

**Addendum 2**



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	PAGE
ITECH10	1
ADDRESS CORRESPONDENCE TO ATTENTION OF:	
JO ANN ADKINS 304-558-8802	

RFQ COPY  
 TYPE NAME/ADDRESS HERE  
 Digital Management, Inc.  
 6701 Democracy Blvd., Suite 500  
 Bethesda, MD 20817

SHIPTO  
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 AND POLITICAL SUBDIVISIONS  
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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
12/29/2009				

BID OPENING DATE: 01/14/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 2 *****						
1. WHAT IS THE FORMAT THAT YOU NEED FOR REFERENCES?						
ON SUPPLEMENTAL STAFFING, YOU SHOULD DO A PAGE PER REFERENCE WITH THE FORMAT AS FOLLOW: PROJECT DESCRIPTION (A PARAGRAPH DESCRIBING THE PROJECT); DESCRIPTION OF DUTIES (DESCRIPTION OF THE FUNCTIONS PROVIDED); GENERAL VALUE (DOLLAR AMOUNT); LENGTH OF PROJECT (TOTAL HOURS INVOLVED); CUSTOMER NAME AND ADDRESS, CONTACT NAME, TELEPHONE NUMBER AND E-MAIL ADDRESS OF CONTACT.						
PROJECT-BASED SERVICES, YOU SHOULD DO A PAGE REFERENCE WITH THE FORMAT AS FOLLOWS: PROJECT DESCRIPTION (A PARAGRAPH DESCRIBING THE PROJECT); GENERAL VALUE (DOLLAR AMOUNT); LENGHT OF PROJECT (TOTAL TIME INVOLVED); TYPE OF CONTRACTORS USED (DESCRIBE WHAT TYPES OF CONTRACTORS USED, I.E., MAINFRAME PROGRAMMER, INTERNET DEVELOPER); CLIENT NAME AND ADDRESS, CONTACT NAME, TELEPHONE NUMBER AND E-MAIL ADDRESS OF CONTACT.						
***** QUESTION AND ANSWER PERIOD HAS BEEN EXTENDED UNTIL JANUARY 6, 2010. NOTE: NO QUESTIONS WILL BE ACCEPTED OR RESPONDED TO AFTER THIS DATE.						
***** END OF ADDENDUM NO. 2 *****						

RECEIVED  
 2010 JAN -7 PM 12:50  
 WV PURCHASING DIVISION

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SIGNATURE	TELEPHONE	DATE
<i>[Signature]</i>	240-223-4800	14 January 2010
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
CEO	68-0505254	

**Exhibit 10**

EXHIBIT 10

REQUISITION NO.: .....

ADDENDUM ACKNOWLEDGEMENT  
ITECH10

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.

.....  
SIGNATURE



COMPANY

Digital Management, Inc.

.....  
DATE

14 January 2010

REV. 11/96

**Addendum 1**



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

**Request for Quotation**

RFO NUMBER  
 ITECH10

PAGE  
 1

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12/21/2009				

BID OPENING DATE: 01/14/2010 BID OPENING TIME 01-30PM

LINE	QUANTITY	UQP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 1 *****						
1. BID OPENING DATE HAS BEEN MOVED TO 1/14/2010.						
2. ITECH10 QUESTIONS AND ANSWERS, 6 PAGES, ATTACHED.						
***** END OF ADDENDUM NO. 1 *****						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 240-223-4800	DATE 14 January 2010
TITLE CEO	FAX 68-0505254	ADDRESS CHANGES TO BE NOTED ABOVE

14 January 2010

State of West Virginia  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130  
Attn: Jo Ann Adkins  
304-558-8802  
[jo.a.adkins@wv.gov](mailto:jo.a.adkins@wv.gov)

Attn: Jo Ann Adkins

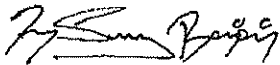
RE: Addenda to Digital Management Inc.'s Response to RFQ: ITECH10 - Statewide Contract  
for Technical Services

Dear Ms. Adkins:

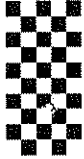
Please find attached to this letter the signed and completed Addenda A and B for RFQ:  
ITECH10. Digital Management, Inc. (DMI) submitted our response on the original due date of  
January 7, 2010.

We have also updated and attached Exhibit 10 to reflect our receipt of the addenda.

Sincerely,



Jay Sunny Bajaj  
Chief Executive Officer  
Digital Management, Inc.



# FAX



3918 MacCorkle Avenue SE, Charleston, WV 25304  
ph. 304-925-6372 \* fax 304-925-6572

<b>To:</b> Jo Ann Adkins	<b>From:</b> Sunny Bajaj/John Skaff
<b>Fax:</b> 304-558-3970	<b>Pages:</b> <u>3</u> including cover
<b>Phone:</b>	<b>Date:</b> 01/18/2010
<b>Re:</b> Admendment 3 to Request for Quotation ITECH10-Statewide Contract for Technical Services	<b>cc:</b>

Comments:

RECEIVED  
 2010 JAN 19 A 10:21  
 MAILING DIVISION  
 STATE OF WV

West Virginia Office of Technology (WVOT)  
Request for Quotation: ITECH10  
Statewide Contract for Technical Services



20 January 2010

State of West Virginia  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130  
Attn: Jo Ann Adkins  
304-558-8802  
[jo.a.adkins@wv.gov](mailto:jo.a.adkins@wv.gov)

Attn: Jo Ann Adkins

RE: Amendment 3 to Request for Quotation: ITECH10 - Statewide Contract for Technical Services

Dear Ms. Adkins:

Will you please attach our completed Addendum 3 (following) to our previously submitted proposal in response to the referenced RFQ?

Yours truly,

A handwritten signature in black ink, appearing to read "Jay Sunny Bajaj".

Jay Sunny Bajaj  
Chief Executive Officer  
Digital Management, Inc.

West Virginia Office of Technology (WVOT)  
Request for Quotation: ITECH10  
Statewide Contract for Technical Services



ADDENDUM 3



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

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JO ANN ADKINS  
304-558-8802

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6701 Democracy Blvd., Suite 500  
Bethesda, MD 20817

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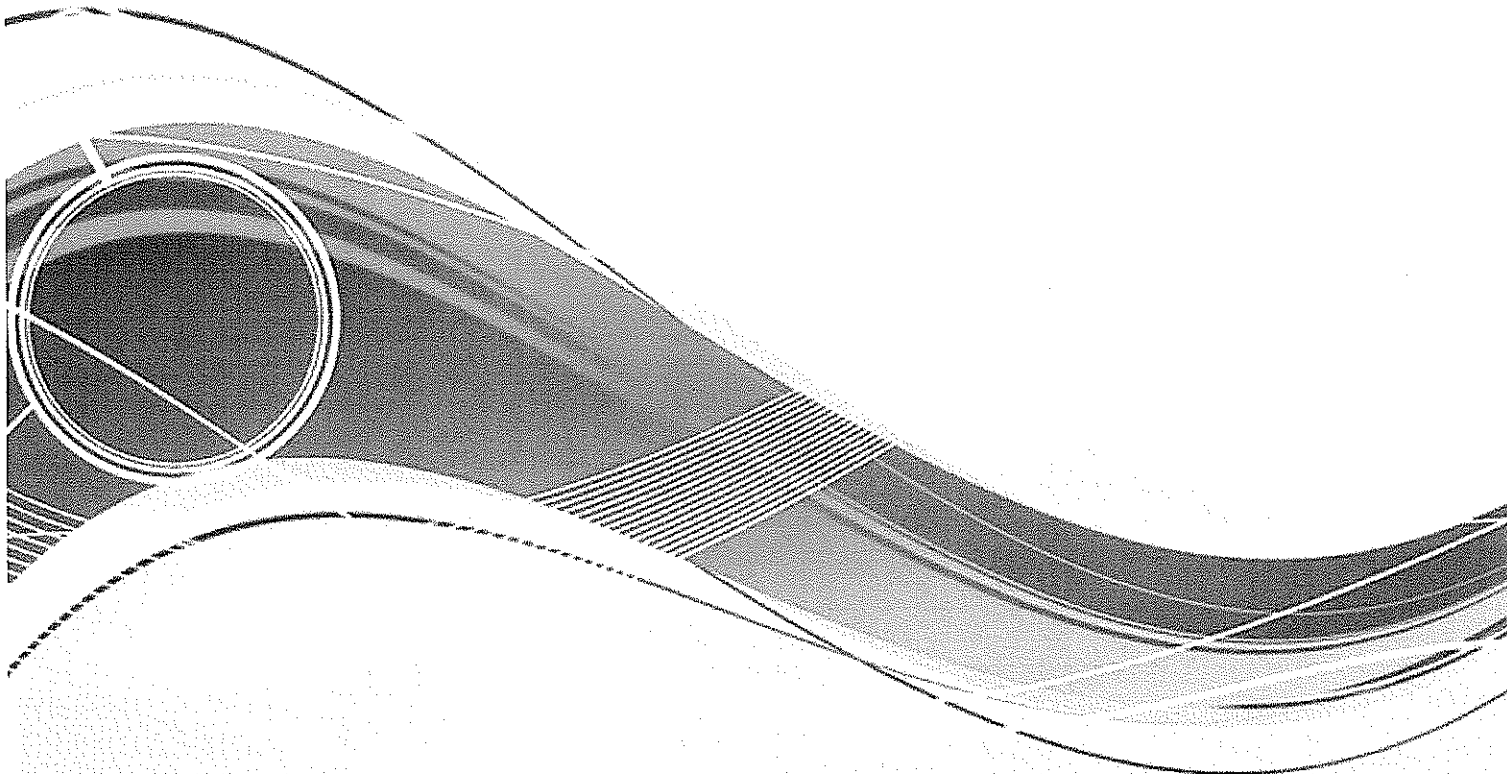
DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/11/2010				
BID OPENING DATE: 01/20/2010		BID OPENING TIME: 01:30PM		

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 3 *****						
1. BID OPENING DATE HAS BEEN MOVED TO 01/20/2010.						
2. ITECH10 QUESTIONS AND ANSWERS ATTACHED.						
***** END OF ADDENDUM NO. 3 *****						
0001	1	EA		946-30		
TECHNICAL SUPPORT						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
	240-223-4800	20 January 2010
TITLE	ADDRESS CHANGES TO BE NOTED ABOVE	
CEO	68-0505254	

# Acquisition and Contract Administration Section of the Purchasing Division West Virginia Office of Technology (WVOT)



## Response to Request for Quotation **ITECH10 - STATEWIDE CONTRACT for TECHNICAL SERVICES**

January 7, 2010

**Submitted By:**

Digital Management, Inc.  
6701 Democracy Blvd, Suite 500  
Bethesda, Maryland 20817  
Phone: 240-223-4800  
Fax: 240-223-4888  
[www.digitalmanagement.com](http://www.digitalmanagement.com)

**Submitted To:**

State of West Virginia  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130  
Attn: Jo Ann Adkins  
304-558-8802 [jo.a.adkins@wv.gov](mailto:jo.a.adkins@wv.gov)

This Request for Quotation response contains data that shall not be disclosed by the Customer and shall not be duplicated, used, or disclosed—in whole or in part—for any reason other than to evaluate this proposal. If, however, a contract is awarded to Digital Management, Inc. as a result of—or in connection with—the submission of this response, the Customer shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Customer's right to use the information contained in this response if it is obtained from another source without restriction. This restriction is in force for all data contained on all pages of this Request for Quotation response.



West Virginia Office of Technology (WVOT)  
Request for Quotation: ITECH10  
Statewide Contract for Technical Services  
7 January 2010



State of West Virginia  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130  
Attn: Jo Ann Adkins  
304-558-8802  
[jo.a.adkins@wv.gov](mailto:jo.a.adkins@wv.gov)

Attn: Jo Ann Adkins

RE: Response to Request for Quotation: ITECH10 - Statewide Contract for Technical Services

Dear Ms. Adkins:

Digital Management, Inc. (DMI) is pleased to submit our response to the referenced Request for Quotation for Statewide for Technical Services in support of the West Virginia Office of Technology (WVOT). DMI possesses the depth of experience and expertise to meet your requirements, and a strong presence within the great State of West Virginia from which to provide many of these services. Our response provides a detailed overview of our Information Technology (IT) and Web services capabilities, various examples of Government and Commercial contracts where we have similar and very relevant experience, and where we have fielded highly qualified personnel to meet client requirements. Our response is fully compliant with the instructions provided.

DMI is one of the fastest growing SBA-certified 8(a), minority-owned small disadvantaged businesses (SDB) in the market. Our clients seek us out for our ability to effectively apply the best people, technologies and strategies to translate business need into mission results. We bring senior-level technical competency that ensures that we can deliver the best value solution to the WVOT. DMI also holds various IDIQ-type contract vehicles, including three different GSA schedules and several Government-wide Acquisition Contracts (GWAC) that have been utilized by our customers to accomplish similar long-term and episodic IT work efforts. As a nimble small business, we are very responsive, easy to contract, and agile to work with in support of mission requirements.

Our response to this Request for Quotation demonstrates DMI's uniquely relevant qualifications and ability to meet your requirements. If you need additional information, please contact me at [sbajaj@digitalmanagement.com](mailto:sbajaj@digitalmanagement.com) or 240-223-4810. We look forward to partnering with the West Virginia Department of Technology to support your upcoming Information Technology needs.

Sincerely,

A handwritten signature in black ink, appearing to read "Jay Sunny Bajaj".

Jay Sunny Bajaj  
Chief Executive Officer  
Digital Management, Inc.

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State of West Virginia  
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**Request for Quotation**

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ITECH10	1
ADDRESS CORRESPONDENCE TO ATTENTION OF	
JO ANN ADKINS 304-558-8802	

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Digital Management, Inc.  
 6701 Democracy Blvd., Suite 500  
 Bethesda, MD 20817

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DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	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
<b>REQUEST FOR QUOTATION</b>  THE PURCHASING DIVISION IS SOLICITING BIDS TO PROVIDE TEMPORARY STAFFING WITH COMPUTER TECHNICAL EXPERTISE AND TO PROVIDE IT SERVICES FOR PROJECTS.  ***** INQUIRIES  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.  ADDRESS INQUIRIES TO:  JO ANN ADKINS DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305  FAX: 304.558.4115 E-MAIL: JO.A.ADKINS@WV.GOV  ATTACHMENTS:  ITECH10 SPECIFICATIONS, DATED 11/18/2009, 30 PAGES. PURCHASING AFFIDAVIT						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>J. Ann Adkins</i>			TELEPHONE 240-223-4800	DATE 7 January 2010		
TITLE CEO		FEIN 68-0505254		ADDRESS CHANGES TO BE NOTED ABOVE		

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



State of West Virginia  
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**Request for Quotation**

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ITECH10	2
ADDRESS CORRESPONDENCE TO ATTENTION OF:	
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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		946-30		
<p>RESIDENT VENDOR PREFERENCE EXHIBIT 10 - ADDENDUM ACKNOWLEDGEMENT</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>[Signature]</i>		TELEPHONE 240-223-4800		DATE 7 January 2010		
TITLE CEO		FEN 68-0505254		ADDRESS CHANGES TO BE NOTED ABOVE		

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RFQ NUMBER: <b>ITECH10</b>	PAGE: <b>3</b>
ADDRESS CORRESPONDENCE TO ATTENTION OF: <b>JO ANN ADKINS 304-558-8802</b>	

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LINE	QUANTITY	UOP	DAY NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p><b>CANCELLATION:</b> 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><b>OPEN MARKET CLAUSE:</b> 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><b>QUANTITIES:</b> 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><b>ORDERING PROCEDURE:</b> 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><b>BANKRUPTCY:</b> 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 <i>[Signature]</i>		TELEPHONE <b>240-223-4800</b>		DATE <b>7 January 2010</b>		
TITLE <b>CEO</b>		FEIN <b>68-0505254</b>		ADDRESS CHANGES TO BE NOTED ABOVE		

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



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BID OPENING DATE: <b>01/07/2010</b>		BID OPENING TIME <b>01:30PM</b>				
LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<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>[Signature]</i>	TELEPHONE <b>240-223-4800</b>		DATE <b>7 January 2010</b>			
TITLE <b>CEO</b>	FERN <b>68-0505254</b>		ADDRESS CHANGES TO BE NOTED ABOVE			

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JO ANN ADKINS 304-558-8802

VENDOR

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 TYPE NAME/ADDRESS HERE**

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BUYER

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 AND POLITICAL SUBDIVISIONS  
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BID OPENING DATE: 01/07/2010		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	QTY NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>SEALED BID</p> <p>BUYER: FILE 42</p> <p>RFQ. NO.: ITECH10</p> <p>BID OPENING DATE: 01/07/2010</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:                  304 925 6573</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY):                  JOHN E. SKAFF</p> <p>***** THIS IS THE END OF RFQ ITECH10 ***** TOTAL:</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>[Signature]</i>			TELEPHONE 240-223-4800	DATE 7 January 2010		
TITLE CEO		FEN 68-0505254		ADDRESS CHANGES TO BE NOTED ABOVE		

