV. The agency reserves the right to allow remote work in the future if the agency deems it to be necessary. The agency has locations throughout the State of WV but travel should be minimal, if required at all and would be stated in the initial order request. Temporary employees may be asked to attend meetings with area.

242. Will you be able to provide the WV Tax exemption certification?

Answer: Yes, upon contract award.

243. As a non-resident vendor, is it necessary to be registered with the State of West Virginia when submitting our bid/proposal, or can we complete the registration after being awarded the contract?

Answer: Registrations are not required to submit a bid response, all registrations must be completed prior to award

244. As a non-resident vendor, can we submit small business, women-owned, and minority-owned business certifications issued in the State of California with our proposal?

Answer: SWAM certification is not applicable to this solicitation. See Instructions to Vendors Submitting Bids Section 15, 15A and 16 regarding preferences.

245. Are we required to submit actual resumes or sample resumes for candidates for each role during the proposal submission process?

Answer: Candidate resumes do not need to be submitted for this proposal. The RFQ is intended to create a list of qualified vendors to supply temporary employees. Resumes will be requested by the agency to the vendor along with qualification documents that will be provided if awarded.

246. 1. The solicitation file, "CRFQ MIS2500000001_Complete Solicitation Documents" (attached), mentions the Price Sheet. Specifically, section 5.2 states that vendors should complete the Pricing Pages (Exhibit A) by providing an hourly rate for each classification and renewal year (page 61). However, Exhibit A (page 70) appears to be empty. Does the file with position lines (40 rows) and details on unit price and total price titled "Final_CRFQ_0511_MIS2500000001_1_WV_CRFQ_FORM" (attached) replace the Pricing Page?

Answer: The commodity lines provided within wvOASIS is the pricing page/sheet. Vendor shall provide hourly rate for classifications and renewal years for any item electing to bid on. Quantity of hours listed are for bidding purposes only and to establish the contract(s).

247. The wvOasis Price Sheet and the file
"Final_CRFQ_0511_MIS2500000001_1_WV_CRFQ_FORM" both require information on
the candidate's hourly rate (Unit price). Since the Solicitation allows multiple candidates to
be offered for one position, should this one price listed on these pricing pages reflect the
maximum rate of all candidates, or the lowest proposed rate?

Answer: Each classification award is chosen by the lowest proposed rate. A maximum of five (5)
contracts will be awarded per classification and in priority reference by low bid to next low bid
and so on.

248. And what should be considered the primary source of pricing information—the cover letter
and resumes with individual candidate pricing details, or the consolidated pricing
information in the Price Sheet on the wvOasis website?

Answer: The consolidated pricing information is the commodity lines provided within wvOASIS.
Do not submit candidate resumes with the bid, only vendor required documents per the bid
instructions and terms and conditions.

250. The wvOasis submittal page includes a Delivery dates for all 40 rows in this Solicitation
request. Could you please clarify what this date represents? Does it refer to the average time
between notification that a candidate has received an offer and their start date, or can this
information be left blank in the application?

Answer: The delivery date information can be left blank for this solicitation. If the system
requires an entry, the vendor may use zero (0). This is for bid purposes only and does not waive
any requirements of the required ordering process after the contract is awarded.

251 .Is it acceptable to leave the "Enter the Discounts and Comments" section blank on the
wvOasis submission page, as it appears to be irrelevant to the current bid?

Answer: Yes, it is acceptable. If an entry is required, vendor may enter zero (0).

252. Is this a new opportunity or a recumbent? Please provide us the information of the previous
vendors.

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents
related to previous contracts through the question and answer process included in this solicitation

is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

253. Is there any possibility of due date extension?

Answer: No.

254. Could you please provide an editable version pf the RFP document as we need to fill the pricing data in the line items for submission.

Answer: No, an editable version cannot be provided, the solicitation is a Request for Quotation (RFQ) not a Request for Proposal (RFP). Please follow bid submission instructions.

255. Can we submit the bid through WVoasis? We are already registered with the Purchasing division, so do we need to pay $125 during proposal submisison or after award?

Answer: See Instructions to Vendors Submitting Bids Section 6 for appropriate methods of submitting a bid response. The fee will be due only if awarded a contract.

256. Whis the historical spend of the state for this opportunity?

Answer: The State of WV does not disclose budget information.

257. How many resources were previously utilized/what is the volume of work to be generated from this?

Answer: Staffing needs fluctuate. Agency cannot provide an exact figure for future usage. We estimated approximately 7-10 positions per year but this could increase or decrease with the needs of the agency.

258. Is there any subcontracting goal?

Answer: See Section 22 of Terms and Conditions. The agency's contract is with the awarded vendor.

259. Is there any preference to the WV based local vendors?

Answer: See Instructions to Vendors Submitting Bids Section 15, 15a, and 16 preference information.

260. Do we need to provide resumes of the candidate at the time of proposal submission?

Answer: No, candidate resumes are not required to be submitted with the bid.

261. Is there any proposal sequence or page limit for this bid?

Answer: No, this is a request for quote and not a request for a proposal.

262. What are the proposal submission requirements?

Answer: See Instructions to Vendors Submitting Bids Section 6 of the Terms and Conditions.

263. Are there any requirements of license from the vendors during proposal submission?

Answer: Vendor is not required to be registered in order to submit a response. However, Vendors must be registered appropriately before receiving a contract award. Please see section 32 Licensing of the General Terms and Conditions for all registration requirements.
The link to pay vendors registration (VSS) fee is https://www.wvoasis.gov/VSS/Default.aspx
WV One Stope Business Portal link is https://sites.google.com/wv.gov/wvot-rates/home

264. What are the expected Deliverables from this RFQ? Is this only for providing the pricing proposal?

Answer: The purpose of the RFQ is to establish multiple open-end contracts for vendors that can provide technical temporary staffing services for the classifications listed.

265. Will government consider extending the due date by 1 week?

Answer: No.

266. Is it a recompete ? If yes, who is the incumbent.

Answer: This is a new contract.

267. What is the value of the current contract?

Answer: Requesting copies of previously awarded contracts, other solicitations, or documents related to previous contracts through the question and answer process included in this solicitation is not appropriate. Requests for documentation of this nature can be obtained by interested parties through a Freedom of Information Act request.

268. Could you please clarify if this requirement is a new opportunity or a re-compete of an existing contract?"

Answer: This is a new contract.

269. Is there is any pain point with the previous incumbents?

Answer: No. Vendor requirements are listed in the solicitation.

270. Are we required to submit live resumes for proposed candidates as part of the proposal, or can these be submitted post-award?

Answer: Candidate resumes are not required to be submitted with the bid.

271. Do you require Key personnel resume along with the proposal.

Answer: Candidate resumes are not required to be submitted with the bid.

272. Do you require COI along with the proposal or after award?

Answer: All mandatory requirements, including COI, must be met prior to a contract award.

273. Could you provide insight into the expected spending for this project?

Answer: The State of WV does not disclose budget information.

274. Is the need for temporary staffing based on an as-needed basis, or is there a predetermined requirement?

Answer: As needed basis.

275. How many candidates are expected to be provided for each position?

Answer: No candidates are expected to be provided with the bid. Once the contract is awarded, the vendor will follow the required vendor responsibilities (Section 4.2) listed in the solicitation to provide applicants.

276. Do we need to submit qualifications documents like copies as verification of degrees or certifications of the proposed candidates along with the bid proposal?

Answer: Vendors will not need to submit resumes for proposed candidates for this solicitation. If the vendor is selected to enter into contract, they will be required to submit resume and qualification documents(provided) for candidates per qualification they are submitting.

<u>Section 5 revision</u>

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

Upon award of the resulting Contract(s), a spreadsheet will be included with each Contract indicating the priority each vendor has for each awarded classification. An indicator of "1" on the spreadsheet contract Pricing Synopsis shall indicate First Priority; "2" shall indicate Second Priority, etc.

Pricing Page: Vendor should complete the Pricing Pages in wvOASIS or attached hereto as Exhibit A (if provided) by providing an hourly rate for each classification and each classification renewal year as listed. The vendor must factor in all costs (taxes, benefits, etc.) as part of the firm and fixed hourly rate. Vendor may choose to bid all classifications or singular classifications. The hours listed on the pricing pages are an estimate and will only be used to evaluate bids. Vendor should complete the Pricing Pages in their entirety as failure to do so may result in Vendor's bids being disqualified. If vendor is not bidding a certain classification/commodity line, vendor should clearly note a "no bid" by inputting

$0.00 or "N/A" on the line. Vendors may opt to bid different hourly rates for each classification and each classification renewal year.

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

Vendors should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: MIS2500000001

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)

[✓]	Addendum No. 1	[ ]	Addendum No. 6
[ ]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	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.

FAAZ Consulting LLC
_____
Company

_____
Authorized Signature

10/22/2024
_____
Date

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

Name	Alexander Ravelo
Role	Senior Application Oracle Database Administrator

Objective

A challenging position in database administration and related areas such as data modeling that will utilize my expertise and knowledge. The position should have many opportunities for an aggressive, hard worker, and a dedicated individual with leadership abilities.

Skill Matrix

Skills	Years of Experience
10 Years - Oracle database systems	10
PL/SQL Code	10
Oracle SQL procedures	10
UNIX/LINUX shell scripts in HP UNIX and/or RedHat LINUX	7
Data Modeling.	10
Oracle RMAN backup	10
Oracle Warehouse Builder.	10
Oracle database.	10

Work Experience

K12 Inc. Herndon VA	Sr. Database Administrator	10/2008 – Present

Responsible for supporting the Oracle Production, QA and Development environments. Performed several database upgrades from Oracle version 10g to 11g Release 2. Configured and setup Oracle Data Guard, Partitioning, RMAN backups and tested the recovery processes. Installed and configured Oracle RAC in the 11g environment. Tuned the databases to improve performance and tuning, Utilized NetBackup and Grid Control to create clones and to administer and backup the databases.

- Installed Oracle RAC 11g across 9 nodes (Production), 3 nodes (QA), 2 nodes (Data warehouse), and over 10 standalone databases over NAS.
- Oracle 12c, 11g, 10g OEM Grid control migration and implementation.
- Patched Oracle software and applied CPU updates on a regular basis.

- Configured and setup Real Application Test to capture production load and apply it to the QA environment. This was implemented to test the upgrade of the production databases to 11g.
- Implemented Oracle Transparent Data Encryption (TDE).
- Aggregate and delete nodes on a 11g, 10g @ RAC on Linux servers
- Monitored database capacity and tuned the database performance by using Grid Control, AWR and local scripts reports.
- Analyzed and provided alternate solutions to the development team in order to fix any performance issues.
- Developed UNIX shell and SQL scripts for database monitoring and health checks that send pro-active alerts to the DBAs.
- Tuned and redesigned SQL, PL/SQL queries to improve performance and optimize the resource usage.
- Tune Oracle memory structures including SGA, PGA, background processes, and I/O distribution.
- Implemented Oracle Logical and Physical Data Guard architectures.
- Designed, documented, tested and maintained all disaster recovery procedures.
- Implemented and tested Backup and Recovery strategies using RMAN - Dataguard – Clone Instance, Export/Import - transportable tablespace, NetApp snapshots Flex-clone, and EM2/BC.

Network Solutions, Inc. Herndon VA	Database Administrator	11/2007 – 10/2008

- Responsible for supporting the Oracle and MySQL database production platform.
- Performed several database upgrades, configuration, backups, recovery, archiving, replication.
- Configured and setup logical and physical standby databases which includes over 50 instances – Oracle version 10g and 9i, 65 MySQL databases (MyISAM, InnoDB), Oracle single instances and large (2TB) RAC OLTP databases.
- Configured Advanced Replication and Partitioning.
- Performed tuning to improve performance utilizing OEM and StatsPack reports.
- Used RMAN and NetBackup to create backups, test and perform recovery and create clones.
- Deployed production changes to the databases, tested and implemented Oracle upgrades and migrations.
- Oracle 10g Grid control implementation.
- Supported MySQL and SQL Server databases in a production environment.

Sybase365 - Mobile365. Reston VA	Database Administrator	3/2006 – 11/2007

- Supported the Oracle Production, Development and Test platforms which included over 40 Oracle 10g and 9i instances and 3 large RAC OLTP databases.
- Configure Standby Databases - physical and logical, Advanced Replication, and Partitioning.
- Configured RMAN backups, recovery and clones using NetBackup and OEM.
- Worked with the UNIX and Storage Administrators to tune the RAC and single instances databases to improve performance.
- Oracle 10g Grid control implementation.
- Supported Sybase, MySQL and SQL Server databases in a production and development environment.
- Supported Oracle Financials 11.5, Patching, cloning and general administration.

Accenture Technologies Solutions, Reston VA	System Analyst	5/2005 – 3/2006

- Supported the different Accenture projects as DBA of the Oracle and SQL server databases.
- Responsibilities include using ETL tools, planning, preventive and corrective maintenances, performance tuning, database stability and data modeling.
- Implemented ETL process to generate and maintain a Data Warehouse.

TODO 1 Services, Miami FL	Senior Database Administrator	4/2004 - 5/2005

- Full-time DBA responsible for multiple Production, QA and Development systems using SQL-Server 2000 Cluster-Server and Oracle RDBMS 8.0 to 9i on SUN Cluster.
- Created and developed the plans for Disaster, Backup, and Recovery. Built and maintained such procedures to automate the database backups. Implemented RMAN for the Disaster Recovery site and configured Standby databases.

Software AG., Reston - VA	Resource Data Administrator	8/2003 - 3/2004

- Researched new software, techniques, and hardware to identify the most effective choice of products to install and techniques to implement for the Resource Data Administration Group.
- Maintained and supported 24x7 Production, Development, Testing, and Demo environments.
- Performed Oracle database administration functions on UNIX / LINUX platforms.
- Installed software products on UNIX and Linux and performed User Acceptance Testing.
- Installed and tested DB2 UDB and MS SQL Server Windows clients.

Banco Mercantil, Venezuela	Senior Database Administrator	1/1995 - 5/2003

- Full-time DBA, first hand experience in database design and implementation, including system architecture for OLTP and Data Warehouse databases.
- Designed, implemented, administered and tuned VLDBs Oracle and DB2 UDB EE databases (1.6 terabytes) under Linux/390 and UNIX servers.
- Installed and maintained distributed database systems on MS SQL Server with replicated data. Administered, maintained and implemented 3 Tier Architectures for CRM (SIEBEL and SAP/R3 Oracle databases)
- Performed tests between DB2 UDB 7.2 EE and Oracle 9.2 to select the best fit for enterprise Data Warehouses.
- Designed, implemented and tuned data aggregation mechanisms for Data Warehouse from legacy systems and distributed environments, e.g. DataStage, MS-SQL Serve DTL, DML, Scripts, FTP, DataMart, Export/Import, SQL Loader, ETL etc.
- Designed and implemented Disaster and Recovery Plans using RMAN, Oracle Enterprise Manager, and Tivoli Data protection (TSM) for 24x7 OLTP High Availability and mission-critical OLAP Databases.
- Migrated DB2 UDB EE under UNIX from 6.2 to 7.1, 7.1 to 7.3.
- Installed DB2 UDB V8 under AIX, LINUX/390, as part of the migration process from earlier version.
- Migrated Oracle databases from from 7.1.2 to 7.3.4, 7.3.4 to 8.0.x, 8.0.x to 8.1.x, 8.1.7 to 9.1, 7.3.4 to 9.2, and 10.2.
- Installed Oracle9i Application Server
- Installed high availability disk hardware, e.g. Shark and EMC2 technologies, as member of interdisciplinary group with Systems and Networks Administrators

- Supervised 2 junior DBAs

Education

Bachelor's Degree B.S., Computer Information Systems, Francisco de Miranda
University College, Venezuela DF Caracas.

Oracle Database Administrator Certified Associate, Oracle Corporation, VA, USA
Oracle Database Administrator Certified Professional, Oracle Corporation, VA, USA

Skills

Skill/Technology	Proficiency Level	Experience
Oracle DBA	Expert	13 years
MS SQL Server	Advanced	5 years
ETL Process	Intermediate	3 years
DB2 UDB	Intermediate	3 years
SAP/R3	Intermediate	2 years
Siebel 2000	Beginner	2 years
DataStage	Intermediate	2 years
Informatica	Intermediate	2 years

Technical Background

Software: Oracle 11g/10g/9i/8i/8 and 7; Oracle RAC; Oracle OEM/Grid Control; PL/SQL; UNIX/Linux shell scripting; RMAN/NetBackup; Oracle Partitioning, Oracle TDE, Oracle RAT, Oracle Data-Guard.

Operating Systems: UNIX (AIX, HP/UX, SUN), LINUX (Red Hat, SuSe/OS/390), Windows, OS/390, MVS, and VSE

Database Management, Data Organization, Interfaces, Application and utilities: Oracle 11g, 10g, 9i, 8i, 8 and 7, DB2 UDB, SAP/R3, Siebel 2000, ODBC, MS SQL Server, MySQL and ADABAS.

Communication Protocols, TP Monitors, Middleware, Web, utilities, etc.: OEM, Informatica, DataStage, EdaSql, WebFocus, EntireX, CICS, TCP/IP

Name	Amared Temesgen
Role	**SQL Server Database Administrator**

Candidate Summary

A Microsoft certified SQL server (DBA) with almost 8+ years IT experience. Designing, coding, testing, and supporting next-generation database solutions in SQL Server environment. Possess strong communication and problem-solving skill developed through a variety of projects. Offer proven ability in team work and proactive system support. I am looking to join a dynamic team and willing to work under high pressure and challenging environment to build or deliver high quality solutions.

Areas of Expertise

SQL Installation/Configurations	SSIS Packages (ETL)	Replication Configuration
Skill on T-SQL scripts	SSRS Reports	Mirroring Configuration
SQL Maintenance jobs	Database Design	Log Shipping Configuration
Performance and Index tuning	SQL Server & database migration	Always On Configuration
Database Security & users	Backup and Restore	Failover Clustering Configuration
AWS & Azure Cloud Experience	Cohesity backup 3rd Party tool	Activebatch Automation

Work Experience

Gap Inc. – Pleasanton, CA	**SQL DBA Administrator**	**April 2018 to Sep 2024**

- Installing, configuring, administering and securing production and non-production servers (clustered and non-clustered).
- Upgrading SQL server 2012 to SQL Server 2019 and 2022
- Experience in implementing windows cluster across multiple availability zones and Implemented SQL Server 2016 Always On availability group in Azure.
- Experience on migration from on-premises database to Azure Cloud.
- Experience in setting up database transactional replication for reporting server, Using Backup and restore method.
- Expert in Database refresh from prod to lower environment as per the business requirements. Automated quarterly/monthly database refresh.

- Managed and Involved in SQL performance Tuning, identifying locking and blocking issues using Native and Third-party tools to enhance and boost performance of SQL Dbs.
- Managed and Implemented Ola Hallengren's Industries best SQL server maintenance plan and created schedule for all environment.
- Managed SQL server Logins, Database users & roles and involved in Daily User Maintenance.
- Created Database Maintenance jobs to perform full & transaction log Backups and scheduled them with the SQL Server agent job scheduler.
- Monitor database growth activities & Troubleshoot Transaction Log Issue.
- Created and configured mirroring for Disaster Recovery
- Providing weekly status information on all projects to Project Manager
- Wrote and debugged Stored Procedures and (DDL /DML) Triggers, Functions as per client requirements.
- Logical and Physical design of database for projects on basis of user requirements using ERWIN
- Reporting on a weekly basis to the project manager.
- Extensively worked on trouble shooting and fine-tuning of databases for optimal performance.
- Worked with Performance Tuning/Query tuning, execution plans, trace flags and SQL Profiler
- Installation of Service packs to all environments.
- Used log shipping for synchronization of databases.
- Designed and developed ETL process using SSIS to load data from various sources like MS Access and SQL Server 2014, Oracle database
- Expert in Data Extraction, Transformation and Loading (ETL) using SQL Server Integration Services (SSIS)
- Experience in migrating SQL Server 2012 and 2014 to SQL Server 2019 and 2022 with AlwaysOn Availability
- Good understanding in database and data warehousing concepts (OLTP & OLAP).
- Used SSIS to create ETL packages to validate, extract, transform and load data to data warehouse databases
- Worked on BCP for data uploading module and create SSIS packages for data transfer & transform across locations and multiple data source as per requirement.
- Created new tables, stored procedures and triggers using T-SQL.
- Refactored and Fine-tuned the queries and Stored procedures in T-SQL.
- Performing DB backups, DB refresh, DB restores, clean-up, statistics update
- Installed and configured MS SQL Servers in Virtual Environments using VMWARE.
- Analyze the Execution plans and recommend/implement a better execution plan.
- Experience in Monitoring and Tuning system resources associated with the database performance, hit ratios, I/O, lock, and latch contention.
- Experience supporting AWS DB in production and Development environment
- Willing to relocate anywhere add your headline.

