



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

Request for Quotation

RFQ NUMBER
ITECH10

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
**JO ANN ADKINS
 304-558-8802**

RODNEY

***A02131804 01 614-888-7701**
CONTACT POINTE
8425 PULSAR PLACE STE 100
COLUMBUS OH 43240

SHIP TO

**ALL STATE AGENCIES
 AND POLITICAL SUBDIVISIONS
 VARIOUS LOCALES AS INDICATED
 BY ORDER**

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
11/18/2009				

BID OPENING DATE: **01/07/2010** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>REQUEST FOR QUOTATION</p> <p>THE PURCHASING DIVISION IS SOLICITING BIDS TO PROVIDE TEMPORARY STAFFING WITH COMPUTER TECHNICAL EXPERTISE AND TO PROVIDE IT SERVICES FOR PROJECTS.</p> <p>***** INQUIRIES</p> <p>WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON WEDNESDAY, DECEMBER 9, 2009. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED.</p> <p>ADDRESS INQUIRIES TO:</p> <p>JO ANN ADKINS DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305</p> <p>FAX: 304.558.4115 E-MAIL: JO.A.ADKINS@WV.GOV</p> <p>ATTACHMENTS: ITECH10 SPECIFICATIONS, DATED 11/18/2009, 30 PAGES. PURCHASING AFFIDAVIT</p>						

RECEIVED
 2010 JAN 20 PM 1:24
 WV PURCHASING
 DIVISION

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: <i>J. Ann Adkins</i>	TELEPHONE: (304) 343-0478	DATE: 1/2/2010
TITLE: Account Executive	FEIN: 311-44-9532	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
14. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in case of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130



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 Department of Administration
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VENDOR

*A02131804 01 614-888-7701
**CONTACT POINTE
 8425 PULSAR PLACE STE 100
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0001	1	EA		946-30		
<p>RESIDENT VENDOR PREFERENCE EXHIBIT 10 - ADDENDUM AKNOWLEDGEMENT</p> <p>TECHNICAL SUPPORT</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Y. Anashe</i>	TELEPHONE <i>(304) 343-0478</i>	DATE <i>10/12/2010</i>
TITLE <i>Account Executive</i>	FAX <i>311-44-9532</i>	ADDRESS CHANGES TO BE NOTED ABOVE

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<p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. 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.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>Dina Sheo</i>	(304) 343-0178	01/12/2010
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
Account Executive	311-44-9532	

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<p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Anna Sheo</i>	TELEPHONE <i>(304) 313-0478</i>	DATE <i>01/12/2010</i>
TITLE <i>Account Executive</i>	FEIN <i>311-44-9532</i>	ADDRESS CHANGES TO BE NOTED ABOVE

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Technical Proposal

Supplemental Staffing and Project Services

In Response to and Meeting the Requirements of:
RFQ-ITECH10

For
State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street, East
Charleston, WV 25305-0130

By

((•))
CONTACTPOINTE

**8425 Pulsar Place (Suite 100)
Columbus, OH 43240**

**Nina Shell
January 20, 2010
(304) 343-0478**

Signed:

Nina Shell

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SECTION I: CORPORATE DESCRIPTION

SECTION I.1 Company Information

Prime Vendor:
RKC Enterprises, Inc., dba CONTACTPOINTE
Rod Chambers, President
8425 Pulsar Place/ Suite 100
Columbus, Ohio 43240
(614) 888-7701 / (614) 888-8597
rodc@contactpointe.com
FEIN: 31-144-9532

SECTION I.2 Contact Information

Point of Contact: Nina Shell, Account Executive
ContactPointe
500 Lee Street East / Suite 500
Charleston, WV 25301
(304) 343-0478 / (304) 343-0597 fax
ninas@contactpointe.com

SECTION I.3 Company Origin

Company was established on November 1, 1995.
Number of full time employees is fifteen (15) as of November 1, 2009.

SECTION I.4 Company History

RKC Enterprises, dba ContactPointe, is the Management Corporation for three ContactPointe locations which share the same ownership: ContactPointe of West Virginia, Columbus, and Pittsburgh. In responding to this RFQ we prefer to use ContactPointe as the Prime Contractor so that the services, assets and expertise of all of our locations can be administered with 'one point of contact'. Locally, ContactPointe has been serving clients throughout the state of West Virginia since 1994.

ContactPointe provides technology solutions for IT operations, IT implementations and IT training events. More specifically, we provide supplemental staffing, end-user and IT staff support, Active Directory and Exchange design and implementation, database development, materials and documentation development, staff training and mentoring, web-based training and management of employee development initiatives.