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



## 1 CORPORATE DESCRIPTION (1.3.1)

### 1.1 Corporate Information

Company Name: **Digital Management, Inc.**

Company Address: 6701 Democracy Blvd., Suite 500  
Bethesda, MD 20817  
Main Office: 240-223-4800  
Fax: 240-223-4888  
[www.digitalmanagement.com](http://www.digitalmanagement.com)

Points of Contact:

Jay Sunny Bajaj  
President & CEO  
[sbajaj@digitalmanagement.com](mailto:sbajaj@digitalmanagement.com)  
Office: 240-223-4810  
Mobile: 301-535-1947

Vik Bansal  
Chief Financial Officer  
Ph: 240-223-4808  
[vbansal@digitalmanagement.com](mailto:vbansal@digitalmanagement.com)

John Skaff  
Vice President, Engineering  
Services  
Office: 304-925-6372 x4207  
Cell: 304-545-8585  
[jskaff@digitalmanagement.com](mailto:jskaff@digitalmanagement.com)

Michael Vogel  
Vice President, Business  
Development  
Office: 240-223-4836  
Cell: 703-517-1809  
[mvogel@digitalmanagement.com](mailto:mvogel@digitalmanagement.com)

Required Company  
Information

Founded in 2002  
Number of full-time employees as of 11/01/2009: 132

DMI Socio-Economic  
Status:

SBA Certified 8(a), Small Disadvantaged Business (SDB)  
DUNS: 11-351-2359  
CCR: 3BDL8  
Federal Tax Identification Number: 68-0505254  
CAGE Code: 3BDL8

Office Locations:

Bethesda, MD (Headquarters)  
Beckley, WV  
Montgomery, AL  
Martinsburg, WV  
Charleston, WV  
Chicago, IL  
Bowie, MD  
Lakewood, CO  
Patuxent River, MD

Corporate Certifications and  
Best Practices:



## 1.2 Company Background

Founded in 2002, DMI is an information technology strategy and solutions company focused on providing solutions that enable Federal agencies to deliver on the promise of transformation. We see technology as an efficient, economical means to an end and are dedicated to crafting the solutions that result in an increasingly interoperable, responsive, and cost-effective Government. DMI provides a wide range of services and solutions in Strategic Consulting and Business Transformation, Software Systems and Web Development, Legacy Systems Modernization, Enterprise Information/Infrastructure Management, Cybersecurity, and Trusted Computing. We are an **SBA-certified, minority-owned, 8(a) small business** headquartered in Bethesda, MD, with satellite and project offices around the country, including **three (3) offices in West Virginia**. DMI is also proud to hold a Top Secret Facility Clearance.

Our organization has attracted a nucleus of talented, highly-skilled, mid- to senior-level professionals capable of delivering high-quality, on-time, on-budget solutions to our clients, a direct result of the company's dedication to "pervasive excellence." DMI has consistently and increasingly been recognized as an organization that provides leadership in information technology strategy and solutions.

### DMI is a Recognized Leader in the Industry



DMI's demonstrated responsiveness and flexibility in meeting our customer's needs is based on our repeatable processes. Our organization is ISO 9001:2008 certified for project management of IT and account services for Federal and other government agencies, including the development of software. In addition, DMI is appraised at CMMI Level 3 – recognition of our rigorous software development processes that are instrumental in reducing project costs, maintaining project schedules, and increasing productivity, quality, and customer satisfaction. We are also proud to be a Microsoft Gold Certified Partner, the highest honor bestowed by Microsoft, and a relationship that gives us unique insight into the company's engineering strategy.



### 1.3 Key Personnel

Digital Management brings together seasoned, interdisciplinary teams of over 130 leading technology professionals. We have won more than 25 on-going Federal agency contracts, and more than 90% of our contracts are performance-based.

Digital Management unique value proposition can be found in its exceptional leadership team that consists of industry leading executives – Ken Bajaj, Paul Egermeier, Charles Thompson, Scott Deutschman, Mike Vogel, San Ganga, and John Skaff. This management team has the collective experience of having managed operations in several multi-billion dollar and fast-growth businesses, including companies such as I-Net, DigitalNet, AppNet, BAE Systems, SRA International, QinetiQ, Accenture, and CSC. Furthermore, these DMI executives bring the knowledge and experience of having collectively managed individual contracts exceeding \$2 billion dollars. Bios for several of these executives are provided in the following table.

<p><b>Jay Sunny Bajaj, President &amp; CEO</b></p>	<ul style="list-style-type: none"> <li>• Founder and CEO of Digital Management, Inc. in 2002</li> <li>• Successfully managed, matured, and grew Digital Management to a nearly \$20M business with a contracted backlog of over \$75M.</li> <li>• Prior to starting Digital Management, worked at industry-leading organizations, including CommerceOne, AppNet, and Goldman Sachs</li> <li>• Holds a Bachelors degree in Economics from the University of Maryland, with advanced coursework completed through the London School of Economics (LSE).</li> </ul>
<p><b>Ken Bajaj, EVP and COO</b></p>	<ul style="list-style-type: none"> <li>• Leader in the IT services industry since 1971, when he began his career with Electronic Data Systems (EDS) where he was a senior executive managing \$1B in IT programs.</li> <li>• One of nine people who left EDS with Ross Perot to launch Perot Systems</li> <li>• Former CEO of SystemsNet</li> <li>• Joined I-Net in 1988 as president and sold the company to Wang Laboratories for \$240 million in 1996.</li> <li>• Founded AppNet, Inc., a Web design and e-commerce integration firm that grew to be the fourth largest interactive media services company in the U.S. AppNet (publicly traded on the NASDAQ under APNT) was sold to Commerce One in 2000 for \$2.2 billion.</li> <li>• Founded DigitalNet in 2001, an IT security and solutions firm, focused on the federal government and public sector. DigitalNet (publicly traded on the NASDAQ as DNET) was sold to British Aerospace (BAE) in 2004 for \$600 million.</li> <li>• Launched SystemsNet, to bring transformational business process automation, business intelligence, and outsourcing to the financial service and healthcare industries.</li> <li>• Joined Digital Management, Inc. in 2009 to chart DMI’s future growth. Instrumental in doubling DMI’s revenue this year.</li> </ul>
<p><b>Vik Bansal, CFO</b></p>	<ul style="list-style-type: none"> <li>• Over 16 years of professional financial, accounting and banking experience in government contracting and commercial environments.</li> <li>• Directly manages and oversees all finance and administrative activities including forecasting, budgeting, contracts management, payroll, Human Resources, recruiting and capital assets accounting functions.</li> <li>• Instilled discipline governance processes which has improved DMI’s bottom</li> </ul>

	<p>line.</p> <ul style="list-style-type: none"> <li>• Prior to DMI, served as VP Business Administration at Catapult Technology.</li> <li>• Holds BS in Economics and accounting from University of Maryland.</li> <li>• PMP certified and received a certificate in government contracts from the George Washington University.</li> </ul>
<b>Chuck Thompson, EVP Defense Sector</b>	<ul style="list-style-type: none"> <li>• Over 30 years of management and technical IT and DOD C4ISR System experience, having held a wide range of progressive management positions.</li> <li>• Responsible for all contract management, financial management, contract and task order staffing, personnel management, technical oversight, customer interface, proposal development, and support functions associated with DMI's Defense Sector.</li> <li>• Oversees wide range of IT solutions, intelligence analysis efforts, software support, acquisition support, and program management services across a geographically diverse customer base.</li> <li>• Prior to DMI was with BAE Systems in the capacity of Senior Director for Pacific Operations; was responsible for the day to day technical and business management of BAE's DOD business base throughout the Pacific Rim.</li> <li>• Prior to BAE Systems, served in the United States Army as a Command Sergeant Major in the Signal Corps.</li> </ul>
<b>Scott Deutschman, EVP Civil Sector</b>	<ul style="list-style-type: none"> <li>• Over 20 years of progressively responsible management and technical Federal IT business experience</li> <li>• Joined DMI in January 2009 and oversees the growth and development of DMI's Civil Sector solutions and services.</li> <li>• Prior to DMI, served as a partner with SystemsNet, performing M&amp;A in conjunction with his investors GTCR, a private equity in Chicago.</li> <li>• Executive VP at DigitalNet, serving as executive in charge of OSD business, and ran the turnaround of the company's largest managed services program.</li> <li>• Served 13 years with Accenture, running large technology implementation efforts, and was one of the youngest Partners in the company's history.</li> </ul>
<b>Sam Ganga, EVP Application Development</b>	<ul style="list-style-type: none"> <li>• Over 20 years of corporate, program, and information technology management experience, and exceptional hands-on experience in all phases of the software development lifecycle.</li> <li>• Through DMI's acquisition of Leverent in 2009, is responsible for managed DMI's application development practice, consisting of over 45 developers, leveraging a wide variety of .NET and JAVA/J2EE tools &amp; technologies, deployed on various delivery platforms.</li> <li>• Prior to DMI, served as president and CEO of Leverent, a Microsoft Gold Partner with extensive capabilities in all Microsoft technologies, with particular expertise in the development and deployment of critically acclaimed enterprise SharePoint solutions.</li> </ul>
<b>John Skaff, VP Engineering Services</b>	<ul style="list-style-type: none"> <li>• 31 years of consulting and technical staffing experience for Engineers, IT professionals, and scientific skills. Over 9200 technical professionals have been recruited and placed in West Virginia during this 31 year span. He has received several Governor appointments over the last 25 years including the Governor Quality Task Force, the Technical Advisory Task Force for the WV National Guard, and a 7 year appointment as a WV Lottery Commissioner.</li> </ul>
<b>Mike Vogel, VP</b>	<ul style="list-style-type: none"> <li>• Over 25 years of demonstrated experience leading government and</li> </ul>

<p><b>Business Development</b></p>	<p>commercial business development, information technology management, technology development, and health initiatives for SRA, ICF Consulting, BDM, and various private technology firms</p> <ul style="list-style-type: none"> <li>• Acknowledged for driving multimillion-dollar annual revenue growth, and recognized as key contributor on numerous large contract awards totaling over \$400M</li> <li>• Outstanding customer relationship management and team building skills that yield success in supporting customers that include the Departments of Veterans Affairs, HHS, MHS, Commerce, Energy, and Defense, NASA, DISA, and EPA</li> <li>• An accomplished solutions and results-oriented professional, recognized for consistent excellence and his exceptional ability to take on and complete innovative, challenging assignments that directly impact business operations and customer mission objectives</li> <li>• Holds a Master's Degree in Management Information Systems, and Bachelor's Degree in Geology from George Mason University</li> </ul>
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**1.4 Internal Management Systems and Services**

DMI maintains a robust and fully self contained back office and internal business systems. All functions to include, Human Resources, Finance, Security and Contracting are performed internally. DMI uses Deltek Costpoint – a DCAA approved cost accounting system. As a result of our last DCAA audit completed on July 10, 2008, the DCAA audit report said, “In our opinion, the design of the accounting system is, in all material respects, considered acceptable.”

We have also successfully implemented enabling business systems that support web-based time collection, recruiting tracking system, and supplier management. These systems enable our dedicated in-house accounting, recruiting, facilities security, human resources, accounts receivable, and accounts payable departments.

DMI has a full complement of in-house contracting professionals who are well versed in the FAR, knowledgeable in developing and executing effective Nondisclosure, Teaming, and Subcontracting Agreements, and can effectively support costing and negotiating a wide variety of task orders bids and contracts.

## 1.5 Customers

DMI has successfully supported strategic programs with over 25 State and Federal Government agencies, including:

### Federal Government Customers

Department of Agriculture

Department of Commerce, Bureau of Economic Analysis

Department of Defense

- US Army
- US Air Force
- US Navy
- National Security Agency
- Defense Information Systems Agency

Department of Health & Human Services

- National Institutes of Health

Department of Homeland Security

Department of Justice

Department of Labor

- Bureau of Labor Statistics
- Employment & Training Administration
- Mine Safety & Health Administration

Department of Transportation

- Federal Railroad Administration

- Maritime Administration

General Services Administration

Nuclear Regulatory Commission

Small Business Administration

### Commercial, State and Local Government Customers

#### Manufacturing

- General Motors – dealer portal
- Motorola - sales force portal
- Air Products – order entry application
- Thread – supply chain portal
- Imation – trading marketplace
- Richardson Electronics - eCommerce portal
- Exelon Corporation – M&A portal

#### Financial Services

- Allstate Insurance - claims architecture
- Northwestern Mutual Life – agent intranet
- CNA Insurance - agent x-sell portal
- GATX Rail Leasing – enterprise architecture

#### Services

- College of American Pathologists - lab portal
- Baker & McKenzie – global portal architecture
- Sonnenschein Nath & Rosenthal - DM & search
- Wyatt, Turant & Combs - corporate intranet
- Heidrick & Struggles - DM & search
- Parkview Health – purchasing collaboration

#### Technology

- Microsoft - video management portal
- Morgan Street Document Systems - architecture
- Qumu – video management portal
- IRI – analytics portal

#### State & Local Government

- State of Alaska - DM/Imaging & Intranet
- State of Arkansas – State Legislature Portal
- State of Illinois – Intranet collaboration
- State of Kansas – eForms & workflow
- State of Mississippi - eForms & workflow
- State of New Mexico – mobile inspections
- State of West Virginia - GIS Planning Services
- City of Chicago – bioterrorism communication
- City of Papillion – strategy & planning

## 1.6 Capabilities

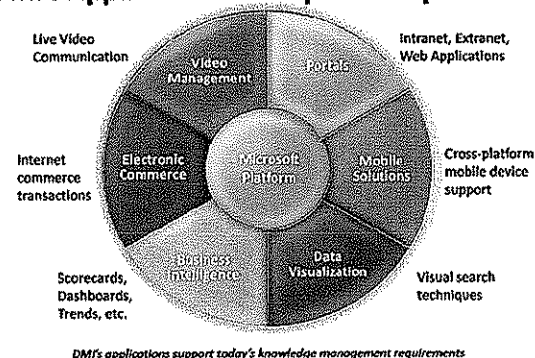
DMI seeks to make Web-based software solutions development and implementation a reliable, predictable endeavor. We developed an integrated process focused on instilling quality in the solution and minimizing time to delivery. We call this the Time Quality Engineering, or Torque™, Process.

The Torque™ includes both system development and project management tasks, from software architecture to change management, detailed design to risk assessment, and verification to earned-value reporting. The cornerstone of our service offerings, the Torque™ Process enables us to manage a wide variety of IT projects, large and small, and has earned us certification as a CMMI Level 3 company. Our methodology will facilitate DMI's ability to provide rapid response to urgent, ad hoc requirements originating from WVOT in accordance with standardized lifecycle processes.

DMI has an exceptional Microsoft Solutions Division, comprised of more than thirty-five Microsoft professionals, with over half holding the Microsoft Certified Systems Engineer (MCSE) credentials. This team is fully dedicated to providing Microsoft solutions, and includes a unit that specializes in SharePoint services. This team provides SharePoint and Microsoft solutions to customers throughout multiple Federal, State and Commercial organizations, building affordable, scalable, flexible and adaptable solutions designed for integration into existing infrastructures.

DMI is a Microsoft Gold Certified Partner with Microsoft certified core competencies in Information Worker Solutions, Custom Development Solutions, Data Management Solutions, Services Oriented Architecture (SOA), and Business Process Management. These core competency certifications have been earned by demonstrated, successful performance on customer engagements and were obtained through combined Microsoft and customer oversight. This partnership provides significant amenities not only to DMI but also to the customers that we support, and clearly demonstrates our technical abilities in providing Microsoft solutions.

### DMI's Application Development Capabilities



DMI offers a staff that provide total solution-based capabilities on commercially available, open architecture, non-proprietary, web-based solutions and solution suites for enterprise automated administration. We will ensure that WVOT gains maximum value from our solutions and that the tools and processes meet your needs for today, and provide scalability and flexibility for tomorrow's requirements. Our open architecture solution set provides global access, easily used by deployed and stationary forces, to meet scheduled and surge information needs. We are prepared to accommodate the State's long-term and episodic needs to include all Lines of Business (LoB) and Communities of Practice (COP), as approved by the WVOT. Our solution set and methodology will enable DMI to work within the constructs of the WVOT's Supplemental Staffing and Project-based Technology Service requirements, providing strong Program Management, well managed Schedules, defined Metrics, and Quality Deliverables that are tied to WVOT's statewide mission.

