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RFQ # ITECH10

Global Information Services, Inc. 2639 N Monroe St Bldg B Suite 108 Tallahassee, FL 32303

Telephone: 850-514-1395

Authorized contacts:
Behzad Shah and Donna Thornton

The Vendor meets all mandatory requirements of this RFQ.

The Vendor agrees to all Vendor Policies as listed in 1.3.4 to 1.3.15.

Benzade

Behzad Shah, Director

January 13, 2010

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Section 1 – Corporate Description (1.3.1)

(1) Global Information Services, Inc 2639 N Monroe St Bldg B Suite 108 Tallahassee, FL 32303

850-514-1395 Office

509-561-8624 FAX

59-3553251 Federal ID

(2) Contact name: Behzad Shah

850-514-1395 shah@gisiusa.com

(3) Date Established: January 1999.

30 -Number of fulltime employees as of November 1, 2009

(4) Company history: See page 3



1.3.1 CORPORATE DESCRIPTION

Global Information Services, Inc (GIS, Inc) has experience in providing a range of consultative, design, development, and support services to both public and private sector organizations. GIS, Inc has a diverse set of technical skills, and is experienced in assembling teams to meet project goals and objectives on schedule and under budget.

GIS, Inc provides specific expertise or technical staff resources to meet one time or ongoing project needs of the State and its agencies. The company has extensive experience working with the State of Florida, State of Mississippi and their agencies.

Many of GIS, Inc's clients require a broad range of services – from software development in a variety of environments, from deployment assistance to system architecture design. Many of our projects start out as consulting in one area and expand to encompass entire projects. Our Consultants have been placed as Staff Augmentation and Project Development Consultants for traditional IT engagements as well as Internet, Intranet, Extranet, Back-end, and E-Commerce initiatives. Among the positions our Consultants have fulfilled include:

- IT Strategists
- Project Managers
- Business Analysts
- Web Developers
- Data Base Administrators (DBA's)
- Network Administrators
- Software Engineers

- Systems and Data Architects
- Data Modelers
- Programmers
- Programmer/Analysts
- Object Oriented Business Process Modelers
- Web Security Analysts
- Content Developers
- Technical Writers

GIS, Inc's business plan focuses on retaining a satisfied customer base by always exceeding expectations with excellent service at competitive pricing. Our professional consultants are knowledgeable and seek the most cost effective method to reach the desired outcome. The company prides itself on proficiency and had rather limit time spent on a project rather than waste the client's money.

The company approaches each project with a dedicated team assembled with the skills set required for the project. GIS, Inc utilizes sub-contractors as appropriate to custom design the project team. GIS, Inc retains project responsibility and the quality of services delivered. The company in collaboration with the client, develops a written project scope along with deliverables and milestones to assure delivery. A written change control process is also reached with the client to manage project scope creep and yet allow for required changes. Based on project complexity, scope, and client requirements, project management tools (e.g. Microsoft Project) are used to track project and use it as a communication vehicle to report on project status and monitor critical path.

1.3.1 Corporate Description Con't

Global Information Services meets and exceeds client expectations on measurable and deliverable products/tasks/milestones. The following examples provide details:

Example i) Florida Department of Education (DOE) requested a solution to collect student survey data from each county (formerly called as districts) and present data to teachers in secure centralized location with data retrieval 24/7. With this collection of Web-based tools, Florida's K-12 teachers in all subjects have immediate access to a comprehensive view of individual student performance as well as classroom resources and ideas.

Our fully functional application was delivered ahead of schedule saving a month of work, time and cost. DOE was very satisfied with the deliverables and a statewide survey of teachers revealed tremendous positive feedback from schools across the entire state of Florida. This application is fully functional today.

Example ii) One of the high level functional requirements of the client (FDOH), was to incorporate 'Web-Services' technologies in their application. The client provided high level business requirements defining the primary need to automatically transfer data between two database systems (as opposed to manually entering the same data elements in both the systems). Rather than developing web-services to satisfy that particular need, a comprehensive analysis of the client's business processes was performed and appropriate functionalities that could utilize the web-service technologies were identified.