The West Virginia ContactPointe office focuses on providing technology services in the form of IT consulting and IT training. We became a Microsoft Certified Partner for Learning Solutions in 1995; two years ago we upgraded this to a Gold Status partnership. To maintain this partnership we employ Microsoft Certified Professionals and Trainers whose credentials are tested and renewed each year. By partnering with Microsoft we are able to supply our clients with innovative technology solutions as well as creative methods of deployment. One of our strengths is providing our clients with on-site technical support, whether it's an emergency or planned event. We have training experience, affording us the unique ability to successfully provide a knowledge transfer to existing staff members. This is critical once a project comes to a close, and project maintenance becomes the responsibility of the existing agency employees. Our professionals have been delivering solutions on Microsoft products since Windows 3.1, they have a broad-range of technical solutions based experience, and we maintain a large network of Microsoft (and other industry-leading) contacts for troubleshooting and staffing needs in specific areas of expertise.

Other industry partners include Barracuda, Castle Testing, Comp-TIA, Dell, Diskeeper, ElementK, Grisoft, High-Rely, PAN Testing, Prometric, Sonicwall, and Symantec. These partners allow us to offer and deliver a variety of tested solutions.

SECTION I.5 Operation and Technical Performance Narrative

ContactPointe understands that it is essential that every aspect of the outsourced Technical Support Services remain constant, on-track and efficient. The basis upon which ContactPointe adheres to this standard is a combination of redundant procedures supported by extensive training for the project teams, documented operating policies, exceptional reporting and analysis and an ongoing management of the systems. ContactPointe will also work with the appropriate personnel to establish a thorough knowledge of the methodologies employed historically and the associated success, in order to develop an effective operation. Our staff is expertly trained and we commonly complete our work with zero planned downtime. Our staff is familiar with working with most major technologies like Cisco, Microsoft, Novell, Domino, etc. Over the past 16 years we have done business with more than 1,300 West Virginia businesses and

government agencies. Below you will find a partial list of assignments we have completed or are currently working on for our clients in varying industries.

Health Care

I.

Contracted to provide a Microsoft Active Directory expert to plan, develop, and implement a 2003 Active Directory Network to assist this organization in becoming HIPAA compliant. This network included more than 700 networked devices and PCs which were managed through Active Directory group policies and SMS. As part of the contract we revised the purchasing model for PCs, as well as the deployment methods for new and repaired desktops. It included consultation on Microsoft licensing and resulted in the purchase of an Enterprise Agreement. The Active Directory design included a complex array of OUs and policies to facilitate role based security and prepare for future security initiatives such as the ongoing single sign on assignment. The network was successfully deployed with zero downtime. In addition to deploying Microsoft Active Directory we also implemented Microsoft Exchange 2003.

ContactPointe provided the instructors to train over 1000 administrative staff, nurses and doctors on the Soarian system by Siemens in June and July of 2008. Soarian replaced the existing systems and contains registration, billing and financial information, as well as methods for order entry. An additional feature of the Soarian system is that all lab results, radiology reports, and other transcribed reports are now accessed and viewed without having to access other applications as users had to do before. This “one stop shop” provides a more efficient method for evaluating patient information. The goal of the hospital is to become paperless in the near future. As the computer system evolves and as people become more proficient with the system, a more paperless record will develop.

The client was responsible for having the system up and running for all staff to use on the go live date of July 15th, 2008. ContactPointe was responsible for scheduling the instructors, registering the participants, training the users, maintaining the classrooms and teaching the doctors. Just in time training is key to user acceptance, which is crucial to a successful deployment of any proprietary application. Doctors are busy and focused individuals that want to spend minimal time learning a computer application and are the least likely users to accept the change and work with a new system. Quoting the project manager for Siemens “The success of the training played a critical role in making this project a complete success.” User acceptance and feedback was better than expected and higher than we have ever seen.” ContactPointe provided the whole training experience which includes registration, friendly knowledgeable instructors, around the clock hands on classroom training, and 24 hour walk around support made this an easy transition for everyone from administrative staff to emergency room doctors.

ContactPointe provided sustainability by converting the classroom training into an online version after the training delivery. This online training continues to be used for new hires as an orientation to the system prior to getting hands on experience.

II.

ContactPointe is currently contracted on an annual basis to act as the outsourced software applications training department for the state’s largest and most advanced medical center. Working seamlessly with the staff, we facilitate scheduling; registration; training; assessment/ quality assurance; continuing education documentation and after-class support. The nature of the training has ranged from a train-the-trainer session for internal staff responsible for proprietary systems training to one-on-one tutorials for new hires. The majority of the training is planned in advance of Spring and Fall Semesters,

published to the staff and delivered in a typical hands-on environment; all training is delivered with well-qualified software instructors/ consultants.

Training conducted often results in uncovered need for streamlined operations and/ or optimization of pre-established departmental software. Our instructors are contracted by the department to assist with unique projects in their respective areas of expertise, furthering the reach of our efforts to facilitate efficient operations.

State Government

I.