Amrock Insurance LLC – Detroit, MI	SQL Server Database Administrator	March 2016 to March 2018

- Installed and Configured various editions and versions of SQL Server in standalone, and clustered nodes
- Installed, and Configured SQL Server Fail-Over Cluster for SQL Server 2008, 2008R2 & 2012.
- Applied service packs, hotfixes and cumulative updates
- Upgraded SQL Server 2005, 2008 and 2008 R2 Database into SQL Server 2012 and 2014
- Created and maintained logins, Users, Roles and managed security of the database.
- Implemented Disaster recovery plan by performing routine backups and restore
- Taking Full, Differential and Transactional log backups and setting automated jobs.
- Migrated data using Import/Export, bulk, backup-restore, DTS, SSIS,
- Detach/Attach
- Performed data Extracting, Transforming and Loading (ETL) from different data sources.
- Rebuilding /reorganize indexes to reduce fragmentation and enhance SQL server performance
- Created triggers, views and stored procedures,
- Implemented database Maintenance plans, scheduled automated SQL Server jobs, Created Alerts, Operators, Notifications and configured database Mail.
- Hands on experience monitoring and performance tuning using Tuning Advisor, SQL server Profiler, Activity monitor, Windows performance monitor, DBCC, DMVs, Stored procedures
- Working with Resource Governor to control and allocate CPU and memory resources depending on the priority of applications.
- Configured and Managed Database High Availability: Replication, Database Mirroring, Log Shipping, Failover Clustering and Always On availability group.
- Scheduled reports using SSRS to generate daily, weekly, monthly, quarterly reports
- Worked in team with integrated Developers, CAB (Change Approval Board) and Disaster Recovery Planning team.
- Experience in contacting Microsoft and other vendors for product and technical support.
- Providing resolution to assigned tickets (JIRA, Team Track and Service Desk) as per their severity and meet dead line before SLA is due.
- Experience in Agile projects with a solid foundation in Software Development Lifecycle (SDLC).
- Environment: Windows 2003-2012R2, SQL Server 2008-2014, IDERA SQL diagnostic

Exelon Corporation - Baltimore, MD	SQL DBA/Developer	February 2014 to January 2016

- Installed and configured SQL server 2008 and 2008/R2.
- Installed and configured window server 2003 and 2008
- Created and updated databases, tables, stored procedures, triggers, functions, and views.
- Configured, administered, and troubleshoot multiple databases in production and staging environment in clustered and standalone environments.
- Prepared documentation for disaster recovery plan.
- Involved in installing failover clustering on multiple nodes.
- Implemented database mirroring and log shipping
- Planned backup strategies, scheduled backups, and performed restore operations.

- Managed security of SQL server databases by creating logins, creating database users, creating roles, assigning proper permissions, creating server and database audits.
- Worked on creating, reorganizing, and rebuilding index.
- Worked on database space management, performance monitoring, and alert management.
- Planned the location of files and increased the size and number of files.
- Performed tasks of query optimization, troubleshooting client/server connectivity issues, and performance tuning.
- Monitored and troubleshoot database and server performance at system-wide scale and effectively identify network, databases, Memory, CPU, Disk Space, and I/O related bottlenecks.
- Transferred data between several servers using BCP and DTS.
- Generated reports extensively using SSRS.
- Providing resolution to assigned tickets (JIRA, Team Track and Service Desk) as per their severity and meet dead line before SLA is due.
- Environment: Windows 2008-2012R2, SQL Server 2008-2008R2, SQL Server 2012 SSMS,
- Profiler, Extended Events, Perfmon, RAID
- More than six years of experience As SQL server Database Administrator.
- Extensively worked on SQL Server and T-SQL in constructing database objects, tables, triggers, user functions, views, indexes, stored procedures, join, and user profiles.
- Executed for fine tuning of the database, user administration, memory management, and running DBCC (Rebuilding Indexes and fine-tuning Stored Procedures).
- Extensively worked on SQL Server and T-SQL in constructing database objects.
- Hands on experience in creating Maintenance plans, scheduling and Configuration
- Experience in implementing SQL Server security and managing permission to users
- Applied Service Packs and security updates for SQL server instances
- Auditing stored procedures for optimization and improving performance
- Developed SSIS Packages to Extract, Transform and Load (ETL) data into the Data warehouse from SQL Server.
- Experience in writing T-SQL Stored Procedure, Triggers, Constraints, Views, Functions, and Indexes using various DDL and DML commands.
- Strong knowledge of Data Warehouse methodologies and including Star schemas, snowflakes concept.
- Maintained data integrity by Creating checks and constraints.
- Optimized the performance of queries with modification in T-SQL queries, normalized tables, established joins, and created indexes.
- Handled performance tuning and optimization, with strong analytical and troubleshooting skills for quick issue resolution.
- Troubleshoot slow performing queries by using SQL Profiler.
- Performed some DBA Tasks like checking the jobs that fail and troubleshooting the issues.
- Developed, tested, and implemented Referential Integrity rules and regulations through constraints, triggers and views in the centralized SQL database.

Key Expertise

- Experience in Installing, configuring, administration and Maintenance of mission critical client databases in SQL server 2008, 2008R2, 2012, 2014, 2016, 2017, 2019 and 2022 versions.
- Experience on migration from on-premises database to AZURE Cloud.
- Good knowledge and hands on experience on AZURE cloud database and server.
- Good experience on working different windows platforms 2008/2008R2/2012/2016/2019 and 2022
- Extensive Experience in Upgrading SQL Server (In place Up and Side by side Upgrade) based on application compatibility and fixing the orphan users.
- Experience in implementing SQL Server security and Object permissions like creation of users, granting permissions and assigning roles to users.
- Deployment, administration and operational support of production, development and test environments utilizing proper change management and other ITIL best practices using ticketing tool.
- Good experience implementing and troubleshooting High Availability of database servers using Replication, Log Shipping, Database Mirroring, failover clustering and Always ON AG.
- Strong experience on understanding and creating the server level and database level roles as per business requirement.
- Experience in Configuring and Scheduling SQL Server agent Jobs, Alerts, operators, Maintenance plans, Database Mail Configuration, facets and Transparent Data Encryption.
- Extensive experience with Monitoring, Performance Tuning and analyzing DB performance issues.
- Strong experience on designing and implementing the backup and disaster recovery strategies as per RPO and RTO values.
- Experience on configuring and maintaining Full backup, Transactional log backup,
- differential backup and creating the maintenance plans for index rebuild, index reorganize based on fragmentation.
- Strong experience on identifying and troubleshooting database health, integrity checks and fixing them.
- Experience in Microsoft Reporting Service (SSRS) with Report authoring, Report management, Report delivery and Report security.
- Created reports, sub reports, charts, Tablix, Matrix, Hyperlink reports.
- Created jobs, alerts to run SSAS, SSRS packages periodically. Created the automated processes for the activities such as database backup processes and SSAS, SSRS Packages run sequentially using SQL Server Agent job.
- Good ability to organize and plan work independently in a pressured environment.

Education/Certification

Education: Bachelor's Degree in Engineering from Mekelle University, Tigray Region, Ethiopia, 2003-2007
Certification: Microsoft Certified Database Administrator

Name	Asma Mahman
Role	SQL Server Database Administrator

Candidate Summary

- Experienced SQL Server Database Administrator with over 6 years of expertise in Microsoft SQL Server products. Skilled in troubleshooting, database administration, data modeling, and gathering business requirements.
- Proven ability to manage large databases, implement high availability solutions, and ensure robust backup/recovery strategies.
- Adept at working with SQL Server, T-SQL, and relational database models.
- Strong experience in performance tuning, query optimization, and data migration in both on-premise and cloud environments (Azure).
- A fast learner, innovative problem solver, and results-driven professional capable of managing complex projects while maximizing resources.

Key Skills

- **Databases:** MS SQL Server (2019, 2016, 2014, 2012, 2008 R2), MySQL, Oracle 11G
- **ETL Tools:** SSIS, Azure Data Factory
- **Reporting Tools:** SSRS, Power BI, Tableau
- **Programming:** T-SQL, CMD, PowerShell, Python, HTML, CSS
- **Operating Systems:** Windows Server (2012, 2016), Ubuntu, Linux, MacOS
- **Other Tools:** MS Azure, MS SQL Server Migration Assistant, Jira, Red Gate, Toad Data Modeler, Service Desk, VISIO
- **Certifications:** MCSA: Microsoft Database Administration, MCITP: Database Administrator, Azure DBA (DP-300), Azure Administrator (AZ-104)

Work Experience

PNC Financials, Remote, USA	SQL Server Database Engineer	Feb 2023 – Present

- Managed SQL Server backup and recovery using native tools and Light Speed.
- Performed index optimization, query analysis, and database refreshes across multiple environments.
- Provided production support, 24/7 on-call assistance, and database security management (Access Control, Logins).
- Configured Log Shipping and High Availability (AG, Mirroring) for disaster recovery.
- Executed Azure-related tasks such as site recovery, provisioning databases, and managing instances.
- Led on-premise to Azure cloud database migrations and developed backup/disaster recovery plans.
- Automated DBA tasks and documented processes for knowledge sharing.

McKinsey and Co, Remote, USA	SQL Server Database Administrator	Jan 2021 – Jan 2023

- Installed and configured SQL Server following best practices, ensuring high availability and performance tuning.
- Optimized queries, rebuilt indexes, and managed database mirroring and log shipping.
- Migrated databases from SQL Server 2012 to 2016, ensuring data integrity and availability.

- Supported SQL Server Reporting Services (SSRS) and implemented backup/disaster recovery strategies.
- Monitored database health, performed index/statistics updates, and utilized SQL Profiler to enhance performance.

Dell, Remote, USA	SQL Server Database Administrator	Aug 2018 – Dec 2020

- Administered SQL Server installations, configurations, and performance tuning for multi-node clusters.
- Managed database backups, disaster recovery, and implemented high availability (HA/DR) strategies.
- Collaborated with cross-functional teams to ensure system integration and performance optimization.
- Applied security patches and updates to SQL Server instances, managed SQL Server Mail, and implemented alerts for system monitoring.
- Automated database tasks and monitored SQL environments using tools such as Spotlight Essentials.

Education

Bachelor of Science | Cadi Ayad University, Marrakech, Morocco | Feb 2005

Certifications

- MCSA: Microsoft Database Administration
- MCITP: Database Administrator
- Microsoft Certified Administering Relational Databases - Azure DBA (DP-300)
- Microsoft Azure Administrator: AZ-104
- Training: Always-On Availability Groups, Performance Tuning, Database Azure/AWS

Name	Francisca Eichie
Role	Business Analyst

Candidate Summary

- Driving digital product development by implementing a clear vision and prioritizing features that deliver immediate business value, while ensuring an exceptional user experience.
- Experienced Agile Product Management professional with over 7 years of experience leading high-impact B2B and B2C initiatives by identifying business needs and delivering tailored solutions through strategic analysis, stakeholder management, and data-driven decision-making.
- Skilled in both Agile and Waterfall methodologies, driving operational efficiency and streamlining processes across diverse industries.
- Proficient in all phases of the Software Development Life Cycle (SDLC), from requirements gathering to design, implementation, testing, and deployment.
- Acted as the primary liaison between business and technical teams, facilitating workshops, Joint Application Development (JAD) sessions, and regular status meetings to ensure clear communication and project alignment.
- Adept at fostering cross-functional collaboration, creating detailed user stories, and delivering high-quality products aligned with strategic goals.

Skill Matrix

Skills	Years of Experience
Experience in Business Analyst	7
Experience in computer programming	3
Hand on experience in Joint Application Development	7
Experience in Systems Development Life Cycle (SDLC)	7
Experience in Functional and Technical Specifications	7

Work Experience

Accenture (UnitedHealth Group)	Business System Analyst / Scrum Master	June 2022 – June 2024

As a Business Analyst and Scrum Master at Accenture, I led high-impact digital transformation projects for clients in the healthcare and insurance sectors, integrating sales platforms with an in-house Salesforce application for a major insurance client, streamlining operations and improving data accuracy.

- Gathered and documented business and technical requirements, translating them into actionable user stories and acceptance criteria, while managing product backlogs using Jira and Confluence.
- Facilitated daily stand-ups, sprint planning, sprint reviews, and retrospectives to ensure alignment with project goals, implementing Agile methodologies and adhering to SAFe practices.
- Managed the product backlog using Jira and Confluence, facilitating requirements refinement, release planning, and UAT sessions to support adjudication and delivery services.
- Spearheaded the development and implementation of a Digital Marketplace, driving innovation and operational efficiency.
- Collaborated with cross-functional teams to gather requirements, design, and implement custom dashboards in Power BI and customizations in PeopleSoft HCM, providing real-time insights to stakeholders and ensuring seamless integration with other enterprise systems to meet business objectives.
- Successfully secured stakeholder buy-in for an ERP upgrade, increasing engagement and aligning project objectives with business goals.
- Streamlined the requirement gathering process using digital collaboration tools, shortening the cycle and enhancing team productivity.
- Led Agile transformation initiatives using Scrum and Kanban frameworks, resulting in increased project delivery speed and improved team collaboration.
- Developed and deployed predictive analytics models, enhancing decision-making by quantifying risk factors and boosting profit margins.

Tools: Jira, Confluence, Miro, Power BI, Salesforce, Slack, MS Teams, SharePoint

Infosys (Transamerica)	Business Analyst	July 2019 – May 2022

As a Business Analyst at Infosys, working on the Transamerica account from July 2019 to May 2022, I was instrumental in optimizing key business processes and driving efficiency within the financial services and insurance sectors. My role involved gathering and analyzing business requirements, facilitating cross-functional communication, and implementing strategic solutions that enhanced operational performance and reduced costs for Transamerica. Through effective stakeholder management and a deep understanding of industry-specific challenges, I contributed significantly to the success of multiple high-impact projects

- Led high-impact projects in financial services and insurance, gathering and documenting business requirements to align with Transamerica's strategic goals, ensuring project success.
- Identified inefficiencies in business processes and collaborated with development teams to implement reengineering strategies and tailored solutions, achieving a 20% reduction in operational costs and enhancing user satisfaction.
- Acted as the primary liaison between business and technical teams, facilitating workshops, Joint Application Development (JAD) sessions, and regular status meetings to ensure clear communication and project alignment.
- Collaborated with risk management teams to ensure all solutions were compliant with regulations, developing mitigation strategies to minimize disruptions during implementation.

- Conducted in-depth data analysis, creating comprehensive reports and dashboards that provided actionable insights, supporting informed decision-making by senior management.
- Implemented and configured PeopleSoft HCM modules, including Core HR, Benefits Administration, and Payroll, to streamline human resource processes and improve data accuracy for large organizations.
- Designed and delivered training programs for end-users, providing ongoing support post-implementation to ensure smooth transitions and effective use of new systems.
- Played a key role in transitioning project teams to Agile methodologies, improving project timelines and adaptability, while maintaining strong relationships with stakeholders, contributing to client satisfaction and the growth of the Infosys-Transamerica partnership.

Tools Used: Jira, Confluence, Microsoft Visio, Tableau, SAP, Oracle, Microsoft Office Suite, SharePoint, Power BI.

Infosys (World Bank Projects)	Business Analyst/Scrum Master	July 2017 – June 2019

As a Business Analyst at Infosys, I supported the Product Manager and collaborated with project teams to drive digital product development for various clients, including high-impact projects for the World Bank. My role involved extensive research, analysis, and requirements elicitation to ensure that digital solutions met user needs and aligned with organizational goals.

- Led JAD sessions and Requirements Gathering meetings with stakeholders to capture critical business rules and system requirements for multiple projects, including those for the World Bank.
- Collaborated with developers and SMEs to establish the technical vision, balancing usability and performance for optimal system functionality.
- Gathered and documented requirements during inception, creating detailed Functional Specification Documents and assisting in architecture analysis using in-house tools.
- Delivered key project artifacts, including FRDs, BRDs, Use Cases, Process Flow Diagrams, and Mock-ups, ensuring clear communication of project needs.
- Worked independently with users to define and clarify both Functional and Non-functional requirements, ensuring daily alignment with project goals.
- Managed the user story backlog by grooming, prioritizing, and estimating items, and conducted manual testing to ensure deliverables met specifications and requirements.
- Participated in daily stand-ups, ensuring sprints progressed as planned and the Definition of Done (DOD) was met.
- Collaborated with the Project Manager to track and manage project development, adhering to Agile-based SDLC methodologies for timely project completion.

Tools Used: Visio, SAP, MS Office, Lucidchart, SnagIt, SharePoint, Jira, Confluence, Azure DevOps, Slack, MS Teams, Outlook.

Tools

JIRA	Confluence	Miro	MS Teams	Slack	Azure DevOps
MS Office Suite	MS Excel	SQL	Balsamiq	Lucidchart	Trello
SharePoint	Power BI	Tableau	ServiceNow	Oracle SSRS	Balsamiq
Visio	Salesforce	Snagit	Adobe Creative Suite	Google Workspace	Enterprise Resource Planning

Core Competencies

Agile Methodology	Market Research and Analysis	Team Leadership & Management
Waterfall Methodology	Scope Management	Conflict Management & Resolution
Decision Making	User Acceptance Testing (UAT)	Requirements Elicitation & Analysis
Continuous Process Improvement	Compliance & Regulation	Creative Problem Solving
Technical Documentation	Policy Analysis	Software Development Lifecycle (SDLC)
Business Process	Stakeholder Management & communication	Sprint Planning
Business Process	Data Analysis & Interpretation	Gap Analysis
User stories	Negotiation and Persuasion	Cross-functional team collaboration
Acceptance Criteria		Programming

Education

Master's degree   February 2015
University of Ibadan

Certification

- International Institute of Business Analysis (IIBA) Certified Business Analysis Professional (CBAP) 2024
- Product School Product Manager Certification 2024
- Professional Scrum Master (PSM1) 2024

- Scrum Alliance Certified Scrum Product Owner (CSPO)

Name	Fredrick Fajuru
Role	Business Analyst

Candidate Summary

- Over 7 years of experience as a Business Systems Analyst with a deep understanding of business analysis, software development, software deployment and software testing.
- Extensive experience in requirement gathering from stakeholders via interviews, Questionnaires and JAD sessions.
- Versed in Agile Product development: Ability to create user stories, lead sprint planning, groom product backlog, and manage project status reports.
- Extensive knowledge in deployment and implementation of multiple ERP systems including ServiceNow, Workday and Salesforce.
- Skilled in creating process flows, data flows and use cases as part of project documentation and proposals.
- Extensive knowledge of Software Development Life Cycle (SDLC) methodologies, including Waterfall, Agile and Scrum.
- Knowledge in creating Business Requirement Documents (BRD) Functional Requirement Specifications (FRS), and System Requirements Specification (SRS) documents.
- Solid Knowledge of Project Management; Ability to maintain and create project plans, and business use cases, and build a communication plan. Able to manage the resolution of assigned system and process issues. Report project status and progress, removing blockers and escalating when necessary.
- Developed business requirement documents (BRDs) for programmers and database analysts
- Proficient in using multiple reporting tools such as MS QL, Power BI and excel and R.
- Communication and organizational skills; Proven ability in developing productive relationships with a variety of levels and roles and manage user expectations effectively.
- Experience conducting manual and automated testing using HP ALM; writing test cases, test plans and conducting functional, unit and UAT testing, in accordance with functional requirements and technical specifications.

Skill Matrix

Skills	Years of Experience
Experience in Business Analyst	7
Experience in computer programming	3
Hand on experience in Joint Application Development	7
Experience in Systems Development Life Cycle (SDLC)	7

Experience in Functional and Technical Specifications	7

Work Experience

RCG Global	Business Systems Analyst	June 2022 – Present

- Led the implementation of ServiceNow to establish ITSM, ITOM and HR Service delivery that improved IT operations efficiency by over 35%.
- Led requirements gathering sessions through interviews and questionnaires to understand end user's requirements.
- Turned vague and aspirational requirements into clear and concise functional and non-functional requirements.
- Directed the management of the product backlog, employing agile methodologies to prioritize tasks for upcoming sprints in alignment with evolving project requirements, ensuring agile response to business needs.
- Developed advanced Workday reporting dashboards to provide actionable insights into workforce trends and support data-driven decision-making
- Identified, document, and track software defects and inconsistencies, collaborating with developers and/or vendors to resolve issues.
- Conducted extensive UAT and functional testing of all software and platforms before and after deployment.

HSBC Bank	Business Analyst	Oct 2021 – May 2022

- Led implementation and administration of Salesforce CRM which improved operation efficiency of the customer engagement unit by 30%.
- Coordinated and facilitated extensive user interviews and Joint application development (JAD) sessions to gather and analyze requirements accurately.
- Managed salesforce user application support, by addressing user issues, coordinating issue resolutions, leading change management and conducting testing and training sessions.
- Designed business unit process automations using salesforce flow and process builder
- Created business requirements documents, user stories and functional requirements based on user requirements.
- Created comprehensive reports using SQL, Excel, and R to track system adoption metrics, analyze user behavior, and provide critical insights to various business units.
- Extensively involved in QA; Prepared UAT test cases in HP ALM, reviewed test cases and test plans, and executed all functional and UAT testing.

PayPal/Insight Global	Business Analyst	May 2020 – Sep 2021

- Worked on the implementation of an HCM software suite and HR data governance which reduced the risk of data breach by over 20%
- Led requirements-gathering sessions with HR users to understand pain points and requirements within systems.
- Created business requirement documents and functional requirements specifications based on stakeholder's requirements.
- Created new security processes to ensure security and efficiency of HR data.
- Participated in agile ceremonies such as sprint planning, sprint reviews and daily standups.
- Performed user acceptance testing (UAT) of system enhancements, new features to recognize and immediately fix bugs.

FXUA, Fairfax, VA	QA Analyst	Oct 2017– June 2019

- Provided technical support and training to users of installed software.
- Assisted senior QA integration tester in the development and execution of integration test cases of Workday application.

First Bank, Lagos, NG	Agile Business Analyst	Nov 2015 – June 2017

- Involved in enhancing the bank's mobile and web application by adding new features and functionality; Integrated the budget and check deposit and claims processing feature: Improved the bank's customer service satisfaction by 15%.
- Created user stories with scopes and their accompanying user acceptance criteria.
- Took the lead in conducting reviews and facilitating requirement definition workshops.
- Managed requirements, product backlogs, and change management requests for the project.
- Created workflow charts and diagrams using Visio for new system specifications and future state business processes (As is and To-be)
- Served as a liaison between the IT delivery leads, technical leads, and business stakeholders.
- Participated in testing new features and documenting bugs for immediate fixing.