The web-services technologies to transfer data between two systems was implemented in such as way that the software architecture and methodologies used in the implementation is easily extendable to involve data transfer across multiple systems. Procedures were formalized and distributed to the entire team who use them as a template when developing future functionalities. The successful implementation of the web-services technologies and the excellent review that it received when it was deployed in production, created demand from other systems to use similar

approach to transfer data. As expected, the client needed to develop web-service technologies in other areas of the system. GIS's initial investment in developing a robust design and development methodology created a template that is followed for future needs enabling the client to achieve the following a) reduce development and testing time leading to cost savings b) reduce lead time thereby enabling faster deployment, c) improve productivity by minimizing data error during data transfer, and d) improve customer satisfaction.

Example iii) Client (DOE) Expectation – Functionality to remain same in :NET same as in Oracle forms.

The Oracle forms application is a client server application with many forms and controls bound to the database. The main challenge faced during the SSFAD conversion process was to mimic the functionality, user interface, controls validations prior to Oracle Forms. Each page was uniquely designed to maintain the same functionality. All coding and development standards were met along with the existing functionalities.

All the Oracle forms had the tab pages to separate the different details on a particular form for ex: Student application has several tabs like Demographics, Academic Background, Interest and many more and to create same kind of functionality in .NET we used the MS Wizard control which has a different look and feel compared to the tab pages on the existing forms. We demonstrated the wizard control to the actual users, explained its use and convinced them to use in our application. The second major challenge was the conversion was happening on asp.net, a web application, resulting in many post backs which users did not like initially yet later became familiar once we explained the difference in the technologies. It helped DOE in using the user friendly, bug free, well designed, web browser interface application which is easy to maintain. It will be going to production August 2009.

Each module was schedule-based and all completed ahead of schedule, including deployment for testing, data gathering and corrections. DOE was very satisfied with our efforts.

Example iv) The DOE Sunshine Connections project came under tremendous pressure due to customer's lack of satisfaction in first phase due to the original data upload routine was written

very vague, requirement documents were missing and once the data was received it was lost and untraceable to its origin. When our GIS team became involved and with the backing of management who refused to have status quo, GIS consultants were given the challenge to provide assistance in the solution. We took the challenge and provided a comprehensive solution where the data was traced from source to destination and could flow in reverse and provided strong auditing to back the solution. The routine was built from scratch and proved to be very useful. It restored the confidence of stakeholders for the project success. The solution is still in use to gather all the survey data for DOE from all over the state.

Example v) In an additional project at DOE, during the project life cycle a situation arose where reports were being created manually through the existing audit report data and current audit reports did not meet the customer's satisfaction. GIS took the initiative and provided the reports that proved to be most beneficial and saved a lot of time in creating a manual report. The report is available online for the direct access by customers all over the state.

Global Information Services, Inc specializes in customer service. The following examples describe of how we have dealt with unclear client communication, with special emphasis on conflict resolution and personnel management.

GIS team members work closely with key business and IT stakeholders throughout each process to learn our clients' environment and objectives provide education on the proposed processes and jointly develop a strategy and business case. By working collaboratively, much of the needed socialization and buy-in are accomplished throughout the process, thereby accelerating the time to move forward and realize the anticipated benefits. By being based In Tallahassee, GIS business development professionals have the opportunity to establish face to face relationships with state clients, thus creating an open dialogue. When unclear communication arises our consultants entrust GIS management to be a part of the solution.