A Network Engineer was provided to perform domain consolidation for a state agency moving from fourteen (14) NT 4.0 domains to a single Windows 2003 Active Directory environment. This assignment also involved consolidating 10 Exchange 5.5 servers into a single Exchange 2003 Clustered environment. This network included more than 2700 networked devices and PCs. For this contract we provided design services as well as training for the agency's staff to perform the actual migration process. This allowed for the agency to move at their pace as well as for the staff to have a thorough understanding of the migration process and new operating environment. At each phase, procedures were developed and outlined to allow for the IT staff to have an active role in the migration process while being monitored and guided by an experienced network engineer. This implementation involved an OU structure based on Location to allow for District technicians to have control over local resources and AD objects while maintaining central control over critical AD functions and minimizing the list of full administrators.

II.

We provided a Network Engineer to design and deploy an Exchange 2003 email solution for an organization with 16 remote locations and approx 150 users taking advantage of RPC over HTTP due to the lack of controlled WAN links. We provided a secure messaging solution without the availability of internally controlled network connections while still enabling the users to take advantage of the full rich Outlook 2003 experience.

III.

Another assignment involved providing a Systems Engineer to assist a State agency in deploying workstations, servers, and other technologies. We assisted in designing and implementing the network infrastructure, assisted in securing the network by hardening the servers. And continue to provide ongoing support with many technical tasks.

Insurance

I

During this solution we migrated the client's network from a Novell NDS to Microsoft Active Directory for the network operating system and file services. This assignment also included migrating from Novell's GroupWise to Microsoft Exchange, from GroupWise messenger to Live Communication Server, and from Zen Works to SMS. This assignment included working with servers in a clustered environment, Cisco devices, and various custom application servers. We migrated over 600 users with zero unplanned downtime.

ContactPointe was selected as Project Manager for construction of new office building IT infrastructure including 3,300 square foot data center.

Implemented Microsoft Live Communication Server 2005.

Planned; customized; delivered and supported Microsoft Office 2007 training to over 400 staff members, transiting skill from a previous version of Microsoft Office. Scheduling was adapted to suit the unique business requirements and coordinated seamlessly with the IT department's implementation efforts. Student backgrounds varied and our staff members had the talent to relate the software usage to the differing roles of the attendees, thus increasing employee efficiency in day to day operations of the company.

II

On this contract award we provided instructors on a nationwide basis to deliver customized desktop application training to over 3,000 users as they were upgraded to Microsoft Windows and Microsoft Office. Services included training schedule development and management, curriculum development, coordination of all training facilities, evaluation collection and reports, and management of all training staff.

Second project involves the deployment of a proprietary web-based business application for up to 10,000 employees in over 50 locations. Services included project management, provision of instructor pool, certification of instructors, curriculum development, registration of all students, management of all training facilities, software testing and quality assurance, development of on-line evaluation, and training report generation.

Engineering

I

We documented network infrastructure to evaluate initial network setup, status and function. Findings led to creating a plan to upgrade, replace and migrate from old and failing hardware. Engineers uncovered and documented security gaps and provided a plan to increase data security by implementing new policies and network access rules. We provide ongoing support for network infrastructure to increase productivity, reliability and operability for mobile and desktop users. VPN policies were established for remote office located in several different states safely and securely. We continually monitor network stability and integrity and make adjustments or perform official reviews as needed. A plan was recently presented to centralize data storage, improve their disaster recovery plan while allowing faster file access from all remote office locations using Cisco Wide Area Applications Services.

II

After an initial business and technology assessment, we were contracted to install company's first server, along with new domain setup and AD configuration. We created and implemented a security plan, system policies and a disaster recovery solution. To afford remote users more freedom and ease of use, we established VPN policies and clients.

Manufacturing

During this contract we developed a web application for an electric motor repair company. The application was created with Microsoft Visual Studio 2003 and has a SQL Server 2000 backend. This application allowed our customer to post information about repair status for their customers and to securely login and review. This application also has administrative features that allow our customer to create user accounts, create company folders, upload images one at a time or in bulk, etc.

Financial

Our development team created a web application for a large CPA firm to manage and track its year to year tax returns. The application was created with Microsoft Visual

Studio 2003 and has a SQL Server 2000 backend. The web application allows all users in the firm to securely log in and update and track work done on its customer's returns. This application has been in use for two years and we provide annual updates.

Education

I.

We also provide continued support for a web product that we developed for work order tracking that is used by more than 150 schools. This software provides inventory management, reporting, and accounting features in addition to work order tracking. This application allows school teachers to log into a webpage on the internet to report a problem with a classroom PC. The submission is then sent to a data repository where it is to be reviewed by a technical manager. Once the technical manager reviews the submission, it is then assigned to a technician. The technician goes to the location, fixes the problem and records work done in a web form. This application also tracks parts used on a work order, time of repair, invoicing, and reporting.