Education

Fairfax University of America, Fairfax Virginia June 2019
Master of Business Administration (MBA)

Babcock University June 2015
Bachelor of Science in Computer Science

Certifications

Certified Business Analyst Professional (CBAP) Aug 2021
SAFe Agile Certification June 2022

Technical Skills
• **Technologies:** SAP, Salesforce, Workday, ServiceNow • **Methodologies:** Agile, Scaled Agile, Waterfall. • **Tools:** Jira, Confluence, MS Office, Tableau, Visio, SQL, HP ALM, Azure DevOps Server, Figma

Name	Harshitha Akula
Role	Business Analyst

Candidate Summary

- Results-driven and detail-oriented Business Analyst with over 8 years of experience in analyzing and interpreting complex data sets to inform strategic business decisions.
- Proficiency in writing SQL queries for testing and data validation.
- Highly Experienced in Splitting up business requirements into Epics/Features and User Stores.
- Experience in conducting Joint Application Development JAD sessions with end users, expert team, QA team, and stakeholders for project related meetings.
- Applied knowledge of Scaled Agile Framework to coordinate large-scale migration efforts and align project objectives with agile methodologies.
- As a Business Analyst worked closely with cross-functional teams and with distributed system groups, including PMO to capture financial advisory business requirements for Trade analysis (SDLC).
- Skilled in conducting GAP Analysis, Impact Analysis, Feasibility Analysis, SWOT Analysis.
- Effectively tracked team's progress, including burn down, burn up charts, velocity, and release forecasting
- Supported the transformation from waterfall to agile, helping in the formation of new Agile teams through training, establishment of norms and coaching throughout project lifecycle.
- Conducted feasibility analysis to ensure the proposed system solutions met business and technical requirements.
- Developed business requirement documents (BRDs) for programmers and database analysts.
- Developed detailed functional specifications through collaboration with both business and technical teams
- Strong analytical/problem solving experience to deal with complex business problems - risk definition, establishing quality control and implementation of end-to-end solutions.
- Collaborate with the project manager and business sponsor to identify and ensure required resources are assigned to the project for the successful delivery of Product requirements
- Adapted at working with cross-functional teams to drive organizational success and deliver actionable insights. Proficient in data analysis, project management, and stakeholder communication, with a strong.
- Assist with the development of Business Cases to support system enhancements, new functionality and/or replacement systems.
- Worked with product owners and end users to prioritize feature development and enhancements based on critical paths and business needs.
- Led daily scrums and agile development sprint planning meetings for multiple, concurrent projects.
- Proficient in project management, and stakeholder communication, with a strong ability to translate complex data into strategic recommendations.
- Committed to leveraging analytical skills to enhance business operations and achieve company

Skill Matrix

Skills	Years of Experience	
Experience in Business Analyst	5	
Experience in computer programming	4	
Hand on experience in Joint Application Development	5	
Experience in Systems Development Life Cycle (SDLC)	8	
Experience in Functional and Technical Specifications	5	

Work Experience

CVS Health, Florham Park, NJ	Sr. Business Analyst	Oct 2023- Till date

- Collaborate to perform data and process analyses required and implement new data analysis methodologies.
- Extensive data cleansing and analysis, using pivot tables, formulas (v-lookup and others), data validation, conditional formatting, graph, and chart manipulation
- Coordinated the design and execution of integrations between Workday and other enterprise systems, ensuring seamless data flow and operational efficiency.
- Experienced in performing data reconciliation to ensure data accuracy and integrity.
- Conducted root cause analysis for data discrepancies and implemented corrective actions.
- Utilized strong problem-solving skills to address complex system integration challenges.
- Led the cloud migration of over data visualization applications, interfacing with customers to gather requirements and ensure alignment with technical teams.
- Managed the multi-project migration process across multiple teams, ensuring timely coordination and execution of migration activities, while tracking progress in Jira and Confluence.
- Provided essential business inputs during Scrum ceremonies, including sprint planning, daily stand-ups, and sprint reviews, to ensure that the development team had a clear understanding of business needs and priorities.
- Worked closely with QA teams to ensure accurate data extraction, transformation, and loading (ETL) processes.
- Provided detailed source-to-target mapping documentation to facilitate efficient ETL development.
- Create reports and metrics, present them convincingly, facilitate required discussion, and drive superb execution of such reports. Daily use of complex Excel formulas and pivot tables to manipulate large datasets.
- Identified the process flaws in the existing system and recommended business process improvements through automation in the new system after analyzing and documenting as-is system and to-be system.

- Conducted feasibility analysis to ensure the proposed system solutions met business and technical requirements.
- Engaged in stakeholder meetings to ensure alignment of system solutions with business goals.
- Designed system architecture to support long-term scalability and performance.
- Provided technical leadership in the evaluation of system integration challenges and solutions.
- Performed Data validation and testing. Planned and carried all activities while working as a liaison between business users and developers to submit requirements and change requests.
- Provided expertise in system optimization and efficiency improvements.
- Demonstrated ability to manage multiple projects simultaneously while ensuring quality deliverables.
- Implemented best practices in data reconciliation and quality assurance for system integration.
- Validating Backend SOAP API endpoints to ensure the backend services are up and running.
- Communicated ongoing updates to all stakeholders to ensure understanding of and alignment with project status / changes, under general guidance.
- Acted as a key point of contact for the Scrum team, offering timely clarifications and detailed explanations of business requirements, user stories, and acceptance criteria to facilitate accurate and efficient development.
- Led the process of gathering and eliciting requirements from stakeholders through interviews, workshops, surveys, and observations. Ensured comprehensive understanding of business needs and objectives.
- Provided expert architectural consultation for Workday implementations, including modules such as HCM Core, Compensation, US Payroll, Reporting, Security, and integrations.
- Conducted comprehensive data profiling to identify and resolve data issues before integration into the Data Warehouse (DW).
- Developed detailed functional specifications through collaboration with both business and technical teams.
- Created detailed mapping documents for development and QA teams, specifying joins, filters, and ranking logic.
- Ensured data integrity through the use of robust SQL queries during validation stages.
- Adept at writing complex SQL scripts to validate data quality and support business testing.
- Provided technical leadership in translating business needs into technical specifications.
- Conducted thorough gap analysis to ensure alignment between business objectives and system capabilities.
- Authored detailed technical documents for data transformations, ensuring clarity for developers.
- Facilitated cross-team communication to ensure alignment of data architecture with business needs.
- Applied strong understanding of RDBMS concepts to database design and optimization.
- Presented initial drafts of data models to stakeholders for review and feedback.
- Designed and implemented data warehousing solutions to support business intelligence and analytics needs.
- Developed and maintained ETL processes for loading data from multiple sources into the data warehouse.

- Optimized data warehouse performance by implementing indexing, partitioning, and query optimization techniques.
- Executed User Acceptance Testing (UAT) and business checkout using SQL scripts to validate data.
- Led the analysis and design of PEGA-based business solutions, collaborating with stakeholders to gather requirements and translate them into functional specifications for PEGA applications.
- Implemented change management practices to ensure smooth adoption of new technology solutions and enhancements. Provided training and support to end-users, and monitored the impact of changes to ensure successful integration.
- Leveraged Blueprint for comprehensive requirements management, process modeling, and documentation, ensuring alignment between business needs and technology solutions.
- Led the implementation of Pave for compensation management, working closely with stakeholders to configure the platform to meet organizational compensation strategies and goals.
- Led the creation and documentation of detailed use cases to capture and define functional requirements for software and system enhancements.
- Assisted in budgeting and cost estimation activities for data migration projects, ensuring efficient use of resources.
- Analyzed and prioritized business requirements to identify key needs and dependencies. Collaborated with stakeholders to clarify and refine requirements to align with project goals and constraints.
- Developed and maintained comprehensive reports and dashboards to track key performance indicators (KPIs) for claims processing, providing actionable insights for management and strategic decision-making.

Brightspeed, NC	Business Analyst	Mar 2021 – Sep 2023

- Guided my teams through delivery by managing scope, risks, and issues, resolving at the lowest level, and escalating as needed.
- Managed changes to requirements, including documenting change requests, assessing impact, and coordinating with stakeholders to ensure changes were implemented effectively without disrupting project progress.
- Proven experience in similar roles, successfully delivering system design and development solutions.
- Developed and executed data reconciliation strategies to ensure the consistency of data across systems.
- Possessed significant knowledge of system design, user requirements, and solution development processes.
- Expert in working with large datasets, performing complex data profiling to ensure data accuracy.
- Skilled in conducting technical gap analysis to identify and resolve data inconsistencies.
- Conducted detailed data profiling using SQL scripts to identify potential data issues early in the project.
- Facilitated migration planning for future customers, including scoping migration efforts, estimating costs, and submitting requests for funding and procurement.
- Participated in Agile projects, writing user stories for .NET development sprints and collaborating in daily standups with the development team.

- Collaborated with developers on defining RESTful API requirements and ensured that the .NET Web API services met business integration needs.
- Assisted in creating dashboards to monitor the performance and usage of .NET applications, ensuring business KPIs were tracked.
- Supported User Acceptance Testing (UAT) by coordinating with business users and validating functionality for .NET-based applications.
- Worked closely with technical teams to design system solutions that aligned with business goals.
- Utilized experience in project scoping to ensure proper resource allocation and time management.
- Coordinated activities between cross-functional teams, ensuring seamless communication and collaboration during the migration process.
- Expert-level knowledge of data warehouse architecture, especially in sourcing and outbound extracts.
- Demonstrated ability to collaborate cross-functionally with business and technical teams.
- Performed source-to-target mapping to ensure seamless data integration.
- Conducted gap analysis to identify discrepancies between business requirements and technical capabilities.
- Provided detailed data profiling reports to highlight inconsistencies and potential data quality issues.
- Drafted and reviewed functional specifications based on in-depth business requirement analysis.
- Supported the identification and planning of customers entering the migration pipeline for successive years, assisting in budget allocation and project planning.
- Developed and designed complex system solutions to meet business needs and technical requirements.
- Led the system design process, ensuring the scalability and efficiency of proposed solutions.
- Determined project scope by gathering detailed internal and external user requirements.
- Collaborated with cross-functional teams to understand and document project requirements.
- Proactively proposed solutions to address and fulfill customer needs.
- Collaborated with business stakeholders to refine data warehouse requirements and ensure project alignment.
- Led UAT and performed data validations using advanced SQL techniques.
- Conducted impact analysis of data changes to ensure system stability and accuracy.
- Expertise in handling and resolving complex data challenges within the healthcare industry.
- Applied strong analytical skills to identify data trends, gaps, and issues during profiling and testing stages.
- Managed data conversion processes, including data mapping, extraction, transformation, and loading. Ensured the accuracy and completeness of data migrated from legacy systems to new platforms.
- Identified and implemented process improvements related to compensation management and equity planning, leveraging Pave's capabilities to streamline workflows and enhance efficiency.
- Developed project charters for multiple teams by identifying key resource needs and complexities required before beginning new projects.
- Worked with large datasets in data warehouses to support enterprise-wide reporting and analytics.

- Assisted in refining and prioritizing the product backlog by breaking down high-level business requirements into actionable user stories and ensuring they were well-defined and ready for development.
- Used Blueprint to define, document, and manage business requirements, creating detailed and organized requirement artifacts that provided clarity for stakeholders and development teams.
- Conducted variance analysis to identify discrepancies between actual and forecasted financial performance and provided actionable insights.
- Identified and addressed data issues prior to data warehouse integration to avoid downstream errors.
- Produced mapping documents with thorough details, enabling effective use by development and QA teams.
- Experience presenting data model drafts and leading stakeholder reviews.
- Adept at managing and resolving data discrepancies and integrity issues within a data warehouse.
- Led business and UAT checkout using customized SQL scripts for data verification.
- Utilized strong healthcare domain knowledge to ensure data warehouse processes met industry requirements.
- Proficient in preparing functional specifications that bridge the gap between business needs and technical implementation.
- Provided training and support to team members on the use of Blueprint, including best practices for requirements management and process documentation.
- Defined and implemented internal best practices for system architecture and design specifically within the compensation planning ecosystem, ensuring robust, scalable, and efficient systems.
- Improved claims processing efficiency by 20% through the implementation of streamlined workflows and automation tools.
- Contributed to sprint planning sessions by providing context and additional details on business requirements, helping the Scrum team to estimate and plan work effectively.
- Acted as a liaison between business units and technical teams to ensure that requirements were clearly communicated and understood by all parties involved, facilitating successful project execution.
- Maintained detailed and organized use case documentation throughout the project lifecycle, updating use cases as requirements evolved or changed.
- Developed and documented comprehensive functional specifications based on business requirements. Worked with technical teams to translate these specifications into system designs and development plans.
- Led the evaluation of potential technology solutions and enhancements, balancing business needs with technical feasibility. Analyzed various options and recommended the most effective solution based on criteria such as cost, impact, and implementation complexity.
- Developed and standardized build processes for compensation planning solutions, ensuring best practices in development, testing, and deployment to minimize errors and optimize system performance.
- Utilized Pave to analyze and manage compensation data, ensuring alignment with market benchmarks and internal equity. Provided insights and recommendations to optimize compensation structures.

- Utilized PEGA Business Process Management (BPM) tools to model and optimize business processes, resulting in streamlined workflows and improved operational efficiency.

Elephant Insurance Inc., VA	Business Analyst	Aug 2020 - Feb 2021

- Participated in JAD sessions to collect the software requirement and used Requisite Pro to maintain the requirements.
- Assisted the Sr. Business Analyst in requirements gathering and documentation.
- Strong command of SQL for querying relational databases and troubleshooting data issues.
- Extensive experience preparing source-to-target mappings for ETL processes.
- Translated business needs into detailed system requirements and design specifications.
- Developed business requirement documents (BRDs) for programmers and database analysts.
- Hands-on experience performing data profiling to ensure data accuracy before loading.
- In-depth understanding of business processes in the healthcare domain.
- Extensive BSA experience in data warehouse projects, particularly in sourcing and outbound extract processes.
- Collaborated with business teams to clarify and refine data warehouse requirements.
- Conducted UAT to validate the accuracy and completeness of data transformations and load processes.
- Developed and maintained custom reports and dashboards within Pave to provide visibility into compensation and equity metrics, facilitating data-driven decision-making for leadership.
- Used financial models to support business cases, investment analyses, and strategic initiatives.
- Discussed and resolved changes to requirements with all personnel involved.
- Prepared Business Process Models that include modeling of all the activities of the business from the conceptual to procedural level.
- Created comprehensive documentation and training materials for best practices, including guidelines, templates, and toolkits, to support consistent application across the organization.
- Created Use Cases and Activity Diagrams.
- Addressed and resolved any misunderstandings or miscommunications between business and technology teams, ensuring that project deliverables met the intended goals.
- Converted Business Requirements to the Functional Specification.
- Ensured data consistency by providing well-defined joins, filters, and ranking logic in mapping documents.
- Proven track record of delivering data warehouse projects on time and meeting business expectations.
- Generated Unified Modeling Language (UML) diagrams such as Activity, State Transition and sequence diagrams to demonstrate critical processes.

Fortis Healthcare Ltd, India	Business Analyst	Jan 2017- Nov 2018

- Gather requirements from stakeholders for the project and communicate with the offshore project team; Document the business process and detailed functional requirement
- Design business process model, use case diagrams and web page layout using wireframe tools
- Prepare technical content for posting on web and review/proofing of business materials, as requested; Create and maintain highly detailed analytical reports for each sub-area on a regular basis for a variety of audiences
- Facilitated use case review sessions with business users and technical teams to validate accuracy, completeness, and alignment with project objectives.
- Produced actionable insights from data profiling activities, helping to refine business processes.
- Adept at preparing detailed mapping documents for data migrations, transformations, and integrations.
- Ensured alignment of technical solutions with business objectives by preparing clear and detailed functional specifications.
- Liaise with QA and teams and provide feedback and assistance on test plans and test cases.
- Maintain updated functional and business requirements documents throughout the project life cycle.
- Interacted with Developers and Business Analysts to discuss the specifications and change requests and the discrepancies with respect to functionality of the application.
- Implemented data cleansing and transformation processes before loading data into the warehouse.
- Monitored data warehouse performance and optimized storage and retrieval processes.
- Conducted UAT of the data warehouse to ensure the accuracy and completeness of data.
- Participated in design reviews and walkthrough meetings.
- Participated in the UAT technical specification process to ensure resulting specifications are complete, testable and addressed the project requirements.
- Data validation and verification was performed by developing SQL Queries
- Tested the application response time while retrieving the Data from all four Modules of CMS as per business scenarios using Load Runner 9.0
- Worked closely with solution architects and developers to ensure use cases were effectively integrated into system designs and development plans.
- Executed tests, track defects, and involved in root cause analysis.
- Provided weekly status, attended the bridge meetings showing progress and future

Thomson Reuters, Hyderabad, India	Business Analyst	Oct 2014 - Dec 2016

- Involved in the complete life cycle of software development including designing, developing, testing and deployment of the application.
- As a Business Analyst worked closely with cross-functional teams and with distributed system groups, including PMO to capture financial advisory business requirements for Trade analysis (SDLC).
- Completed risk assessments, data flow mapping, flow charts.
- Status Reporting - Facilitated for status meetings, including the creation of agendas and recording of action items from meetings, received, consolidated, and produced status reports for business constituents and steering committee using MS Word & PowerPoint

- Worked on Credit management, Fixed income analysis, Risk management, Mortgage Banking basics (Mortgage cycle), Mortgage Underwriting and (Unsecured Loans) Personal Loans Operations.
- Wrote test plans and test cases based on the business requirements which involved market risk analysis and risk management like continuous time finance & asset pricing, stochastic processes & simulations, credit derivatives, structured products, documentation, value at risk, risk & return optimization, mortgage rules and procedures, ACH methods and workflow.
- Involved in writing RFP (Request for Proposals) and RFO (Request for Offers)
- Worked extensively on Business Requirements, Functional Specification, Data-Integration, Data Mapping, and Data Warehouse access using SQL and Crystal Reports, ETL process, use cases modeling (UML) using MS Office (Word, Excel, Access, Visio) and dashboards.
- Entered defects and bugs in Microsoft TFS that are identified in testing phase.
- Assisted Quality Management team to ensure that requirements documentation accurately translated into test plans and test cases, including Quality Assurance Verification and Validations.
- Successfully coordinated System Integration Testing (SIT) and User Acceptance Testing (UAT)

Skills

- Strong communication
- Problem solving
- Servant leadership
- Team building
- Story Mapping
- User story writing
- Coaching and mentoring
- Capacity planning
- Creating change request
- Data Visualization
- Programming

- Facilitation
- Agile frameworks
- Risk analysis
- Backlog management
- Software Development Life Cycle (SLDC)
- Software management tools (JIRA, Trello, Tableau, Confluence)
- MySQL
- UX Design, UX Research
- BSS/OSS integration
- PDM (provider data management)

Education

Bachelors from JNTUH in Electronics and Communication Engineering in 2014

Masters from University of Central Missouri in Industrial Technology in 2019

Name	Imran Noor
Role	SQL Server Database Administrator

Candidate Summary

- **Microsoft Certified SQL Server Database Engineer** with over 9 years of experience in developing, managing, and maintaining SQL Servers across multiple versions (2008R2 to 2019).
- Proficient in **database troubleshooting**, design, disaster recovery, high availability (HA) solutions, report development, SSIS packages, upgrades/migrations, proactive monitoring, and **performance tuning**.
- Skilled in **query optimization**, index tuning, execution plans, backups, disaster recovery, and handling complex production issues.
- Expertise in identifying and resolving database issues on both **MS SQL** and **Oracle platforms**.
- Strong knowledge in **SQL Server upgrades**, migrations, and managing different versions/editions.
- Proficient with third-party tools like **Toad Data Modeler, SQL Sentry, Idera, Erwin, RedGate, SolarWinds, and UltraBac**.
- Extensive experience in **RDBMS architecture, data modeling**, and maintaining data models.
- Strong **communication, management, and team collaboration skills** with a results-oriented and resource-maximizing approach.
- Extensive experience as a **Database Administrator**, responsible for installation, upgrades, patching, and maintenance in **production, test, and development environments**.
- Proactive in monitoring and troubleshooting database performance issues to ensure integrity, security, and optimal system performance.
- Expertise in **performance tuning** of T-SQL queries, stored procedures, and code debugging to support application development.
- Strong experience in monitoring, troubleshooting, and optimizing issues like **locks, blocks, deadlocks, and index fragmentation**.
- Highly proficient in **backup and recovery** processes, including **Point-in-Time Recovery, Linked Servers**, and **Database Maintenance Plans**.
- Extensive knowledge of **ETL processes** using SSDT/BIDS, SSIS, BCP, Import/Export Wizard, and **Azure migrations**.
- Hands-on experience with **high availability and disaster recovery solutions** like Log Shipping, Mirroring, Replication, SQL Server Clustering, and AlwaysOn Availability Groups.
- Skilled in **database security** tasks, including user management, encryption, SSL, TDE, data masking, auditing, and monitoring.
- Strong **SSIS development**, including solution design, configuration, deployment, and maintenance of SSIS packages.
- Experience in **SQL Server Reporting Services (SSRS)** configuration and administration.
- Adept at **query performance optimization** and **resolving concurrency issues** (locking, blocking, deadlocking) using tools like SolarWinds and RedGate.
- Solid experience in applying Service Packs, Cumulative Updates, and hotfixes in various environments.

- Familiar with **TLS implementation**, SQL Server security, and compliance with industry best practices.
- Strong **team player** with the ability to work independently, manage time effectively, and meet deadlines while prioritizing workload.

