



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

Header 4

List View

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

Procurement Folder: 1379271

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0210

Vendor ID: VS0000039327

SO Doc ID: ISC2400000011

Legal Name: OPEN SYSTEMS TECHNOLOGIES CORPORATION

Published Date: 3/1/24

Alias/DBA:

Close Date: 3/6/24

Total Bid: \$719,180.80

Close Time: 13:30

Response Date: 03/06/2024

Status: Closed

Response Time: 1:46

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

Responded By User ID: fax@ostcorp.net

Total of Header Attachments: 4

First Name: Thomas

Total of All Attachments: 4

Last Name: Truitt

Email: fax@ostcorp.net

Phone: 3013053116



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder: 1379271
Solicitation Description: Addendum No 1 -Professional Database Engineer (OT24116)
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-03-06 13:30	SR 0210 ESR03052400000004614	1

VENDOR
 VS0000039327
 OPEN SYSTEMS TECHNOLOGIES CORPORATION

Solicitation Number: CRFQ 0210 ISC2400000011
Total Bid: 719180.8000000000465661287307 **Response Date:** 2024-03-06 **Response Time:** 01:46:16
Comments:

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

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Professional Database Engineer - YR1	2080.0000	HOUR	86.440000	179795.20

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Professional Database Engineer - Optional YR2	2080.0000	HOUR	86.440000	179795.20

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Professional Database Engineer - Optional YR3	2080.0000	HOUR	86.440000	179795.20

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Professional Database Engineer - Optional YR4	2080.0000	HOUR	86.440000	179795.20

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

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

REQUEST FOR QUOTATION
Professional Database Engineer (OT24116)

10. VENDOR DEFAULT:

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

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

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

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

10.1.4. Failure to remedy deficient performance upon request.

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

10.2.1. Immediate cancellation of the Contract.

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

10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

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

Contract Manager: Thomas R. Truitt
Telephone Number: 301-305-3116
Fax Number: 703-935-0444
Email Address: tom@ostecorp.net

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ ISC24*011

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Open Systems Technologies Corporation

Company



Authorized Signature

3/5/2024

Date

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) Thomas R. Truitt, CEO

(Address) 15827 Wavyleaf Ct. Gainesville, VA 20155

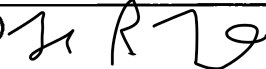
(Phone Number) / (Fax Number) 301-305-3116 / 703-935-0444

(email address) tom@ostcorp.net

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

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

Open Systems Technologies Corporation

(Company) 

(Signature of Authorized Representative)

Thomas R. Truitt / CEO

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

301-305-3116 / 703-935-0444

(Phone Number) (Fax Number)

tom@ostcorp.net

(Email Address)



TIRUALEM BITEW
Clearance: PUBLIC TRUST

Professional Summary

- A Microsoft SQL server DBA with almost 8+ years of IT experience: designing, coding, testing, and supporting next-generation database solutions in SQL Server environment.
- Experienced in supporting health care systems for major health organizations.
- Expertise in CSAM (Cyber Security Assessment Management) system.
- Interviewing ISSO and other stakeholders to assist in the generation of custom reports and/or artifacts in support of the AA process.
- Possess strong communication and problem-solving skills developed through a variety of projects. Offer proven ability in teamwork and proactive system support.
- Experienced with the full development cycle of a Data Warehouse, including requirements gathering, design, implementation, and maintenance.
- Experienced in ETL from various heterogeneous data sources like Access, Excel, and CSV, flat files using connectors, tasks, and transformations provided by SSIS.
- Analyzed requirements and impact by participating in joint application development sessions with business.
- Thorough code review of current and past development efforts. Manage the architecture, design, development, and implementation of database components; and ensure they meet established specifications on time and quality standards.
- Identify security controls and construct a compliance matrix for tracking.
- Created and configured Azure subscriptions, resources groups and deployed resources such as Azure SQL Databases, Virtual Machines, Azure Storages, Virtual Networks, and Azure Key Vaults
- Provide security support to information system security officers (ISSO) and point of contact on the FISMA and NIST process.
- Databricks Data Intelligence Platform, which is governance in the lakehouse, code generation, semantic search using natural language, vector databases, and chatbots.
- Experience in Installing, configuring, administration, and Maintenance of mission-critical client databases in SQL server, 2012, 2014, 2016, 2017, and 2019 versions.
- Good experience in configuring the SQL Server in Azure Relational Database Management system and AWS Cloud.
- Extensive Experience in Upgrading SQL Server (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.