Food Services Industry

Initial contracts for a large food company involved developing customized courseware for Microsoft Office applications and providing a team of instructors from the Charleston, Pittsburgh, and Columbus offices to deliver the training on a national basis. This included arranging for bi-lingual instructors and courseware for the branch in Montreal, Quebec, Canada.

A second assignment for the food company involved the coordination and administration of a company wide PeopleSoft rollout. This included project management, all student registration and confirmation, and providing mobile classrooms at multiple locations.

The third assignment for the above food company involved developing training curriculum for plant personnel for a manufacturing process in a food packaging facility. Our instructors were then asked to perform training of the personnel.

Recreation

I

ContactPointe documented the network infrastructure to assess initial network needs. The status and function of all hardware and nodes were reviewed to provide the necessary data to create a plan to upgrade, replace, and migrate from old and failing hardware. ContactPointe implemented a park wide wireless network connecting multiple buildings, offices, warehouses and recreational areas. We also provide ongoing desktop support, network security, and performance monitoring, and help desk support.

Software Industry

Another contract with a software company (ongoing) involves providing training facilities for proprietary training in over 35 cities. Client holds an average of three 5-day events each week. Services include management of facilities, software shipping and loading, facility preparation, and coordination of all ancillary services.

Second assignment has just begun providing similar services as above for a separate division of the same software company.

Our staff has years of experience managing, consulting, and training. We strive for excellence in everything we do and it shows in our work. You will notice a pattern of continued business with a large

percentage of even project-based client relationships. If anyone has any further questions about this brief narrative about our company and our capabilities please contact us at any time.

SECTION II: SUPPLEMENTAL STAFFING SERVICES

Attachment 1: Computer Systems Analysis

Beth Ann Surber
WV Secretary of State's Office
1900 Kanawha Blvd., E.
Charleston, WV 25305
Phone: (304) 558-6000 x247
bsurber@wvsos.com
Estimated Value: 63,000
Length of Project: 2 years

West Virginia Secretary of State's Office

ContactPointe provided a Microsoft Certified Engineer to review the current computer systems for the West Virginia Secretary of State's office and make recommendation as well as implement the recommendations based on industry best practices. A full review was performed on the desktop systems, Active Directory environment and Exchange messaging infrastructure. New designs were developed to allow for new AD, Exchange and Desktop systems that implement security best practices, as well as Microsoft best practices. These changes resulted in a more stable operating environment that allows the IT staff to focus on providing new technologies and move forward as opposed to operating in a reactive state of chasing problems.

ContactPointe also provided software analysis for the custom developed applications that are used by the Secretary of State's office. This "code review" was done to provide a baseline of the current applications as well as direction for the development of new applications that meet industry best practices.

Attachment 2: Computer Systems/ Network Security

Jeff Hutchison
Kanawha County Parks &
Recreation Commission
2000 Coonskin Drive
Charleston, WV 25311
Phone: (304) 341-8000
jeff@kcprc.com
Estimated Annual Value: \$9,300
Length of Project: 2 years

Kanawha County Parks & Recreation Commission

ContactPointe documented the network infrastructure to assess initial network needs. The status and function of all hardware and nodes were reviewed to provide the necessary data to create a plan to upgrade, replace, and migrate from old and failing hardware. ContactPointe implemented a park wide wireless network connecting multiple buildings, offices, warehouses and recreational areas. ContactPointe also replaced aging technology in the areas of the firewall and the servers to update and increase the level of security being provided the park systems, users and guests. We also provide ongoing desktop support, network security, and performance monitoring, and help desk support.

Attachment 3: Desktop Support

Lesley Rosier
West Virginia State Board of
Registration for
Professional Engineers
300 Capitol Street, Suite 910
Phone: (304) 558-3554
Lesley@wvpebd.org
Estimated Annual Value: \$3,900
Length of Project: 4 years

West Virginia State Board of Registration for Professional Engineers

Our technicians provide a range of technology support operations to assist this board in functioning productively. Documentation of all IT assets was completed, to summarize the network devices, services, and overall security standpoint. From the documentation, a customized maintenance plan was drafted to address the following areas: Antivirus/ Antispyware Updates; Windows Updates; Log File Review and Analysis; System Health Audit; and Backup Review. These tasks are performed on a bi-monthly basis, and troubleshooting is performed as needed.

Attachment 4: Help Desk Support

Charles E. Chalfant
Tenney, Bailey &
Associates, LLC CPA's
107 Lancaster Street
Marietta, OH 45750
Phone: (740) 373-2900
Cchalfant@tbacpa.com
Estimated Annual Value: \$4,500
Length of Project: 3 years

Tenney, Bailey & Associates, LLC CPA's

Our IT staff provides full time centralized environment for help desk support. Basic level support is provided for applications such as Microsoft Outlook, Excel, Word, Access as well as custom business programs. Technicians are on hand to answer questions from client users on how to setup their local and terminal machines to better suit their needs and daily use as well as troubleshoot day to day problems that cannot be resolved in-house. Our techs also work to help support, setup, and configure printers, scanners and other network devices. Higher level support provides basic and advanced setup and configuration for servers remotely and on-site when as needed.