Our trained team of specialists bring expertise in .NET and J2EE Web-based solutions development and legacy systems modernization to Web platforms, to deliver on the WVOT's requirements. We implement Microsoft and other platform solutions as a coruse of our core business services, and DMI engineers are thoroughly familiar with practical ways to meet the challenges of J2EE, .NET (especially SharePoint) and other Open Source and heterogenous solutions, particularly those involving data migration, systems integration with existing technical and operational environments, and the requirements of continuous

maintenance. Our tools include state-of-the-art applications, a comprehensive understanding of the newest technologies, as well as professional certifications and training in a wide variety of disciplines.

Digital Management offers exceptional business and technical services and solutions capabilities directly applicable to the defined and anticipated WVOT requirements, and represented in the following functional areas:

- Strategic Consulting Services
  - Business Transformation, IT strategy, IT governance, ITIM, CPIC, PMO support, EVM, business process management, enterprise architecture, organizational change, policy & procedure, IV&V, risk assessment, and strategic communications
- Managed Desktop Services
  - Planning, design, implementation and operation; Help desk, system administration and asset management; and, Seat/mobile device management
- Managed Network Services
  - Architecture, design, and implementation of WAN and SANS; Remote and onsite network management; LAN/WAN directory services; enterprise communications systems design & operations; Voice over IP networks; Mobile networks; Network interoperability; and, Operations and Maintenance (O&M); ITIL; CM
- Applications Development
  - Full lifecycle software development - systems engineering, requirements, architecture, design, development, test, deploy, transition, operations & maintenance, human factors/usability, creative design, 508 compliance, help desk, training, outreach/marketing
- Net-centric transformation, SOA/WS architectures, legacy systems modernization, Enterprise Web 2.0, Rich Internet Applications (RIA), prototyping, BPA/BPR
  - SharePoint and other Microsoft solutions (.NET, C#), mobility solutions, mobile/smart phone apps, business intelligence, data governance, database design & implementation, and data analysis
  - JAVA, J2EE, Open Source
- Cybersecurity Solutions
  - Enterprise security solutions, C&A, risk & vulnerability assessment, cross-domain solutions, trusted computing, e-authentication, access control, physical and network security
- Global Information Systems (GIS) and Unmanned Aerial Services
  - DMI's GIS Analysts have a combined 50+ years of GIS experience providing maps, reports and web content services covering seventeen states including almost all counties in WV. We have extensive experience in working with diverse data sets to map facilities and earth surfaces. We are well versed in managing data sets to generate maps and reports, having worked with internal and external, purchased and public, data sets. We are experienced in the application of electronic surveys, hydrology, topology, land base, cadastral, ortho-rectified aerial photography, geologic, cultural, and field collected data sources. Our analysts are skilled professionals, accurately mapping assets to allow for geospatial analysis, to render both graphical representations and reports.



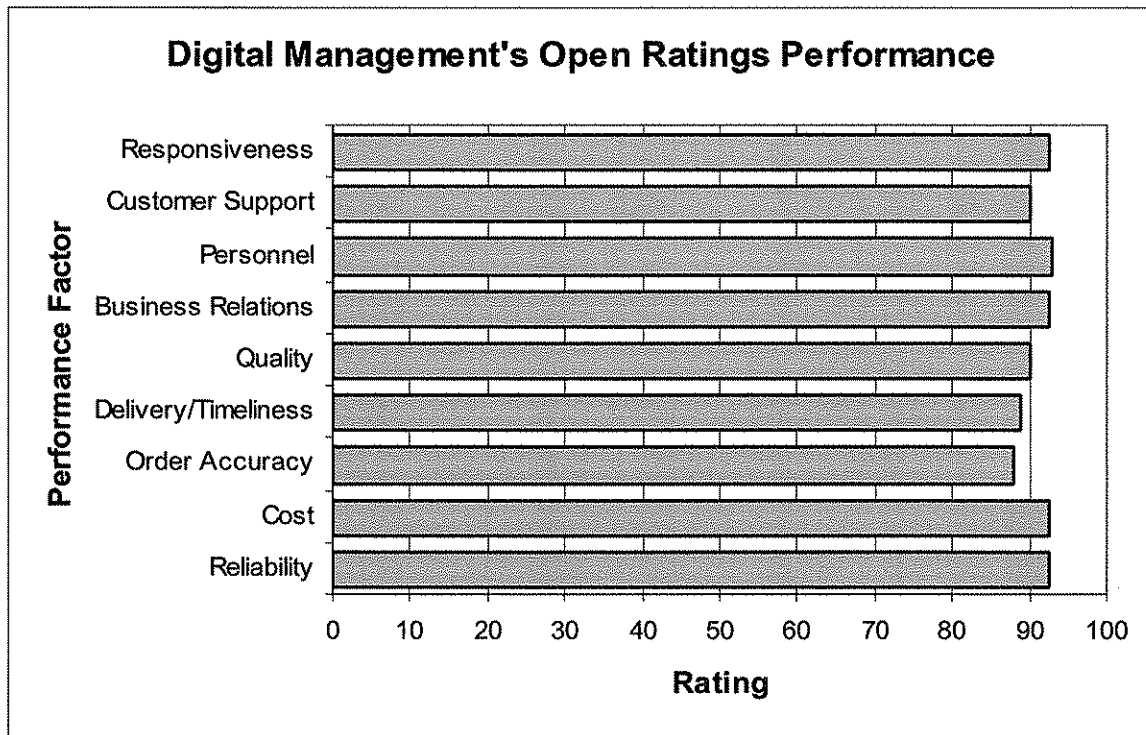
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For the purpose of our response we draw upon our vast experience in delivering JAVA/J2EE, Microsoft and SharePoint solutions, and clearly demonstrate that DMI has a complete and thorough understanding of the IT Support Services required by WVOT, and has successfully delivered similar projects.

### 1.7 Performance Ratings

DMI maintains a high standard of excellence in servicing our clients, as illustrated by the performance ratings below, surveyed by the independent rating service Open Ratings, owned by Dunn & Bradstreet.



### 1.8 DMI's IT-Relevant Services and Capabilities

DMI has considerable experience with a wide variety of web-related solutions development services, platforms, technologies, and best practices that include those represented in the following capabilities matrix:



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Web-related Services	DMI Experience	Program Reference (Past Performance)	Comments
Web 2.0 Activities	Strong	Various	DML, in concert with its technology partners offers extensive expertise in designing, developing, deploying and managing smart Web 2.0/3.0 tools and components for collaboration, social networking, cloud-centric computing, and more.
Web Site Review and Analysis	Strong	<u>Superior Bank Website, Fontanus Website</u>	Analyzed current website on technical and business level. Developed and executed a plan for improving the graphical appearance, structure, and technical aspects of the site (adherence to W3C standards for HTML pages).
Web Requirements Analysis	Strong	<u>Superior Bank Website, Digital Bankworks Website, Fontanus Website</u>	Conducted formal requirements gathering and definition, including graphical concepts and navigation charts.
Web Content Editing	Strong	<u>Superior Bank Marketing Site, Digital Bankworks Website, Fontanus Website</u>	In implementation of the above requirements, provided editing and restructuring of existing content.
Web Enterprise Content Management System (Web ECMS) Support	Strong	Various	DMI leverages various partners to provide exceptional and specialized expertise in CRM, with particular emphasis on the Microsoft CRM platform.
Customized Web Application Support	Strong	<u>Superior Bank Marketing Site, Digital Bankworks Website</u>	Have supported these solutions since 2005 including support of functional forms and components as well as interfaces with external systems.
Inquiry Routing and Information System (IRIS) Support	Moderate	Limited DMI engagement experience	DMI leverages various partners to provide specialized expertise in this area
IBM AppScan Support	Moderate	Limited DMI engagement experience	DMI leverages various partners to provide specialized expertise in this area
Inquisitive Survey Support	Moderate	Limited DMI engagement experience	DMI leverages various partners to provide specialized expertise in this area
SharePoint Team Services Collaboration Support	Strong	SBA, City of Papillion, AR Governor's Office	DMI has extensive MS SharePoint expertise (architecture, design, development, integration,

Web-related Services	DMI Experience	Program Reference (Past Performance)	Comments
Web Operations Analysis and Support	Strong	Richardson Electronics	deployment, training, and maintenance)
General Application Administration Support	Strong	SBA, City of Papillion, RELL	

**DMI's experience with the following systems, applications, and standards:**

Web-related Services	DMI Experience	Program Reference (Past Performance)	Comments
<b>Web Scripting Languages:</b>			
ColdFusion	Limited		Some experience, limited customer use at this time
MS ASP	Strong	Various	Part of core services
PHP	Strong	Various	Part of core services
HTML/XML	Strong	Superior Bank Website, Digital Bankworks Website, Fontanus Website	Part of core services
JavaScript	Strong	Superior Bank Website, Digital Bankworks Website, Fontanus Website	Part of core services
<b>Databases:</b>			
ANSI SQL	Strong	Various	Part of core services
Transact SQL	Strong	Various	Part of core services
MS Access	Strong	Various	Part of core services
Sybase SQL		Various	Part of core services
PL/SQL	Strong	Various	Part of core services
Oracle	Strong	Various	Part of core services
SQL Server 2000/2005	Strong	Various	Part of core services
<b>Server/Operating Systems:</b>			
MS Windows Server 2000/2003	Strong	Various	Part of core services
<b>Web Servers:</b>			
IBM Web Sphere	Strong	Various	DMI works in concert with various partners, including IBM GBS and SDVOSB's to provide

Web-related Services	DMI Experience	Program Reference (Past Performance)	Comments
Apache Web Server	Strong	Digital Bankworks Website, Fontanus Website, EZWire wire transfer application, Timekeeper time / resource tracking system	IBM Websphere services and support DMI has been using the Apache Web Server for critical web sites and applications for many years.
Tomcat	Strong	Digital Bankworks Website, Fontanus Website, EZWire wire transfer application, Timekeeper time / resource tracking system	DMI has been using the Tomcat application server for critical web sites and applications for many years
Java Web Server	Strong	Various	Part of core services
IIS 4.0	Strong	Various	Part of core services
IIS 5.0	Strong	Various	Part of core services
<b>Application Servers</b>			
Autonomy/Verity K2	Limited	DMI has limited past performance in this area, and partners for these services	DMI leverages various partners to provide specialized expertise in this area
Interwoven TeamSite	Moderate	DMI has limited past performance in this area, and partners for these services	DMI leverages various partners to provide specialized expertise in this area
Interwoven OpenDeploy	Moderate	DMI has limited past performance in this area, and partners for these services	DMI leverages various partners to provide specialized expertise in this area
Interwoven Metatagger	Moderate	DMI has limited past performance in this area, and partners for these services	DMI leverages various partners to provide specialized expertise in this area
IBM AppScan Enterprise	Moderate	DMI has no past performance in this area, and partners for these services	DMI leverages various partners to provide specialized expertise in this area
MS Groove Servers	Moderate	DMI has no past performance in this area, and partners for these services	DMI leverages various partners to provide specialized expertise in this area
RightNow eService Center	Limited	DMI has no past performance in this area, and partners for these services	DMI leverages various partners to provide specialized expertise in this area
<b>Programming Frameworks</b>			
J2EE	Strong	Digital Bankworks Website, Fontanus	Have used J2EE technologies running on

Web-related Services	DMI Experience	Program Reference (Past Performance)	Comments
MS .NET	Strong	Various and extensive	DMI has extensive .NET experience
<b>Programming Languages</b>			
Java	Strong	Digital Bankworks Website, Fontanus Website, EZWire wire transfer application, Timekeeper time / resource tracking system	Have worked with Java programming language continually since Java 1.2 (up to current release of Java 6) and have a deep understanding of the API and the JVM.
C++	Strong	Baker McKenzie, Hiedrick & Struggles	DMI has extensive experience in this area
Visual Basic	Strong	Various	DMI has extensive experience in this area
ASP.NET	Strong	Various	DMI has extensive experience in this area
<b>Graphics</b>			
Adobe Flash	Strong	Various	DMI has extensive experience in developing smart Flash-based Web-parts to enhance visual interaction with site users.
Adobe Photoshop	Strong	Digital Bankworks Website, Fontanus Website, EZWire wire transfer application, Timekeeper time / resource tracking system	DMI has extensive Photoshop CS Suite experience
<b>Collaborations</b>			
MS SharePoint 2003/2007	Strong	State of Alaska, State of Mississippi, State of Kansas, City of Papillion, and many others	DMI has extensive MS SharePoint expertise (architecture, design, development, integration, deployment, training, and maintenance)
MS Groove	Limited	Limited engagement use	
<b>Program &amp; Management Certifications</b>			
Project Management Professional Certification	Strong	Superior Bank Website, Digital Bankworks Website	PMI PMP, and other certifications
Systems Requirements Analysis Approach	Strong	CMMI Level 3 Process	DMI software development process has recently achieved a <b>CMMI level 3</b> certification. This process includes a documented and repeatable
Requirements Definition	Strong	CMMI Level 3 Process	

Web-related Services	DMI Experience	Program Reference (Past Performance)	Comments
Document (RDD) Requirements Traceability Matrix (RTM)	Strong	CMMI Level 3 Process	<p>process for collecting customer requirements, documenting them in a standard RDD template, and then conducting a formal requirements analysis process to identify gaps, dependencies, and conflicts.</p> <p>The process also includes a documented and repeatable process for tracking changes to requirements. This process utilizes a RTM to map these changes to their affect design components, test cases, and functional components.</p> <p>This process is used on all web development / maintenance projects to define functionality, graphics, and structure. This will ensure that DMI and the customer share a common vision for the completed system.</p>
<b>Testing &amp; QA</b>			
Agile Testing/QA Approach	Strong	CMMI Level 3 Process	<p>DMI's CMMI Level 3 processes also define a framework for conducting functional testing and user acceptance testing. Standard processes and templates are defined for creating test plans and scripts, and recording the results of these plans through to customer sign-off.</p> <p>The DMI software development process incorporates a number of approved SDLCs that can be used, depending on the need of the project. Agile is listed as one of these. Even in non-Agile SDLC, DMI believes in many of the aspects of Agile testing methodology, such as:</p>
Test Plans	Strong	CMMI Level 3 Process	
Test Procedures	Strong	CMMI Level 3 Process	
Test Scripts	Strong	CMMI Level 3 Process	
Standard SDLC Methodologies (i.e., RUP)	Strong	CMMI Level 3 Process	



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Web-related Services	DMI Experience	Program Reference (Past Performance)	Comments
			<ul style="list-style-type: none"> <li>• Quick and iterative phases of development</li> <li>• Testing framework and developed components are developed simultaneously as an integrated system</li> </ul> DMI has an in depth understanding of SDLCs and will utilize the models that best fit each project.



## 2 QUALIFICATIONS AND EXPERIENCE OF THE COMPANY IN SUPPLEMENTAL STAFFING (1.3.2)

In this section we present a broad range of projects we have performed in recent years to indicate our substantial capacity to satisfy the supplemental staffing needs. The table below indicates which past performances are applicable to the staffing categories described in Attachment 1 of the RFI.

Staffing Category	2.1 Project Description Reference
Web Programming	b, c, d, e, f, g, h, i, j, k, l, m, n
PC Programming	b, c, e, d, f, g, h, j, k, l, m, n, o
Mainframe Programming	j, k
Computer Systems Analysts	b, c, d, f, g, h, i, k, l, m, n, o
Computer Systems Network Security	b, c, d, f, g, h, i, j, k, l, m, n, o
Database Management	b, c, d, h, j, k
Desktop Support	o
Electronic Document Management	c, e, f, g, h, i, l
GIS Services	a, h
Help Desk Support	b, c, d, j, o
IT Support Staff – Operations	c, e, h, j, n, o
LAN/WAN Support	d, j, n, o
Enterprise Services	b, d, g, h, i, k, l, m
Graphics and Presentation	b, c, d, e, f, g, h, i, k, l, m
Middleware Integration	b, c, d, f, g, h, i, k, l, m
Electronic Commerce/EDI	b, c, f, g, h, i, k, l, m
Project Management Services	b, d, h, i, l, m
Telecommunications Services	o
Business Analyst Services	b, c, d, f, g, i, j, k, l, m
ERP Implementation Services	b, c, d, f, i, l, m
VoIP Implementation Services	h, o

### 2.1 Project Descriptions

#### 2.1.a GIS Project Experiences

Agencies with which our GIS Analysts have frequently interfaced per regulations, permitting, or other requirements are the Department of Transportation (DOT), Federal Energy Regulatory Commission (FERC), Department of Interior (DOI), Security and Exchange Commission (SEC), Environmental Protection Agency (EPA), Department of Environmental Protection (DEP), Department of Homeland Security (DHS), National Wetlands Inventory (NWI), US Census Bureau (USCB), and US Geological Society (USGS).