Skill Matrix

Skills	Years of Experience
SQL Server Database Administrator	12+
SQL Server 2008 and higher	10+
T-SQL, stored procedures, SSIS, SSAS, DDL	10+
Migration	8+

Work Experience

Naval Post Graduate School – Monterey, CA	SQL Server Database Administrator	August 2023 to September2024

- Installed, Configured, and Managed SQL Server **2016**, **2017**and **2019,2021** in Development, Test, and Production environment.
- Configured Backups, involved in restoring the database to **point in time** in case of issues, and optimization jobs for various purposes and DBA notifications like **job failures**, disk issues, **critical events.**
- Monitoring, Troubleshooting Instances, Databases, Queries using different tools such as **Query Execution plans**, Database Tuning Advisor, Performance Monitor, Server Logs, Agent Logs and Error Logs, Event Logs, **DMV** (Dynamic Management View), Extended Event, Activity Monitor, Profiler and Maintenance plan.
- Identifying the memory, I/O and bottlenecks, **blocking** and **deadlocks** triggered by complex queries where using SQL Server Activity monitor and profiler and implement better Query Execution plans.
- Performed **Physical** and **Logical Data Modeling**, **data analysis**, **database design** and developing E-R diagram.
- Assisted Database Developers to optimize SQL queries and **Stored Procedures**.
- Writing T-SQL, Functions, Trigger, Partition, View, and **Stored-Procedures**, **joins**, union and writing scripts for job set-up.
- Design and Manage PostgreSQL database **schemas experience** in **Security access control.**
- Extensively used SSIS transformations such as Lookup, Derived column, **Data conversion, Aggregate**, **Conditional split**, Execute SQL task and Send Mail task etc.
- Used **Gitlab server** for various **deployment management** as well as provided support to the DevOps team for project planning and source code management.
- Perform **Server level** and **Database level audit** in regular basis to maintain the integrity and consistency of the data management.
- Skilled in creating simple, parameterized, and complex reports involving Sub Reports, **Matrix/Tabular** Reports.

- Defined required **policy** and **groups** based on business requirements and managed database as well applications security.

Lockheed Martin – Bethesda, MD	SQL Database Administrator/Engineer	August 2022 to July 2024

- **Cloud/Azure**: Migrated on premises databases and Legacy databases to Azure, and setup production, development, and test environment on Azure.
- Moving Data in and out of Windows Azure SQL Databases and **Blob Storage**.
- Managed Database Servers in Development, Test, and Production environment.
- Installed, Configured, and Managed SQL Server 2008 R2, 2012, **2014**, **2016**, 2017and **2019,2021** in Development, Test, and Production environment.
- Monitoring, Troubleshooting Instances, Databases, Queries using different tools such as **Query Execution plans**, Database Tuning Advisor, Performance Monitor, Server Logs, Agent Logs and Error Logs, Event Logs, **DMV** (Dynamic Management View), Extended Event, Activity Monitor, Profiler and Maintenance plan.
- Designed rule-based implementation using **Teradata stored procedures** to generate **n-levels** of SQL and manage SQL execution.
- Porotype MS SQL Server as **new repository**, including conversion of stored procedures and models.
- Developed Logical and Physical models for Marketing Analytics and architected models (**Relational, NoSQL, Columnar**) for workload.
- Maintaining and supporting databases on MS sql server site for **SharePoint** as well as tracking and resolving incidents and requests.
- Fulfilling **SharePoint** related request and resolving incidents under provided SLA included integrity check.
- Process automation using DevOps (**Deployment, Backup/Restoration**), **Microsoft flow**, SQL jobs.
- Participated in on-schedule releases of **TVA** over the course of 5 years while maintaining **Architect** and **Database development** responsibilities.
- Scheduled jobs to automate different database related activities including backup, monitoring **database health**, disk space, and backup verification.
- Monitor SQL Server **Error Log**, Space usage on a day-to-day basis.
- Providing administrative support and maintenance on **Oracle 10g, 11g** and **12c** installations, database creation, database security, database optimization and tuning.
- **Cloning schemas**, **objects** and **databases** on new server using exports from 10g database and imported in 11g using data pump.
- Upgrading databases from 10g to 11g and 11g to 12c. Appling **PSU** and **bug fix** patch.
- Identifying the memory, I/O and bottlenecks, **blocking** and **deadlocks** triggered by complex queries where using SQL Server Activity monitor and profiler and implement better Query Execution plans.

- Besides Native tool used **OpNet** as a Third-Party Tool for monitoring and Performance Tuning.
- Writing T-SQL, Functions, Trigger, Partition, View, and **Stored-Procedures**, **joins**, union and writing scripts for job set-up.
- Assisted Database Developers to optimize SQL queries and **Stored Procedures**.
- **Export & Import** data from Excel File, Flat file, CSV file to/from SQL Server Database using BIDS, SSDT.
- Export & Import data from/to databases as **My-SQL**, and **Access** to SQL Server.
- Creating **SSIS Packages** and deploying them from different sources like SQL Server Database, Flat file, CSV, Excel, and many other data sources supports OLEDB Data sources.

- Setup jobs from SSIS Packages in multiple environments.
- **Data analysis** and migration by transferring and using SSIS packages.
- Skilled in creating simple, parameterized, and complex reports involving Sub Reports, **Matrix/Tabular** Reports.
- Administering large **PostgreSQL** database's ability to do performance tuning / index maintenance experience of backing up and restoring PostgreSQL database on a regular basis.
- Designing and Managing **PostgreSQL** database **schemas experience** in **Security access control** experience with testing experience with configuration management experience with version control.
- Experience with Oracle performance tuning techniques and unit testing for **PL/SQL** code.
- Experience with creating complex reports and **dashboards** in MicroStrategy for 5+ years.
- Solid experience using **Shell scripting** and **Cron jobs**.
- Experience in writing expressions in SSRS and Expert in **fine tuning** the reports and drill down reports using SSRS.
- Developed a **Tabular Reports**, ad-hoc reports using SSRS Report.
- Experience with **logical** and **physical** data modeling and database designing.
- Package Configuration, **SSRS, SSAS** and Data-warehousing.
- Experience in Designing and Building **dimensions** and **cubes** using SQL Server Analysis Services
- Created **report snapshots** to improve the performance of SSRS.
- Improved the accuracy of the source data by implementing **data validation** on the source Data for reporting.
- Installed, Configure and Maintained HA/DR Solutions using Clustering, **AlwaysOn**, Mirroring, Replication.
- **Developed and deployed** different types of reports using different data sources like SQL Server, Oracle, CSV, and Excel.
- Delivered reports to users in a variety of formats like **Report Server** (Web Based), Excel, CSV, PDF formats.
- Implement *Transparent Data Encryption* (**TDE**) encrypts SQL Server, Azure SQL Database and Azure SQL Data Warehouse data files and encrypting data at rest.
- Move a **TDE** Protected Database to another SQL Server.
- Strong knowledge and working experience in Database **Backup** and **Disaster Recovery.**
- Experienced with **Point-in-Time Recovery**.
- Applied **SP/Hot Fixes** on SQL server Instances to address Security and upgraded related issues.

US Census Bureau – Silver Hill MD	SR. SQL Database Administrator	January 2022 to July 2022

- Working as a Production DBA and Responsible for performance of the SQL Server Instance and safety of the data in database.
- Responsible for providing 24x7 DBA and Production support for SQL Server Database in Production Servers.
- Installed, Configured, and Managed SQL Server 2012, 2016 and 2019 on Dev, Test, and Prod environments.
- Responsible for Performance tuning, Index Tuning, Troubleshooting, Client/Server connectivity and Database Consistency checks using DBCC Utilities, DMVs and DMFs.
- Involved in resolving dead lock issues and performance issues and Health Check process for database.

- Optimized the performance of queries with modification in T-SQL queries, removed unnecessary columns, eliminated redundant and inconsistent data, normalized tables, established joins and created indexes as needed.
- Monitored data activities such as database status, logs, space utilization, extents, Checkpoints, locks, and long transactions.
- Used Execution Plan, SQL Profiler and Database Engine Tuning Advisor to optimize queries and enhance the performance of databases.
- Participated in migrating resources to Azure, Azure Administration, Azure Infrastructure Operations, and end to end Project Management.
- Suggested Application-level tuning including changes for code, queries, SQL objects that may not be performing up to the optimum database performance standards.
- Secured, managed, created logins, users, roles and granted permissions of database objects.
- Defined required policy and groups based on business requirements and managed database as well applications security.
- Developed, maintained, implemented database backup and recovery plans for Production, Test and Development environments including mission critical databases and managed Backup to different medias such as Local Drive, Network Drive/Backup Server, and Tape Media.
- Ensured all database servers are backed up in a way that meets the business's Recovery Point Objectives (RPO) and tested backups to ensure the company meets the business' Recovery Time Objectives (RTO).
- Scheduled jobs to automate different database related activities including backup, monitoring database health, disk space, backup verification, cleaning history, deleting old files, index, and fragmentation managements.
- Setup and configured Database Mail and configured notifications and alerts.
- Setup, configured, monitored, troubleshoot, and maintained transactional and merge Replication.
- Performed Physical and Logical Data Modeling, data analysis, database design and developing E-R diagram.
- Monitored and shared ideas with application team to create, modify or update index (Cluster/Non-Cluster), constraints, views, stored procedures in query tuning for better performance.
- Assisted SQL Server Database Developers in code review and optimize SQL queries.
- Deployed database design through Backward & Forward Engineering using Erwin.
- Provided customized support for Client's Applications and was responsible for creating and maintaining database objects and structures such as tables, indexes, views, triggers, Functions, Procedures.
- Worked on SharePoint affiliated issues such as disk space usage, access control, patch management and job execution issues.
- Tested and Implemented procedures to detect poor database performance, collecting required information, RCA analysis.
- Solving the request by user support and participate in implementation of new release into production.
- Upgraded SQL server 2012 to SQL Server 2019.
- Applied SP (Service Pack) and Hot Fixes on SQL Server Instances.

- Involved in Technical decisions for Business requirement, Interaction with Business Analysts, Client team, Development team, Capacity planning and upgrading of SQL Servers.
- Regularly inspected SQL Server Error Logs, Space Usage, Disk Utilization, Backup status, Jobs, Customer Complaints, Windows Event Viewer for information, errors and warnings and Daily routine works.

Department Of Agriculture (USDA) – Washington DC	SQL Database Administrator/Engineer	January 2021 to January 2022

- Installed, Configured, and Managed SQL Server 2016 ,2017, 2019 in development, test, and production environment.
- Planning, controlling, and monitoring the Security and Audit issues as per SLA and Standards.
- Configured and Maintained AlwaysOn Availability Group using SQL Server 2016/2017with Synchronous Commit automatic failover mode.
- Troubleshoot performance issues related to query optimization, TempDB, Log file growing fast, identify and release Lock, Block and Deadlock.
- Configured and Maintained SQL Server 2016 Azure VMs.
- Implemented and managed DR (Disaster Recovery) solutions according to RPO, RTO and SLA, setup, retention policy, backup verification.
- Applied SP (Service Pack) and patching on SQL Server 2012, 2014,2016,2017, 2019 on a routine basis.
- Used Native Tools, Query Analyzer, Execution Plan, Live Query Statistics, Query Store, Extended Events, SQL Server Profiler, Database Tuning Advisor, Performance Monitor, Resource Monitor and Activity Monitor for monitoring, tuning, and troubleshooting purpose.
- Developed SSIS packages to perform various ETL operations from/to various sources and destinations using SSDT, SSIS, Import/Export Wizard for SQL Server 2012/2019
- Worked on Database refresh in Dev/Test servers with Prod data and reinstate the server.
- Configured, managed, and monitored Transactional Replication in multiple environments of the organizations.
- Implemented SQL Server security, creating and managing users, granting/revoking access in both server level and Database level.
- Participated in on-schedule releases of Teradata Decision Experts program (conversion of Oracle to Teradata physical models).
- Worked in Scrum development teams to write complex business logic using T-SQL.
- Performed performance tuning for servers, databases, SQL/T-SQL queries and Stored Procs
- Experienced in using DBCC commands to manage database consistency and repair as needed.
- Used DMVs and DMFs to monitor the health of a server instance, diagnose problems, and performance tune.
- Installed and configured Nagios monitoring tools for host and database monitoring on a day-to-day basis.
- Proficiently worked on T-SQL scripting, creating, and modifying Tables, Index, Views, Stored Procedures, Triggers, Functions, declaring Cursors and variables, CTEs.

- Monitored Server Activity, Error Log, space usage, database health, backup verification, cleaning history and solving problem as needed.
- Performed regular backups, restores and automated different day to day tasks.
- Installed, Configured, and administered SQL Server Reporting Services (SSRS) and Reports development, deployment, distribution, and reports subscriptions.
- Responsible for all backup, recovery, and upgrading of PostgreSQL databases.
- Monitoring PostgreSQL databases to optimize database performance and diagnosing any issues.
- Expertise in need assessment, logical/physical database design, reverse/forward engineering method.
- Developed, deployed, and managed Reports like ad hoc, parameterized, cascade, drill down and sub report in SSRS using multiple sources.
- Refine and automate regular processes, track issues, and document changes from the lead position.
- Assist offshore developers with query tuning and schema refinement.
- Provide 24x7 support for critical production systems and lead offshore team during deployment time.
- Lead scheduled maintenance and support release deployment activities after hours.
- Extensively used SSIS transformations such as Lookup, Derived column, Data conversion, Aggregate, Conditional split, Execute SQL task and Send Mail task etc.
- Extensive work experience in TempDB configuration, partitioning, shrinking, compression, and database optimization
- Have work experience on Database Partition, Distributed Database Management System.
- Provided 24 X 7 dedicated support to hundred and eight Production, development, and clustered servers.
- Environment: Windows Server 2008 R2, 2012 R2, Erwin, Redgate, Idera, Toad for SQL Server, VMware, SQL Servers 2008/2008R2/2012/2014/2016, Active Directory (AD) and ETL

Ventec Life Systems - Kokomo, Indiana	SQL Server Database Administrator	July 2020 to December 2020

- Installed, Configured, and Maintained SQL Server 2019/2017/2016 on Prod/Test/Dev environments.
- Migrated SQL Server 2012 and 2016 to instances and databases to 2016/2019 on Prem Environment.
- Deploy Changes/SPs/Patches/Hot Fixes/Queries in Production Environment/Dev/Test Environment on a regular basis.
- Implemented SQL Server security, creating and managing users, granting/revoking access and performed Database level audit and Server level Audit.
- Performed performance tuning/troubleshooting/ Monitoring for servers, databases, SQL/T-SQL queries and Stored Procs And extensively worked on long running Quires.
- Used Native Tools, Query Analyzer, Execution Plan, Live Query Statistics, Query Store, Extended Events, SQL Server Profiler, Database Tuning Advisor, Data collector Set, Maintenance Plan, Performance Monitor, Resource Monitor and Activity Monitor for monitoring, tuning, and troubleshooting purpose.
- Experienced in using DBCC/DMV/DMF commands to manage database consistency and integrity and repair as needed during the maintenance window.

- Configure and Monitor Security for Data in transit/ Data in rest by implementing TDE, SSL, TLS, Dynamic data masking and column level encryption on.
- Used System Store Proc and Custom Scripts to monitor the health of a server instance, diagnose problems, and performance tune.
- Worked on the Policy based management and SQL server agent for creating alert, baseline, and threshold.
- Extensive work experience in TempDB configuration, partitioning, shrinking, compression, and database optimization
- Proficiently worked on T-SQL scripting, creating, and modifying Tables, Index, Views, Stored Procedures, Triggers, Functions, declaring Cursors and variables, CTEs
- Monitored Server Activity, Error Log, space usage, database health, backup verification, cleaning history and solving problem as needed.
- Configured and Maintained AlwaysOn Availability Group using SQL Server 2014 with Synchronous Commit automatic-failover mode across different Data centers.
- Applied SP (Service Pack) and patching on SQL Server 2012,2016 on a routine basis.
- Worked on Database refresh in Dev/Test servers with Prod data and reinstate the server in day-to-day basis.
- Configured, managed, and monitored HADR solutions Transactional Replication and Mirroring in Production Environment.
- Performed regular backups, restores and automated different jobs as part of day to day tasks.
- Installed, Configured, and administered SQL Server Reporting Services (SSRS) and Reports development, deployment, distribution, and reports subscriptions.
- Having excellent experience in SQL Server and Database Architectures
- Expertise in need assessment, logical/physical database design, reverse/forward
- Worked as a team member for 24X7 on call production support.
- Worked on SQL server Cluster Active-Passive mission Critical financial application and databases.
- Power BI Tools as well as hands on experience on Power Query, Power Pivot and Power View for Data Warehousing
- Work Environment: Windows Server 2016(Active Directory), 2012, 2008 R2, SQL Server 2019, 2017, 2016, 2012, Sentry One, TFS, ASP, ASP.net Application, Visual Studio 2010, VMWARE, Cloud/Azure, OCUM (On Command Unified Manager), Tuning Wizard, Data Transformation services (DTS), ADiTaas tools, SCCM (System Centralized Configuration Manager, SCOM (System Centralized Operation Manager)

Unicon, Inc - Vienna, VA	SR. SQL Server Database Administrator	July 2017 to June 2020

- Working as a Production DBA and Responsible for the performance of the SQL Server Instance and safety of the data in a database

- Supports day to day operational activities for the database platform like service requests and tickets, monitoring, performance tuning, troubleshooting long-running queries, locks, deadlocks and performance issues like CPU, I/O, Memory bottlenecks.
- Installed, configured, and managed SQL Server 2017, 2016 ,2014, 2012, and 2008R2 in development, test, and production environments.
- Monitored and Scheduled jobs and created maintenance plans to automate different database administration related tasks including backup and database consistency check.
- Configured Backups, involved in restoring the database to point in time in case of issues, and optimization jobs for various purposes and DBA notifications like job failures, disk issues, critical events.
- Implemented and managed DR (Disaster Recovery) solutions according to RPO, RTO and SLA, retention policy, backup verification using both native and 3rd party tools.
- Responsible for monitoring and making recommendations for performance improvement in hosted databases. This involved index creation, index removal, index modification, file group modifications, and adding scheduled jobs to re-index and update statistics in databases.
- Regularly inspected SQL Server Error Logs, Space Usage, Disk Utilization, Backup status, Jobs, Customer Complaints, Windows Event Viewer for information, errors and warnings and Daily routine works.
- Worked with data modelers in logical and physical data modeling, developing E-R Diagrams, implementing, and updating the logical and physical data models in databases.
- Create and deploy ETL packages to achieve various tasks using Microsoft Integrations Services (SSIS), and Azure Data factor (ADF). Automated Backups, refreshes, maintenance Jobs, Bulk inserts data migration, data extraction, transformation and loading from multiple data sources.
- Effectively managed and reduced cost by effectively monitoring databases elastic pool. Configuring Azure Site Recovery for DR and Azure back-up on-premises/Azure Environment. Involved in Lead design, architecture, and deploy of solutions in Azure platform.
- Migrate SQL Server Databases to Microsoft Azure hosted DBs, Managed instances. Configured High Availability Solution; Always-On, Log Shipping, migration, patching, troubleshooting, optimization, maintenance (modelling, High-Availability (HA) and Disaster Recovery (DR)).
- Performed Database Migration from On-Premises SQL environment to Azure Database in cloud Manage database security and users in Active Directory, ensure Database Integrity and setup maintenance plans via SQL Agent. Stored Procedures,
- Experienced in using DBCC commands to manage database consistency and repair as needed.
- Used DMVs and DMFs to monitor the health of a server instance, diagnose & problem.
- Created and maintained logins, users and managed security tasks like granting and revoking permissions for server, database, and database objects.
- Planned, Configured, Installed, Maintained SQL Server in an environment of Multi-node SQL Cluster with Multi-instances SQL Server.
- Ensured all database servers are backed up in a way that meets the business's Recovery Point Objectives (RPO) and Service level agreement (SLA).
- Applied SP (Service Pack), Cumulative Updates and Hot fixes   on SQL Server 2008/2008R2/2014/2016 on a routine basis.

- Used SQL/T-SQL to create, alter, drop, delete, insert, update, etc. of databases, tables, views, clustered and non- clustered indexes, schemas, triggers, functions, and stored procedures.
- Developed, migrated, and administrated the various forms of OLTP Databases in Dev\Test\Prod environment.
- Upgraded databases from SQL Server 2008R2 to 2014 and 2012 to 2016 in testing and production environments.
- Migrated Oracle 10gR2 and 11g and MySQL 5.1.23 databases to SQL Server 2014 using SQL Server Migration Assistant (SSMA).
- Worked with Application Developers to design databases and tables to support Development activities and achieve optimal efficiency.
- Performed Database refresh tasks from Production to Development and Staging Servers.
- Performed TLS 1.2 and TLS 1.1 on the MS SQL Server version 2017 and 2019 on the production environment.
- Extensively used SSIS Transformations such as Container, Lookup, Derived column, Data conversion, Aggregate, Conditional split, Execute SQL Task, Login transfer, Union, Union All and send Mail task etc.
- Installed, Configured, and Administered SQL Server Reporting Services (SSRS), and Developed, Deployed and Managed Reports for associates and upper management using SSRS and Report Builder.
- Moved data from Flat file, CSV file, Excel, Access, OLE DB data sources to/from SQL Server database using SSIS, BCP and/or Import/Export wizard.
- Developed reports by using Power BI Tools as well as hands on experience on Power Query, Power Pivot and Power View for Data Warehousing.
- Worked on Azure Services, IaaS, PaaS, migrating on premises databases and Legacy products on Azure, Build and deployment products on Azure, Setup development and test environment on Azure.
- Work Environment: Windows Server 2016/2012R2/2012/2008 R2, SQL Server 2008 R2/2012/2014/2016, Access, MySQL, Oracle, Java Applications, PHP Applications, ASP, ASP.NET, IIS 7.5/6.5, and Apache Server.