Attachment 5: IT Support Staff - Operations

Pauley & Curry Law Firm
100 Kanawha Blvd., West
Charleston, WV 25302
Phone: (304) 342-6000
David Schwirian
David@pcsv.com
Estimated Annual Value: \$12,000
Length of Project: 6 months

Pauley & Curry Law Firm

Our initial plan was to take an inventory of all networked technology in the office. This included checks of hardware configuration, disaster recovery plans, power failure backup and software. From these reports we made recommendations and upgraded their UPS systems on desktop computers, servers, routers, firewalls and switches as well as their VOIP system. Security policies were reviewed and a plan implemented to allow more secure file access internally as well as by remote users. Our contracted technicians provide monthly maintenance for all users, computers and servers. We monitor servers to ensure proper and efficient functionality of Microsoft Exchange, SQL and file storage. We provide monitoring of backups and restoration of files. Other tasks include configuration and support for BES as well as ActiveSync.

Attachment 6: LAN/WAN Support

RPM Engineers

Jamie Bumgarner

400 Tracy Way, Suite 200

Charleston, WV 25311

Phone: (304) 345-6712

JBumgarner@rpmengineers.com

Estimated Annual Value: \$21,000

Length of Project: 1 ½ years

RPM Engineers

ContactPointe technicians have installed and maintained network devices to provide VPN connectivity between the offices of RPM Engineers as well as provide VPN connectivity for employee access to the corporate network.

ContactPointe has also added wireless devices to allow secure internal access to the corporate network as well as guest Internet access. ContactPointe maintains the Internal/External Corporate network security Firewall to keep data secure internally and through remote access. We have designed a Cisco Wide Area Application Services infrastructure to allow centralized data storage and improve their disaster recovery plan while allowing faster file access from all remote office locations. These services have improved the data access and reliability of the network to allow for better utilization of employee time and resources.

Attachment 7: Enterprise Services

Mark Kennell
NGK Spark Plugs (USA) Inc.
One NGK Drive
Sissonville, WV 25320
Phone: (304) 720-6375
mkennell@ngksparkplugs.com
Estimated Value: \$32,000
Length of Project: 2 years

NGK Spark Plugs (USA) Inc.

Contact Pointe provides NGK Sparkplugs with enterprise level support of their multiple locations by providing Microsoft Certified engineers to perform the following services. Microsoft AD design and support, Microsoft Exchange Design, upgrade, and ongoing support, Microsoft cluster services to support the rollout of SAP to the enterprise and SharePoint maintenance and integration services.

ContactPointe engineers have provided services in the design of the directory services utilizing Microsoft Active Directory as the NGK network has evolved over the years. We have implemented and upgraded domains as necessary to provide the necessary services as the companies needs continue to change. This includes but is not limited to adding and removing domains, replacing and recovering domain controllers, and redesigning the DNS services to better provide name resolution and service location services to the end users.

ContactPointe provided the architectural services to migrate NGK to Exchange 2007 from their previous version. The solution included the implementation of a VMware virtual infrastructure, the implementation of a new Storage Area Network and the migration of all mailboxes and data from the previous environment.

ContactPointe has been very involved in the addition of several Microsoft Clusters to provide the infrastructure for a new SAP installation. We have provided multiple clusters to house the many instances of testing, training and production instances of the new ERP platform.

ContactPointe routinely provides SharePoint resources for design, implementation and modification of the NGK SharePoint farm. This includes advisory services to recommend and then implement proper configurations of the SharePoint servers as well as the backup and restoration of data and configuration for disaster recovery services.

Attachment 8: Project Management Services

Deepesh Randeri
BrickStreet Insurance
400 Quarrier Street
Charleston, WV 25301
Phone: (304) 941-1000
deepesh.randeri@brickstreet.com
Estimated Annual Value: 20,000
Length of Project: 6 months

BrickStreet Insurance

ContactPointe provided a project manager to oversee the construction and move to a new datacenter and building for daily operations. We provide the resource to manage all aspects of the IT infrastructure for the new corporate location including the construction of a 3300 square foot datacenter. The project manager was responsible for overseeing the technical specifications of the equipment, the installation timeline and the quality of the installation for the IT infrastructure. This included attending weekly construction meetings as well as additional meetings with the builder, architect, engineers and BrickStreet management to ensure that all process were on time and meet the needs of the organization. The end result was a new datacenter which when occupied provided a secure, environmentally stable operating location to house the necessary technology to allow BrickStreet to provide services to their customer base.