Examples of mapping/data compilation and various data sources/agencies used:

- Mohican State Forest - A complete remapping of their park boundaries with noted geologic features, to establish where assets intersected national lands, state land, and private lands. Additional geologic features captured to determine potential safety issues.
- Gettysburg Initiative - Mapping of Gettysburg Cemetery to determine proximity of assets to historical sites as requested by FERC.
- USGS - Source for topos and aerial photographs used for numerous analytical initiatives.

- EAP and DEP - Permitting required identification and mapping of all archeological and endanger species as per agreements with agencies.
- DOI – National data source for Parks and Historic sites.
- Internal processes required mapping cadastral data for notifications whether annual public awareness or proposed projects.
- Geologic data used in analysis of existing mineral rights.
- Electronic Surveys incorporated into GIS for all capital projects
- National Wetland Inventory - National source used in conjunction with EPA
- FEMA - Flood maps, national data source for mapping potential flood areas in proximity of the facilities.
- Political Boundaries - State, county, fire/school/tax districts, national and regional data sources for flood maps.
- Parcels - Typically internal and county sources.
- Structures - Typically internal source identification.
- Aerial photography - Internal, state, and national.
- GPS - Internal data sources from field data collection initiatives.
- Census data - National source.
- Addressing - Commercial source.
- As part of critical infrastructure, DHS was supplied reports
- PHMSA (DOT) - Required evaluation of assets for the potential of failure, or risk analysis. Included in that analysis was surface feature mapping such as soil types, bedrock, slopes, erosion and rock formations. Data also used in feasibility analysis for new construction.
- SEC and FERC - Filings required reporting of assets per political boundaries.
- Submission of tax maps and public awareness utilized US Census Bureau data sets and also used in feasibility analysis.
- Multiple projects in support of local and state agencies including emergency services, police, fire, places for public gathering, and school systems, to determine appropriate response scenarios in the event of an emergency.
- DOT - Annual reporting of population to proximity of centerline of assets.
- Internal databases specific to industry needs.

**2.1.b Electromagnetic Spectrum Engineering Services (ESES)**

Agency: Defense Information Systems Agency – Joint Spectrum Center	
Contract No.: ITT Corporation Prime Contract # HC1047-07-D-0001 Subcontract No.: CIIS-06-2246-05	Period of Performance: Base Period 10/20/2006 – 9/21/2009 (Base period) Plus seven 1-year option period through 9/21/2016 Award date: 5 Sep 2006
Point of Contact: Romona Clark, Contracts Mgr. Phone: (301) 867-2666 Email: <a href="mailto:romona.clark@jsc-eses.com">romona.clark@jsc-eses.com</a>	16701 Melford Blvd, Suite 200 Bowie, MD 20715
<p><b>Brief Description of the Services:</b> DMI Management provides a wide range of services to DISA JSC's Electromagnetic Spectrum Engineering Services (ESES) contract for various mission-critical system engineering, software development, system testing and operations efforts which encompass many of the aspects of Network Services, Computing Services, Enterprise Management Services, and Internal Services.</p> <p>The management of the DoD Spectrum is changing from manual frequency spectrum use planning, characterized by conventional static frequency planning using a variety of information silos in a</p>	

highly congested spectrum to a net-centric spectrum management strategy which is standards-based, flexible and self-synchronizing, adaptive and seamless, and functions under a common Governance process agreed to across the DoD to include NATO and Coalition forces.

DISA's Joint Spectrum Center is leading this transformation which includes the identifying and implementing the required spectrum technologies as well as the required spectrum management processes. Key to the spectrum management process transformation is the use of information technology, which is the responsibility of DMI as a subcontractor to ITT under a ten year contract running from 2006 through 2016.

Functional areas include: Operational support, engineering, modeling and simulation, information management (including full lifecycle software development, test plan development, execution of test plan and problem resolution, WEB development, O&M support, and information assurance / security), research and evaluation of emerging technologies; and providing technical advice, including performing technical evaluation and technology trade-off-studies and then implementing recommended solutions in infrastructure, software and security.

DMI performs system architecture development, system development, unit testing and integration of software packages to include COTS and GOTS, WEB development and O&M, and database management. Provide system testing to support/validate database integration, development of system test cases, development of matrices between requirements and test cases, and deployment of systems. Development of system integration plans, system test cases, requirement trace matrices between requirements and test cases. Provide product sustainment support and System engineering activities related to planning and prototyping releases.

DMI additionally provides a wide range of support services via ITT under the DISA JSC ESES contract. Services include SME support services in IT strategy, architecture, database design and maintenance, as well as software design and development, data analysis, enterprise data migration and database (DB) management, training and community outreach coordination, help desk support, and classified library services

DMI has leveraged the current Defense Information Assurance Certification and Accreditation Process (DIACAP) for certification and accreditation (C&A) of newly developed information systems for the Defense Information Systems Agency (DISA) Joint Spectrum Center (JSC). This includes use of the DIACAP Knowledge Service (KS) for guidance and the Enterprise Mission Assurance Support Service (eMASS) for certification and accreditation (C&A) package deliverables. The System Identification Profile (SIP), DIACAP Implementation Plan (DIP) and the DIACAP Scorecard have all been created and maintained within eMASS.

Information Assurance (IA) has been integrated into all phases of the Systems Development Life Cycle (SDLC) as shown below:

- IA requirements were identified and documented in the system requirements specification document
- IA design was integrated into the system and subsystem design and documented in the design document
- Secure coding practices were followed throughout the development process
- All IA requirements were tested as part of the overall testing effort

Secure configurations were provided prior to the system migration. Applicable Security Technical Implementation Guides (STIG's), security checklists and Security Readiness Review (SRR) scripts were used to identify potential weaknesses and remediation activities were completed based upon

the applicability and severity category associated with specific weaknesses. Vulnerability scanners were also leveraged to identify potential vulnerabilities and appropriate remediation activities were completed based upon the scan findings. These activities were completed prior to migrating into the production staging environment.

DMI has consistently produced quality work in a highly sophisticated and complex environment. DMI has met all deliverables and our employees take self initiative in responding to changing priorities as they occur. DMI employees have been singled out for recognition by the end user customer for outstanding performance. DMI accurately tracks costs against incremental funding and successfully remains within funded limits.

Technologies: DODAF; ESRI ArcObjects ; C#, C++, .NET, VB.NET ; SQL, Oracle 9i and 10g ; Business Objects XI Architect/Designer and Universe Developer; XML, SOAP; MS IIS; JavaScript , J2EE, HTML: Net-Centric, Service Oriented Architecture (SOA); PolyServe, Implementation of COTS and GOTS software.

**2.1.c Railroad Safety Advisory Committee (RSAC) Website**

Agency: Federal Railroad Administration (FRA)	
Contract No.: GS35F0854N	Period of Performance: 23 September 2004 – 21 December 2009
Point of Contact: Pape Cisse, COTR Phone: (202) 493-6243 Email: <a href="mailto:pape.cisse@dot.gov">pape.cisse@dot.gov</a>	FRA, Office of Safety 1200 New Jersey Avenue, SE Room W33-489 Washington, DC 20590

DMI is tasked with responsibility for the proper functioning of the RSAC website software and associated database. We perform the programming, technical support, and administrative activities needed to ensure successful hosting of the FRA RSAC website. We also support the conduct of day-to-day business operations.

We conduct day-to-day business operations, programming, technical support, and administrative activities necessary to ensure successful hosting of the FRA RSAC website. Support and maintenance of the RSAC website are inclusive of all of the following listed task areas:

- System Maintenance Tasks
- Software Maintenance
- Security and Storage
- Technical Support
- Telecommunications
- Hardware and Software Support
- 508 Compliance
- Calendar Event Broadcasting Requirements

**System Maintenance Tasks**

DMI assumes responsibility for the proper functioning of the RSAC website software and associated database, including:

- Establishing and maintaining current documentation on software and operational configurations.
- Establishing and maintaining current procedural documentation.
- Establishing and maintaining current validation procedures to assure files and entered data are accessible and uncorrupted.
- Proactively identifying bugs and implementing fixes to problems in website software.

- Ensuring availability of data, systems, and databases.
- Maintaining current versions of software on the website, where integrity of the website's operation takes priority over upgrading software in the event of a conflict.
- Ensuring quality processing of data and systems.
- Performing system maintenance on an as-needed basis.
- Emailing users and broadcasting email.
- Performing basic file operations (deleting, converting, compressing, uploading, etc.).
- Updating content on the website, in particular the News and Events pages.
- Maintaining links on the website.
- Maintaining and upgrading as necessary the WebEvent software on the website.
- Testing all website pages for Section 508 compliance and assuring all pages are compliant.
- Maintaining user/group accounts, privileges, and passwords.

We respond to requests for enhancements. Enhancement requests are handled on a case-by-case basis to determine degree of complexity and priority.

We host all Government-furnished Equipment (GFE) production and test server at our facilities. We will perform all maintenance operations on the test and production servers and apply batch changes to the server on a weekly basis on a mutually agreed to Weekly Maintenance Day.

We perform the same routine maintenance tasks on the RSAC server that it currently performs as part of the RSAC contract. The only additional task DMI will perform is backups.

### **508 Compliance**

We perform automated scans of documents to ensure that the site is 508 compliant by using "HTML tidy" and visually inspect documents to validate that text equivalent information is included for graphics.

If it is determined that the document does not meet 508 compliance using the above methods we will notify the author (the author is the person who provided the document) that the document does not meet 508 compliance and provide details on what actions should be completed to remediate the issue.

If the information required to remediate the document is not received prior to the cutoff for web changes, then the document will not be uploaded until the next scheduled update. The document can be reclassified as urgent. If the document is reclassified as urgent and approved by FRA Program Manager for upload, the document will be processed in accordance with the urgent request.

### **RSAC Website C&A Remediation**

DMI supports the FRA in completing a new Certification and Accreditation once the site is redesigned and hosted at the DMI facility. We perform the following:

- Provide input and work closely with FRA to ensure that C&A documentation is complete and accurate.
- Update the User and Developers guides and provide input to a new Operations and Maintenance Plan on completion of the transition to the hosted environment.
- Provide System Administrator knowledge input to FRA to assist in the documentation of Standard Operating Procedures SOPs.
- Provide input to FRA to complete documentation and procedures per DOT Security and NIST guidance Rules of Behavior and Security Management policies.

DMI updates documents related to Certification and Accreditation (C&A) including Federal Government IT Governance and Private Sector IT Governance. We provide FRA information regarding changes to the hosted solution to ensure timely and accurate updates of in SSAA's and

other security plans, Security Test and Evaluation documents (ST&E), and Continuity of Operations Plans (COOP). We use the following Security Technical Implementation Guides found at <http://iase.disa.mil/stigs/stig/> to secure the physical and virtual hardware environments of the RSAC servers, as well as the Network infrastructure in which the server resides:

- Access Control STIG
- Database STIG
- Enclave STIG v3r1
- Network STIG v6r4
- UNIX STIG Version 5, Release 1
- Virtual Machine STIG v2r2
- Web Server STIG Version 6, Release 1
- Windows 2000/XP/2003 Addendum, Version 5, Release 1.0
- Draft Recommended Standard Application Security Requirement

**Performance Metrics**

RSAC peak hours are 7 am to 9 pm Eastern Time, Monday through Friday. During peak hours, DMI pledges a minimum 99.7% uptime each month. This guarantees a maximum of approximately one hour of downtime per month during peak hours. During off-peak hours, RSAC will have at least a 99% uptime each month since scheduled downtime will occur during off-peak hours.

**2.1.d Aviation Resource Management System (ARMS)**

Agency: Department of the Air Force	
Contract No: FA8771-08-C-0005	Period of Performance: 09/15/08 – 09/14/11
Point of Contact: Wai President, Contracts Mgr.	HQ 754 ELSG/ES
Phone: (334) 416-2873	490 East Moore Drive, Suite 270
Email: <a href="mailto:wai.president@gunter.af.mil">wai.president@gunter.af.mil</a>	MAFB – Gunter Annex, AL 36114-3000

DMI participates on a 28-member contractor and government team to develop and maintain the ARMS, an on-line management information system designed to support the Operations Group Commanders, aircrew supervisors, and managers. DMI is providing the continued conversion and fielding of the Aviation Resource Management System (ARMS), from a client-server architecture application to a maintainable Java Platform Enterprise Edition (J2EE) web-based application utilizing a combination of code conversion tool(s) and existing ARMS web-based architecture. DMI is implementing a Service Oriented Architecture (SOA) and migrating the ARMS to the Global Combat Support System – Air Force (GCSS-AF) framework providing ARMS software maintenance, development, modifications/enhancements, testing, and release support. DMI is developing web-based systems functionality and deploying it to the CIE, DISA, and GCSS-AF. We are developing lessons learned from web migration for future CIE and GCSS-AF development and mentoring the government team to ensure their readiness for web development.

In addition, DMI provides database consolidation by designing and coding a solution for the development of Aviation Resource Management System (ARMS) code for the consolidation of all applicable ARMS schemas to a single schema design.

DMI is converting the current KVARMS database from its current state of one database with 188 different user data schemas (HOSM\_CD) to one database with one user data schema. The conversion includes updates to the database, database server, web-based application (web pages and application server), Oracle Discoverer End User Layer, all Interfaces (MILMOD and Virtual User), and the Aircrew Summary on the Air Force portal.

DMI is currently designing and coding a Service Oriented Architecture (SOA) interface between the

Aviation Resource Management System (ARMS) and Defense Integrated Military Human Resources System (DIMHRS).

The interface will replace the current Air Force Personnel System (MILMOD) interface between Aviation Resource Management System (ARMS) and MILMOD and MILMOD and ARMS. The new interface is between DIMHRS and ARMS and ARMS and DIMHRS.

The current MILMOD interface is a database to database link that exchanges information. Each system pushes their information to a table (MILMOD) or tables (ARMS) and the other system pulls it as needed. All information is maintained in both databases, but a change date identifies what and when data was changed. The new DIMHRS interface uses IBM MQ Web Sphere in a Services Oriented Architecture (SOA) format.

Specifically, DMI provides the following support:

**Development, Testing, Implementation, Maintenance, and Sustainment**

- Provide Program/Project Management support
- Provide Configuration Management support
- Provide Requirements Analysis and Management support
- Provide Systems Design support
- Provide Code Construction/Development & Unit Test support
- Provide Implementation Plans development support
- Provide Systems Engineering Processes and Products support
- Support Systems Security applications and processes - Remote Single Sign On (RSO), Technical Compliance Network Order (TCNOs), Security Technical Implementation Guides (STIG), and Defense Information Assurance Certification and Accreditation Process (DIACAP)
- Provide Database Management support
- Provide Training support and instruct PMO functional staff on operational aspects of any software changes/enhancement to ARMS

**General**

- Assign sufficient resources and technically qualified contractor personnel to accomplish the identified tasks and meet program/project milestones/schedules
- Provide technical support to all ARMS program and software project managers.
- Maintain effective communications with the Government Program Management Office (PMO) assigned Quality Assurance Personnel (QAP) and Program Manager (PM)
- Actively and continually seek to identify and document program/project risks associated with support provided throughout this PWS

**Emerging Standards and Technologies**

- Support as applicable current and new operating systems such as Windows XP, Windows Vista, and Solaris and programs such as Microsoft Office 2003 and 2007
- Support as applicable Internet Protocol Version 6.0 (IPv6)
- Support as applicable Internet browsers such as Microsoft I.E. 7.0 and later versions
- Support as applicable new AF requirements such as Standard Desktop Configuration (SDC) and Standard Server Configuration (SSC)
- Support as applicable security requirements such as Security Technical Implementation Guide (STIG) and Gold Disk
- Support as applicable the Global Information Grid (GIG) and Net-Centric Enterprise

Services (NCES)

**Results and Successes**

- Successfully designed and implemented an Asynchronous Reports Generation/Management component that allows ARMS Reports to run and be viewed later without timing out due to 2 minute transaction limit of GCSS-AF Security Services. This also provides ARMS Users with the added benefit of being able to continue working without waiting for completion of reports.
- Provided lessons learned from the ARMS Code Conversion Task which covered Requirements, Constraints, Scope of Task, Development Environment, Testing and Validation, and System Performance.
- Instrumental in demonstrating proof of concept for Azul Systems' solution in CIE Performance Zone resulting in performance improvement of 357% by going from 40 concurrent users to 143.
- Developed automatic script for ARMS database installation. Automating process will allow DISA DBA's to perform database installation and import operation without performing a manual process.
- Successfully improved and implemented a process for staging the ARMS test/development environment which used to take 40 hours to a process that can be completed in approximately 1 hour.
- Designed and implemented ARMS DBA team with a documented process for cloning an ARMS database to create a test or development database.
- Fixed over 105 Jasper Report defects left over from the code conversion.
- Corrected 89 code defects by using JAVA, JavaScript, AJAX, and SQL.