Data Group USA- Alexandria VA	SQL Server Database Administrator	August 2013 to Jun 2017

- Involved in Technical decisions for Business requirements, Interaction with Business Analysts, Client team, Development team, Capacity planning and upgrading of SQL Servers.
- Responsible for performance tuning, Query Tuning, Troubleshooting, Client/Server connectivity and Database Consistency Checks using DBCC Utilities, DMVs and DMFs
- Installed, Configured, and Managed SQL Server 2008R2, 2012 and 2014 in development, test, and production environments.
- Monitored SQL Server activities/issues (such as CPU utilization, Memory utilization and IO utilization, disk space issues, blocking, deadlock, fragmentation, identifying indexing issues, managing indexes, growth patterns, etc.) and optimized performance using Execution plan, PerfMon, Profiler, Database

Tuning Advisor, DMVs and DMFs, configuring multiple file structures for separation of data file, log file, TempDB.

- Created Backup strategy for production and development environments based on RTO, RPO, SLA and retention policy and managed Backup to different medias such as Local Drive, Network Drive/Backup Server, Tape Media, and Restored databases.
- Configured and managed Database and Data Security solutions applying TDE (Transparent Data Encryption), SSL (Secured Socket Layer), Database level and Server level Auditing, Row level Security, Column level encryption, Dynamic data masking Encryption. As well performed data security for both Data in fly and Data in rest.
- Setup and configured Database Mail and configured notifications and alerts.
- Scheduled jobs to automate different database related activities including backup, monitoring database health, disk space, backup verification, cleaning history, deleting old files, index, and fragmentation managements.
- Installed, Configured and Maintained HA Solution Fail-Over Clustering in SQL Server 2012 and 2014 platform for OLTP Databases.
- Setup, configured, monitored, troubleshoot, and maintained Log Shipping, and Transactional Replication as well as SAN Replication.
- Applied SP (Service Pack)/ Hot Fixes on SQL Server Instances to address security and upgraded related issues.
- Performed performance tuning & Monitoring for servers, databases, SQL/T-SQL queries & Stored Procedure.
- Performed the physical database analysis and feasibility requirements. This involves the performance, security, archival, maintenance, and recovery requirements.
- Migrated MS Access Databases into MS SQL Server 2008 R2, and 2012 Migrated Oracle 10gR2/11gR2 and MySQL 5.1.23 databases to SQL Server 2008 R2/2012
- Tested and Implemented procedures to detect poor database performance, collecting required information, root cause analysis.
- Managed Security User Privileges GDR (Granting/deny/revoke) access server and database level Implemented & Managed Database and Data Security Solutions
- Provide Production Support and Deploy Changes/SPs/Queries in Production Environment, Worked on Database refresh in Dev/Test servers.
- Export & Import data from Flat file, CSV file to/from SQL Server Database using DTS, SSIS, and BCP
- Installed and Configured SQL Server Services (SSRS), Developed, Deployed, and managed Reports, Upgraded and Migrated Reports and Reporting Server, Managed Security.
- Regularly inspected SQL Server Logs, SQL Server Agent Error Logs, and Windows Event Viewer for Information, errors, and warnings
- Monitoring of database size and disk space in Production, Staging & Development environments
- Extensively used SSIS Transformations such as Container, Lookup, Derived column, Data conversion, Aggregate, Conditional split, Execute SQL Task, Login transfer, Union, Union All and send Mail task etc.
- Developed and Managed Report in SSRS (SQL Server Reporting Services) including managing securities.

- Provided On-Call support to Mission-critical Environments and expertise with disaster Recovery mechanisms.
- Day to day experience on Using Power BI Desktop for Data Exploration, Shaping, modeling, and creating report with highly interactive visualization for Data Warehousing purpose.
- Monitoring and tracking database performance to identify possible performance related issues by using 3rd party tool Foglight.
- Work Environment: Windows Server 2012/2008 R2, SQL Server 2008 R2/2012/2014, MS Access, MySQL, Oracle, PHP Applications, ASP, ASP.NET, IIS, and Apache Tomcat

Technical Proficiencies

Expertise & Skills	
Databases Experience	SQL Server 2019/2017/2016/2014/2012/2008 R2, MS Access and MySQL
Upgrade/Migration	SQL Server 2008R2, 2012 to SQL Server 2014, 2016,2019. Oracle to MS SQL, MySQL to MS SQL.
Operating System	Windows Server 2016, 2012R2, 2012, 2008 R2 including Windows 10/7/8, XP
SQL Native tools:	Activity Monitor, Performance Monitor, Extended Events, SQL Server Profiler, Database Tuning Advisor (DTA), Execution Plan, Built-in Standard Reports, Job Activity Monitor. BIDS/SSDT, SQL Server Configuration Manager, Live Query Statistics, Query Store, SSMA, DMA, Cluster Manager, AG performance monitor dashboard.
Virtualization Technology	VMware Workstation (installation, configuration & maintenance), Virtual Box.
Azure Expertise	Configuration, Manages and Migration from On-premises Server to Azure database & SQL Server on Azure Virtual machine.
Languages	SQL, T-SQL, PHP, XHTML, HTTP, C#, C++, Java.
Database Connectivity	ADO.NET, OLEDB, ODBC Connection.
ETL/Data Warehouse Tools	SQL Server Integration Services (SSIS), SSDT, Export/Import Wizard.

Data Modeling Tools	SQL Server Data Diagram (ER-Diagram), Erwin, Toad Data Modeler, MS Visio.
Database Query Tools	MS SQL Server Query Analyzer, SQL Profiler, SQL Server Migration Assistant (SSMA).
Third party tools	SolarWinds, Redgate, Idera, UltraBac, SQL Sentry, Red Gate, Power BI, Tableau
Networking & Security	Active Directory, TCP/IP, Setup DNS Server, Shared Memory, Alias, Name Pipe, SSL, TLS.
Hardware/Storage	SAN, ISCSI, RAID

Certifications and Training

- CompTIA Security+ CE
- Certified MCSA (Microsoft Certified Solution Associate) - Administrating Microsoft SQL Server 2012/2014
- Certifies MCSE (Microsoft Certified Solution Expert) – Data Management and Analytics Microsoft SQL Server 2014/2016
- Microsoft Azure DP-300 (Azure Database Administrator Associate)
- Training or SSRS (SQL Server Reporting Services – 2012 and 2014)

Education

George Mason University
Bachelor of Science in Information Technology (Cyber Security && Object-Oriented Database Programming)

Security Clearance

Clearable

Name	John Loy
Role	Senior Application Oracle Database Administrator

Candidate Summary

- Around ten years of IT experience as an Oracle DBA on a variety of UNIX (Solaris, Linux, HP-UX), AWS, Azure, Windows 2000 platforms with Oracle 8i/9i/10g/11g/12c. Currently working on 2500+ databases residing on Linux, SunOS, HP-UX, AWS and Windows.
- Significant experience in Oil, Financial, Insurance, Transportation and Trading applications.
- Experience in implementing and managing Oracle 10g/11g features like Real Application Clusters (RAC), Data Guard, Streams and worked extensively in OLTP and OLAP environments.
- Working experience of AWS and Oracle cloud products and services.
- Proven hands-on cloud migration solution design/delivery experience.
- Installed OEM 12c and Migrated 79 servers containing 427 databases.
- Experienced in DB activities that involved DevOps tools like JenKins, SVN, GITS and Flyway in the environment.
- Ability to effectively address data security concepts in public cloud as it relates to customer needs including an in depth understanding of Federated Security / Single Sign On, and AWS IAM.
- Exposure on AWS Relational Database Service (RDS), AWS Database Migration Service (DMS), Elastic Compute Cloud (EC2), Elastic Cache, Elastic Load Balancing, Elastic Block Store (EBS).
- Exposure in install/configure/upgrade the High-Availability Hadoop Clusters.
- Installation, Configuration and Administration of Oracle10g/11g RAC by using ASM.
- Good experience in installing, configuring and administrating Data Gaurd on both RAC and Standalone Servers.
- Also administered, monitored, migrated and upgraded versant databases.
- Applying oracle patches for Daylight Savings Time (DST), upgradation and migration of databases using the OPatch utility and fixing bugs.
- Experience with exporting and importing data to and from a database using the exp/imp utility.
- Used EXPDP/IMPDP (Data pump) to take the hot backup using DUPLICATE or full export and also to accomplish table level and full database de-fragmentation.
- Creating tablespaces and planning the location of data, index and rollback tablespaces redo log files and control files in adherence to the Optimal Flexible Architecture.
- Proficient in SQL, PL/SQL, Query/application tuning using optimizer hints, explain plan, SQL trace, TKPROF, Analyze and Autotrace.
- Used STATSPACK for Database Monitoring and Database Performance.
- Created table partitions to improve performance and data management.
- Experience in creating Materialized Views in data warehousing environment.
- Analyzed tables and indexes for Cost Based Optimization (CBO) to work efficiently.
- Worked on various Technologies in Data warehousing - ETL Tool   Informatica, Ab initio and database development tools like TOAD, ERWIN, and SQL Developer.

- Experienced in designing, developing, scheduling and monitoring UNIX shell scripts to administer all the environments.
- Extensive use of Crontab in UNIX environment for scheduling routine tasks.
- Database backup and recovery. Used hot and cold backups. Involved in development of scripts to automate backup and recovery procedures for development databases.
- Providing assistance in logical/physical data modeling using ERWin.
- Experience in database application development using SQL, TOAD.
- Extensively involved in Database Cloning manually as well as using RMAN.
- Configuration of Oracle Enterprise Manager (OEM) to monitor database and report on events as defined by the DBA group.
- Good experience working with various FTP protocols like FTP, SCP using SSH protocol.
- Extensive Database Administration - Oracle 8i/9i/10g/11g/12c experience that includes creation and management of users and their profiles. Tuning of the database for optimum performance.
- Documentation of projects, databases, installations.
- Knowledge of the System Development Lifecycle (SDLC).
- Experience with delivery management and estimation.
- Clear communication and documentation of technical specifications.
- Extensive Database Designing - Oracle 9i/10g/11g. Experience. Common tasks include analysis of the particular system, which further included interaction with the end - users and the management to develop requirements and specification for the project.
- Experience in working with high-transacted OLTP systems.
- Highly motivated, excellent team player, enthusiastic, strong initiative and quick learner of new technologies. Strong interpersonal and communication skills in dealing with customers.
- Excellent troubleshooting skills and committed follower of Oracle Technologies.

Skill Matrix

Skills	Years of Experience
10 Years - Oracle database systems	10+
PL/SQL Code	10+
Oracle SQL procedures	10+
UNIX/LINUX shell scripts in HP UNIX and/or RedHat LINUX	8
Data Modeling.	10+
Oracle RMAN backup	10+
Oracle Warehouse Builder.	10+

Oracle database.		10+	

Client: Gazelle HealthCare, Houston, TX	Oracle Data Base Administrator	Feb 2016 – Present

- Senior Oracle Database Administrator that is responsible for managing and upgrading ORACLE **Non-RAC** and **RAC** Clusters which are used by Mission critical customer facing Applications with the goal of improving the database system scalability, performance and functionality which resulted in the business satisfaction and the cost savings.
- Support Installation, Configuration, Migration, Upgrading, Patching, Tuning, RMAN and Data Guard for **Database** and **Application** servers on Solaris, Linux and windows Server's platform.
- Support **10+ Terabyte** Production **RAC** and **Non-RAC Databases** and applications plus **Data Guard** Servers.
- **Installed** and **configured** Oracle Database **12C.**
- **Upgrade** Oracle **Databases** from **11G** to **12C**.
- **Troubleshoot** performance and Apply **PROD Fixes**.
- Applied Quarterly **CPU** (CRITICAL PATCH UPDATES) **Patches** on all the Databases.
- **Installed**, **Configured**, **Upgraded** and **Managed OEM 12C** (**12.1.0.5**) and **Agents.**
- Upgraded **OEM** from **12C** to **13C**.
- Created/updated **Shell Scripts** and Oracle **SQL**, **PL/SQL** Scripts to monitor databases and other related activities.
- **Installed** and **configured Standby (Data Guard)** Databases (**Active** and **Snapshot**).
- Performed **Switchover** and **Failover** from production to standby.
- Performed backups and tested crash recoveries using **Cold**, **Hot backups** with **RMAN** and also tested various recovery procedures.
- Importing and exporting data to and from the database servers using data pump (**EXPDP** & **IMPDP**) and creating & maintaining detailed configuration documentation, and maintenance plans for the database environment.
- Creating tables, views, indexes, database links, views, materialized views, stored procedures, and other database objects as needed.
- **Install, Configure**, Supports and Mange SQL Server 2012/2014**.**
- Creating and assigning database roles and privileges and Performing Oracle and SQL performance tuning tasks using **AWR**, **ADDM** and **TOAD**.
- Analyzing, capturing data requirements, data definitions, business rules, and data quality requirements.
- Raise **Oracle SR** tickets and working with **remedy ticketing system** in support of production and non-production servers
- Managing the storage environments for the databases from **ASM** and File System, including optimal

sizing, monitoring space, requesting additional storage, and providing growth statistics.

Sony Corporation of America, San Diego, California	Oracle DBA	Apr 2015 – Feb 2016

- Carry out all major service delivery and support areas: Installation, Configuration, Migration, Upgrade, Patching, Cloning, Tuning, RMAN, MAA and Data Guard for Database and application servers primarily on Solaris and Linux Servers platform.
- Support 4+ Terabyte Production RAC and Non-RAC Databases and applications plus Standby servers.
- Installed and configured Oracle Database 12C.
- Apply Oracle CPUs Patches on Databases.
- Upgrade Oracle databases from 11G to 12C.
- Troubleshoot and Apply PROD Fixes.
- Troubleshoot performance and database code issues across all the environments (Prod, Non-Prod).
- Support Oracle 11G Fusion Middleware servers including OAM, OIM, OID, Web Logic, Forms and Reports
- Apply Oracle Weblogic Patches.
- Create/update UNIX shell scripts and Oracle SQL, PL/SQL scripts for database monitoring and other related activities.
- Convert Forms and Reports from 10g to 11g.
- Compile Forms and Reports.
- Upgrade Oracle Database servers from 10G to 11G.
- Wrote RMAN and shell scripts for Production and non-production databases.
- Created Shell Scripts to Baseline FMW and Databases.
- Manage Users access/privileges and groups through OID (Oracle Internet Directory) and Databases.
- Upgrade Oracle Databases from 11.2.0.3 to 11.2.0.4.
- Upgrade Oracle 11G FMW (Fusion Middleware) from 11.1.1.6.0 to 11.1.1.7.0.
- Upgrade OEM 12C from Release 3 (12.1.0.3) to Release 4 (12.1.0.4)
- Support User Accounts on Databases and Fusion Middleware level.
- Installed, configured and upgraded BI Publisher 11G.
- Troubleshoot and Support BI Publisher reports including Create reports, Data models, Data sets and Data sources and schedule jobs.
- Working on the Remedy ticketing system.
- Using Oracle Data Integrator (ODI) to support the Data warehouse databases.
- Installed, configured and support the new 11g Snapshot Standby Database.
- Creating and maintaining databases and database objects including logical and physical data models, DML, DDL, DCL, tables, object types, views, synonyms, users, sequences
- Installed and configured and upgraded OEM 12C and Agents.
- Troubleshoot and Support Standby Databases (Active and Snapshot).

- Install, configure, troubleshoots and supports SQL Server 2008/2012.
- Strong experience in writing and improving SQL Server T-SQL queries.
- Experience working with SSMS, SSRS, SSAS & SSIS (reporting, analysis & integration services).
- Monitor and schedule blackouts through OEM 12C for all the FMW and Database servers.
- Uses Oracle tools and utilities like RMAN, CMD, DGMGRL, SRVCTL, Import/Export (and Data pump) plus SQL*Loader and 3rd party tools like Toad.

Pacific Dental Services, Dallas, TX	Oracle DBA/Architect	May 2014– Apr2015

- Perform DBA responsibilities including creating and maintaining database objects, user profiles and access privileges, Performance monitoring and tuning databases backups, etc.
- Manage Production, non-production, DR databases and Application Servers.
- Provide programming support for applications using SQL, PL/SQL and UNIX scripts including Stored Procedures, Triggers, and other objects as required.
- Proactive monitoring performance, Plan growth and changes (capacity planning) and manage parameters to provide fast query responses to 'front end' users.
- Accept responsibility for problem escalation to line manager, in the event of database availability and performance problems and provide realistic, achievable potential solutions to the problems.
- Installed, configured and upgraded Oracle Database from 10G to 11G.
- Installed, Configured JDK, Weblogic on Windows, Linux and Solaris.
- Installed and Configured Oracle Fusion Middleware 11gR2 for deploying DCMS tailored forms-based applications.
- Converted and Compiled Oracle Code (Forms, Libraries, Reports, Menus….).
- Integrated/Migrated Custom Applications DCMS "Daybreak" to work with 11G Fusion Middleware.
- Upgrade Application server from 10G to 11G.
- Troubleshoot and develop solutions for problems related to database and Oracle Applications.
- Deploy Zip Codes using Sql*Loader.
- Install and configure the new 11g Snapshot Standby database.
- Liaise with application and business clients to gather requirements, design and deploy standard systems which clearly differentiate between production, development, UAT, and DR.
- Involved in on-call support on a rotating basis with other team members to support production systems environments.
- Monitor and raise Oracle Service Requests (SR).
- Use Oracle specific tools and utilities like OEM, CMD, RMAN, DGMGRL, SRVCTL, Import/Export (and Data pump), SQL*Loader and 3rd party tools e.g. Toad etc.
- Deploy Builds to DCMS and ELA Production and non-Production Databases.
- Apply Production Fixes to DCMS and ELA Production Databases.
- Used remote tools to connect after hours like FTP, PuTTY, VPN, etc.
- Resolved rollback segment errors by creating bigger UNDO table space and increasing the retention time and this increased performance to the users.

- Design and plan infrastructure for oracle database including Allocating system storage and planning future storage requirements for the database system.
- Configured and implemented backup and recovery strategies using Recovery Manager (RMAN) backup on the Production and non-Production servers.
- Troubleshot and resolved locking issues on DCMS Daybreak application.
- Keep a checklist and methodologies which defines required deliverables at each stage.
- Apply Patches & Bug fixes on Oracle databases and applications tiers on Sun Solaris Sparc servers.
- Wrote RMAN script to duplicate production database to a test instance.

SightLogix, Princeton, NJ	Oracle Principal Consultant	March 2013– May 2014

- Production DBA responsible for responding to problems on over 100 databases for over 7 clients with different environments in Oracle 9i,10g and 11g {Standard & Enterprise Edition} plus the Data Guard databases.
- Fulfill DBA daily activities including user management (*creating users, synonyms, privileges, roles, quotas, table, index, sequence* etc.), space management (table space, undo segment), monitoring (alert log, memory, disk I/O, CPU, database network connectivity).
- Responsible for all levels of Support, troubleshooting, customer consultation and performance tuning in a 24 x 7 x 365 environment for Oracle 9i, 10g, and 11g on different platforms (UNIX, Linux and Windows)
- Worked with large clients such as:

  - Travelx USA
  - Travelx UK
  - Securenet
  - NaviNet
  - Webs
  - Europ assistance USA
  - OmniComm
  - Fedbid
  - EOriginal
- Installed Linux Enterprise 4 & 5.
- Excelling experience in Installing and configuring Oracle Real Application Cluster (RAC) cluster on Oracle 10g and 11g R2 With ASM and Raw Devices and 11g CRS providing high availability to the Oracle production environment.
- Manage and Supported Oracle RAC (Real Application Cluster) on Oracle 9i, 10g and 11g.
- Excelling experience in Installing and configuring Oracle Database Appliances (ODA).
- Excelling experience in Installing and configuring OHTTP (Web tier).
- Excelling experience in Installing and configuring Web Logic.
- Excelling experience in Installing and Troubleshooting Oracle 6i, 10g and 11g Forms.

- Excelling experience in Installing and configuring and Managed (OEM) Oracle Enterprise Manager Database and Grid Control 10g and 11g.
- Configured UTL_SMTP to send Emails from the server.
- Successfully completed 6 projects on Oracle RAC – Configure, implement, and support
- Experienced in dealing with ASM environment such as Installation, taking backup, migration from NON-ASM to ASM environment.
- Monitor and Tune the databases through command line (pro active scripts) or OEM to insure satisfactory performance.
- Monitor CPU usage, I/O contention, memory paging and identify the resource and performance bottleneck.
- Created database users, table spaces, tables, and indexes, constraints, Function, stored procedures, Packages and triggers, profile, roles and allocating default table space for users.
- Resolve lock issues, space management issues, security, user management, privileges, roles and auditing.
- Worked with archive and no archive log mode.
- Implement disaster recovery sites using standby Oracle Data guard/Active Data Guard Modes Maximum (Performance/Availability/Protection) and configure it with DG broker.
- Manage, support and maintain Oracle Data Guard 10g providing high availability and disaster recovery for Oracle production environment.
- Upgrade and migrate Oracle databases from 10g to 11g R2.
- Applied Oracle patches and troubleshooting.
- Detect and correct any performance issues.
- Successfully changed the Database Name.
- Successfully converted the database character set from single byte to multi-byte (UTF8).
- Reconfigured production SAN environment, created new logical volumes for Oracle files (control files, data files, flashback logs, redo and archive log files) based on the best suited RAID levels and RAW devices for ASM.
- Configured and Performed backups and tested crash recoveries using Cold, Hot backups with RMAN and also tested various recovery procedures.
- Setup RMAN Catalog for all the Oracle databases.
- Using Export, Import and Data Pump.
- Schedule and create scripts to refresh the DEV databases from Production.
- Experience in writing Shell Scripts for automating backups and restoration.
- Monitored and tuned SQL and PL/SQL code using Quest TOAD for maximum efficiency and performance reducing execution times.
- Compile /Migrate Oracle Forms & Menus & Reports from 6i to 10g to 11g.
- Rewrote sections of PL/SQL code to improve performance.
- Responsible for disaster recovery planning.
- Performed Switchover and Failover from production to standby and vice versa.
- Monitored and followed up Tar's service requests raised with Oracle Support.