Attachment 9: Business Analyst Services

WV Office of Technology – Exchange Design

WV Office of Technology
Patricia Ebert
One Davis Square
Charleston, WV 25301
Phone: (304) 558-5472
Patricia.A.Ebert@wv.gov
Estimated Value: \$137,000
Length of Project: 3 years

ContactPointe provided a Microsoft Certified Engineer to perform design review and implementation services for the initial Exchange 2003 environment for the state Office of Technology. ContactPointe also provided the design and implementation plan as well as performing the implementation of the upgraded Exchange 2007 environment to allow the Office of Technology to continue to provide secure reliable service to their customer base. These services also include the implementation of backup and recovery services to allow for faster and more reliable recovery of Exchange data when necessary. ContactPointe has also provided ongoing support of the implemented technology to ensure that it remains reliable and highly available as the Office of Technology continues to grow and expand their customer base.

SECTION III: PROJECT BASED SERVICES

Attachment 1: Technology Advisory Services

Beth Ann Surber
WV Secretary of State's Office
1900 Kanawha Blvd., E.
Charleston, WV 25305
Phone: (304) 558-6000 x247
bsurber@wvsos.com
Estimated Value: 63,000
Length of Project: 2 years

West Virginia Secretary of State's Office

ContactPointe provided a Microsoft Certified Engineer to review the current computer systems for the West Virginia Secretary of State's office and make recommendation as well as implement the recommendations based on industry best practices. A full technology review was performed on the desktop systems, Active Directory environment and Exchange messaging infrastructure. New designs were developed to allow for new AD, Exchange and Desktop systems that implement security best practices, as well as Microsoft best practices. These changes resulted in a more stable operating environment that allows the IT staff to focus on providing new technologies and move forward as opposed to operating in a reactive state driven by problems related to their existing non standardized systems. By implementing industry standard technology and developing policies to manage that technology the stability of the systems was greatly increased providing for better utilization of resources and increased productivity by employees.

Deepesh Randeri
BrickStreet Insurance
400 Quarrier Street
Charleston, WV 25301
Phone: (304) 941-1000
deepesh.randeri@brickstreet.com
Estimated Annual Value: 20,000
Length of Project: 6 months

BrickStreet Insurance

ContactPointe provided a project manager to oversee the construction and move to a new datacenter and building for daily operations. We provide the resource to manage all aspects of the IT infrastructure for the new corporate location including the construction of a 3300 square foot datacenter. The project manager was responsible for overseeing the technical specifications and selection of the equipment, the installation timeline and the quality of the installation for the IT infrastructure. This included attending weekly construction meetings as well as additional meetings with the builder, architect, engineers and BrickStreet management to ensure that all process were on time and meet the needs of the organization. The end result was a new datacenter which when occupied provided a secure, environmentally stable operating location to house the necessary technology to allow BrickStreet to provide services to their customer base.

Throughout this project ContactPointe followed strict policies for the security of the new environment as well as the safety of the employees working on the construction of the new datacenter. The implementation of the datacenter design required involvement in the design process and hardware selection for meeting industry best practices to provide redundant power, cooling, fire protection and data services. This required the knowledge and strict adherence to building, electrical, and fire codes as well as best practices for the design of redundant service specific to the data center itself.

Mark Kennell
NGK Spark Plugs (USA) Inc.
One NGK Drive
Sissonville, WV 25320
Phone: (304) 720-6375
mkennell@ngksparkplugs.com
Estimated Value: \$32,000
Length of Project: 2 years

NGK Spark Plugs (USA) Inc.

Contact Pointe provides NGK Sparkplugs with enterprise level support of their multiple locations by providing Microsoft Certified Engineers to perform the following services: Microsoft AD design and support, Microsoft Exchange Design, upgrade, and ongoing support, Microsoft cluster services to support the rollout of SAP to the enterprise.

ContactPointe engineers have provided services in the design of the directory services utilizing Microsoft Active Directory as the NGK network has evolved over the years. We have performed reviews of the current environments and worked with NGK to bring them into compliance with industry best practices.

ContactPointe provided the architectural services to design and migrate NGK to Exchange 2007. In order to provide reliable services much of the existing technology had to be upgraded. This includes the implementation of a VMware virtual infrastructure and a new Storage Area Network. These were necessary in order to follow best practices and meet performance objectives as set forth by Microsoft and VMware. Careful planning and project management provided for a successful implementation.

When NGK Sparkplugs decided to implement SAP, ContactPointe was engaged to design and build the infrastructure to provide the foundation for the new technology. Careful planning was provided to ensure that the implementation of the Microsoft Cluster services met with best practices to provide that foundation. ContactPointe has remained involved in the deployment of SAP by providing support and ensuring that the environment continues to meet the standards set forth in the beginning.

***Attachment 2: Major Project Implementation
(to include Project Management)***

Robert Dawson
Sage Software
2325 Dulles Corner Blvd.
Herndon, VA 20171
(703) 793-2700 x3263
Robert.Dawson@sage.com

Sage Software

Project Description: Provide facilities, hardware and software management for Sage Software training events on a national basis.