- Prepared daily reports on the job failures, backup failures, and disk space
- Created and monitored Change Captured Table (CDC) and Temporal or system versioned table.
- Debug through C# .NET code to troubleshoot production issues and created unit test methods for validation of codes developed.
- Significant ability to master new concepts & applications, eager to meet new challenges and assimilate new concepts.
- Analyzed and evaluated Azure pricing, availability options, reliability, and security of Azure resources before and after deployment through Azure adviser.
- Configured IaaS (Infrastructure as a service), PaaS (Platform as a service), and SaaS (Software as a service) concerning SQL Server.
- Used Azure Migration tools to Migrate on-premises SQL Databases to Azure.
- Strong experience in designing and implementing backup and disaster recovery strategies as per RPO and RTO values.
- Experience in configuring and maintaining a full backup, Transactional log backup, Differential backup, and creating the maintenance plans for index rebuild, and index reorganize based on fragmentation.
- Strong experience in identifying and troubleshooting database health, and integrity checks and fixing them.
- Created reports, sub-reports, charts, Tablix, Matrix, and Hyperlink reports.
- Created jobs, and alerts to run SSAS, and 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.
- Well organized, planned, quality, and result-oriented with the ability to multitask, prioritize and manage time well.
- Worked on database STIG compliance remediation and ongoing system scanning and monitoring requirements.
- Outstanding ability to analyze, develop, and implement technology solutions.
- Excellent communication skills and team player; also entrusted to work independently.
- Experience with SQL Server Reporting Services, versions 2008, 2014, and 2016 in reports and deployments, PowerPoint.
- More than 8 years' experience with SQL Management Studio.
- Used PowerShell 4.0 for reporting and presentations.
- Exposure to Dynamics CRM.
- Work with Dynamics GP in a team environment.
- Working knowledge of IBM Data Studio 4.1.
- Deploying projects and packages with Visual Studio.



- Extensive experience with C#.Net, ASP.NET, ADO.NET.
- Experience with Entity Framework.
- Four years of experience with Adobe ColdFusion.

Certifications

CompTIA Security Plus

Core Technical Skills

Windows 2008-2012R2, SQL Server 2012-2019, T-SQL, AWS, IDERA SQL Diagnostic Manager, SQL safe 6.0, Red-gate SQL Compare 10 and Data Compare 10, DataEdo, ERWIN, SCCM, Nessus, SSDT, Azure, SSIS, SSRS, SSMS, DTA, JIRA, RAID, MYSQL and LiteSpeed AZURE VM, Azure managed instance, Salesforce, API.

Professional Experience

Department of Justice (DOJ) – Washington, DC

January 2023 to Present

SQL Server Database Administrator

As an SQL DBA at the Department of Justice, my role included planning, installation, configuration, designing, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery of the Finance services SQL Server RDBMS systems.

- Deploy SQL Patching from Microsoft System Center Configuration Manager (SCCM) Tool.
- 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 Implementing SQL Server 2019 Always On availability group in AWS and on-prem.
- Experience in setting up database transactional replication for reporting servers, Using Backup and restore methods.
- Review, design, code, test, and validate solutions to ensure continuous accuracy, front-end ease of use, and integration with existing resources.
- Improve security operations by monitoring and ensuring compliance with standards, policies, and procedures.
- Help clients identify security vulnerabilities and improve their security architecture using vulnerability assessment and management tools (Qualys & Nessus).
- Enhance the performance of the SOC team through recommendations of remedial actions after identifying new threats, vulnerability security trends, and security alerts.
- Involved in creating functional and technical specification documents after gathering requirements from the business.
- Prepare audit reports that identify technical and procedural findings and provide recommended remediation strategies/solutions.



- Expert in Database refreshes from prod to lower environment as per business requirements. Automated quarterly/monthly database refresh.
- Manage SQL performance Tuning, identifying locking and blocking issues using Native and Third-party tools to enhance and boost the performance of SQL Dbs.
- Manage and implement Ola Hallengren's Industries' best SQL server maintenance plan and created schedules for all environments.
- Manage SQL server Logins, Database users, and roles and involved in Daily User Maintenance.
- Create Database Maintenance jobs to perform full and transaction log Backups and schedule them with the SQL Server Agent job scheduler.
- Monitor database growth activities & Troubleshoot Transaction Log Issues.
- Create and configure mirroring for Disaster Recovery.
- Providing weekly status information on all projects to the Project Manager
- Write and debug Stored Procedures and (DDL/DML) Triggers and functions as per client requirements.
- Logical and Physical design of database for projects based on user requirements using ERWIN.
- Reporting weekly to the project manager.
- Extensively worked on troubleshooting and fine-tuning databases for optimal performance.
- Work with Performance Tuning/Query tuning, execution plans, trace flags, and SQL Profiler
- Installation of Service packs to all environments.
- Use log shipping for the synchronization of databases.
- Design and develop ETL process using SSIS to load data from various sources like MS Access, SQL Server 2014, and Oracle database.
- Patching Oracle Database from old version to latest version.
- Expert in Data Extraction, Transformation, and Loading (ETL) using SQL Server Integration Services (SSIS)
- Experience in migrating SQL Server 2012 to SQL Server 2019 with AlwaysOn Availability.
- Good understanding of database and data warehousing concepts (OLTP & OLAP).
- Use SSIS to create ETL packages to validate, extract, transform, and load data to data warehouse databases.
- Work on BCP for data uploading module and created SSIS packages for data transfer and transform across locations and multiple data sources as per requirement.
- Create new tables, store procedures, and triggers using T-SQL.
- Refectories and fine-tuned the queries and Stored procedures in T-SQL.