Example i) In a case at DOH, Division of TB Assessment, stakeholder Bureau of Disease Control. Development of a software application involved interaction with multiple stakeholders who were not all based at the client's worksite. This led to unclear communication when scope

and boundaries were being defined and subsequently when requirements were gathered. The software requirements were dictated by the Bureau of Disease Control which was relayed to consultants through an intermediary without a direct contact with the stakeholders. The GIS project team, using information provided (through the intermediary) developed a prototype. The stakeholder then verified the prototype met the functional requirements. Most of the time this process proceeds smoothly, but in this instance, stakeholders required modifications. Since the stakeholder prototype review occurs at the end the development period, the changes can be costly in terms time and effort. Also, when multiple stakeholders are involved the communication often leads to a confusing chain of emails that are difficult to follow and document. The following steps were suggested to avoid confusion and prevent a delay in deployment: a) at least one stakeholder is available to the consultant during the development phase to provide clarifications of requirements; b) an issues document is created and maintained in Share-point. This document is available to all the stakeholders and the consultant. The stakeholders document their findings identified during the prototype review. GIS was proactive in addressing the issues identified and documents the response to the findings. This enables multiple stakeholders, from numerous physical locations, to address their findings within the same document, thereby avoiding duplication. The implementation of this process prevented costly miscommunications and additionally brought forward few conflicting requirements from multiple stakeholders (which then led to a review of the client's business process).

Example ii) DOR Unemployment Tax project 2007 – GIS was faced with many differences of opinion concerning the functional documents. The client was resistant to using new technology. Our team led open discussions of all the stakeholders resulting in increased trust and education of the proposed enhancements. The results were beyond expectations as a result of the increased productivity. Most often unclear communication is simply a lack of knowledge of technological advancements; however with persistence and patience superior results prevail.

Example iii) One of our clients working with FDLE could not complete their assigned tasks due to lack of written and verbal communication from key personnel. Once GIS serving as an MBE subcontractor, became involved, we initiated meetings, cleared up all miscommunications,

designed, developed and implemented a solution which had been delayed over a year, thus putting the project back on track.

Example iv) At DOE one of the database system needed an overhaul to improve functionality. An edict was issued from management to complete the project; however our GIS consultant realized the best solution was to create an ERD and data dictionary for the database, bring management and stakeholders together and demonstrate the new look of each proposed change. After five versions the client was completely satisfied with the database performance. It is in use today. Sometimes verbal communication falls short of the impact of visual understanding. It pays to be creative in risk taking to insure success.

Global Information Services, Inc's strength is in retaining and managing key knowledge in your organization, which allows for smooth and effective continuation of service over the course of a project /contract.

Global Information Services, Inc (GIS) has retained and managed key knowledge since 1999 first, by a rigorous screening process to select superior talent and second, paying employees and consultants a substantial portion of the bill rate. Skilled consultants bring valuable experiences to Florida and retention is achieved via incentives, cost of living bonuses which significantly reduces turnover and ensures continuity throughout the assignment and earns us the distinction of an excellent retention rate.

Training is an investment for a lifetime and we encourage all consultants to obtain certifications in their areas of expertise and we expect them to be current with the advances of technology. GIS often invests in training, industry specific courses or conferences. We are in contact with client managers from time to time to ensure the performance of GIS meets or exceeds their expectations. As the situation demands, we provide additional training to our consultants' specific to the current engagement.

All GIS team members share knowledge and skills with one another since collaboration is an essential element to ensure continuation of service over the course of projects or contracts. GIS often serves in "cross functional roles" to save costs to the client. We seek candidates with

multiple skill sets to perform additional roles apart their primary role. We coach our consultants and employees to stay focused on the needs of the client, time management and the efficiency of the output.

The GIS commitment assures project/contract success and our excellent renewal statistics represent high satisfaction throughout our entire client network.

Web Programming

CORPORTAE REFERENCES

Web Programming

Project Description: GIS provided Consultants to DOH to develop HMS (Health Management system) which integrates patient records, test results, and public health data into a single network of systems deployed in county health departments throughout Florida. The application uses CACHÉ XML and object technology to share information, including geographic and immunization data, at community, county, state and federal levels. HMS also provides immediate electronic notification of positive test results to help prevent spread of disease. HMS has won the third place Innovator Award worldwide from Intersystem Cache.

Description of Duties: Provided Cache web application developers to complete the tasks

General Value: (dollar amount): \sim \$1.33 Million since start of project.