Project Length/Value and Description of Work Performed: Project is in its 8th year and is ongoing at an approximate cost of \$500K/year. Services include finding and securing facilities with computer classrooms on a weekly basis throughout the United States. We make sure that the facilities meet the required technical specifications for their hardware, software and internet connectivity. We also provide and supervise the installation of all proprietary Sage software. We coordinate the delivery of courseware and training materials to each location. All facility arrangements are delivered within the time frame and budget specified by the client.

Our ability to manage our portion of this project's deliverables by communicating with and reporting to individuals and facilities all over the country, keeping within budget and on time for the last seven years, has secured the business again in 2010.

The tools that are used in this project are mainly Microsoft Project, Outlook, Access, Excel, Symantec Ghost and LogMeIn Pro (remote access administration).

Debra Valenti
First Niagara Bank
726 Exchange Street
Suite 618
Buffalo, NY 14210
(716) 819-5335
debra.valenti@fnfg.com

First Niagara Bank

Project Description: Provide facilities, hardware and software management, IT support, Instructors and administration services for First Niagara Bank training events in multiple locations throughout the State of Pennsylvania.

Project Length/Value and Description of Work Performed: This project began in Western Pennsylvania in April, 2009 and is scheduled to be completed in Eastern Pennsylvania in March, 2010. The estimated cost of the entire project is \$700,000. First Niagara Bank acquired approximately 140 branch locations of other banking institutions across the State of Pennsylvania and has been implementing training to the new employees on their technology processes, systems, hardware and software. ContactPointe's services include finding, securing and managing training facilities with computer classrooms on a continuous basis at seven locations in Pennsylvania. We insure that the facilities meet the required technical specifications for their hardware, software and internet connectivity. We also provide IT support for the equipment and connectivity for each facility. ContactPointe provides instructors that have learned the proprietary systems and processes for First Niagara Bank and then deliver hands-on classroom instruction to new employees. The training is conducted in both live and web seminar formats. We also assist in the production and coordination/delivery of courseware and training materials to each location. Finally, we coordinate and provide all of the catering for attendees at each training event, to include refreshments, AM/PM snacks and lunch. All services are delivered within the time frame and budget specified by First Niagara Bank.

In addition to the above project for the implementation of the First Niagara Bank systems for the new branches, we have recently been rewarded with a contract to

provide training facility management and services to the Pittsburgh region for ongoing employee and new hire training.

The tools that are used in this project are mainly Microsoft Project, Outlook, Access, Excel, Symantec Ghost and LogMeIn Pro (remote access administration).

WV Office of Technology – Executive Branch Migration Project

WV Office of Technology
Rob West
One Davis Square
Charleston, WV 25301
Phone: (304) 558-5472
Rob.X.West@wv.gov
Estimated Value: \$377,000
Length of Project: 3 years

The State of WV has embarked on an effort to streamline technology-related operations through a migration of the many Executive Branch categorized agencies, previously operating on various Microsoft and Novell networks. This project entails merging both the e-mail systems and directory services to a single Microsoft Active Directory and Exchange environment. ContactPointe engineers have been involved in the migration project for the last three years providing design level services as well as hands on migration services for email, user accounts, workstations, and data. The services that ContactPointe has aided in the implementation of include but are not limited to enterprise messaging (email, instant messaging, and mobile device management including blackberry, windows mobile devices and iPhones) Active Directory authentication (migrating the many existing AD and Novell environments to the new Executive Domain) and data migration (ensuring that as an agency moves to the new environment their data moves with them and remains highly available).

Attachment 2: Microsoft Specialists

Mark Kennell
NGK Spark Plugs (USA) Inc.
One NGK Drive
Sissonville, WV 25320
Phone: (304) 720-6375
mkennell@ngksparkplugs.com
Estimated Value: \$32,000
Length of Project: 2 years

NGK Spark Plugs (USA) Inc.

Contact Pointe provides NGK Sparkplugs with enterprise level support of their multiple locations by providing Microsoft Certified engineers to perform the following services. Microsoft AD design and support, Microsoft Exchange Design, upgrade, and ongoing support, Microsoft cluster services to support the rollout of SAP to the enterprise and SharePoint maintenance and integration services.

ContactPointe engineers have provided services in the design of the directory services utilizing Microsoft Active Directory as the NGK network has evolved over the years. We have implemented and upgraded domains as necessary to provide the necessary services as the companies needs continue to change. This includes but is not limited to adding and removing domains, replacing and recovering domain controllers, and redesigning the DNS services to better provide name resolution and service location services to the end users.

ContactPointe provided the architectural services to migrate NGK to Exchange 2007 from their previous version. The solution included the implementation of a VMware virtual infrastructure, the implementation of a new Storage Area Network and the migration of all mailboxes and data from the previous environment.