- Write and Fine-tune UNIX scripts and setup Crontab jobs, schedule tasks, Oracle and UNIX alerts system to facilitate Weekly /Monthly/Daily updates/jobs.
- Modified Oracle initialization parameters.
- Analyze Redo Log Files Using LogMiner.
- Create SSH keys between the Database servers (production and standby).
- Add LUNS to the ASM and monitor the database and do capacity planning.
- Partitioned (Hash, Range, List) large tables to increase performance.
- Ran a (Stats pack, EXPLAIN PLAN, AWR) reports to evaluate the performance activity.
- Wrote Oracle scripts to update and modify policies in the databases.
- Create SQL trace files and used the TKProf tool to analyze them in as needed basis.
- Ran a (trace plan, ADDM, and OEM tuning advisor in order to make tuning recommendations for slow running queries.
- Excelling experience in Installing SQL Server 2008/2012.
- Performed daily tasks including backup and restore by using SQL Server 2008 tools like SQL Server Management Studio, SQL Server Profiler, and Database Engine Tuning Advisor.
- Created new databases and objects like Tables, Procedures, Functions, Indexes and Views using T-SQL and SQL Server Management Studio in Development and Production environment for SQL Server 2008.
- Define and implement ETL development standards and procedures for Data Warehouse environment.
- Managed data warehouse projects improvement and growths.
- Wrote Shell Scripts to monitor slow running queries table space and extent growth.
- Configured network configuration using TNS, LISTENER, Net Configuration Assistant.
- Customized Oracle 10g Grid to send email alert when thresholds are out of given range.

AECOM, Los Angeles, CA	Oracle DBA (Independent Contractor)	August 20012– March 2013

- Configured multi-node 11G RAC cluster Configuration on RHEL5 with ASM disks for storage with RAW devices for voting disk.
- On -call response in Oracle DBA group.
- Setup standby databases (Active Data guard and non active Data guard) and managed some standby databases as well as worked on resolving issues related to standby databases
- Experience in performance tuning of production and development databases
- Restore RMAN from prior backups.
- Served both as Linux systems administrator as well as Oracle Apps DBA as the sole
- Install and configure OEM Grid control 10G ,11G and 12C
- Backup and recovery issue resolution.
- Rewrote sections of PL/SQL code to improve performance.

Oracle India Pvt Limited, Bangalore	Oracle Database Administrator	June 2011– August 2012

- Provided 24 x7 database administrations, user/production support and monitoring.
- Provided database Installation and configuration on both windows and Linux platforms.
- Provided Oracle application Server installation and configuration.
- Provided Oracle Developer Suite 10g, 6i installation and configuration.
- Oracle RAC 10g installation and configuration.
- Setting up Linux kernel parameters for Oracle.
- Linux permissions and file structures for Oracle.
- Documented Change Request Design Documents and install scripts for enhancement issues.
- Solid experience in all kind of backup and recovery (logical & physical) using OEM, RMAN, TOAD, SQL*PLUS.
- Created databases and imported schemas and ran the applications in the right way.
- Provided Patching and Upgrading Oracle 10g.
- Solving day-to-day user Problems (VPN at client location or by phone) in applications / database / network.
- Good PL/SQL experience (working with the developers solving problems).
- Reported to direct supervisor with a database status report.
- Documented new system and created the entire Database Run book & Redbook.
- Experienced in Export & Import user level, table space level, and database level.
- Provided Monitoring & Managing the Table spaces and Data files growth.
- Monitored locks and various sessions using OEM.
- Controlled database privileges and managed user accounts.
- Maintaining several Database instances running on Windows environments.
- Worked on 6i and 10g Oracle applications, Installation of servers and clients.
- Created and administrated database objects like table, views, indexes etc...
- Provided support for the smooth functioning of the Database to developers.
- Worked with archive and no archive log mode.
- Worked on all kinds of flashback.
- Restoration and Recovery from backup.
- Setup RMAN catalog for all the Oracle databases.
- Data transfer from excel, to oracle database using TOAD.
- Provided Performance Tuning.
- Provided Network connectivity and configuration.
- Tuned PL/SQL code using Quest Toad.
- Tuned Oracle initialization parameters and adjusted Oracle buffer cache to reduce disk access time.
- Modified tables to allow parallel querying and loading.

Automatic Result control System	Oracle DBA	April 2009 – June 2011

- Installation of Oracle Database and Oracle products.
- Creating users and maintaining database security.

- Maintained Oracle Databases running on various operating systems like Windows NT and Linux.
- Implementing Backup/Recovery Strategies using RMAN.
- Load data into Oracle using Export/Import database objects/schema
- Problem troubleshooting and resolution.
- Experience in performance tuning of production and development databases
- Database tuning, backup and recovery and general day to day running of the system
- Worked with OEM daily.
- Monitoring Scheduled jobs of the daily activities for the performance of all the databases.
- Provide DBA support with proactive monitoring, identifying areas that need to be improved in the application and databases using Statspack, AWR.

Fingerprint Smart System	Oracle DBA	March 2007– April 2009

- Database installation and instance creation.
- Using Enterprise Backup utilities for backup.
- Writing UNIX shell scripts for backup and recovery.
- Writing technical manuals.
- Creating project plans and implementation schedules.
- Performing Backup / Restore of Oracle Databases.
- Ran Statspack report on a daily basis to create performance reports on the previous day's activities.
- Setup Network connectivity and configure switches and routers.
- Monitoring growth of tables and undertaking necessary re-organization of database as and when required.

Technical Skills	
Databases	Oracle 8i/9i/10g/11g/12c, SQL Server, My SQL, DB2, Ms-Access
Oracle and other DB related Tools	SQL*Loader, SQL*Net, OEM, TOAD, ER-studio, Oracle migration work bench, Oracle Parallel Server, Oracle Replication, OID, Data Guard, ASM, Golden Gate, Oracle Data Integrator, RAC, OLAP, SQL backtrack and DevOps tools.
Operating Systems	Z-Linux, Sun Solaris, HP-UX, AIX4.3.3, Red Hat Linux 7.2, and Windows Server 03/08/12/16, AWS, Azure.
Languages	VB6.0, C, Pro*C, SQL, PL/SQL
Scripting Languages	Shell scripting, VB script, JavaScript, Perl

Markup Languages	HTML, XML (knowledge).
Web Servers	IIS, Apache, IBM
Server-side Tools	ASP, PHP
Reporting Tools	MS Project, Ms-Office, MS-Visio, MSBI, VERITAS, Informatica, Ab Initio, oracle warehouse builder.

Education

Bachelors of Computer Science
Graduated: May 2006
High Institute of Information Systems and Computer Science

Certifications

- Oracle Database Administrator Certified Associate (OCA).
- Oracle Database Administrator Certified Professional (OCP).

Name	Mario T. Drake
Role	Information Systems Assistant

Candidate Summary

I received a high school diploma in 2001, a dual associate degree in information technology in 2005, and a bachelor's in information technology in 2019. Received an OSHA10 attending IUPAT and volunteer work as a Senior Online Moderator for Electronic Arts. I returned to CTU to do graduate studies in IT to acquire a master's degree in information technology and graduated in 2021. I returned to CTU to obtain a second master's degree in computer science in cybersecurity engineering, and I graduated in April 2024.

Technical Skills Highlight

Areas of Expertise	IT Background; Operations, Accurate Typist; Scanning; Shipping/Receiving; Organizational Skills, purchasing, computer equipment.

Work Experience

West Virginia State University – Research & Development Corporation; Institute WV	Title III, IT System Specialist	02/22 to Present

- Created and closed tickets, answered phone calls, troubleshooter PCs and printers, created images for PCs, input data equipment via MS Excel, installed software, set up hardware, and assisted students in getting their account emails and schedules. Backup and recovery procedures

Take2 IT; Beckley, WV	End-User System Operator	10/20 to 02/22

- Sponsored by Booz Allen Hamilton on a government contract. Assigned to VA Medical Center.
- Install/uninstall hardware, scan information, and assist other members with setting up.
- data processing, word processing, computer operations

Adecco; Charleston, WV	Entry Level I.T. Assistant / Temp	02/20 to 02/20

- I assisted in a small IT project.
- Updated and reinstalled desktops throughout the plant to show Windows 10.
- Performed NBT (NetBIOS over TCP/IP) to run an update through the software.
- Assigned to Gestamp in South Charleston, WV

Education

High School diploma, Riverside High School – Belle, West Virginia - 2001

- Member of FCA (Fellowship of Christian Athletes) / 1999 - 2001
- Member of Bankers of America / 2001
- Member of FBLA (Future Business Leaders of America) / 2001

Associate of Science in Information Technology; Focus of Concentration:
Computer Information Technology / Technical Emphasis – West Virginia Junior College, Charleston, West Virginia – 2005

Associate of Science in Information Technology; Focus of Concentration:
Internet Technology – West Virginia Junior College, Charleston, West Virginia – 2005

- Member of Computer Club / 2004

Bachelor of Science in Information Technology; Focus of Concentration: Data Management – Colorado Technical University, Charleston, West Virginia – 2019

- Attended as an online student
- Member of NSBE (National Society of Black Engineers)
- Member of the Honor Society after graduating from CTU

Master of Science in Information Technology; Focus of Concentration: General Information Technology – Colorado Technical University, Charleston, West Virginia – 2021

- Attended as an online student
- Member of NSBE (National Society of Black Engineers)
- Member of the Honor Society

Master of Science in Computer Science; Focus of Concentration: Cybersecurity Engineering– Colorado Technical University, Charleston, West Virginia – April 2024

- Attended as an online student

Memberships
NSBE Professionals Region II
Honor Society
NSBE College Region IV

Honors
Dean's List, CTU Online (2020 – 2021)

Name	Markos Degu Wami
Role	**Help Desk Analyst**

Candidate Summary

Experienced IT Specialist with over 17 years of expertise in IT System administration focusing on Active Directory, networking, and comprehensive IT support encompassing hardware, software, and office platforms.

Skill Matrix

Skills	Years of Experience	
Experience in Help desk Support	17	
Experience in Resolving technical problems	17	
knowledge of commonly used Help Desk concepts, practices	17	

Work Experience

USAID-Washington DC	**IT Support/Help Desk**	**June 2006 – 2024**

- Provided comprehensive IT support for hardware and software systems.
- Managed and maintained network infrastructure, administered Active Directory, ensured high availability and security following Washington USAID Policy, and liaised with the main office Help Desk in DC.
- Diagnosed and resolved technical issues promptly to minimize downtime.
- Collaborated with cross-functional teams to implement IT solutions.
- Conducted training sessions for staff on new software and hardware usage.
- Ensured all systems complied with organizational policies and procedures.
- Worked on the SCCM platform, managing computers and other devices to ensure they received the latest patches or deleted them as necessary.
- Prepared and issued Smart Cards and PIV (Personal Identification Verification) cards.
- Trained new users on how to log in to computers using PIV cards.
- Configured and installed necessary applications on iPhones and updated them with the latest iOS versions in compliance with USAID policy.
- Issued iPhones to users and provided ongoing support.
- Monitored for bugs and removed unnecessary software from iPhones to ensure optimal device performance.
- Managed and provided support for users regarding Smart Cards using Entrust software.
- Used ServiceNow to follow up on inventory of IT equipment, updating devices, creating tickets, and

updating submitted requests.

- Imaged computers and laptops with the latest updates from USAID Washington.
- Provided primary IT support for USAID missions in Djibouti and Ethiopia over the phone, online, and in person.
- Installed switches, servers, and other IT devices during the establishment phase of the
- USAID office in Djibouti.

Fellowship Program as Computer Management Specialist

- **USAID Help Desk**, Washington DC
  January - February 2019
- **USAID**, Kinshasa, Congo
  November - December 2019

USAID, Ethiopia	Appliance Technician	October 2001 - June 2006

As an Appliance Technician, I was responsible for overseeing the overall maintenance and managing a team of technicians. My duties included preparing work schedules, ensuring appliances were ready and delivered to residences, and providing user training. Additionally, I prepared weekly reports summarizing the work performed by contractors.

Certification and Training

Certification/Training	Date	Institution	Location
CompTIA Cloud+®	March 2024	Learning Tree	Herndon, USA
CCNA and Security+	April 2023	Koenig	New Delhi, India
Certificate of Appreciation	February 2019	USAID	Washington, USA
Troubleshooting and Maintaining Cisco IP Network V2. TSHOOT & Implementing Cisco Switched Networks V2.0 Switch	2017	New Horizons	Virginia, USA
ICND part 1 v 2 & ICND part 2 v 2	2016	New Horizons	Virginia, USA
Deploy & Manage Citrix XenApp & XenDesktop	2015	Koenig	New Delhi, India
Server+ and Security+	2014	Koenig	New Delhi, India
Building Application with MS Access	2013	Learning Tree	New York, USA
VBA Programming Introduction	2013	Learning Tree	New York, USA

Certified in A+ (COMPTIA)	2011	Koenig	New Delhi, India
Exchange Server 2003 and N+	2010	Johannesburg	Johannesburg, South Africa
MSWS 2003 Implementing and Managing	2009	Nairobi	Kenya, Nairobi

Education
Bachelor's Degree in Computer Science
Alpha University, Ethiopia (Equivalent to USA Degree)
Advanced Diploma in Electricity
Addis College, Addis Ababa
Diploma in Electronics
Addis College, Addis Ababa

Name	Narayana Venna
Role	Senior Web Application Analyst

Candidate Summary

- Enthusiastic Full Stack .NET Developer/ Web Application with 10 years of experience in designing, developing, and maintaining applications across domains such as Banking, Healthcare, State, and Insurance.
- Proficient in full SDLC including requirements gathering, Analysis, Design, Development, Documentation, Testing, Implementation and Maintenance using both Waterfall and Agile Methodology.
- Optimized backend services with advanced C# features like asynchronous programming, multithreading, and TPL, enhancing application responsiveness and scalability.
- Applied diverse design patterns, including Singleton, Factory Method, Abstract, Repository Pattern, MVC, MVVM, and Facade.
- Developed web and desktop applications using MVC architecture, N-Tier architecture, Microservices, .NET application and .NET technologies like C#, VB.NET, .NET Core, ASP.NET, ASP.NET Core, and Web API.
- Skilled in building SPAs and UIs adhering to W3C standards using HTML5, CSS3, Bootstrap, Angular 14, 12, 10, React.js, ASP.NET MVC, ASP.NET Core, Entity Framework, and JavaScript.
- Experience in building Web services using ASP.NET Web API and performing CRUD operations using RESTful and SOAP Services.
- Proficient in OOP, OOAD, and using ADO.NET, LINQ, and Entity Framework Core for CRUD operations.
- Extensive experience with ASP.NET MVC applications using Database-First/Code-First Approach in Entity Framework and SQL Server.
- Expert in XML, JSON for efficient data transformation and seamless API integration.
- Architected data models to support high-volume transaction processing for government services, ensuring ACID compliance and consistent data handling for real-time and batch operation
- Implemented two-way data binding in Knockout.js with MVVM architecture for efficient UI-data model interaction.
- Familiar with API Gateway/API Management and securing RESTful Web APIs using OAuth, SSL, and JWT. Configured Azure Active Directory Authentication for web app and API security.
- Highly proficient in relational (SQL Server, Oracle, PostgreSQL) and NoSQL (MongoDB, DynamoDB, Cosmos DB) Relational databases, adept at crafting complex queries and database objects.
- Experience in generating reports using Crystal Reports, SSRS, and SSIS, with custom, tabular, matrix, and distributed formats.
- Implemented messaging systems like Apache Kafka, RabbitMQ, MSMQ, and WebSphere MQ for resilient message processing.
- Conducted technical documentation, bug fixing, code reviews, and testing using Karma, Jasmine, NUnit, and XUnit.

- Used Team Foundation Server (TFS) for integration, maintenance, and security of code.
- Experienced in API design, testing, and documentation using Postman, Swagger, and SOAP UI.
- Deployed applications on Microsoft Azure and AWS, using Azure DevOps, Azure Pipeline, and AWS Code Pipeline for CI/CD, with hands-on experience in Docker and Kubernetes.
- Proficient in Azure services like Service Bus, IAM, Storage, and Cosmos DB, and AWS services like EC2, S3, RDS, EKS, Lambda, SNS, SQS, ECS, IAM, and CloudWatch.
- Experienced with version control systems (Git, GitHub, SVN, TFS, Visual Source Safe) and monitoring tools like AppDynamics, Splunk, and Log4Net.
- Utilized Terraform for Infrastructure as Code, enabling consistent and automated infrastructure provisioning.
- Skilled in Application Lifecycle Management with Continuous Integration, Jira, and Confluence.

Skill Matrix

Skills	Years of Experience
Experience in Web Application Analyst	9
Experience in .Net development	10
Knowledge of ASP.Net, AJAX, Visual Studio	9
Experience in .NET framework 2.0+, JavaScript and C#.	8+
Experience in Relational Database	7
Experience in Data Modeling	7

Work Experience

WEX Inc. (Remote)	Web Application (.Net)	Mar 2023 – Sep 2024

- Developed and implemented N-tier microservices architecture using ASP.NET Core, optimizing for scalability in utility management systems.
- Participated in SDLC from Design, Development & Testing in Agile Scrum Methodology, adapting processes to meet the unique challenges of utility industry.
- Built RESTful APIs gateway using ASP.NET Core Web API for seamless microservices communication, facilitating integration of various utility monitoring and control systems.
- Utilized advanced C# features like Collections, Lambda expressions, Streams, Nullable types, and default interface methods to enhance code efficiency in utility applications.
- Designed and implemented RESTful APIs using MuleSoft, facilitating real-time data exchange.
- Documented end points to Swagger and used Postman to see JSON responses from API.
- Used .NET 6 and Angular 14 for web app development, integrating C# for utility inventory management and customer relationship management (CRM) systems.

- Designed and implemented interactive web applications using Blazor, leveraging both server-side and Web Assembly (WASM) models to create responsive, component-based UIs with real-time data binding.
- Followed SOLID principles and implemented Repository, Facade, and MVVM patterns to ensure maintainable and extensible code in complex utility software solutions.
- Enhanced data access efficiency with Entity Framework Core, optimizing database operations for large-scale utility data management.
- Created logical and physical data models for banking applications including account management, loan processing, and transaction management systems.
- Implemented entity-relationship diagrams (ERDs) to map out complex banking processes and customer data workflows.
- Integrated and managed relational databases like Azure SQL Database for secure, scalable cloud-based storage solutions in banking environments.
- Managed and secured APIs with Azure Cloud API Gateway and Implemented ASP.NET Core Identity and JWT for secure authentication and Automated tasks with PowerShell.
- Designed and implemented RESTful APIs facilitating real-time data exchange and communication between utility plant monitoring systems and operational databases.
- Developed and improved client-side UIs with Angular 14, TypeScript, jQuery, HTML, CSS, and Bootstrap, creating responsive dashboards for utility monitoring and control.
- Implemented Angular 14's features for responsive SPAs with efficient data binding, dynamic content rendering, and seamless routing in utility management applications.
- Implemented state management in Angular applications using NgRx, utilizing its store, effects, and selectors to manage complex utility data flows.
- Utilized SignalR and Azure Notification Hubs for real-time applications, enabling instant updates in utility control rooms for critical system status and alerts.
- Crafted efficient SQL queries with SQL Server Management Studio, improving database scalability for handling large volumes of utility data.
- Integrated Kafka solutions for real-time data processing and communication in utility monitoring and smart grid applications.
- Conducted automated testing using Selenium, SpecFlow, XUnit, and a Test-Driven Development (TDD) approach.
- utilizing Azure Integration Services, including Azure API Management, Logic Apps, and Event Grid, enabling seamless communication between cloud and on-premises systems.
- Implemented microservices architecture on Azure using Azure Kubernetes Service (AKS), leveraging Azure API Gateway for routing and authentication, ensuring high availability and fault tolerance of banking applications.
- Implemented OAuth 2.0 authentication and authorization protocols within Azure API Management to secure APIs, ensuring compliance with banking industry regulations such as GDPR and PCI-DSS.
- Implemented secure communication channels within Azure Logic Apps workflows using OAuth2 and Azure Active Directory (AAD) authentication, ensuring compliance with enterprise security standards

- Executed CI/CD pipelines using Azure DevOps and Docker for containerization, incorporating Azure Pipelines, Azure Boards, Azure Repos, and Azure Test Plans to streamline utility software development and deployment.
- Used Azure cloud services including Virtual Machines, PowerShell, Blob Storage and Azure KS, and Kusto Query Language (KQL) for infrastructure performance and scalability in utility-scale applications.
- Implemented Azure Active Directory for authentication and authorization within the .NET application, ensuring secure access to sensitive utility data and controls.
- Proficient in designing and implementing serverless solutions using Azure Functions, utilizing event-driven architecture for scalable and Azure Logic apps for workflow automation.
- Managed IAM across Azure components, integrated Azure Application Insights for monitoring utility application performance, and used Azure Blob Storage for secure content storage.
- Integrated with other database systems using T-SQL, SSIS, and Crystal reports for comprehensive utility data analysis and reporting.
- Created dashboards and reports using Microsoft Power BI, utilizing DAX for data analysis.
- Utilized SonarQube for code quality analysis and continuous inspection to ensure high software reliability and maintainability.
- Used Git for source code maintenance and JIRA for defect management in utility software development projects during production support for resolving various issues.