Length of Project: ~ 10,000 hrs

Customer name and address: Mr. Tom Fitzgerald

4052 Bald Cypress Way Tallahassee, FL 32399

Telephone Number: (850) 245-4237

Email of contact: Tom_Fitzgerald@doh.state.fl.us

PC Programming

CORPORTAE REFERENCES

PC Programming

Project Description: GIS provided a Consultant to Global Associates to work on their in house tracking system.

Description of Duties: Provided Oracle Developers to complete the tasks

General Value: (dollar amount): \sim \$100k

Length of Project: ~ 1000 hrs

Customer name and address: Mr. Ravi Pallerla

5900 Sawmill Rd - Suite 200

Dublin, OH 43017

Telephone Number: (850) 322-0711

Email of contact: Ravi.Pallerla@gassociates.com

Mainframe Programming

CORPORATE REFERENCES

Mainframe Programming

Project Description: GIS provided several mainframe Consultants to DOE to convert their existing code from COBOL I to COBOL II.

Description of Duties: provided several Mainframe consultants to complete the task

General Value: (dollar amount): ~ \$.8 Million since start of project.

Length of Project: ~ 8000 hrs

Customer name and address: Ms Janet Long

325 West Gaines Street Tallahassee, FL 32399

Telephone Number: (850) 245-1813

Email of contact: Janet.Long@fldoe.org

Computer Systems Analyst

CORPORATE REFERENCES

Computer Systems Analyst

Project Description: GIS provided System Analysts to DOE to develop an OSFA intranet web system used to log and track the change requests on internal software systems.

Description of Duties: provided .net System Analysts to complete the tasks

General Value: (dollar amount): \sim \$.9 Million since start of project.

Length of Project: ~ 13000 hrs

Customer name and address: Ms Janet Long

325 West Gaines Street Tallahassee, FL 32399

Telephone Number: (850) 245-1813

Email of contact: Janet.Long@fldoe.org

Computer Systems Network Security

CORPORATE REFERENCES

Computer Systems/ Network Security

Project Description: DOE Sunshine Connections project - Florida Department of Education (DOE) requested a solution to collect student survey data from each county (formerly called as districts) and present data to teachers in secure centralized location with data retrieval 24/7. With this collection of Web-based tools, Florida's K-12 teachers in all subjects have immediate access to a comprehensive view of individual student performance as well as classroom resources and ideas.

Description of Duties: provided Systems/Network Security/Admin to complete the tasks

General Value: (dollar amount): ~ \$.8 Million since start of project.

Length of Project: ~ 8500 hrs

Customer name and address: Ms Robin Borschel

325 West Gaines Street Tallahassee, FL 32399

Telephone Number: (850) 245-9602

Email of contact: Robin.Borschel@fldoe.org

Database Management

CORPORATE REFERENCES

Database Management

Project Description: DOE Sunshine Connections project - Florida Department of Education (DOE) requested a solution to collect student survey data from each county (formerly called as districts) and present data to teachers in secure centralized location with data retrieval 24/7. With this collection of Web-based tools, Florida's K-12 teachers in all subjects have immediate access to a comprehensive view of individual student performance as well as classroom resources and ideas.

Description of Duties: Provided SQL DBA to complete the tasks

General Value: (dollar amount): ~ \$.8 Million since start of project.

Length of Project: ~ 7500 hrs

Customer name and address: Ms Robin Borschel

325 West Gaines Street Tallahassee, FL 32399

Telephone Number: (850) 245-9602

Email of contact: Robin.Borschel@fldoe.org

GIS Services

CORPORATE REFERENCES

GIS Services

Project Description: St John River Water Management District developed several ArcIMS/Java view to meet users requirements. Arc view 3.x to ArcView 8 extension project is converting all the existing extensions to Visual Basic based Technology.

