



**State of West Virginia
Department of Administration
Purchasing Division**

NOTICE

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.

January 19th, 2010

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

Sub: Request for Quotation, ITECH10

Dear Ms.Adkins,

We, Mirage Software Inc. D/B/A Bourntec Solutions Inc. (Bourntec) had submitted a response previously, but since the due date was extended, we would like to submit a response to the service categories which we initially omitted in our proposal submitted previously. As per our conversation with you and your approval, kindly accept this submission as our response to Section III - Qualifications and Experience of the Company in Service Categories and include this as part of our initial original proposal dated 01/13/10. We are submitting one original+2 copies of the same. **We would like to state that this is only an addition to response we submitted dated 01/13/10 and not a replacement.**

If any additional information or clarification is needed, please feel free to contact Mr.Sri Surya at 224-232-5092 who is the authorized person with respect to this RFQ proposal.

Sincerely,



Srujana Gudur
President

Mirage Software Inc. D/B/A Bourntec Solutions Inc.
5104 Toll view Dr., Unit B-3
Rolling Meadows, Illinois 60008
Phone : 224-232-5090 ext: 203
Fax : 847-594-6066
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Bourntec Proposal for ITECH10

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Section III - Qualifications and Experience of the Company in Service Categories

Service Category

Data Warehouse Development and Implementation
**For this Service Category, we are providing 3 references
from our sub-contractor, Reliance IT, Inc.**

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Bourntec has capabilities in this area. For this service category, we are providing 3 references from our sub-contractor, **Reliance IT, Inc.**

Service Category
Data Warehouse Development and Implementation
Reference # 1
CMARS - Data Warehouse
Project Description
<p>This data warehouse contained multi terabytes of Telecommunications call data records. The main purpose of the application is to analyze the call data records for traffic patterns, opportunities to dispute the charges and also cross apply rates to other vendor CDRs and to see if there are least cost routing opportunities. The data was sourced from over 12 vendor inputs, cleansed, extracted, transformed and loaded.</p> <p>The multi-dimensional modeling concepts were used, thereby providing user-auditors power to slice and dice, drill up and drill down data with ease and speed.</p>
General value of the project
The cost of the project to the client was around \$530,000 and the value of the application to their business is in multiple millions a year
Length of project
Initial development, setup, testing, staging and roll out were for about 5 months followed by about six months of post production support
Types of employees and subcontractors used
Project Manager, Data Warehouse Architect, Database Administrators, Micro strategy and Informatica Programmers, Sync Sort and Shell scripting programmers, Testers and Business Analyst
Description of work performed
<p>This is an end to end development project starting from gathering user requirements and evaluating several home grown desktop level analysis applications. Project Planning, Team Formation, Analysis, Design, Development, Infrastructure Planning, Procurement Assistance, Testing, Setup of Staging and Production, User training and Deployment followed by support.</p> <p>The technology involved: Micro Strategy, HP Unix, Informatica, MS-SQL Server, Oracle, Sync Sort and Shell Scripting.</p>
Problems encountered
Gathering requirements from several desktop apps was a big challenge. Further, Data warehousing though very powerful technology it comes with the need for understanding user requirements and tailoring a solution around them. If the user requirements change drastically it will need redesigning the model.
Performance Results
Could meet the user requirements that the most complex query should return response under two minutes, while the simple queries respond instantaneously
Customer's name and address
Verizon Business, 2400 N Glenville Rd, Richardson, TX 75082
Contact's name
Frank Dunton, Alliance Cost Technical Manager (Retired)
Telephone Number
9096462831
Email Address
fduntonsquared@yahoo.com

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Service Category
Data Warehouse Development and Implementation
Reference # 2
Camping World - Marketing Data warehouse Development
Project Description
Camping World is a RV sales and service company with locations all over continental US. This data warehouse is to support their marketing initiatives by analyzing sales, location, seasonal and customer data to identify next best marketing campaign. In addition to these inputs the coupon and membership rewards data made the analysis complex and results interesting.
General value of the project
It cost customer about \$676,000 to build this data warehouse with the understanding that it would be operated and hosted by the vendor.
Length of project
About 4 months+ additional months support
Types of employees and subcontractors used
Project Manager, Business Analyst, Data warehouse Architect, Data warehouse Programmers, SQL Server DBA(s), ETL (initially SQL Server and subsequently Business Objects) programmers
Description of work performed
The project involved full SDLC, starting from requirements gathering all the way to implementation. Vendor was also tasked with hosting and production support which was treated as an additional project with extended duration and month to month performance SLAs.
Problems encountered
Too much business intelligence was with knowledge workers and had many challenges in extracting that and ensuring that it does not negatively affect their jobs. Further, being their first vendor hosted application ensuring seamlessness in end user perspective was difficult.
Performance Results
This project was a huge success and totally changed their marketing processes. They had lot more instantaneous information with ability to support it with data. Aspects like market basket analysis is possible now which was never there before.
Customer's name and address
Camping World
Contact's name
Ken Marshall, CFO
Telephone Number
(800) 626-6189
Email Address
Ken Marshall (knmarshall@campingworld.com)