- Performing DB backups, DB refreshes, DB restores, clean-ups, and statistics updates.
- Install and configure 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 environments.

Environment: Windows 2008-2012R2, SQL Server 2012-2019, AWS-RDS, SCCM, DELL AVAMAR, SCOM, ORACLE 12c and 19c, SQL diagnostic Manager.

Humana Inc (Health Care) - Louisville, KY

August 2022 to November 2022

SQL Server Database Administrator/SQL Developer

- Installed and configured SQL servers in 2012, 2016, and 2017.
- Installed and configured Windows Server 2008 and 2012R2.
- Created and updated databases, tables, stored procedures, triggers, functions, and views.
- Configured, administered, and troubleshoot multiple databases in production and staging environments in clustered and standalone environments.
- Prepared documentation for the disaster recovery plan.
- Involved in installing failover clustering on multiple nodes.
- Dev-Ops tool research, selection, proof of concept, installation, and configuration
- Implemented database mirroring and log shipping.
- Planned backup strategies, scheduled backups, and perform restore operations.
- Managed security of SQL server databases by creating logins, creating database users, creating roles, assigning proper permissions, and creating server and database audits.
- Published reports and dashboards using Power BI.
- Used Power BI gateways to keep the dashboards and reports up to date.
- Designed, developed, and deployed different reports like Matrix and Tabular reports with Top N, Cascaded, Parameterized, and pie chart reports using SSRS with Report Builder
- Experience in migrating SQL Server 2008 to SQL Server 2012/2014 from using linked servers and integration services.
- Designed and Developed Reports using Report Builder to easily generate reports by the user.
- Configuring SSIS packages using the package configuration wizard to allow Packages to run on different environments.
- Worked on creating, reorganizing, and rebuilding indexes.
- Worked on database space management, performance monitoring, and alert management.
- Planned the location of files and increased the size and number of files.
- Worked with OLTP, OLAP, Data Warehouse application, and star schema dimensions.



- Extract datasets from different data sources including SQL Server, Excel, and flat file prepare datasets for Power BI.
- Wrote T-SQL procedures to generate DML scripts that modified database objects dynamically based on Inputs, scheduling the SSIS packages using SQL Server Agent Services.
- Performed tasks of query optimization, troubleshooting client/server connectivity issues, and performance tuning.
- Monitored and troubleshoot database and server performance at a system-wide scale and effectively identified 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 meeting the deadline before SLA is due.

Environment: Windows 2008-2012R2, SQL Server 2008-2016, AWS-RDS, AWS-EC2, IDERA SQL Diagnostic Manager, SQL safe 6.0, Red-gate SQL Compare 10 and Data Compare 10, Visio 2010, DataEdo, Databricks, ERWIN.

Care-Source (Health Care) - Dayton, OH

August 2018 to July 2022

SQL Server Database Administrator/ SQL Developer

As a SQL DBA at Care-Source, my role included planning, installation, configuration, designing, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery of the Bank's SQL Server RDBMS systems.

- 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, 2008 R2 & 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, and Roles and managed the security of the database.
- Implemented a Disaster recovery plan by performing routine backups and restores.
- 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.
- Rebuilt /reorganized 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, and 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, and Stored procedures.
- Worked 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 availability group.
- Scheduled reports using SSRS to generate daily, weekly, monthly, and quarterly reports.
- Worked in a 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 meeting the deadline 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 Manager, Red-gate SQL Compare 10 and Data Compare 10, Visio 2010, SSDT

MedStar Washington (Health Care), Washington D.C.
SQL Server Database Administrator

June 2016 – May 2018

As a SQL DBA at MedStar, my role included planning, installation, configuration, designing, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery of the bank's SQL Server RDBMS systems.

- 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 environments in clustered and standalone environments.
- Prepared documentation for a disaster recovery plan.
- Involved in installing failover clustering on multiple nodes.
- Implemented database mirroring and log shipping.
- Planned backup strategies, scheduled backups, and perform restore operations.
- Managed security of SQL server databases by creating logins, creating database users, creating roles, assigning proper permissions, and creating server and database audits.
- Worked on creating, reorganizing, and rebuilding indexes.
- Worked on database space management, performance monitoring, and alert management.
- Planned the location of files and increased the size and number of files.



Open Systems Technologies Corporation

Presented by Open Systems Technologies Corp, tom@ostcorp.net, 301-305-3116

- Performed tasks of query optimization, troubleshooting client/server connectivity issues, and performance tuning.
- Monitored and troubleshoot database and server performance at a system-wide scale and effectively identified 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 meeting the deadline before SLA is due.

Environment: Windows 2008-2012R2, SQL Server 2008-2008R2, SSMS, Profiler, Extended Events, Perform on, and RAID

Education

Master's Degree: Cybersecurity Technology, University of Maryland Global Campus 2021

Bachelor's Degree Accounting, Hawassa University, Ethiopia, 2013