Description of Duties: Provided GIS/Java developer to complete the tasks

General Value: (dollar amount): ~ \$40k

Length of Project: ~ 700 hrs

Customer name and address: Mr. Jim Ren

5900 Sawmill Rd - Suite 200

Dublin, OH 43017

Telephone Number: (386) 329 - 4420

Email of contact: N/A (This project was completed in 2003)

Project Management Services

CORPORATE REFERENCES

Project Management Services

Project Description: GIS Project manager (Ms Mary Roberts) led the development of a mission critical, large scale, high visibility web based, state wide collection, appraisal, inventory and disbursement of unclaimed property and monies for the Dept of Financial Services.

Description of Duties: Provided a very senior PM to complete the tasks

General Value: (dollar amount): ~ \$420k

Length of Project: ~ 4500 hrs

Customer name and address: Ms. Deborah Stevens- Bureau Chief

107 West Gaines Street Tallahassee, FL 32399

(Note: Ms. Stevens is now the CIO at Florida Department of Legal Affairs/Attorney

General)

Telephone Number: (850) 414-3511

Email of contact: deborah.stevens@myfloridalegal.com

Business Analyst Services

CORPORATE REFERENCES

Business Analyst Services

Project Description: Florida SHOTS (State Health Online Tracking System) is a statewide, centralized online immunization registry that helps health-care providers and schools keep track of immunization records. This helps ensure that children receive all vaccinations needed to protect them from dangerous vaccine-preventable diseases such as measles, mumps, diphtheria, polio, varicella, and others.

Description of Duties:

Lead Analyst involved in initial requirements gathering, Use case development and systems design for Florida SHOTS application

Lead discussions and meetings with clients in gathering requirement specifications and responsible for performing process flow and data flow analysis.

Responsible for producing documentation such as minutes of the meetings, create business rules documents, develop process flow and data flow diagrams, perform preliminary system analysis and design, capture business requirements and create Use Cases and capture software requirements.

General Value: (dollar amount): ~ 400K since start of project

Length of Project in hours: ~ 5000 hrs

Customer name and address: Ms. Susan Lincicome, Program Director, Florida SHOTS program, Bureau of Immunizations, Department of Health, Tallahassee, FL 32399

Telephone Number: (850) 245-4444 ext 2381

Email of contact: susan_lincicome@doh.state.fl.us

ERP Implementation Services

CORPORATE REFERENCES

ERP Implementation Services

Project Description: DOR – The Child Support Automated Management System (CAMS) is an automated child support enforcement system developed in SAP.

Description of Duties: Provided SAP developers and Testers to complete the tasks

General Value: (dollar amount): ~ \$.75 Million since start of project

Length of Project: ~ 9000 hrs

Customer name and address: Mr. Willie Mitchell

4070 Esplanade Way Tallahassee, FL 32399

Telephone Number: (850) 414-0254

Email of contact: Mitchelw@dor.state.fl.us

STATE OF WEST VIRGINIA **Purchasing Division**

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: 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.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

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.

WITNESS THE FOLLOWING SIGNATURE

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Jul Ju
Purchasing Affidavit (Revised 12/15/09)

EXHIBIT 10

REQUISITION NO .: TTECHIO

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.

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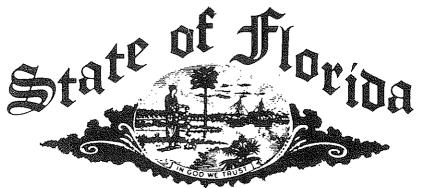
I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. VENDOR. MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

Beljade

Gwood Information, Service, It c COMPANY

01/13/2010 DATE

REV. 11/96



Department of State

I certify from the records of this office that GLOBAL INFORMATION SERVICES, INC. is a corporation organized under the laws of the State of Florida, filed on January 11, 1999.

The document number of this corporation is P99000003043.

I further certify that said corporation has paid all fees due this office through December 31, 2007, that its most recent annual report/uniform business report was filed on May 10, 2007, and its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capitol, this the Tenth day of May, 2007

> Kurt S. Browning Secretary of State

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

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to ann adkins 804-558-8802

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

Request for Quotation

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JO ANN ADKINS 304-558-8802

ALL STATE AGENCIES
AND POLITICAL SUBDIVISIONS
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