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Service Category
Data Warehouse Development and Implementation
Reference # 3
Daisytek - Data warehouse Reporting Dashboard
Project Description
Daisytek dealt with printer and computer peripherals supply to corporate world like Office Depot deals with stationary. Daisytek decided to develop and implement a data warehouse and let the developer offer it as a service. This data warehouse was developed using BISG software tools built on SQL Server SRSS component. The project involved customer, sales, marketing, geography and time dimensions to track and analyze customer sales and project.
General value of the project
The combined outlay for this project development, hosting and service is \$480,000 over two years
Length of project
Five months for development and implementation and followed by two year services contract
Types of employees and subcontractors used
Project Manager, Business Analyst, BISG Developers, SQL Server Database administrators, Scripting programmers, Windows Administrators and Technical Support Personnel
Description of work performed
Customer had previously developed reasonably complete requirements definition. The project started with validation of the requirements where it was found that the a KPI based dashboard would suit the customer requirement most aptly. This was followed by identifying and determining the toolset that suits the business requirements and IT department strategy. BISG was chosen as the toolset using which KPI's developed, dashboard built, tested and deployed. Once deployed we continued to support and maintain the dashboard as a service hosted at our datacenter.
Problems encountered
Determination of KPI's was a challenge as we had to educate what is a KPI versus a normal measure. Further integrating with the systems that IT already offers as a portal and yet delineating the support without the user feeling the difference was a true challenge. BISG was new product with very less expertise though it was built using SQL Server OLAP Services API, which had its own difficulties including the size of OLAP cubes and support of SQL Server towards it.
Performance Results
This project was a superb success as it was pretty trendy to have a data warehouse based dashboard. Customer had to do very minimal with data extraction, cleansing, transformation, loading and cube updation all happening through vendor. Only hitch with this project was that the company filed bankruptcy and bailed out of services contract
Customer's name and address
Daisytek, Inc
Contact's name
Bill Bergeron, Former VP Information Technology
Telephone Number
2144170280
Email Address
bbergeron@sbcglobal.net

Service Category

**Electronic Government, Including Development and
Implementation**

Bourntec Solutions is not interested in this Service Category

Service Category

Internet / Intranet and Electronic Commerce Security
Development and Implementation

Bourntec Solutions is not interested in this Service Category

Service Category

Electronic Commerce - Web Based Development

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Electronic Commerce – Web based Development

Bourntec Solution has deep understanding of web based emerging technologies. This, combined with a process-driven ability to understand functional and non-functional needs of diverse industries allows us to offer comprehensive web-enabled commerce solutions. We can use our vast experience of e-business solutions, to integrate the Internet into customer service channels, enabling delivery of products and services with a robust multi-channel strategy. Our technology specialists have extensive experience relating to web development methodologies, architectures and usage of tools allows us to reduce your total cost of ownership substantially while also minimizing the risks involved in modernization of your web based legacy system

Our practitioners can help de-risk strategic initiatives, creating roadmaps for achieving business and IT goals with clearly defined milestones. Our approach to web application development begins by understanding key drivers, studying existing environments (current investments, available skill sets, processes, and applications), and identifying gaps to arrive at the target architecture.

Bourntec team has extensive experience in industry's most comprehensive Web services ranging from custom website design to development of complex internet systems. We believe that through our project management skills and extensive technology capabilities, Bourntec delivers Multi-layered and feature packed ecommerce web applications to facilitate smooth online buying and selling activities to commercial and public sector clients.

Bourntec's approach to web application development is incarnated in a set of proprietary processes, tools and reusable frameworks that address the elemental challenges of reducing software lifecycle costs, improving quality, and accelerating time-to-market. We have used this approach for several projects as well as numerous client engagements that stands in contrast to indirect reuse costs and overheads associated with traditional methods of enterprise application development process. Currently, the Bourntec development support reusable frameworks in both .NET and J2EE architectures

Our experienced team of skilled .Net and Java professionals engages in building innovative solutions for clients across commercial and public sector. Frameworks such as the 'Open Source portal factory' enable a high amount of re-usability in J2EE portal applications with the idea being to "reuse anything existing instead of building". Other frameworks such as the patented 'e-Profiler' and 'e-Enabler' frameworks are tested to work across J2EE and ECM applications such as JBoss, ATG, BEA and IBM product suites. Using these frameworks, Bourntec has yielded significant benefits to our customers in terms of flexible "On-Demand" SOA based architecture and implementation of agile, modular, extensible enterprise applications.