**Performance**

- Migrating legacy system to a modernized GCSS-AF compliant, J2EE Web-enabled application.
- Working closely with ARMS Security Manager and Ingenium Engineers to provide ARMS Wiki capability which will provide continuity and rapid, dynamic management of systems documentation to include SEP documents, Development Environment, and system help files.
- Worked directly with Engineering to setup ARMS v6.0 performance test environment in the CIE.
- Working closely with CIE and GCSS-AF Integrator to establish authentication protocol for Flight Scheduling System web-service
- Provided training to organic programmers on setting up and running application server and database for ARMS v6.0.
- Provides excellent technical expertise in technical meetings to help Program Manager make informed, accurate decisions.
- Successfully integrated all databases KVTEXAS, KVBAMA, KVUSAFE, and KVUSAFE to operate under one Schema database instance called KVARMS.
- Provided import process on Development/Test Server for regression testing
- Provided expertise by suggesting Oracle Database tuning and performance tips to Software and Database Engineers.
- Working with Production DBA's to comply with STIG requirements and apply those same security features in development environment.



- Worked closely with Operations personnel to ensure Sun Solaris server configuration is optimal for the ARMS development / test environment.

**Innovation**

- Asynchronous Reports and Reports Management – Designed and implemented a web-based component that allows ARMS users to generate reports asynchronously and view later in a Reports Management component. For systems hosted within GCSS-AF, transaction requests must respond within exactly 2 minutes or the transaction is terminated resulting in failure of the system. Since most ARMS reports take longer than two minutes to complete, we had to develop functionality that allows the user to submit a report for processing asynchronously using AJAX technology. This also provides ARMS Users with the added benefit of being able to continue working without waiting for completion of reports.
- Automated Database Creation for Database Integration - Developed scripts to create ARMS database without manual process. Database Initialized from automated script.

**HW/SW Tools**

- Oracle JDeveloper 10g for software source code, UML Modeling and ERD diagrams of migrated database, Oracle Application Server\Top Link 10g, Oracle 9i/10g database, Solaris 9 on Sun Solaris, PVCS, Macromedia Dreamweaver and Fireworks, Jakarta Struts, Hibernate, Spring, AJAX, Cactus, and Struts Test Case, JUnit, Jasper Reports Framework, iReports Designer, JQuery, Toad Expert Version 9.1 for Oracle, Secure Shell for server administration operations, and Oracle SQL Developer.

**2.1.e Marine Transportation System National Advisory Council Website**

Agency: Maritime Administration (MARAD)	
Contract No.: GS-35F-0854N/DTMA1C08036	Period of Performance: 07/2008 to 06/2013
Point of Contact: Susan Lee, COTR	Maritime Administration
Phone: (202) 366-2320	Office of Intermodal System Development
Email: <a href="mailto:susan.lee@dot.gov">susan.lee@dot.gov</a>	1200 New Jersey Ave., SE (#W21-201) Washington, DC 20590

This contract is for site maintenance and further site development. DMI provides ongoing operations and maintenance of the official Marine Transportation System (MTS) National Advisory Council (MTSNAC) website [www.mtsnac.org](http://www.mtsnac.org), while making sure it complies with Section 508 of the Rehabilitation Act of 1973, as amended (which is implemented by 36 CFR 1194. MTSNAC is a chartered, non-federal body whose purpose is to advise the Secretary of Transportation on MTS issues. Its membership is comprised of leaders from 30 commercial transportation firms, trade associations, state and local public entities, labor organizations, academics, and environmental groups. This diverse and geographically dispersed community is served by this dedicated website. The MTSNAC website provides information on MTS issues and maintains tools and resources to support the work of the National Advisory Council.

The website is divided into two parts: (1) a public area which describes the function and composition of the National Advisory Council, posts notices of meetings and their minutes, and maintains a library of public domain MTS and related documents; and (2) a private, password-protected area where Council members exchange working papers and other information.

**Website maintenance and support services:**

Website maintenance generally consists of posting and removing MTS-related electronic documents – primarily meeting announcements, meeting minutes, reports, etc. – in different formats. Typical

document formats include MS Word, .html, PDF, and MS PowerPoint, and we also upload photographs are also uploaded. In addition, site maintenance may include other related tasks that MARAD may assign.

**Website enhancements:**

In addition to standard maintenance, we have developed and implemented significant enhancements to the website, including automation to allow the MTNAC Administrator to directly update and maintain information regarding members and organizations. In addition we created report functions that required integration with several information tables in the supporting database. If the Administration updates member profile information the site tables will immediately update with the new information.

**Performance Metrics**

Assigned work is completed no later than seven (7) calendar days from date of request, unless the request is marked Urgent. Urgent work is to be handled within one (1) business day (24 hours); a minimum of two (2) hours will be charged for urgent work.

Maintenance of server patches and security vulnerability updates are performed outside of business hours to minimize downtime, and apart from scheduled, announced routine server maintenance, the website is available 24/7.

**2.1.f Small Business Administration (SBA) Office of the CIO Audit Tracking Application**

Agency: Small Business Administration	
Contract No: GS-35F-0854N Bridge Contract No.: SBA-HQ-09-D-0006	Period of Performance: 1 September 2008 through 31 August 2009 with 5 option years (exercised); Bridge Contract Period of Performance: 9/1/09 – 8/31/10
Point of Contact: Dorothy Powell-Moore, COTR Phone: (202) 205-7220 Email: <a href="mailto:dorothy.powell-moore@sba.gov">dorothy.powell-moore@sba.gov</a>	U. S. 205-6594 Small Business Administration 409 3rd Street, SW Washington, DC 20416
DMI supports the development of an Audit Tracking application for the Office of the CIO at the SBA. The SBA Audit Tracking application is built on SharePoint 2007 and allows SBA’s PES staff to create, assign, edit and track “Audit Recommendations” based on Audit reports submitted by various sources such as GAO, OIG, KPMG etc. DMI was responsible for the requirements, architecture, design, implementation and rollout of this application. The application allows “Recommendation” owners to assign tasks, which are email enabled, to various users within the agency to enable the completion of the Recommendation. For each new Recommendation, the application automatically creates a dedicated SharePoint Site where the users can collaborate using email enabled “Tasks”. The application also provides a “Digital Dashboard” to the CIO and the PES staff that gives a holistic view of all the Recommendations in the system based on key metrics such as “Recommendations By Owner”, “Recommendations By Status”, etc. The Audit Tracking application showcases DMI’s capability to capture complicated business workflows and translate them into easy to use “task enabled” sites. For this implementation DMI refrained from implementing complicated workflows and rather took an approach that made “ease of use” the primary criteria in accordance with the OCIO leadership guidance. The application provides user based web parts such as “My Tasks” and “My Recommendations” to increase user productivity. This application also show cases DMI’s capabilities in implementing powerful dashboards that provide insights into a customer’s data.	

**2.1.g Intranet for Morgan Street Document Systems**

Commercial Customer: Morgan Street Document Systems ( <a href="http://www.morganstreetdocuments.com">www.morganstreetdocuments.com</a> )	
Contract No: Not applicable	Period of Performance: Not applicable
Point of Contact: Glenn Shimkus, CTO Phone: (630) 621-2061	Morgan Street Document Systems 213 N. Racine Avenue, Suite 201

Email: <a href="mailto:gshimkus@morganstreetdocuments.com">gshimkus@morganstreetdocuments.com</a>	Chicago IL 60607
<p>The goal of the client was to provide its customers a secure environment to manage and collaborate on highly confidential documents while maintaining an intuitive and user-friendly interface. The Secure Vault Solution is based on a Software-as-a-Service (SaaS) model and was built using a Services Oriented Architecture (SOA) approach using SharePoint as the portal application. This approach allowed us to modularize business services so that they could be reused effectively and turned on/off independently based on the solution context. SharePoint Storyboards were created for all functional areas that were later used to create back-end web services as well as the user interface. For this project SharePoint was integrated with Verisign's two-factor authentication to maintain the security of the information being posted online. In addition, there was a heavy focus on providing an intuitive user interface for the features provided in the application. This solution is one of the largest SharePoint implementations ever architected, and serves over 300,000 users with over 10TB of data.</p>	

**2.1.h City Government Intranet for Papillion, Nebraska**

Local Government Customer: The City of Papillion, Nebraska 68046	
Contract No: Not applicable	Period of Performance: Not applicable
Point of Contact: Dan Hoins, City Administrator Phone: (402) 597-2032 Email: <a href="mailto:dhoins@papillion.org">dhoins@papillion.org</a>	Papillion City Hall 122 East 3rd Street Papillion, NE 68046
<p>The city wanted to build an intranet that would lay the foundation to streamline the city's internal operations and processes. This endeavor was part of the city's vision for a longer term technology and strategy roadmap. DMI developed a Roadmap for the City based on the immediate, intermediate and long-range goals of the agency. The 3-Year Roadmap involved the delivery of functionality on a regular basis that resulted in a Microsoft based platform for the agency. Major projects include Intranet, CRM, Unified Communications (VoIP), Video Management System and Data Warehousing. DMI is responsible for guiding the City in the implementation of this multi-year initiative.</p> <p>Phase 1 of this initiative was implemented using MOSS 2007 and included creation of departmental and project collaboration sites, process automation, a unified search framework, Virtual Earth integration to provide visual data mapping, Video management and field Forms Automation. The solution also laid the foundation for future solutions that would be built on the same platform.</p>	

**2.1.i Information Technology Investment Management (ITIM) Support Services**

Agency: Small Business Administration	
Contract No: SBAHQ-06-Q-00200	Period of Performance: Sep 30, 2006 – Sep 29, 2011
Point of Contact: Dorothy Powell-Moore, COTR Phone: (202) 205-7220 Email: <a href="mailto:dorothy.powell-moore@sba.gov">dorothy.powell-moore@sba.gov</a>	U. S. 205-6594 Small Business Administration 409 3rd Street, SW Washington, DC 20416
<p>DMI supports the development of an overall SBA Project Management Office (PMO) to manage the requirements, processes, documents, content format and software solutions to address short-term, intermediate needs, and then plan for future needs and capabilities (e.g., the adoption of Web 2.0 capabilities by OCIO). The PMO Support Site structure was created and maintained using Microsoft SharePoint, and designed to help standardize the use of an agency-wide methodology by providing standard templates prescribed by the OCIO. In addition to gaining consistency, the PMO site provides visibility to the OCIO on the status of projects, including risks, and allows the ability to take proactive measures on project issues. Finally, the site provides a means for the PM to communicate the health of a project via an online Project Health Report. DMI has contributed directly to making the SBA's PMO a true source of just-in-time PM support.</p>	

**2.1.j Accounting for Pay System**

Agency: Department of Health and Human Services (DHHS) – Program Support Center	
Contract No: GS-06F-0471Z	Period of Performance: Base Period 09/27/08 – 09/26/09 Option Period 1 09/27/09 – 09/26/10 Option Period 2 09/27/10 – 09/26/11
Point of Contact: Rosanna Browning, CO Phone: (301) 443-6931 Email: <a href="mailto:rosanna.browning@psc.hhs.gov">rosanna.browning@psc.hhs.gov</a>	HHS/Program Support Center 5600 Fishers Lane, Rm 5-101 Parklawn Rockville, MD 20857
<p>For the Department of Health and Human Services/Program Support Center/Division of Finance and Operation (DHHS/PSC/DFO), DMI provides Enterprise Software Systems and E-Government Migration Services. We are responsible for developing, maintaining (hardware/software), implementing, operating and porting of legacy applications including the Accounting for Pay System (AFPS) and Travel Management System (TMS). This project addresses the need of the DHHS to move from a paper travel system to an electronic travel system, which allows various departments under DHHS to process, more efficiently, a greater volume of travel orders due to the increased travel needs of DHHS. DMI is responsible for migrating AFPS and TMS to allow the systems to operate in an open, non-proprietary, web-based operating environment. This involved the testing, pilot operation, documentation (user and systems), and conversion of databases from the current systems to the new systems as well as the full operation and maintenance of the new systems.</p> <p>The PSC Accounting for Pay System (AFPS) provides a systematic interface of payroll accounting information necessary to account for disbursements, expenditures, obligations and accruals for personnel costs. This interface results in the production of accounting transactions and expenditure control reports to accomplish accounting requirements and payroll reconciliation. AFPS utilizes state-of-the-art technologies providing online screen data entry, update, query and edit capabilities to the OPDIVs/STAFDIVs, regions, other governmental agencies (i.e., EPA) and PSC, HRS, Payroll office. System development and testing are performed on a PC platform and migrated to the NIH computer center for production operation. AFPS is comprised of a COBOL program and an Oracle database management system. Data is made available to the OPDIVs/STAFDIVs, regions and others using file transfer protocol rather than tapes. Report data is available on-line eliminating many hard copy reports.</p> <p>The Travel Management System (TMS) is an online automated system used to authorize, control and process all travel related documents and transactions. The system provides for the preparation and approval of travel and transportation authorizing documents; the preparation and authorizing of travel advances; and the computation, preparation and approval of travel vouchers and claims from vendors related to the travel and transportation documents. TMS allows travelers, functional managers and financial organizations to interactively produce travel documents and control the processing of travel and financial data. TMS presently accommodates temporary duty travel and supports a variety of travel functions such as automatic payment to the travelers for advances. TMS is the Department of Health and Human Services premier travel system.</p> <p>Managed by the Program Support Center (PSC), this system manages the travel process from travel order, through supervisory approvals, to voucher processing and payment. The system uses an electronic in-box approach for the approval process and access to the system is via TCP/IP. Once a traveler is given a user id and password, the system is accessible from any workstation that has internet access.</p>	

DMI provides the following services to 24,000 end users nationwide:

- Software development
- Software maintenance
- User support
- User training on the use of the PSC/DFO systems
- Development of user training manual and documentation of system changes, software modifications and major enhancements of TMS and AFPS
- Technical and data support to the user communities
- Update and development of new tracking tools to serve as system monitors or audit records on the Mainframe and UNIX systems
- Operational Security including firewall, environmental requirements, disaster recovery, and breach of security
- Production operations maintenance
- Support for close-down operations including the transfer of data to other systems, reconciling all data transferred, performing close down of systems and databases at operating centers, and storing all history files, databases, and documentation.

After a careful study and technical analysis of both legacy applications, AFPS and TMS, DMI made the recommendation to our client to upgrade these applications to become current with technology. As a result, DMI was tasked to convert (upgrade) the front-end of the AFPS from Mainframe Oracle Forms 3.0 to Web-based client/server Oracle Form 9i. DMI seamlessly converted the applications using Oracle Forms, Oracle PL/SQL, Oracle SQL\*Plus, Oracle Relational Database Management System (RDMBS), and TOAD – A Quest Software for Tuning and managing Oracle RDMBS. The DMI maintenance team currently maintains the AFPS and TMS applications which support 24,000 users at its peak combined. By employing sound management methodologies, best practices, the right level of technical expertise, and close interaction with our client, DMI achieved a successful, transparent conversion of the AFPS front-end from Mainframe Oracle Forms 3.0 to UNIX Client/Server Oracle Form 9i in a relatively short time, and we reduced TMS end-user complaints log and error rate by 85 percent.

**Technology Environment:**

**AFPS Hardware:** Sun Solaris UNIX Server, PCs, IBM Mainframe 370

**AFPS Software:** Operating System – UNIX, Oracle Forms, Oracle PL/SQL, Oracle SQL\*Plus, Oracle Relational Database Management System (RDMBS), TOAD – A Quest Software for Tuning and managing Oracle RDMBS, COBOL II, Mainframe MVS and Job Control Language (JCL), Secure File Transfer Protocol (FTP)

**TMS Hardware:** HP-UNIX Server, PCs, IBM Mainframe 370

**TMS Software:** Operating System – UNIX, NATURAL, ADABAS, UNIX, TCP/IP, FTP, Mainframe MVS, Job Control Language (JCL), Microsoft Project, Microsoft Visio

**2.1.k IT Application Development Support – BAE**

Agency: Department of Labor, Bureau of Labor Statistics

Contract No: BAE-MA-02-007 & BAE-DOLQ079J25983	Period of Performance: Base Period 09/27/08 – 09/26/09 Option Period 1 09/27/09 – 09/26/10 Option Period 2 09/27/10 – 09/26/11
Point of Contact: Anna Bailey Phone: (703) 563-7700	BAE Systems 2525 Network Place

Email: [anna.bailey@baesystems.com](mailto:anna.bailey@baesystems.com)

Herndon, VA 20171

DMI Inc. (DMI) provides software development (J2EE architecture, design and development), statistical modeling using SAS, and software quality assurance support at the U.S. Bureau of Labor Statistics.

### **Software Development**

DMI Inc. (DMI) provides services for development and implementation of data capture and estimation systems produced by Office of Compensation and Working Condition (OCWC) program. DMI staffs perform analysis, system and database design, code construction, and testing using structured development methodologies which will include Rational Unified Process, E-R modeling, modular programming, and functional testing. Code construction will take place in a client-server or n-tiered environment using the following components: SAS programming language running under either UNIX or Windows NT servers or personal computers. The programs will access databases residing on Sun database servers using the Sybase database management system, and eventually the Oracle DBMS.