Environment: ASP.NET Core, C#, .NET 6, Angular 14, K2, Blazor, TypeScript, jQuery, HTML, CSS, Bootstrap, Swagger, Postman, SQL Server, Visual Studio, Entity Framework Core, Azure Cloud, Azure Functions, Azure, PowerShell, Kafka, SignalR, Selenium, Docker, Azure DevOps, T-SQL, SSIS, SSRS, PowerApps), SonarQube, Git, JIRA, NgRx.

State of Minnesota (Department of Health)	Web Application (.Net)	Oct 2020 – Mar 2023

- Managed end-to-end SDLC with Agile methodologies, ensuring seamless delivery of HIPAA-compliant Healthcare project.
- Designed modular systems using Microservices Architecture and design patterns (Singleton, Factory Method, Abstract Factory), incorporating BDD and SRP principles.
- Developed microservices and RESTful APIs with ASP.NET Core, implementing HL7 and FHIR standards for interoperable data exchange in healthcare systems.
- Implemented Middleware and Filters in APIs for validation, formatting, and exception handling.
- Built responsive web applications in .NET Core with C#, focusing on healthcare data management.
- Proficient in cross-platform application development with .NET MAUI, enabling deployment across platforms.
- Integrated Electronic Health Records (EHR) systems such as Epic and Cerner into applications,
- Utilized Spark SQL and Data Frames in Scala to perform large-scale queries.
- Utilized LINQ for efficient database interactions using Entity Framework.
- Hands-on experience with building desktop applications using WPF and WinForms in C#, .NET.

- Implemented Node.js to optimize backend processes for claims management, facilitating seamless policy creation and enhancing client experience.
- Experienced in JSON-based data structures and APIs, with expertise in syntax, schema validation, and serialization/deserialization
- Automated tasks with PowerShell and managed APIs securely with Azure API Gateway, integrating HIPAA-compliant token-based authentication (JWT) and SSO via OAuth 2.0.
- Ensured UI consistency across Angular 12, HTML, CSS, Bootstrap, JavaScript, and jQuery, enhancing healthcare user interfaces with Kendo UI.
- Optimized SQL Server and Oracle PL/SQL for healthcare data storage, management, and reporting.
- Optimized existing WinForms applications by refactoring code, improving performance, and integrating with external systems such as SQL Server and RESTful APIs for seamless data processing.
- Proficient in SSIS and Crystal Reports for healthcare data integration.
- Implemented NUnit/XUnit for testing and debugged REST API and HTTP requests with POSTMAN, ensuring robust data exchange.
- Integrated APIs with Azure services like Azure Blob Storage and Azure Cosmos DB for secure, scalable data storage, supporting state-level data management and reporting needs.
- Implemented two-way data binding in Knockout.js with MVVM architecture for efficient UI-data model interaction.
- Established CI/CD workflows with Azure DevOps and Docker for automated deployment of healthcare applications.
- Created relational database schemas following normalization best practices to minimize redundancy and ensure data integrity in core modules, applying denormalization techniques to optimize reporting and analytics.
- Architected data models to support high-volume transaction processing for government services, ensuring ACID compliance and consistent data handling for real-time and batch operations
- Developed, deployed, and automated applications on Azure, using Logic Apps for workflow automation, Azure SQL Server for data management, and Azure Service Bus for event handling.
- Implemented robust error handling and retry mechanisms in Azure Logic Apps, enhancing the resilience and reliability of mission-critical integration processes
- Implemented Azure Functions for data processing tasks, including ETL operations, data validation, and enrichment, utilizing Azure Durable Functions for stateful workflows and long-running processes and Managed IAM across Azure components.
- Managed Azure deployments with Visual Studio, PowerShell, and Azure Portal, ensuring HIPAA compliance and secure access.
- Implemented log4net for real-time monitoring and debugging in healthcare applications.
- Implemented analytics dashboards using Power BI, providing insights into population health trends and operational efficiencies

Environment and Tools: : ASP.NET Core, C#, .NET Core, .NET MAUI, WPF, Windows Forms, Angular 12, HTML, JavaScript, jQuery, Kendo UI, Knockout.js, Node.js, SQL Server 2019, Azure Docker, Azure DevOps, Git, PL/SQL,

LINQ, Entity Framework, SSIS, MSMQ, NUnit, XUnit, JSON, JWT, OAuth 2.0, MVVM, Microservices, , RESTful APIs, Azure Durable Functions, Visual Studio, PowerShell.

Client: M&T Bank, NY.	Full stack .NET Developer	Jan 2019 – Sep 2020

- Participated in the entire project lifecycle of financial applications, from requirements analysis to development and testing, following Agile methodology.
- Developed ASP.NET MVC applications with Razor View Engine for financial dashboards and reporting systems, creating models, views, and controllers in C#, VB.NET.
- Designed and implemented N-tier architecture for robust financial management systems, integrating RESTful Web APIs for real-time data exchange between financial platforms.
- Participated in regular SOX compliance audits, providing detailed reports and evidence of adherence to financial requirements.
- Utilized Entity Framework Core with LINQ queries for efficient financial data access, implementing migrations and database seeding to maintain data integrity in financial records.
- Developed interfaces for managing user accounts, including transaction histories, account balances, and personal financial settings using ASP.NET WEB Forms.
- Developed interactive UIs with React JS, HTML, CSS, jQuery and JavaScript for financial portfolio management tools, leveraging concepts like Virtual DOM and JSX for enhanced user experience.
- Implemented Redux with Thunk for state management in financial applications, handling asynchronous actions and API calls for predictable data flow in complex financial transactions.
- Created Windows applications using WPF and Custom User Controls in C#, VB.NET for internal financial analysis and risk assessment tools.
- Wrote complex queries, stored procedures, and functions in both SQL Server and MongoDB to optimize financial data processing and reporting.
- Conducted comprehensive unit and performance testing using MS Test and NUnit to ensure reliability and efficiency.
- Implemented CI/CD pipelines with AWS Code Pipeline and Jenkins for deploying microservices-based financial applications to Amazon EKS, utilizing Docker for containerization.
- Utilized AWS services including EC2 for compute-intensive financial modeling, S3 for secure storage of financial data, and Lambda for serverless computing to improve scalability of financial applications using AWS (SNS, SQS).
- Managed IAM across AWS components, integrated Amazon CloudWatch for monitoring utility application performance, and used Amazon S3 for secure content storage.
- Utilized RabbitMQ for message queuing in high-frequency trading systems and Postman for comprehensive API testing of financial data endpoints.
- Integrated banking Azure APIs with Azure services like Azure Blob Storage and Azure Cosmos DB for scalable and resilient data storage solutions, supporting real-time analytics and reporting requirements.
- Developed mobile financial applications using Xamarin, enabling cross-platform access to account information and transaction capabilities.

- Implemented OAuth2 authentication and authorization alongside ASP.NET Identity for seamless customer experiences and role- based user management in the application database.
- Created automated financial reporting systems using SSRS (SQL Server Reporting Services) and Crystal Reports for generating detailed financial statements and analytics dashboards.
- Utilized SSIS (SQL Server Integration Services) for ETL processes, ensuring data quality and consistency across various financial data sources.
- Developed and maintained a robust payment processing system using the Stripe API for credit card transactions and ACH transfers.
- Used JIRA for bug tracking and feature management and utilized Git for version control of financial software codebases

Environment and Tools: ASP.NET MVC, ASP.NET WEB Forms, C#, VB.NET, Razor View Engine, React JS, Redux, HTML, CSS, JavaScript, jQuery, WPF, Entity Framework Core, LINQ, SQL Server, MongoDB, NUnit, CI/CD, AWS Jenkins, Docker, RabbitMQ, Postman, Xamarin, OAuth2, ASP.NET Identity, SSRS, SSIS, Git, JIRA, N-tier architecture, RESTfulAPIs, JSX, VisualStudio.

Client: Liberty Mutual, Boston MA	Full Stack .NET Developer	Jan 2017 – Dec 2018

- Contributed throughout the project lifecycle from planning to maintenance using agile methodology.
- Developed web applications in MVC architecture and created WCF web service contracts with security considerations
- Developed ASP.NET MVC and WPF intranet applications for Insurance and claim system, implementing MVC features like routing, controllers, and dependency injection.
- Integrated SOAP services with internal and external systems for seamless communication using XML-based messaging.
- Implemented Data Access Layer using ADO.NET and LINQ.
- Extensively used Report Wizard, Report Builder and Report Manager for developing reports in SSRS and Crystal Reports.
- Understanding and creation of SSIS packages for application flow.
- Built and maintained a highly scalable claims management system for casualty and disaster insurance, automating processes for faster claims handling and reporting.
- Involved in developing web Pages with rich UI, Html 5, CSS 3, JavaScript, ReactJS, Bootstrap, JSON, AJAX, and jQuery using ASP.NET.
- Developed user interface by using the React JS, Flux for SPA development.
- Worked in using React JS components, Forms, Events, Keys, Router, Redux, Animations and Flux concept.
- Secured Azure APIs by implementing OAuth 2.0 authentication and authorization within Azure API Management, ensuring compliance with insurance industry regulations such as HIPAA and other data privacy laws.
- Designing the user experience for SPA using UI libraries including ReactJS, jQuery and JavaScript.

- Developed database objects including tables, views, stored procedures, and packages using Oracle PL/SQL developer.
- Conducted SQL and PL/SQL tuning using tools like tkprof and autotrace for enhanced application performance.
- Developed robust reporting and analytics features for analyzing casualty claim trends and disaster risk using SSRS, Power BI, and .NET Core.
- Skilled in using xUnit's attributes and assertions for creating expressive and readable test cases.
- Utilized SVN and AWS Code Pipeline for version control and CI/CD automation.
- Configured and maintained fault-tolerant Kubernetes clusters for optimal resource utilization.
- Implemented GDPR compliance using AWS IAM, ensuring strong authentication and access controls.
- Proficient in executing the migration of on-premises applications to AWS, employing a variety of migration strategies and leveraging AWS services such as S3, EC2, EBS, AWS CloudWatch Glacier, and Lambda for secure, scalable, and efficient deployment.
- Configured log4net for comprehensive logging.
- Managed repositories with SVN and SCRUM with JIRA, participating in weekly Scrum meetings.

Environment: WCF, ASP.NET MVC, WPF, SOAP, XML, ADO.NET, LINQ, SSRS, SSIS, HTML5, CSS3, JavaScript, ReactJS, Bootstrap, JSON, AJAX, jQuery, Router, Redux, SQL, PL/SQL, xUnit, SVN, AWS Code Pipeline, CloudWatch, Kubernetes, S3, log4net, JIRA.

Client: Astrani Technology Solutions, India	Full Stack .NET Developer	Jan 2014 – Dec 2016

- Engaged in SDLC from requirements to deployment, ensuring end-to-end project involvement.
- Proficient in ASP.NET Web Forms for developing data-driven web applications with CRUD operations.
- Designed and built the modules using ASP.NET MVC for a structured and scalable approach, separating data, presentation, user interaction components and business logic in VB.NET.
- Implemented SOAP web services for smooth component communication and data exchange.
- Implemented caching in VB.NET for faster web page loading and utilized ADO.Net for efficient data retrieval from SQL Server.
- Employed ADO.NET and data objects such as Data Adapter, Data Reader, Dataset, data table, stream reader, and XML Text reader/Writer for access to SQL data sources, ensuring versatile data manipulation.
- Retrieving the configurable data from XML files and displaying in front end GUI.
- Played a key role in AngularJS front-end development, crafting reusable components and ensuring compatibility across pages and frameworks.
- Designed intuitive ASP.NET UI elements using HTML, CSS, JavaScript, jQuery, Ajax, Kendo UI, and Knockout JS, collaborating to enhance base designs with Bootstrap.
- Participated actively in Functional Test, User Acceptance Test, and stress test phases, ensuring the system's robustness and adherence to requirements.
- Used Team Foundation Server (TFS) for integration, maintenance, and security of code.

- Managed and deployed applications on Microsoft IIS, ensuring seamless accessibility and availability.

Environment: C#, VB.NET, ASP.NET, Web Form, ADO.NET, XML, Knockout JS, Kendo UI, Bootstrap, SOAP, .Net Identity, SQL Server, HTML, CSS, JavaScript.

Technical Skillset

Programming Languages	C#.Net, VB.Net, jQuery Scripting, C++, C, Java 2.0, VB 6.0, PL SQL, T SQL, Python.
Technologies	ASP .NET, ADO.NET, MVC, .NET Core, Web Services, Entity Framework, WPF, WCF, Bootstrap, Web API
Web Technologies	SOAP, REST, JavaScript, Type Script, JSON, XML, XSD, Angular JS, Angular 15, NodeJS, HTML, CSS, Angular, ReactJS, KnockoutJS, REDUX, jQuery, VB Script
Cloud Technologies	Microsoft Azure, Azure DevOps Services, SSIS, SSRS, AWS Reporting Tools, Crystal Reports, SharePoint Online
Databases	Raven DB, SQL, Oracle, Mongo DB.
Version Control	GitHub, SVN, Bit Bucket
CI/CD Tools	Docker, Kubernetes, Jenkins, Azure Pipelines.
Development Tools	Visual Studio .Net, SQL Server Reporting Services (SSRS), Server Management studio, TFS, Soap UI, SQL, Power BI. GIT, Jasmine, Log4net, Postman, Swagger, N-Unit, Jira.

Education

B. Tech in Information Technology, KL University, Guntur, Andhra Pradesh, India. 2010 - 2014

Name	Ramu Sabbani
Role	Programmer Analyst

Candidate Summary

A results-driven Data Analyst/Programmer Analyst with 3+ years of experience in transforming complex datasets into actionable insights to drive business growth and operational efficiency. Proficient in both traditional and modern data analysis tools with expertise in developing interactive dashboards and reports using Power BI, Tableau, and advanced Excel functions. Strong proficiency in SQL, Python, and SAS for data manipulation, statistical analysis, and automation, with hands-on experience deploying scalable machine learning models.

Certified Microsoft Azure Data Engineer Associate with extensive experience in cloud-based data solutions, including Azure Synapse Analytics, Azure Data Factory, and Azure IoT Hub. Skilled in building and optimizing ETL pipelines, managing large-scale data integrations, and utilizing Azure cloud storage solutions. Proficient in real-time data processing and analytics, leveraging Apache Spark, Databricks, and Stream Analytics to deliver high-quality, tailored solutions that meet complex business needs.

Technical Skills

- **Certifications:** Microsoft Certified Azure Data Engineer Associate, Power BI Data Analyst Associate, LinkedIn Certified Data Specialist, Advanced SQL for Data Science, SQL Data Reporting Analysis
- **Languages:** Python, SQL, DAX, MDX, SAS
- **Data Visualization:** Tableau, Power BI, Excel, Matplotlib, Seaborn
- **Databases:** Oracle, MySQL, MS SQL, Azure SQL Database
- **Data Processing & Transformations:** Power Query, Azure Data Factory (ADF), Databricks, SQLAlchemy
- **Cloud Platforms:** Microsoft Azure, Azure Data Lake Storage Gen2, Azure Synapse Analytics, Azure Blob Storage, RESTful APIs
- **Machine Learning:** Linear Regression, Logistic Regression, Decision Trees, Random Forest, SVM, KNN, K-Means Clustering, AdaBoost, XGBoost, Feature Engineering, Model Tuning
- **Data Science Libraries:** NumPy, Pandas, Scikit-learn, TensorFlow, Keras, XGBoost, SQLAlchemy
- **Software Tools:** Jupyter Notebook, PyCharm, Spyder, SAS Studio, Git
- **Real-Time Processing:** Azure IoT Hub, Azure Stream Analytics, Azure Logic Apps, Azure Functions
- **Productivity Tools:** Microsoft Office Suite, Google Suite, Slack, Zoom

Work Experience

Synergistic IT	Fremont, CA	Data Analyst/Programmer Analyst	December 2022 – Present

Project: Real-Time Healthcare Performance Insights Platform

Developed a comprehensive dashboard to monitor and enhance healthcare facility performance by analyzing patient care metrics, treatment outcomes, and resource utilization.

- Cleaned and transformed complex datasets using Power Query.
- Restructured data models and created dimensional tables for better analysis.
- Applied advanced DAX functions for dynamic calculations supporting interactive graphs.
- Developed custom tooltips and implemented role-based access controls for data security.
- Reduced report generation time by 30%, increased patient satisfaction by 15%, and reduced operational costs by 20%.

Technologies: Power BI, DAX, Power Query, SQL, Azure, Python

Project: HCP Engagement and Feedback Insights Dashboard

Designed a Power BI dashboard to analyze Healthcare Professional (HCP) engagement and feedback on vaccination drives.

- Cleaned and preprocessed large datasets, ensuring data consistency and reliability.
- Used DAX for creating calculated columns and measures for comprehensive trend analysis.
- Implemented drill-down capabilities for detailed data exploration.
- Increased feedback response rates by 25% and improved vaccination drive decisions by 15%.

Technologies: Power BI, DAX, Power Query, SQL, Azure, Python

Project: Next-Gen Healthcare Data Integration and Analysis System

Built an analytics platform integrating various data sources to provide real-time insights into healthcare operations.

- Extracted and integrated healthcare data using Azure Data Factory.
- Transformed raw healthcare data using Databricks notebooks.
- Developed real-time, interactive dashboards in Power BI to facilitate decision-making.
- Reduced data retrieval time by 50% and increased operational efficiency by 40%.

Technologies: Power BI, Azure Synapse Analytics, Azure Data Factory, Databricks, SQL, Python

Family Dental Care | Telangana, India	Healthcare Data Analyst	November 2019 – July 2022

- Conducted in-depth data analysis to optimize clinical documentation and patient scheduling.
- Managed data accuracy and integrity while adhering to strict regulatory standards for medical record management.
- Engaged with stakeholders to gather requirements and drive business process improvements.

Education

Master of Science in Health Informatics
Marshall University, Huntington, WV

GPA: 3.91

Bachelor of Dental Sciences
MNR Dental College, India
GPA: 3.51

Name	Sambacor Niang
Role	Mainframe Application Analyst

Candidate Summary

Highly skilled Mainframe Programmer with over 5 years of experience in designing, developing, and maintaining mainframe applications. Proficient in COBOL, JCL, CICS, DB2, and other mainframe technologies. Adept at problem-solving, system analysis, and performance optimization.

Technical Skills

Category	Technologies
Programming Languages	COBOL, PL/I, REXX
Operating Systems	z/OS, OS/390, MVS
Database Management	DB2, IMS DB/DC, VSAM
Tools & Utilities	TSO/ISPF, JCL, SDSF, REXX, File-AID, Xpediter, Abend-AID
Transaction Processing	CICS
Version Control	Endeavor, Changeman, Panvalet
Other Technologies	MQ Series, FTP, Connect

Work Experience

Western&Southern Financial Group	Mainframe Programmer	Jun 2022 - Present

- Researches, designs, defines, develops, tests, documents and implements new computer applications or changes to existing applications following Western & Southern Financial Group (W&SFG) standards.
- Designed, developed, and maintained COBOL programs for critical business applications.
- Managed and optimized batch processing jobs using JCL.
- Implemented and maintained CICS online transaction processing systems.
- Collaborated with cross-functional teams to gather requirements and provide technical solutions.
- Conducted system performance analysis and made recommendations for improvements.
- Provided technical support and troubleshooting for mainframe applications.
- Trained and mentored junior programmers on mainframe technologies and best practice
- Handles multiple assignments with multiple deadlines simultaneously.
- Performs other duties as assigned by management.

Infosys | Remote	JavaScript/Java Programmer	Oct 2021 – Jun 2022

Develop code, document, test plans, test functionality of code per specification, integration for users, and analyze code performance in a virtual environment. Plan architecture within a team setting. Worked with JavaScript, HTML, CSS, Angular, Python. Coded in environments such as Eclipse and Visual Studio. Intermediate work with Oracle database with SQL and NoSQL.

- Performed defined process from a plan
- Collaborated in a team environment
- Provided production support
- Assisted team with design and implementation of java application phases
- Continued learning through company-based coding platform
- Practiced various coding stacks for increased proficiency
- Ensured designs complied with internal specifications

Franklin Apprenticeship | Remote	IBM Mainframe Apprentice	Nov 2020 – Oct 2021

Worked alongside an IBM SME mentor through Microsoft Teams and Slack. Trained in the functionality of the mainframe operating system, user interface, gain understanding and hands-on experience with Linux. Interfaced with the OS through command lines. Collaborated with other IBM learners to resolve clients' issues. Participated in discovery learning customer centricity training.

- Developed and maintained mainframe applications using COBOL, DB2, and CICS.
- Wrote and optimized JCL scripts for batch job processing.
- Performed code reviews and ensured compliance with coding standards.
- Participated in system upgrades and migrations to newer mainframe environments.
- Debugged and resolved complex issues using Xpediter and Abend-AID.
- Created technical documentation and user manuals for mainframe applications.

United States Army | Fort Drum, NY	Automated logistical Analyst Supervisor	Oct 2016 – May 2021

- Supervise 4 personnel, Established job duties and responsibilities.
- Evaluate unresolved requirements, while determining suspended items and recommending supply sources for special items.
- Initiate supply requests with an emphasis on cost, availability of funds, and urgency.
- Developed justifications for locally procured supply items and stock levels.
- Reviewed, developed, and prepared training plans to equip personnel with necessary tools to succeed on the job
- Train incoming personnel on supply requirements while overseas on deployment.
- Generate weekly reports to document training progression and monthly reports to present training

progression to senior military leaders.