ContactPointe has been very involved in the addition of several Microsoft Clusters to provide the infrastructure for a new SAP installation. We have provided multiple clusters to house the many instances of testing, training and production instances of the new ERP platform.

ContactPointe routinely provides SharePoint resources for design, implementation and modification of the NGK SharePoint farm. This includes advisory services to recommend and then implement proper configurations of the SharePoint servers as well as the backup and restoration of data and configuration for disaster recovery services.

Beth Ann Surber
WV Secretary of State's Office
1900 Kanawha Blvd., E.
Charleston, WV 25305
Phone: (304) 558-6000 x247
bsurber@wvsos.com
Estimated Value: 63,000
Length of Project: 2 years

West Virginia Secretary of State's Office

ContactPointe provided a Microsoft Certified Engineer to review the current computer systems for the West Virginia Secretary of State's office and make recommendation as well as implement the recommendations based on industry best practices. A full review was performed on the desktop systems, Active Directory environment and Exchange messaging infrastructure. New designs were developed to allow for new AD, Exchange and Desktop systems that implement security best practices, as well as Microsoft best practices. These changes resulted in a more stable operating environment that allows the IT staff to focus on providing new technologies and move forward as opposed to operating in a reactive state of chasing problems.

WV Office of Technology – Exchange Design

WV Office of Technology
Patricia Ebert
One Davis Square
Charleston, WV 25301
Phone: (304) 558-5472
Patricia.A.Ebert@wv.gov
Estimated Value: \$137,000
Length of Project: 3 years

ContactPointe provided a Microsoft Certified Engineer to perform design review and implementation services for the initial Exchange 2003 environment for the state Office of Technology. ContactPointe also provided the design and implementation plan as well as performing the implementation of the upgraded Exchange 2007 environment to allow the Office of Technology to continue to provide secure reliable service to their customer base. These services also include the implementation of backup and recovers services to allow for faster and more reliable recovery of Exchange data when necessary. ContactPointe has also provided ongoing support of the implemented technology to ensure that it remains reliable and highly available as the Office of Technology continues to grow and expand their customer base.

SECTION IV -VENDOR POLICIES

SECTION IV.1-2 Contractor Education & Experience

When recruiting new candidates, whether full-time or contract labor, the individuals go through an extensive interview process that includes, but is not limited to, the following:

- Candidates must first apply in writing with their resumes and references; they must then respond to a series of questions that correlate to the field they are applying for
- Next, the candidate is evaluated via phone by the appropriate Supervisor(s)
- The third step in securing positive candidates includes a three step interview
 - The candidate is invited to our location for a tour of our facility and an overview of our company requirements
 - Next they meet with first level management for a formal interview
 - A second interview with upper management follows
 - The third portion requires the candidate to demonstrate their technical expertise to our technology staff. The candidates' education and credentials are tested by our engineers. The candidates will be asked to perform certain tasks that require research therefore they are given opportunities to develop the solution before returning for a formal presentation. Other portions of the screening test their ability to perform immediate tasks using scenarios that place them under pressure of emergency and deadline situations.
 - A meeting is held between all interviewers to review the qualities of the candidate; if one interviewer does not "pass" the candidate then they will not be considered for a position.

Upon successful completion of the above process, and references checked through services as such, the candidates will be either awarded a full-time, part-time or contract position.

SECTION IV.3 Replacing Personnel

As stated earlier, at ContactPointe we understand that it is essential that every aspect of the outsourced Technical Support Services remain constant, ongoing and efficient. The customer is first above all other commitments. The livelihood of the customer comes before any obligations occurring at our offices. This equates to "if the customer is not happy, we are not happy".

When a situation occurs that requires the replacement of personnel we first begin with the immediate replacement of the personnel by a temporary, but qualified candidate, just to make sure the client has little, to no, disruption in service needs. In the interim the project manager goes on-site to reassesses the current client needs so that we can make a quality decision in finding the next viable full-time candidate. The "best fit" candidates would then be interviewed by the client to assure confidence in the personnel replacement. Again, we are committed to not allowing a disruption in our client's work flow and processes.

EXHIBIT 10

REQUISITION NO.: I.Tech10

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1

NO. 2

NO. 3

NO. 4

NO. 5

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. VENDOR MUST CLEARLY 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.

C. Dana Shell

SIGNATURE

ContactPointe

COMPANY

1/19/2010

DATE

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. **Application is made for 5% resident vendor preference for the reason checked:**
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: ContactPointe Signed: Mina Shole
 Date: 1/19/2010 Title: Account Executive

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

VENDOR OWING A DEBT TO THE STATE:

West Virginia Code §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code*. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

ANTITRUST:

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will 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 the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

LICENSING:

Vendors 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 agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she 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 <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

Vendor's Name: Contact Pointe
Authorized Signature: Yvonne Sheo Date: 1/19/2010