DMI staffs write programs that both read from and write to the database. Knowledge of and experience with UNIX, SQL, SAS and SAS System Components, particularly SAS/STAT, SAS/Access Interface to PC File Formats, SAS/Access Interface to SYBASE, SAS/Connect, SAS/AF, SAS/Internet, and AppDev Studio (including Web/AF and Web/EIS) are required. DMI also assist in services for developing web applications, including development and maintenance of the SPD Tracking System and the NCS Management Roulette Wheel subsystem. DSHS requires services for web applications, including IDCF Utility, Case and Demo, CFOI modernization, and the development of a Web based front end for OshSum estimation system. Service providers will use a RUP-based SDLC, SQL, JSP, Java (J2EE), Eclipse, FLEX and FLEX Servers, BEA WebLogic application server, Sybase DBMS, and Oracle DBMS.

DMI supports the Janus initiative which is designed to develop new data processing systems for the PPI (Producer Price Index) as well as the IPP (International Price Program). These two programs are mission critical and Principal Economic Indicator for the Bureau of Labor Statistics. The Janus Management Team is committed to modernizing the PPI/IPP systems by replacing the current mainframes systems with new Java, J2EE based enterprise applications. DMI Staff is responsible for developing the new PPI Repricing system to complete data entry and allow for data review. This system will be used to finalize and certify the data for producer price index calculation. We are implementing a Java/J2EE based multi-tier architecture as a part of the modernization effort of Janus to replace the existing ailing legacy system.

Specifically, DMI staffs are currently performing the following software development services for the repricing subsystem: developing software architecture for use cases, developing GUI design documents for use cases, providing input into database design for use cases, coding and implementing core functionalities of components in Janus Repricing. performing development of the presentation tier presenting screens of the system, business tier including application control and business logic and data tier providing application data utilizing Oracle RDBMS, performing configuration management and version control using the PVCS application, setting up the Janus build process to package all the application files into an enterprise archive (ear) file and deploy to BEA Weblogic application server, perform application deployment to development and test environments, add additional features, functionalities, and enhancements to the system, and perform software maintenance.

DMI's effort in developing the Janus system will transform or modernize the business of BLS in the following ways: 1) Provide a web-based enterprise system which would enrich user experience

provide better performance and more application security as well as an expandable and robust, scalable architecture, 2) Enhance the quality and accuracy of index calculation, 3) Provide faster and more efficient means of data collection leading to less statistical reporting delays and 4) Facilitate interaction between the public and the Federal government.

DMI staff serves as a software architect in Bureau of Labor Statistics on Index Review Project. Their responsibilities include designing and implementing a new Producer Price Index (PPI) System for Bureau of Labor Statistics. DMI supports in collecting stakeholder needs and helps the requirement analyst to write the requirements. They review detailed requirements, and obtain approval of those requirements by the users. The staff analyzes the requirements, creates analysis and designs models, using class diagrams, interfaces, sequence diagrams, collaboration diagrams and data structures applying Object Oriented methodology(OOM). DMI staff review the design with developers, code architecturally significant components and assigns tasks to developers to build the system, develops unit test cases for the developers, develops configuration management procedures for the developers to enable parallel development and bug fixing. Staff works with the testing team to create test procedures for each release using Rational Test Manager and with database team in designing the data model for persistent storage and to optimize data access and the deployment team in setting up the deployment environment. DMI staff also supported in developing the Smart Card based Authentication for the Janus Application

#### **Statistical Modeling**

DMI staff served as the primary SAS developer in the BLS statistical team for the Division of Price Statistical Model (SMD), Branch of International Price (IPP-SMD). They used efficient SAS macros and SAS programs to generated simulations data, manipulated data information from multiple data sets and maintained enormous simulation data sets. DMI was responsible in developing SAS programs for simulation models based on the method requirements. Analyzed and compared statistical results; created analysis reports including tables and SAS and EXCEL graphs. DMI staff applied statistics concepts and theories into research models, especially in simulation and the variance estimations for nonlinear estimators using Taylor Series linearization methods and re-sampling methods with or without imputation. DMI staff was required to attend research meetings and published research papers. Technology Environment: SAS (including SAS macros, SAS SQL and efficiency data steps), Splus and Microsoft Office.

#### **Software Quality Assurance (QA)**

DMI provides support on software QA Engineer for the Bureau of Labor and Statistics LABSTAT Program. The Bureau of Labor Statistics (BLS) is the primary source of information to the Federal Government in the area of labor economics and statistics. BLS, a federal statistical agency, collects, processes, analyzes, and distributes the statistical information to the American public, U.S. At BLS DMI staff is responsible for manually testing 80 plus Web-based applications, Front-End testing of BLS Statistical applications using Quick Test Pro 9.5 and Back-End testing of News Release, Times Series and other BLS applications using UNIX.

DMI staff authored business requirements test plans, test cases and use cases, testing documentation including functional enhancement, build management and testing exercise documents that met the BLS standard for documentation. They create and maintain testing scripts, maintains and reports all statistical data from the BLS Public website monthly in a process called Usage Stats Reporting, maintains a large testing environment that consists of several Oracle, Sybase and UNIX databases and 12 testing databases located on the LABSTAT testing server as well as on the production server. DMI staff performed parallel testing between the test and production servers to insure exact data is loaded on both servers

### 2.1.1 Superior Bank

#### Bank-Wide IT Assessment

DMI provided systems integration analysis and design and enterprise architecture development to Superior Bank. DMI performed a full IT assessment, reviewing major bank systems and their interaction to support bank processes, and proposed a bank-wide systems integration design.

##### DMI'S Tasks

- Developed a bank wide systems integration design to allow for richer cross-selling ability
- Created integration plans for various bank systems
- Utilized Torque™ methodology for requirements gathering and designing various systems
- Worked with bank personnel to define the system requirements and features of various systems

#### Bank System Conversion Projects

DMI is providing vendor selection and project management services to The Bank. These services include comparing and ranking vendor products against The Bank's business needs, developing pro forma statements outlining projected costs, and managing the implementation of selected solutions. DMI is currently responsible for Internet banking (retail and cash management), the marketing site, and telephone banking at The Bank. The following tasks apply to each of these projects.

##### DMI'S Tasks

- Gathered and analyzed business requirements
- Developed and circulated request for proposal document
- Analyzed vendor proposals based on features and costs, and made recommendations to bank CIO
- Developed project plan and managed implementation of selected vendor solution
- Assessed project risks
- Coordinated bank resources
- Addressed all project issues, including customer conversion process, business recovery, and security.

#### Wire Transfer System

The Wire Transfer System is an automated wire request collection, queuing, and management system for Superior Federal Bank. Bank branch staff uses this system to submit wire transfer requests on behalf of bank customers. This system automatically match wire senders and receivers against the OFAC SDNs (terror suspects) and sanctioned countries lists and verifies proper routing information. The wire transfer system also manages the bank's internal wire approval process. Wire room staff efficiently manages wire requests by reviewing, editing, approving, or rejecting them.

##### DMI'S Tasks

- Develop business case with ROI analysis
- Create project plan and manage development effort
- Architect, design, and develop web application
- Build software interface interact with the Federal Reserve system for wires
- Develop name matching strategy based on a "sounds-like" algorithm
- Interface to Federal Reserve services website to retrieve ABA information
- Design and build database to store wire information and a complete audit of all changes made to wire requests.
- Integrate a comprehensive reporting tool for custom reports



### 2.1.m TIAA-CREF

#### Trading System

The Summit System is a unified interactive software system providing support for investment activities of the TIAA Securities and Mortgage and Real Estate divisions. The system is built around lists of activities and deals. Users may perform a certain action such as deal entry, authorization, or warrant generation on a chosen investment. For each activity, users may choose between the step-by-step wizard, which guides the user through the process, and a more succinct standard mode. Links to outside systems provide investment statistics and analysis.

#### DMI'S Tasks

- Architect the Summit system
- Design & develop client infrastructure
- Design & develop middle-tier business object infrastructure
- Tune system performance
- Build project plans
- Manage development of several Summit applications
- Design & develop Summit team process website and document repository
- Manage software process for Summit team

### 2.1.n Zydego Software and Data Distribution System for the Internet

Zydego was developed using next-generation Java technology, making it highly scalable and platform independent. Working outside the boundaries of a browser, Zydego:

- Automatically and transparently downloads and delivers updates to the desktop
- Keeps versions synchronized
- Reduces maintenance costs and conflicts
- Updates only the portion of the application that has changed

Specially developed for the Internet, Zydego includes controls and security that older LAN-based solutions don't have.

#### DMI'S Tasks

- Analyze system functionalities
- Architect system
- Design & develop individual components: client, server, and administration tool
- Build project plans
- Manage development
- Customize for specific client needs

### 2.1.o US Navy – Patuxent River Base Telephone Operations

DMI provides telecommunications systems engineering and software engineering to analyze/integrate current Government systems. DMI provides management support, data processing, and management support resources for investigations and reports relating to project management concepts, systems, engineering, performance requirements, assessments and installations. DMI provides technical analyses of developing telecommunications systems capability, interoperability, and interface engineering requirements. Tasks include:

- Identify and document NAVAIR/NAWCAD technical planning requirements and procedures for the integration of improvements or new systems/subsystems into the Navy's existing telecommunications system and Telecommunications Modernization Plan.
- Identify and define integration and interface requirements among the Navy's telecommunications systems to include those requirements for compatibility with other emerging, major DOD telecommunications systems (i.e. Defense Information Systems Agency (DISA) and Government Services Administration (GSA) Network) and subsequent interaction with ongoing commercial developing systems.
- Conduct interface/integration design studies and dependency analyses necessary to support Low Bit Rate Video (LBRV), Digital Subscriber Loop (DSL) and data integration requirements.

- Provide telecommunications network support in the day to day operation of the Lucent Technologies 5ESS (5 Electronic Switching System) digital switching system.
- Perform simple and complex 5ESS switch translations for moves, adds, changes and deletes of ISDN and Analog lines utilizing the RCV Terminal or the Trunk Line Work Station.
- Maintain, operate, and provide administration for the Octel Voice Mail System.
- Interface with the various telephone related vendors to schedule and track the installation of new services.
- Coordinate and perform all tasks including submitting service requests for repair, moves, adds, changes, and deletes (MACDs) using the installed telecommunications Network Management System (NMS).
- Provide technical support for all generic software and hardware upgrades to the switching system.
- Support the 5ESS switch equipped with System Signaling Seven (SS7) telecommunications trunking to the public switched network.
- Coordinate and/or perform corrective maintenance on all various ISDN and Analog telephone instruments, peripherals including batteries, power supply units, NT1 equipment, and VTC delivery equipment.
- Install and maintain Integrated Access Device's (IAD), which includes, but is not limited to, ADTRAN Total Access 750 and ADTRAN 3000 Multi-service Access Platform used to provide analog and ISDN voice telecommunications services to remote locations.
- Maintain and perform inside premises wiring and other tasks to complete moves, adds, changes and deletes.
- Provide recommendations for modification or expansion of existing facilities. Conduct required reviews of telecommunications architecture to include submission of recommendations for any shortfall of equipment and the development of new architecture plans for evolving requirements, as required.
- Follow Government and industry standards and develop criteria for interface of various systems which exist within the NAWCAD complex.
- Provide documentation incorporating system design and project plans that address NAWCAD requirements in conformance with Navy and industry standards.
- Conduct market network surveys, network traffic studies, and equipment audits and provide recommendations, as required.
- Maintain inventory of phone equipment and services.
- Develop Verification and Validation (V&V) and quality assurance plans for telecommunications systems and support in the certification of other contractors installing telecommunications systems at Patuxent River and community of interest sites.
- Provide installation of inside and outside cable plant, customer premises equipment and networks and digital switching systems to conform to engineering plans, as required.
- Review and/or develop wire distribution plans to include: disposition of telephone instruments, dial-up data requirements, required cabling by type, size, routing, distribution frame requirements, and identification of special feature and class marking requirements.
- Follow standards and develop criteria for interface of all subsystems to be interconnected with designated telephone, data and/or carrier systems.
- Perform telecommunications traffic studies and/or evaluate traffic studies conducted by other agencies, perform economic evaluations, and make recommendations for additions, deletions or enhancement of various types of trunking configuration and common user or dedicated circuitry.
- Conduct required coordination with the DISA and/or the Navy Circuit Management Office (NCMO), including the preparation and submission of Telecommunication Requests (TR), for the provisioning and installation of telecommunications circuits, necessary to provide external

connectivity for the Naval Air Systems Command (NAVAIR), Washington Liaison Office (WLO) and Washington Planning Center (WPC) Naval Air Warfare Center Aircraft Division (NAWCAD), Naval Air Station (NAS) Patuxent River, NAS based tenants, NAWCAD Webster Field MD.

#### **Cell Phone Administration**

In addition to standard telephone service, the DMI team is responsible for providing cell phones, pagers and calling cards and associated services to government employees of NAVAIR, NAWCAD and other government activities services by the BTO. We provide the following Cell phone administration.

- Assist BTO customers with cell phone, pager and calling card equipment inquiries' and assist them with the ordering process and forms.
- Process and submit orders for new or discontinued cell phone, pager, calling cards and services through the appropriate government contract for the procurement of these types of equipment and services.
- Track orders, receive cell phones, pagers and calling cards, distribute to the users and demonstrate operation and features of these devices if required.
- Conduct and maintain inventory of cell phone equipment, pagers and calling cards.
- Receive and make proper disposition of cell phones, pagers and calling cards returned to the BTO by customers.

#### **Telephone Service Billing and Accounting**

DMI is responsible for conducting daily accounting and billing operations for NAVAIR, NAWCAD and other government activities serviced by the BTO. This tasking includes but is not limited to the following:

- Oversee the production and dissemination of approximately 205 monthly BTO billing Account Summary reports. These include 45 Tennant Activity reports, 50 NAWCAD reports, 110 NAVAIR reports.
- Ensure the receipt, validation, and reconciliation of various incoming vendor bills including Verizon phone and circuit invoices, Verizon wireless, Verizon long distance, Defense Information Technology Contracting Organization (DITCO) Program Designator Code (PDC) charges for long haul communication circuits, GSA Network long distance, calling card, 800 number charges, Satellite phones and pagers.
- Coordinate with the government BTO Team Lead and Business Execution Manager (BEM) to answer all data calls regarding telecommunication accounts and their respective bills.
- Ensure data is accurately maintained within the BTO Account Summary Database. Ensure all customer-billing inquiries are resolved efficiently and satisfactorily. Cost and V&V inquiries answered within 24 hours. Any other customer billing related questions answered within normal business hours of the same day.
- Identify and resolve any vendor billing discrepancies.
- Identify potential cost reductions, such as inactive commercial lines, cellular calling plan analysis, and long haul vendor circuit's verification.
- Ensure compliance with all BTO Team policies and procedures. Conduct periodic review of policies, procedures and processes and recommend improvements.
- Prepare ad hoc progress, status and management reports as required.
- Support internal or external audits.
- Maintain billing database for both incoming bills and for billing services to base customers
- Process and distribute mail daily.
- Process personal checks from customers on a daily basic.
- Manage and process invoices in the WAWF system.

- Create delinquents spreadsheets on a quarterly basic and email them to the POC to collect past due accounts.
- Post payments into the BTO database by customer and month, once our BFM cost distributes the money.

#### **Switching Equipment Testing and Quality Assurance (QA)**

DMI supports Government personnel in the certification of switching systems and equipment. Tasks include:

- Development of Validation and Verification (V&V) plans.
- Observe test and inspection in conjunction with duly authorized Government personnel.
- Perform tests and inspections on existing base telecommunications systems.
- Review test plans/procedures for adequacy and completeness.
- Evaluate test and inspection results prior to submitting recommendations.
- Certify that the system is ready for cutover and Government acceptance after successful completion of a Type I Factory Test, Type III Pre-Cut-over Tests, Interoperability Test, Operations Test, Type III Acceptance Tests, Functional Test and Load Performance Test.

#### **Manakon Network Management Systems (NMS) Support**

DMI provides Manakon Network Management Systems support. Tasks include:

- Update Base Telecommunications System data including moves, adds, changes, and deletes of telecommunications equipment.
- Receive service trouble reports from the Telecommunications Service Coordinator and assign responsibility for correction.
- Enter required information on service corrections into the NMS.
- Generate periodic reports from the NMS on traffic loading, billing, trouble reports, maintenance, and customer service.
- Enter, monitor, and assign data for cable plant management.
- Enter, monitor, and track switch office equipment records.