- Enabled 3K military personnel to support worldwide ARMY missions.
- Perform issues and turn-ins of supply assets in excess of $11M.
- Analyze stock data to fill shortages and to determine demand levels that provided maintenance with 97% stockage rate.
- Create a record management system to properly store documentation for all daily supply transactions and activities.
- Engineer methods and improve existing procedures for storing property and collaborate with military leaders and planners to determine supply requirements for the upcoming fiscal year.

Education

Bachelor of Science, Cybersecurity and Networking | University of Maryland Global College – In Pursuit

Franklin Apprenticeship | IBM Mainframe Design Thinking Practitioner 2021

Franklin Apprenticeship | IBM New Collar Professional 2021

Franklin Apprenticeship | Python Basics 2021

Coding Languages/Databases/Environments

Java,JavaScript, HTML, CSS, Python | MySQL, NoSQL, Oracle | Eclipse, Visual Studio

Specialized Military Training

Intermediate Leadership | Supply Chain Principles | Resource Allocation | Cyber Risk Mitigation

Customer Needs Assessments | Quality Control

Technical Competencies

Software: Microsoft Word, Microsoft Outlook, Microsoft Excel, Microsoft PowerPoint, Office 365

Operating Systems: Office 2010, Office 2013, Office 2016, IBM Zos, CICS

Name	Vennela Chadalavada
Role	Senior Application DB2 Database Administrator

Candidate Summary

- A SQL Developer and Database Administrator/ DB2 with over 9 years of IT experience in database design, development and administration with Oracle SQL Server 2016/2014/2012/2008/2005/2000 using SQL Server Integration Service (SSIS), SQL Server Analysis Service (SSAS), SQL Server Reporting Service (SSRS) in Insurance, Healthcare and Banking industries.
- Maintained and managed DB2 database systems, ensuring high availability and optimal performance.
- Extensive knowledge of subject areas in Oracle 9i, 10g, 11g and 12c (SQL/PLSQL) combined with a broad subject background enabling contributions to application development.
- Strong database skills, Object Oriented Programming, and development knowledge.
- Developed a Logical and physical data model using ERWIN and mapped the data into database objects.
- Expertise in designing and development of applications utilizing oracle, PL/SQL, SQL and UNIX Shell Scripting.
- Experience in dealing with Relational Database Management Systems including Normalization, Stored Procedures, Constraints, Querying, Joins, Keys, Indexes, Data Import/Export, Triggers and Cursors.
- Experienced in ETL processes, Data warehousing methodologies and concepts including Star schemas, Snowflake schemas, Dimensional modeling, Reporting tools, Operations Data Store Concepts, Data Marts and OLAP technologieS.
- Set up and managed DB2 database clusters for high availability and disaster recovery.
- Expert in Data Extraction, Transformation and Loading (ETL) using SQL Server Integration Services (SSIS), Data Transformation Services (DTS), Bulk Copy Program (BCP)
- Experienced in designing high level ETL architecture, creating, configuring and fine tuning ETL workflows designed in DTS for overall data transfer from the OLTP to OLAP with the help of SSIS.
- Highly proficient in the use of T-SQL for developing complex stored procedures, triggers, tables, user functions, user profiles, relational database models, data integrity, SQL joins and query writing.
- Efficient in up-gradation and migration from ORACLE SQL Server 2000 to ORACLE SQL Server 2014/2012/2008/2005 /2000
- Experience in developing Custom Report, different types of Tabular Reports, Matrix Reports, Ad hoc reports and distributed reports in multiple formats using SQL Server Reporting Services (SSRS) in Business intelligence development studio (BIDS).
- Improved the performance of SQL procedures, functions, packages, and triggers by optimizing SQL execution plans.
- Developed automated data extraction and transformation processes using Python to streamline workflows.
- Implemented complex algorithms and data processing scripts to support analytical models and business intelligence.

- Designed and optimized Python-based ETL processes for efficient data migration and transformation tasks.
- Automated testing and deployment workflows for Python applications using CI/CD pipelines.
- Integrated Python scripts with APIs to interact with external systems, supporting real-time data ingestion.
- Architected data pipelines using AWS Glue and AWS Lambda for real-time and batch data processing.
- Implemented security best practices, including IAM roles, VPC configurations, and S3 bucket policies.
- Orchestrated serverless data workflows using AWS Lambda, SQS, and SNS for event-driven architectures.
- Implemented OAuth2 authentication mechanisms to secure API endpoints for enterprise applications.
- Developed API monitoring and logging using tools like AWS CloudWatch and ELK stack for performance tuning.
- Developed and maintained real-time data streaming pipelines using Apache Kafka and AWS Kinesis.
- Designed scalable and fault-tolerant data pipelines for ingesting large volumes of data in near real-time.
- Implemented data processing and analytics workflows leveraging Apache Spark and Flink.
- Created monitoring and alerting systems for pipeline performance and data quality using Grafana and Prometheus.

Skill Matrix

Skills	Years of Experience	
Experience in DB2 Database Administrator	5	
Experience in SQL execution for DB2 SQL procedures	5	
Knowledge of Data Modeling	7	
Experience in disaster recovery	6	

Work Experience

Client: Optum - Eden Prairie, MN	SQL / DB2 DBA	Mar 2023- Till Date

- Extensively used Joins and sub-Queries to simplify complex queries involving multiple tables.
- Created SSIS packages to load data into Data Warehouse using Various SSIS Tasks like Execute SQL Task, bulk insert task, data flow task, file system task.
- Developing complex SSIS packages using different data transformations like Aggregate Conditional Splits, Lookup, Sort, Merge Join, Data Conversions, Derived Columns, Multicasting, Slowly Changing Dimensions, Scripting, OLEDB Command with SQL etc.
- Developed CTE's, Constraints, and Complex queries to fetch the data from different servers.

- Actively involved in writing SQL Stored Procedures, functions, and triggers for updating customer usage information in the database.
- Developed several behavioral reports and data points creating complex SQL queries and stored procedures using SSRS and Excel.
- Maintained and managed DB2 database systems, ensuring high availability and optimal performance.
- Monitored the jobs run using Informatica Workflow Monitor and used to debug the job by setting up the log files and bad files.
- Improved the performance of SQL procedures, functions, packages, and triggers by optimizing SQL execution plans.
- Implemented changes/modification like iterative/incremental development and used .NET Framework and Object-Oriented fer Methodologies for application development by using agile scrum methodology.
- Maintained Source definitions, Transformation rules and Target definitions using Informatica Repository Manager.
- Developing SSIS packages that upload multiple flat files using for each Loop Container and uses other control flow tasks like File System task, FTP task, Send Mail Task, Script Task etc.
- Analyzed and tuned SQL queries to reduce execution time and resource usage for better database efficiency.
- Created SSIS Packages to export and import data from CSV files, Text files and Excel Spreadsheets.
- Designed and implemented stored procedures and triggers for automating tasks.
- Used indexing strategies and partitioning to speed up data retrieval in DB2 SQL procedures and functions.
- Built ETL workflows using Informatica tools to extract the data from feed files (with the formats like XML, TXT, DAT, XLS, Message Queues, etc.,) and load them into staging area and then to Data Warehouse.
- Upgraded and patched DB2 databases to keep systems secure and up to date with the latest features.
- Developed custom selection of reports ordering using SQL Server Reporting Services (SSRS).
- Used SSRS to create reports, customized Reports, on-demand reports, ad-hoc reports and involved in analyzing multi-dimensional reports in SSRS.
- Migrated traditional PostgreSQL databases to AWS Aurora for better availability and cost-efficiency.
- Create reports in Power BI preview portal utilizing the SSAS Tabular via Analysis connector.
- Created a tree view application to view the recent reports generated and a scheduler to schedule a selected report to be run on a date.
- Developed and implemented disaster recovery procedures to ensure data availability and minimize downtime.
- Built different data visualization by using Power BI to turn data into charts/maps.
- Generated reports using SSRS, Power Pivot, and Power BI that could be used to send information to a diverse group of users, clients, and managers.
- Developed reports using SSRS and published them as PDF, Excel, and CSV formats.
- Built a Tabular Model cube from scratch data and by MDX queries fetched data to SSRS and Power BI reports.

- Implemented Event Handlers and Error Handling in SSIS packages and notified process results to various user communities.
- Scheduling Daily, Weekly and Monthly SSIS package execution process using SQL Server Agent jobs.

Environment: SQL Server 2016/2014/2012, Clustering, SSIS, SSRS, T- SQL, Power BI, Visual Basics, Visual Studio 2012/2015, Indexes, Cluster, Informatica, .Net Framework 3.5, MS Office suite 2011.

State of Texas – Austin, TX	SQL / Database Admin	Jan 2022 - Feb 2023

- Worked with Client/Business Analysts to define data requirements for reporting warehouse.
- Designing and developing SQL Server 2008 Databases, Tables, Indexes, Stored procedures, Views, Triggers.
- Created and developed the stored procedures, triggers to handle complex business rules, history data and audit analysis.
- Written complex SQL statements using joins, sub queries and correlated sub queries.
- Created many SSIS packages using Import/Export Wizard. Designed many Packages using SSIS Designer by using Control Flow and Data Flow Tasks with ETL Tool.
- Design/Build Extract Transform Load procedures in SQL Server Integration Services using packages to import/
- export data feeds to/from data warehouse and client systems.
- Designed and developed ETL process with SCD with T-SQL, SSIS and VBScript.
- Migrate the data from an Access database to SQL Server 2008.
- Set up and managed DB2 database clusters for high availability and disaster recovery.
- Fetch the data from Oracle 10g by creating a linked server and use SQL Server to query Oracle database.
- Designed the packages in order to extract data from SQL DB, flat files and loaded into Oracle database.
- Wrote and maintained database documentation, including data standards, procedures, definitions for the data
  dictionary and logical and physical models of the databases.
- Regularly reviewed database logs to detect slow-running queries and made necessary improvements.
- Identified and fixed issues in SQL code to improve the overall performance of DB2 applications.
- Involved in re-design, re-code, and deploy new data extractions using SSIS, and designed and produced documentation of data transformations for all extractions.
- Coordinated with the IT team to ensure all disaster recovery measures were up-to-date and tested regularly.
- Developed, deployed and monitored SSIS Packages including upgrading DTS to SSIS.
- Designed best practices document for ETL and Reporting Systems using Data Warehouse concepts.
- Experience in creating multiple reports (SSRS) in Drill mode using tables, financial tables, crosses tabs and charts.
- Design, deploy, and maintain various SSRS Reports in SQL Server 2008.
- Involved in the preparation of detail Unit Cost, Price and Volume Trends, Expense Variances and Profitability
- Reports using SSRS.

- Reports in both SQL and reporting tools such as Crystal Reports and Business Objects.
- Used SQL Server Profiler for troubleshooting, monitoring, and optimization of SQL Server and non-production database code as well as T-SQL code from developers and QA.
- Used SQL Server Profiler to trace the slow running queries and tried to Optimize SQL queries for improved performance and availability.

Environment: SQL Server 2014/2012/2008/2005/2000R2, T-SQL, SSRS, SSIS, SSAS, Visual Studio 2008, MS Office 2007/2003, MS VSS, XML, MS SharePoint 2007.

Maxim Healthcare Services – Columbia, MD	SQL / Database Admin	Feb 2020 - Dec 2021

- Developed Logical and physical data model using ERWIN and mapped the data into database objects.
- Web module development and deployment using ASP.net.
- Developed complex SQL queries with Joins and T-SQL, Stored Procedure, Views, Trigger.
- Stored Procedures, User Defined Functions, Views, TSQL Scripting for complex business logic.
- Created reports from complex SQL queries and MDX queries.
- Used Joins and sub-queries for complex queries involving multiple tables from different databases.
- Optimized the database by creating various clustered, non-clustered indexes and indexed views.
- Increased the performance necessary for statistical reporting by 25% after performance monitoring, tuning and optimizing indexes.
- Created Alerts for successful or unsuccessful completion of Scheduled Jobs.
- Used various SSIS tasks such as Conditional Split, Derived Column, which were used for Data Scrubbing, data
  validation checks during Staging, before loading the data into the Data warehouse.
- Used SSIS to implement the slowly Changing Transformation, to maintain Historical Data in Data warehouse.
- Created SSIS packages to load data into Data Warehouse using Various SSIS Tasks like Execute SQL Task, bulk
  insert task, data flow task, file system task, send mail task, active script task, and xml task.
- Created SSIS Packages to export and import data from CSV files, Text files and Excel Spreadsheets.
- Designed and developed matrix and tabular reports with drill down, drill through and drop-down menu option using SSRS.
- Monitored and resolved database performance issues using Aurora PostgreSQL's built-in monitoring tools.
- Created Ad-Hoc Reports, Summary Reports, Sub Reports, and Drill-down Reports using SSRS.
- Integrated and customized TFS add-ins called 'Aggregator' to ensure automation.
- Problem identification, troubleshooting, resolution, and index tuning databases.
- Taking Database Full Backup, Transaction log backup & differential backup in daily Routine.
- Diagnosing and tuning the server optimal performance using SQL Server 2008 SQL Profiler and Database Engine Tuning Wizards.
- Coordinated with web development team in .Net framework programming solutions.

- Integrated ASP.Net Web Pages to the SQL Server 2008 Back End.

Environment: ORACLE SQL Server 2008/2012 SSIS, SSRS, C#, ASP.Net, Visual studio 2008/2010, MS Access, MS Excel, MS Office Access 2007.

Wells Fargo - Charlotte, NC	SQL Developer	Sep 2017 - Nov 2019

- Gathered requirements and created requirement specification documents for all reports.
- Developed documentation to reflect current design ETL processes.
- Database Design, Optimization of queries and Database, Performance Tuning using Index Wizard, SQL Profiler
  and Query Analyzer. Installed SQL Server Desktop Database and Standard Database.
- Created Stored Procedures, User Defined Functions, and Triggers to work consistently with the dynamic databases.
- Investigating and fixing the root cause of the problems that are encountered in production environments on a day-to-day basis.
- Involved in SQL Tuning by creation of Indexes, Rebuilding Indexes, and Clusters.
- Designed ETL packages dealing with different data sources (SQL Server, Flat Files, and XML etc.) and loaded the data into target data sources by performing different kinds of transformations using SQL Server Integration Services (SSIS).
- Developed Sub Reports, Matrix Reports, Charts, and Drill down reports, Ad Hoc reports using SQL Server Reporting Services (SSRS).
- Created Packages, Jobs and Sending Alerts using SQL Mail, database Backup, Recovery and Disaster Recovery
  procedures. Planned the complete Back-up of various Databases for Disaster recovery scenarios.
- Developed backup and recovery plans based on OLTP load and server down time.
- Created T-SQL queries used in PIVOT/UPIVOT, CTE.
- Created Linked Servers and sent data across multiple Servers.
- Created Functions and Stored Procedures and Views.

Environment: SQL Server 2008/2005 Enterprise Edition, SQL Server Business Intelligence Development Studio SSRS)

Indie Infotech - Bangalore, India	ORACLE SQL Server Developer	May 2015 – Jul 2017

- Involved in Gathering end user requirements, developed applications and different audit functionalities depending on the requirement acting for both system analysts and application developer.
- Generated complex T-SQL queries, sub-queries, co-related sub queries, dynamic SQL queries etc.
- Programming in SQL server using stored procedures, triggers, views, user-defined functions.
- Involved in database design, normalization, de-normalization in building data warehouse and reporting systems.

- Involved in query tuning by creating cluster and non-cluster indexes on tables and used index tuning wizard.
- Worked with several control flow tasks, data flow tasks, transformations (derived column, lookup, merge join, conditional split, slowly changing dimensions, data conversion etc.) in SSIS packages.
- Used event handlers for event handling which includes pre execute, post execute and error.
- Involved in package logging in both standards (SQL server and file based) and custom logging using customer stored procedure and tables.
- Involved in monitoring and deployment of SSIS packages across dev., UAT and production environments using command prompt with .bat files etc.
- Involved in installation, configuration, maintenance, deployment and troubleshooting SSRS reports.
- Created complex reports like table report, matrix report, cascading report, sub reports, drill down, drill through and chart reports using complex data set queries, stored procedures, views in SSRS 2005/2008.
- Created ad hoc reports more often based on end user requirements.
- Performed daily DBA activities, security assignment, user setup, backup, restore and job monitoring on ORACLE SQL Server.
- Involved in developing parameterized reports using single values, multi values and cascading parameters.
- Built effective queries for high performance reporting and rendered them to html, xml, pdf, MS word and excel formats using SSRS (2005/2008).

Environment: SQL server 2000/2005/2008, SQL Query Analyzer, SQL profiler, IIS 6.0, Oracle 9i, Enterprise Manager, ERWIN Data Modeler, SSIS, SSRS, SSAS, Windows Server 2003/2008, OLTP, OLAP, DTS, HTML, XML, Visual Studio 2008, ETL, MS Access.

Technical Skills	
Languages	Transact SQL, PL/SQL, XML, C, Visual Basic 6.0, Java, and HTML.
Databases	SQL Server 2016/ 2014/2012/2008/2008/2005/2000R2, MS Access, Oracle9i, Oracle 10g, MySQL, DB2.
Analysis/Reporting Tools	SQL Server Reporting Service (SSRS), SQL Server Analysis Service (SSAS).
ETL Tools	DTS, SSIS, Data Stage, Informatica, Bulk Copy Program (BCP), Business Intelligence Development Studio (BIDS), Crystal Reports 8.5/9/10/11.
Data Modeling Tools	Erwin, Microsoft Vision
Operating Systems	Win Windows 98/XP/NT/2000/2003/2008/10, UNIX, LINUX, Mac OS.

Database Tools	SQL Query Analyzer, SQL Enterprise Manager, SQL Server Management Studio (SSMS), SQL Server 2005 Query Editor, Solution Explorer, Analysis Manager, Reporting Server.

Name	Vijay Rao Tilleri
Role	Senior Mainframe Application Analyst

Candidate Summary

17+ years of experience in the area of Mainframe technologies using COBOL, JCL, DB2, VSAM CICS, CSP, SQL, STORED PROCEDURES, MQSERIES, CICS WEB SERVICES, XML, EAZYTRIEVE which involved leading development activities by coordinating with various stakeholders and Analysis, Preparation of technical design documents, Coding, Reviewing of Application Programs and testing in the banking, transportation and unemployment insurance domain.

Skill Matrix

Skills	Years of Experience
Mainframe	19
Cobol	19
CICS	19
JCL	19

Work Experience

Maryland Department of Labor and Licensing (DLLR), USA	Mainframe Lead	April 2012 – Present

Project: Maryland Automated Benefit Systems (MABS)

Environment: MVS, IBM z10, CICS, VSAM, DB2, COBOL, JCL, CSP

Team Size: 10

Project Description:

MABS provides automated support for UI Benefits, determining eligibility, processing claims, scheduling appointments, and more for unemployment insurance.

Roles & Responsibilities:

- Requirement analysis and preparing technical design documents
- Coding and reviewing COBOL DB2 programs
- Creating new JCLs and PROCs for reporting
- On-call support for production issues, including night and weekend shifts
- Developing test strategies, test plans, and conducting unit and system integration testing
- Assisting in production implementations

Maryland Department of Transportation (MDOT), USA	Senior Programmer	June 2006 – February 2012

Project: Financial Management Information System
Environment: MVS, IBM z890, CICS, VSAM, DB2, COBOL, JCL
Team Size: 15

Project Description:
MDOT's Financial Management Information System supports accounting and inventory control through subsystems R*STARS and ADPICS.
Roles & Responsibilities:
- Analyzing requirements and preparing technical design documents
- Modifying CICS Web Services for data integration with Maximo
- On-call support for production issues
- Conducting unit testing, system integration testing, and production validation

Household HSBC, USA	Team Member	December 2004 – April 2006

Project: Global Whirl Technology (GWT)
Environment: MVS, IBM 3090, CICS, VSAM, DB2, COBOL, JCL
Team Size: 15

Project Description:
The WHIRL system is used by HSBC for worldwide credit card processing. The Global Whirl team enhanced the VisionPlus package to support credit card processes globally.

Roles & Responsibilities:

- Technical specifications, test script creation, coding, and testing
- Core enhancements in CMS subsystem

Household HSBC, USA	Team Member	November 2003 – November 2004

Project: Credit Decision Management System (Vision Plus) – Foreign Address Parsing
Environment: MVS, IBM 3090, CICS, VSAM, COBOL, JCL
Team Size: 3

Project Description:
Enhanced the Credit Decision Management (CDM) subsystem to process applications with foreign addresses in WHIRL's credit card system.

Roles & Responsibilities:

- Enhancing CDM system

- Coding, testing, peer reviews

- Requirement analysis and version control management

21st Century Insurance Company, USA	Team Member	March 2003 – November 2003

Project: New States Functional Changes Project
Environment: MVS, IBM 3090, CICS, VSAM, COBOL, JCL
Team Size: 18

Project Description:
Modified the existing mainframe system to handle auto insurance business for three additional states beyond California and Arizona.

Roles & Responsibilities:
- Requirement analysis, coding, and testing
- On-call production support
- Test strategy and test plan development
- Systems integration testing and production validation

Computer Skills

Operating System	MVS, MS-DOS, UNIX, WINXP, VISTA
Languages	COBOL, CSP, JCL, XML, C, C++, Core Java
OLTP	CICS
GUI	MQSERIES, VB 6.0
Databases	DB2, IMS, VSAM, ORACLE 8i, MS Access
Tools	XPEDITOR, ENDEVOR, CHANGEMAN, INTERTEST, ETI, FILE AID, SPUFI, EAZYTRIEVE
Mainframe Related	Vision Plus

Education

Bachelor of Science in Computer Science