#### **Telecommunications Service Coordination**

DMI provides telecommunications service coordination support. Tasks include:

- Coordinate all service requests for the BTO including the acceptance of telephone, facsimile, and letter requests for new service and changes in existing service.
- Coordinate with the NMS Administrator in support of the day-to-day operation of the network management system including providing assistance in making assignments for corrective action between the various on-site agencies.
- Review all maintenance actions on telecommunications equipment. Coordinate with on-site switch technicians on performance of the installed 5ESS switch.
- Coordinate with equipment technicians in their daily assignments.
- Prepare, submit and maintain naval messages for new and modification of existing circuit and toll free lines and Communications Support Agreements (CSAs) for cable projects and cellular telephone activation.

#### **Long Range Telecommunications Planning**

DMI supports the BTO in long range planning. Tasks include:

- Maintain plans for telecommunications distribution and single line conversion projects using the installed Microsoft Project or other Government directed software.

- Provide administrative support for long range planning in the operation of the Base Telecommunications System.
- Prepare necessary correspondence.

### **Telecommunications System Design**

- DMI provides documentation that incorporates system design and project plans that address NAWCAD or other naval facilities requirements in conformance with Navy and industry standards.

### **Telecommunication Systems Architecture and Connectivity**

DMI provides telecommunication systems architecture and connectivity requirements support. Tasks include:

- Conduct reviews of local area telecommunication systems architecture as specified by this contract to ensure adequacy of communication channel bandwidth/data rate capacity necessary to support the communications requirements with other naval facilities and identify shortfalls.
- Identify current and projected telecommunications systems and equipment necessary to meet communications requirements with other Naval facilities with whom the command may be required to establish voice communications in support of its mission. An analysis of external connectivity requirements with the DISA and commercial carriers shall be conducted to ascertain adequacy of the government owned telecommunications facility. This includes but is not limited to, switching equipment, outside cable plant and inside cable plant. Recommendations for modification or expansion of these facilities are provided with estimated cost data.

### **Technical Evaluation and Market Analysis Studies**

DMI provides technical evaluation and market analysis studies support. Tasks include:

- Conduct and document analyses of existing Naval Facility telecommunication services and conduct and document surveys for new switch and voice technology procurements. These studies include replacement system estimated costs and options, cable plant options and estimated cost, logistics support options and possible technical problem areas with the various proposed options.
- Conduct telecommunications studies to determine current and planned operational requirements, validate user requirements and existing capabilities for telecommunications facilities. DMI provides fact finding information that will aid the government to develop future performance based statement of works. This effort shall include analysis of data provided by the BTO.

### **Commercial Carrier Coordination Point Papers**

DMI personnel develop point papers that include standards, procedures and point of contact information necessary to engage DISA, DITCO and commercial carriers in formal negotiations for communications services. These point papers address the specific capabilities and estimated cost recommendation for installation and/or maintenance of telecommunications outside cable plants, estimated cost recommendation for commercial and military circuits, and estimated cost recommendation to provide bulk data carrier technology, such as but not limited to, Digital Signaling 1 (DS-1), and Optical Carrier 3, (OC-3) circuits and other high bandwidth services.

### **Milcon Project Technical Support**

DMI provides technical support regarding telecommunication aspects of military construction projects including documentation that would be used for DD Form 1391 (Military Construction Project Data), cost estimates, economic analyses, and recommendations as required in the planning, preparation and review

of such projects. DMI also provides technical review of project design to ensure adequacy of telecommunication facilities and/or requisite supporting facilities.

**Life Cycle Management Documentation**

DMI provides technical and management support resources for Life Cycle Management (LCM). Tasks include:

- Evaluate and report on logistics support requirements and provide estimates of costs required to bring and maintain logistics elements to their required levels of support.
- Develop planning and procedures for the installation and checkout of the telecommunications systems equipment to ensure that full LCM requirements are met.
- Develop LCM segments for “draft” installation plans of telecommunications systems.
- Develop LCM Plans.
- Review and provide recommendations to Government personnel on proposed telecommunications systems acquisition packages.
- Provide documentation and operating metrics to assist the government in developing emerging performance based statements of work and Contract Data Requirements Lists (CDRLs) to ensure that LCM requirements are defined.

### **3 QUALIFICATIONS AND EXPERIENCE IN SERVICE CATEGORIES (1.3.3)**

This section contains the requisite information pertaining to several of the 15 Service Categories specified by WVOT in the ITECH RFQ. For each we include a Title Page with the requisite Attachment information, and subsequent client references for each service category.

Projects selected are those that contain many of the key work elements that have been requested by the WVOT in support of the WVOT Technical Service needs. They also demonstrate DMI's extensive experience in rapidly designing, developing, implementing, and maintaining state-of-the-art web based projects similar in size, scope and complexity of those anticipated under the WVOT Statewide Technical Services requirements.

### **3.1 ATTACHMENT 5: Electronic Commerce - Web-based Development**

This specialty area addresses the skills and disciplines required for Web-based development. The focus is on web-enabling legacy systems and the development of new Web-based applications. Prospective vendors in this group need to demonstrate basic knowledge and experience in Web based application development. Specialty matter experts for electronic commerce - Web development must demonstrate that they meet the following requirements:

1. Experience with Web-site architecture, design and development including style sheets and dynamic HTML.
2. Experience with standards-based design.
3. Experience with Web-enabling legacy applications.
4. Experience with Web-development tools and environments.
5. Experience with database integration and the accessing of data from Web front-ends, including web database middleware products and database connectivity software, e.g. BizTalk.
6. Experience with enterprise-level RDBMS products, such as Oracle, D82, etc.
7. Experience with languages and protocols used for Web development, e.g., JavaScript, XML, HTTP, and VBScript.
8. Experience with Web servers such as liS, Netscape, and Apache.
9. Experience with site management issues and tools.
10. Experience in the use of Internet applications in support of business, such as FTP, email, web, news, etc.

The vendor must provide at least three references (including client contact and current telephone number) for Web development projects that were completed successfully in the past two years



**3.1.a Marine Transportation System National Advisory Council Website**

Agency: Maritime Administration (MARAD)	
Contract No.: GS-35F-0854N/DTMA1C08036	Period of Performance: 07/2008 to 06/2013
Point of Contact: Susan Lee, COTR Phone: (202) 366-2320 Email: <a href="mailto:susan.lee@dot.gov">susan.lee@dot.gov</a>	Maritime Administration Office of Intermodal System Development 1200 New Jersey Ave., SE (#W21-201) Washington, DC 20590
<p>This contract is for site maintenance and further site development. DMI provides ongoing operations and maintenance of the official Marine Transportation System (MTS) National Advisory Council (MTSNAC) website <a href="http://www.mtsnac.org">www.mtsnac.org</a>, while making sure it complies with Section 508 of the Rehabilitation Act of 1973, as amended (which is implemented by 36 CFR 1194). MTSNAC is a chartered, non-federal body whose purpose is to advise the Secretary of Transportation on MTS issues. Its membership is comprised of leaders from 30 commercial transportation firms, trade associations, state and local public entities, labor organizations, academics, and environmental groups. This diverse and geographically dispersed community is served by this dedicated website. The MTSNAC website provides information on MTS issues and maintains tools and resources to support the work of the National Advisory Council.</p> <p>The website is divided into two parts: (1) a public area which describes the function and composition of the National Advisory Council, posts notices of meetings and their minutes, and maintains a library of public domain MTS and related documents; and (2) a private, password-protected area where Council members exchange working papers and other information.</p> <p><b>Website maintenance and support services:</b>          Website maintenance generally consists of posting and removing MTS-related electronic documents – primarily meeting announcements, meeting minutes, reports, etc. – in different formats. Typical document formats include MS Word, .html, PDF, and MS PowerPoint, and we also upload photographs are also uploaded. In addition, site maintenance may include other related tasks that MARAD may assign.</p> <p><b>Website enhancements:</b>          In addition to standard maintenance, we have developed and implemented significant enhancements to the website, including automation to allow the MTNAC Administrator to directly update and maintain information regarding members and organizations. In addition we created report functions that required integration with several information tables in the supporting database. If the Administration updates member profile information the site tables will immediately update with the new information.</p> <p><b>Performance Metrics</b>          Assigned work is completed no later than seven (7) calendar days from date of request, unless the request is marked Urgent. Urgent work is to be handled within one (1) business day (24 hours); a minimum of two (2) hours will be charged for urgent work.</p> <p>Maintenance of server patches and security vulnerability updates are performed outside of business hours to minimize downtime, and apart from scheduled, announced routine server maintenance, the website is available 24/7.</p>	

**3.1.b Railroad Safety Advisory Committee (RSAC) Website**

Agency: Federal Railroad Administration (FRA)	
Contract No.: GS35F0854N	Period of Performance: 23 September 2004 – 21 December 2009
Point of Contact: Pape Cisse, COTR Phone: (202) 493-6243 Email: <a href="mailto:pape.cisse@dot.gov">pape.cisse@dot.gov</a>	FRA, Office of Safety 1200 New Jersey Avenue, SE Room W33-489 Washington, DC 20590
DMI is tasked with responsibility for the proper functioning of the RSAC website software and associated database. We perform the programming, technical support, and administrative activities needed to ensure	

successful hosting of the FRA RSAC website. We also support the conduct of day-to-day business operations. We conduct day-to-day business operations, programming, technical support, and administrative activities necessary to ensure successful hosting of the FRA RSAC website. Support and maintenance of the RSAC website are inclusive of all of the following listed task areas:

- System Maintenance Tasks
- Software Maintenance
- Security and Storage
- Technical Support
- Telecommunications
- Hardware and Software Support
- 508 Compliance
- Calendar Event Broadcasting Requirements

#### **System Maintenance Tasks**

DMI assumes responsibility for the proper functioning of the RSAC website software and associated database, including:

- Establishing and maintaining current documentation on software and operational configurations.
- Establishing and maintaining current procedural documentation.
- Establishing and maintaining current validation procedures to assure files and entered data are accessible and uncorrupted.
- Proactively identifying bugs and implementing fixes to problems in website software.
- Ensuring availability of data, systems, and databases.
- Maintaining current versions of software on the website, where integrity of the website's operation takes priority over upgrading software in the event of a conflict.
- Ensuring quality processing of data and systems.
- Performing system maintenance on an as-needed basis.
- Emailing users and broadcasting email.
- Performing basic file operations (deleting, converting, compressing, uploading, etc.).
- Updating content on the website, in particular the News and Events pages.
- Maintaining links on the website.
- Maintaining and upgrading as necessary the WebEvent software on the website.
- Testing all website pages for Section 508 compliance and assuring all pages are compliant.
- Maintaining user/group accounts, privileges, and passwords.

We respond to requests for enhancements. Enhancement requests are handled on a case-by-case basis to determine degree of complexity and priority.

We host all Government-furnished Equipment (GFE) production and test server at our facilities. We will perform all maintenance operations on the test and production servers and apply batch changes to the server on a weekly basis on a mutually agreed to Weekly Maintenance Day.

We perform the same routine maintenance tasks on the RSAC server that it currently performs as part of the RSAC contract. The only additional task DMI will perform is backups.

#### **508 Compliance**

We perform automated scans of documents to ensure that the site is 508 compliant by using "HTML tidy" and visually inspect documents to validate that text equivalent information is included for graphics.

If it is determined that the document does not meet 508 compliance using the above methods we will notify the author (the author is the person who provided the document) that the document does meet 508 compliance and provide details on what actions should be completed to remediate the issue.

If the information required to remediate the document is not received prior to the cutoff for web changes, then the document will not be uploaded until the next scheduled update. The document can be reclassified as

urgent. If the document is reclassified as urgent and approved by FRA Program Manager for upload, the document will be processed in accordance with the urgent request.

**RSAC Website C&A Remediation**

DMI supports the FRA in completing a new Certification and Accreditation once the site is redesigned and hosted at the DMI facility. We perform the following:

- Provide input and work closely with FRA to ensure that C&A documentation is complete and accurate.
- Update the User and Developers guides and provide input to a new Operations and Maintenance Plan on completion of the transition to the hosted environment.
- Provide System Administrator knowledge input to FRA to assist in the documentation of Standard Operating Procedures SOPs.
- Provide input to FRA to complete documentation and procedures per DOT Security and NIST guidance Rules of Behavior and Security Management policies.

DMI updates documents related to Certification and Accreditation (C&A) including Federal Government IT Governance and Private Sector IT Governance. We provide FRA information regarding changes to the hosted solution to ensure timely and accurate updates of in SSAA's and other security plans, Security Test and Evaluation documents (ST&E), and Continuity of Operations Plans (COOP). We use the following Security Technical Implementation Guides found at <http://iase.disa.mil/stigs/stig/> to secure the physical and virtual hardware environments of the RSAC servers, as well as the Network infrastructure in which the server resides:

- Access Control STIG
- Database STIG
- Enclave STIG v3r1
- Network STIG v6r4
- UNIX STIG Version 5, Release 1
- Virtual Machine STIG v2r2
- Web Server STIG Version 6, Release 1
- Windows 2000/XP/2003 Addendum, Version 5, Release 1.0
- Draft Recommended Standard Application Security Requirement

**Performance Metrics**

RSAC peak hours are 7 am to 9 pm Eastern Time, Monday through Friday. During peak hours, DMI pledges a minimum 99.7% uptime each month. This guarantees a maximum of approximately one hour of downtime per month during peak hours. During off-peak hours, RSAC will have at least a 99% uptime each month since scheduled downtime will occur during off-peak hours.

**3.1.c Electromagnetic Spectrum Engineering Services (ESES)**

Agency: Defense Information Systems Agency – Joint Spectrum Center	
Contract No.: ITT Corporation Prime Contract # HC1047-07-D-0001 Subcontract No.: CHS-06-2246-05	Period of Performance: Base Period 10/20/2006 – 9/21/2009 (Base period) Plus seven 1-year option period through 9/21/2016 Award date: 5 Sep 2006
Point of Contact: Romona Clark, Contracts Mgr. Phone: (301) 867-2666 Email: <a href="mailto:romona.clark@jsc-eses.com">romona.clark@jsc-eses.com</a>	16701 Melford Blvd, Suite 200 Bowie, MD 20715
<b>Brief Description of the Services:</b> DMI Management provides a wide range of services to DISA JSC's Electromagnetic Spectrum Engineering Services (ESES) contract for various mission-critical system engineering, software development, system testing and operations efforts which encompass many of the	

aspects of Network Services, Computing Services, Enterprise Management Services, and Internal Services.

The management of the DoD Spectrum is changing from manual frequency spectrum use planning, characterized by conventional static frequency planning using a variety of information silos in a highly congested spectrum to a net-centric spectrum management strategy which is standards-based, flexible and self-synchronizing, adaptive and seamless, and functions under a common Governance process agreed to across the DoD to include NATO and Coalition forces.

DISA's Joint Spectrum Center is leading this transformation which includes the identifying and implementing the required spectrum technologies as well as the required spectrum management processes. Key to the spectrum management process transformation is the use of information technology, which is the responsibility of DMI as a subcontractor to ITT under a ten year contract running from 2006 through 2016.

Functional areas include: Operational support, engineering, modeling and simulation, information management (including full lifecycle software development, test plan development, execution of test plan and problem resolution, WEB development, O&M support, and information assurance / security), research and evaluation of emerging technologies; and providing technical advice, including performing technical evaluation and technology trade-off-studies and then implementing recommended solutions in infrastructure, software and security.

DMI performs system architecture development, system development, unit testing and integration of software packages to include COTS and GOTS, WEB development and O&M, and database management. Provide system testing to support/validate database integration, development of system test cases, development of matrices between requirements and test cases, and deployment of systems. Development of system integration plans, system test cases, requirement trace matrices between requirements and test cases. Provide product sustainment support and System engineering activities related to planning and prototyping releases.

DMI additionally provides a wide range of support services via ITT under the DISA JSC ESES contract. Services include SME support services in IT strategy, architecture, database design and maintenance, as well as software design and development, data analysis, enterprise data migration and database (DB) management, training and community outreach coordination, help desk support, and classified library services

DMI has leveraged the current Defense Information Assurance Certification and Accreditation Process (DIACAP) for certification and accreditation (C&A) of newly developed information systems for the Defense Information Systems Agency (DISA) Joint Spectrum Center (JSC). This includes use of the DIACAP Knowledge Service (KS) for guidance and the Enterprise Mission Assurance Support Service (eMASS) for certification and accreditation (C&A) package deliverables. The System Identification Profile (SIP), DIACAP Implementation Plan (DIP) and the DIACAP Scorecard have all been created and maintained within eMASS.

Information Assurance (IA) has been integrated into all phases of the Systems Development Life Cycle (SDLC) as shown below:

- IA requirements were identified and documented in the system requirements specification document
- IA design was integrated into the system and subsystem design and documented in the design document
- Secure coding practices were followed throughout the development process
- All IA requirements were tested as part of the overall testing effort

Secure configurations were provided prior to the system migration. Applicable Security Technical Implementation Guides (STIG's), security checklists and Security Readiness Review (SRR) scripts were used to identify potential weaknesses and remediation activities were completed based upon the applicability and severity category associated with specific weaknesses. Vulnerability scanners were also leveraged to identify potential vulnerabilities and appropriate remediation activities were completed based upon the scan findings.

These activities were completed prior to migrating into the production staging environment.

DMI has consistently produced quality work in a highly sophisticated and complex environment. DMI has met all deliverables and our employees take self initiative in responding to changing priorities as they occur. DMI employees have been singled out for recognition by the end user customer for outstanding performance. DMI accurately tracks costs against incremental funding and successfully remains within funded limits.

Technologies: DODAF; ESRI ArcObjects ; C#, C++, .NET, VB.NET ; SQL, Oracle 9i and 10g ; Business Objects XI Architect/Designer and Universe Developer; XML, SOAP; MS IIS; JavaScript , J2EE, HTML: Net-Centric, Service Oriented Architecture (SOA); PolyServe, Implementation of COTS and GOTS software.

**3.1.d Aviation Resource Management System (ARMS)**

Agency: Department of the Air Force	
Contract No: FA8771-08-C-0005	Period of Performance: 09/15/08 – 09/14/11
Point of Contact: Wai President, Contracts Mgr.	HQ 754 ELSG/ES
Phone: (334) 416-2873	490 East Moore Drive, Suite 270
Email: <a href="mailto:wai.president@gunter.af.mil">wai.president@gunter.af.mil</a>	MAFB – Gunter Annex, AL 36114-3000
<p>DMI participates on a 28-member contractor and government team to develop and maintain the ARMS, an on-line management information system designed to support the Operations Group Commanders, aircrew supervisors, and managers. DMI is providing the continued conversion and fielding of the Aviation Resource Management System (ARMS), from a client-server architecture application to a maintainable Java Platform Enterprise Edition (J2EE) web-based application utilizing a combination of code conversion tool(s) and existing ARMS web-based architecture. DMI is implementing a Service Oriented Architecture (SOA) and migrating the ARMS to the Global Combat Support System – Air Force (GCSS-AF) framework providing ARMS software maintenance, development, modifications/enhancements, testing, and release support. DMI is developing web-based systems functionality and deploying it to the CIE, DISA, and GCSS-AF. We are developing lessons learned from web migration for future CIE and GCSS-AF development and mentoring the government team to ensure their readiness for web development.</p> <p>In addition, DMI provides database consolidation by designing and coding a solution for the development of Aviation Resource Management System (ARMS) code for the consolidation of all applicable ARMS schemas to a single schema design.</p> <p>DMI is converting the current KVARMS database from its current state of one database with 188 different user data schemas (HOSM_CD) to one database with one user data schema. The conversion includes updates to the database, database server, web-based application (web pages and application server), Oracle Discoverer End User Layer, all Interfaces (MILMOD and Virtual User), and the Aircrew Summary on the Air Force portal.</p> <p>DMI is currently designing and coding a Service Oriented Architecture (SOA) interface between the Aviation Resource Management System (ARMS) and Defense Integrated Military Human Resources System (DIMHRS).</p> <p>The interface will replace the current Air Force Personnel System (MILMOD) interface between Aviation Resource Management System (ARMS) and MILMOD and MILMOD and ARMS. The new interface is between DIMHRS and ARMS and ARMS and DIMHRS.</p> <p>The current MILMOD interface is a database to database link that exchanges information. Each system pushes their information to a table (MILMOD) or tables (ARMS) and the other system pulls it as needed. All information is maintained in both databases, but a change date identifies what and when data was changed. The new DIMHRS interface uses IBM MQ Web Sphere in a Services Oriented Architecture (SOA) format.</p>	

Specifically, DMI provides the following support:

**Development, Testing, Implementation, Maintenance, and Sustainment**

- Provide Program/Project Management support
- Provide Configuration Management support
- Provide Requirements Analysis and Management support
- Provide Systems Design support
- Provide Code Construction/Development & Unit Test support
- Provide Implementation Plans development support
- Provide Systems Engineering Processes and Products support
- Support Systems Security applications and processes - Remote Single Sign On (RSO), Technical Compliance Network Order (TCNOs), Security Technical Implementation Guides (STIG), and Defense Information Assurance Certification and Accreditation Process (DIACAP)
- Provide Database Management support
- Provide Training support and instruct PMO functional staff on operational aspects of any software changes/enhancement to ARMS

**General**

- Assign sufficient resources and technically qualified contractor personnel to accomplish the identified tasks and meet program/project milestones/schedules
- Provide technical support to all ARMS program and software project managers.
- Maintain effective communications with the Government Program Management Office (PMO) assigned Quality Assurance Personnel (QAP) and Program Manager (PM)
- Actively and continually seek to identify and document program/project risks associated with support provided throughout this PWS

**Emerging Standards and Technologies**

- Support as applicable current and new operating systems such as Windows XP, Windows Vista, and Solaris and programs such as Microsoft Office 2003 and 2007
- Support as applicable Internet Protocol Version 6.0 (IPv6)
- Support as applicable Internet browsers such as Microsoft I.E. 7.0 and later versions
- Support as applicable new AF requirements such as Standard Desktop Configuration (SDC) and Standard Server Configuration (SSC)
- Support as applicable security requirements such as Security Technical Implementation Guide (STIG) and Gold Disk
- Support as applicable the Global Information Grid (GIG) and Net-Centric Enterprise Services (NCES)

**Results and Successes**

- Successfully designed and implemented an Asynchronous Reports Generation/Management component that allows ARMS Reports to run and be viewed later without timing out due to 2 minute transaction limit of GCSS-AF Security Services. This also provides ARMS Users with the added benefit of being able to continue working without waiting for completion of reports.
- Provided lessons learned from the ARMS Code Conversion Task which covered Requirements, Constraints, Scope of Task, Development Environment, Testing and Validation, and System Performance.
- Instrumental in demonstrating proof of concept for Azul Systems' solution in CIE Performance Zone resulting in performance improvement of 357% by going from 40 concurrent users to 143.
- Developed automatic script for ARMS database installation. Automating process will allow DISA DBA's to perform database installation and import operation without performing a manual process.
- Successfully improved and implemented a process for staging the ARMS test/development environment which used to take 40 hours to a process that can be completed in approximately 1 hour.

- Designed and implemented ARMS DBA team with a documented process for cloning an ARMS database to create a test or development database.
- Fixed over 105 Jasper Report defects left over from the code conversion.
- Corrected 89 code defects by using JAVA, JavaScript, AJAX, and SQL.

#### **Performance**

- Migrating legacy system to a modernized GCSS-AF compliant, J2EE Web-enabled application.
- Working closely with ARMS Security Manager and Ingenium Engineers to provide ARMS Wiki capability which will provide continuity and rapid, dynamic management of systems documentation to include SEP documents, Development Environment, and system help files.
- Worked directly with Engineering to setup ARMS v6.0 performance test environment in the CIE.
- Working closely with CIE and GCSS-AF Integrator to establish authentication protocol for Flight Scheduling System web-service
- Provided training to organic programmers on setting up and running application server and database for ARMS v6.0.
- Provides excellent technical expertise in technical meetings to help Program Manager make informed, accurate decisions.
- Successfully integrated all databases KVTEXAS, KVBAMA, KVUSAFE, and KVUSAFE to operate under one Schema database instance called KVARMS.
- Provided import process on Development/Test Server for regression testing
- Provided expertise by suggesting Oracle Database tuning and performance tips to Software and Database Engineers.
- Working with Production DBA's to comply with STIG requirements and apply those same security features in development environment.
- Worked closely with Operations personnel to ensure Sun Solaris server configuration is optimal for the ARMS development / test environment.

#### **Innovation**

- Asynchronous Reports and Reports Management – Designed and implemented a web-based component that allows ARMS users to generate reports asynchronously and view later in a Reports Management component. For systems hosted within GCSS-AF, transaction requests must respond within exactly 2 minutes or the transaction is terminated resulting in failure of the system. Since most ARMS reports take longer than two minutes to complete, we had to develop functionality that allows the user to submit a report for processing asynchronously using AJAX technology. This also provides ARMS Users with the added benefit of being able to continue working without waiting for completion of reports.
- Automated Database Creation for Database Integration - Developed scripts to create ARMS database without manual process. Database Initialized from automated script.

#### **HW/SW Tools**

- Oracle JDeveloper 10g for software source code, UML Modeling and ERD diagrams of migrated database, Oracle Application Server\Top Link 10g, Oracle 9i/10g database, Solaris 9 on Sun Solaris, PVCS, Macromedia Dreamweaver and Fireworks, Jakarta Struts, Hibernate, Spring, AJAX, Cactus, and Struts Test Case, JUnit, Jasper Reports Framework, iReports Designer, JQuery, Toad Expert Version 9.1 for Oracle, Secure Shell for server administration operations, and Oracle SQL Developer.

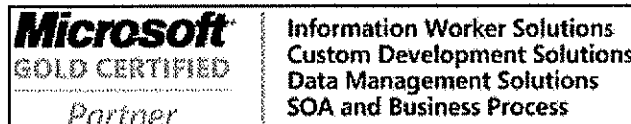
### 3.2 ATTACHMENT 16: MICROSOFT SPECIALISTS

The world of government work is changing. To meet the growing expectations of their constituents, governments need to consider new processes, technologies, and systems to improve service and communication. Due to the highly dispersed nature of state government offices, the State has adopted Microsoft as a standard for communications unifying State offices with a single technology backbone that makes them more manageable. The main support behind the state's unified communications is the Active Directory® service, which is making possible a more effective e-mail system, as well as presence information and instant messaging.

We have partnered with Microsoft to design cost-effective and innovative solutions that allow government agencies to leverage existing infrastructure and application investments and accommodate for future demands.

As the State's infrastructure continues to grow, we will have a need for Microsoft Partners with Microsoft Certified professionals. Projects under this category will require Microsoft Certified Professionals, Microsoft Certified Developers, and individuals achieving the Microsoft Advanced certifications. Successful vendors for this attachment must be a Microsoft Partner and must demonstrate skills, experience and capabilities in the three areas listed below, and must provide references (names, phone and email contact, description, cost, scope of work, and results) for at least three (3) clients where Microsoft Certified individuals have worked on projects in the last three years.

DMI is a **Microsoft Gold Certified Partner** with Microsoft certified core competencies in Information Worker Solutions, Custom Development Solutions, Data Management



Solutions, Services Oriented Architecture, and Business Process. These core competency certifications have been earned by demonstrated, successful performance on customer engagements and were obtained through combined oversight by Microsoft and our customers. This partnership clearly demonstrates our technical abilities in providing Microsoft development solutions.

#### 3.2.a Small Business Administration (SBA) Office of the CIO Audit Tracking Application

Agency: Small Business Administration	
Contract No: GS-35F-0854N Bridge Contract No.: SBA-HQ-09-D-0006	Period of Performance: 1 September 2008 through 31 August 2009 with 5 option years (exercised); Bridge Contract Period of Performance: 9/1/09 – 8/31/10
Point of Contact: Dorothy Powell-Moore, COTR Phone: (202) 205-7220 Email: dorothea.powell-moore@sba.gov	U. S. 205-6594 Small Business Administration 409 3rd Street, SW Washington, DC 20416
DMI supports the development of an Audit Tracking application for the Office of the CIO at the SBA. The SBA Audit Tracking application is built on SharePoint 2007 and allows SBA's PES staff to create, assign, edit and track "Audit Recommendations" based on Audit reports submitted by various sources such as GAO, OIG, KPMG etc. DMI was responsible for the requirements, architecture, design, implementation and rollout of this application. The application allows "Recommendation" owners to assign tasks, which are email enabled, to various users within the agency to enable the completion of the Recommendation. For each new Recommendation, the application automatically creates a dedicated SharePoint Site where the users can collaborate using email enabled "Tasks". The application also provides a "Digital Dashboard" to the CIO and the PES staff that gives a holistic view of all the Recommendations in the system based on key metrics such as "Recommendations By Owner", "Recommendations By Status", etc. The Audit Tracking application showcases DMI's capability to capture complicated business workflows and translate them into easy to use "task enabled" sites. For this implementation DMI refrained from implementing complicated workflows and	



rather took an approach that made “ease of use” the primary criteria in accordance with the OCIO leadership guidance. The application provides user based web parts such as “My Tasks” and “My Recommendations” to increase user productivity. This application also show cases DMI’s capabilities in implementing powerful dashboards that provide insights into a customer’s data.

**3.2.b Small Business Administration, Information Technology Investment Management (ITIM) Support Services**

Agency: Small Business Administration	
Contract No: SBAHQ-06-Q-00200	Period of Performance: Sep 30, 2006 – Sep 29, 2011
Value: \$100,000	Contract Type: Firm Fixed Price (FFP)
Point of Contact: Dorothy Powell-Moore, COTR Phone: (202) 205-7220 Email: <a href="mailto:dorothy.powell-moore@sba.gov">dorothy.powell-moore@sba.gov</a>	U. S. 205-6594 Small Business Administration 409 3rd Street, SW Washington, DC 20416
<p>DMI supports the development of an overall SBA Project Management Office (PMO) to manage the requirements, processes, documents, content format and software solutions to address short-term, intermediate needs, and then plan for future needs and capabilities (e.g., the adoption of Web 2.0 capabilities by OCIO). The PMO Support Site structure was created and maintained using Microsoft SharePoint, and designed to help standardize the use of an agency-wide methodology by providing standard templates prescribed by the OCIO. In addition to gaining consistency, the PMO site provides visibility to the OCIO on the status of projects, including risks, and allows the ability to take proactive measures on project issues. Finally, the site provides a means for the PM to communicate the health of a project via an online Project Health Report. DMI has contributed directly to making the SBA’s PMO a true source of just-in-time PM support.</p>	

**3.2.c City Government Intranet for Papillion, Nebraska**

Local Government Customer: The City of Papillion, Nebraska 68046	
Contract No: Not applicable	Period of Performance: Not applicable
Point of Contact: Dan Hoins, City Administrator Phone: (402) 597-2032 Email: <a href="mailto:dhoins@papillion.org">dhoins@papillion.org</a>	Papillion City Hall 122 East 3rd Street Papillion, NE 68046
<p>The city wanted to build an intranet that would lay the foundation to streamline the city’s internal operations and processes. This endeavor was part of the city’s vision for a longer term technology and strategy roadmap. DMI developed a Roadmap for the City based on the immediate, intermediate and long-range goals of the agency. The 3-Year Roadmap involved the delivery of functionality on a regular basis that resulted in a Microsoft based platform for the agency. Major projects include Intranet, CRM, Unified Communications (VoIP), Video Management System and Data Warehousing. DMI is responsible for guiding the agency in the implementation of this multi-year initiative.</p> <p>Phase 1 of this initiative was implemented using MOSS 2007 and included creation of departmental and project collaboration sites, process automation, a unified search framework, Virtual Earth integration to provide visual data mapping, Video management and field Forms Automation. The solution also laid the foundation for future solutions that would be built on the same platform.</p>	

**3.2.d SecureVault SaaS Application**

Customer: SecureVault Software-as-a-Service Application	
Contract No: N/A, Morgan Street Document Systems	Period of Performance: Not applicable

Value: \$400,000	Contract Type: Time & Material
Point of Contact: Glenn Shimkus, CTO Phone: (630) 621-2061 Fax: (773) 409-5059	
<p>The Secure Vault Solution is based on a Software-as-a-Service (SaaS) model and was built using a Services Oriented Architecture (SOA) approach using SharePoint as the portal application. This approach allowed us to modularize business services so that they could be reused effectively and turned on/off independently based on the solution context. SharePoint Storyboards were created for all functional areas that were later used to create back-end web services as well as the user interface. For this project SharePoint was integrated with Verisign's two-factor authentication to maintain the security of the information being posted online. In addition, there was a heavy focus on providing an intuitive user interface for the features provided in the application. This solution is one of the largest SharePoint implementations ever architected, and serves over 300,000 users with over 10TB of data.</p>	

## 4.2 Vendor's Preference Form

Rev. 09/08

State of West Virginia

37

### 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 6% 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: Digital Management, Inc. Signed:   
Date: 7 January 2010 Title: CEO

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

**4.3 Exhibit 10**

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EXHIBIT 10

REQUISITION NO.: ITECH10

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.



.....  
SIGNATURE

Digital Management, Inc.

.....  
COMPANY

7 January 2010

.....  
DATE

REV. 11/96

## 4 SUPPLEMENTAL DOCUMENTS

### 4.1 No Debt Affidavit

RFQ No. ITECH10

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: Digital Management, Inc.  
Authorized Signature:  Date: 7 January 2010

Purchasing Affidavit (Revised 01/01/09)