The Presentation Layer is responsible for the delivery and formatting of information to the application layer for further processing or display. It relieves the application layer of concern regarding syntactical differences in data representation within the end-user systems. On the presentation layer of the application. Style sheets are used to present the user with a consistent layout between screens, reducing the learning curve for new users. The use of dynamic HTML allows for a much more interactive site than traditional HTML. These kinds of framework are implemented on PKI Auction portal, TY Online Trade System, Zieta Mdash projects.

Standards Based Design

Bourntec creative design services are scalable and innovative for perfect communication. We develop every application with common standards in mind For each of our projects, we built the application with proven practice in information architecture, Web services, diverse web development capabilities and skilled design team, help leading commercial and public sectors achieve first class results.

Bourntec have fine experience in RIA (Rich Internet Application), multimedia and web development specializing in interactive user interface development for high traffic industries. We have experiences in delivering wide range of projects including website redesign and content management systems on development environments based in MS Dot Net, J2EE and others. Architecting, implementing, and integrating from small to very large scale, data driven,

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web-based solutions with specific attention to user interface design, accessibility (section 508 compliance), multimedia, and best-practices W3C standards-compliant code, focused on the separation of style and content, cross-browser development, table-free layouts, XML Parsing using DOM, Java Scripting, XHTML, CSS, and related Web 2.0 technologies are our handful qualifications as a team and company.

We designed and developed most of the secured web application using 3 - tier architecture and follow the guide lines of enterprise architecture and web 2.0 standards. Based on the individual client needs, an effective methodology will be chosen to design the applications. Some projects of them are PKI Auction portal, TY Online Trade System, Zieta Mdash projects, which are not only built on advanced technologies but also tested rigorously for effective results.

Web-Enabling Legacy Applications

Bourntec believes that getting the best value out of the legacy system in the face of continuously changing business needs is the foremost challenge. Ever rocketing maintenance costs, shrinking skilled workforce, diminishing vendor support and advent of more progressive technologies that can open up a plethora of business opportunities are forcing clients to consider alternative options. Bourntec Web enabled Legacy solution is a comprehensive and reliable package that can helped clients such as PKI Auction portal, TY Online Trade System, to modernize their web applications.

Another example of our experience with transforming legacy application is Zieta Mdash, Bourntec conducted a systematic evaluation of mainframe application systems to help clients determine the best approach to modernize their application. The analysis helps determine, the current specification of the application and its business functionality and Business drivers for modernization and how they map to the existing functionality. This assessment has helped Bourntec to choose the best approach to adopt for a low cost migration solution that will preserve the existing functionality to the extent required and implement the new functionalities. This migration of Legacy applications to web environment helped vastly in improving the efficiency of the employee and improved the productivity.

Experience with Enterprise Level RDBMS

Bourntec believes that protecting the integrity and scalability of customer data is of high priority. Loss of corruption of data would be devastating to the success of any application. To help ease this risk, Bourntec employ RDBMS product including Oracle and DB2, in our web application solutions. These products are eminent for their stability, scalability and reliability.

To provide an example, the entire PKI Auction portal, TY Online Trade System, Zieta Mdash projects we illustrated are built with an Oracle RDBMS.

Languages and Protocols used for Web Development

We pride ourselves in staying at the cutting edge of technology and in keeping strong skills in-house for true and tried technologies. We offer just the right skills and expertise to get your project done correctly and expediently. Bourntec have experience in developing, manage, building and maintaining high quality solutions for a wide range of businesses and individuals. Our skilled website programmers, versatile in all popular web programming languages and other related web technologies.

For example, the Zieta Mdash project utilizes Visual Studio .NET, Jscript .NET, Web Services, XML, and SOAP, IIS, Exchange Server, SQL Server, Windows NT, 2000 and XP. However, all the three illustrates are built on the same configuration.

Site Management Issues and Tools

Bourntec has extensive experience in handling the website management issues that arise during project execution phase. To avoid this disturbance, we employ wide variety of tools as version control, Code validation, website security, performance testing are among others.

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Reference # 1
Online Trade System
Project Description
<p>Warner, sole owner of Ty Inc., is the leading designer and manufacturer of stuffed toys in the world. TY Inc maintains a huge volume and variety of stuffed toys inventory with multiple pricing levels for different types of customers. Ty Inc needed an online B2C portal which could fulfill the objective to register/search /browse products/accessories offered online by Ty Inc for their class and to display the correct pricing for the customer. Also Ty need an efficient system of order fulfillment that would allow them to keep their promise of quick delivery and feedback on the products through message Board to keep their unmatched services. The organization was looking to develop a search-Engine friendly website to manage inventory of stock and facilitate an admin web based console to contrive the different features of the website.</p> <p>On interpretation of our client's need, Bourntec designed, developed and executed a completely custom-built online trade system. We have incorporated the solution with enhanced tools to facilitate the customers to manage their account with high level of self service. Bourntec has provided the users with easy-to-use features allowing them to check product listings and place orders with secure transactions. The web based solution was built in ASP Dot Net Framework and MySQL.</p>
General value of the project
\$305,000
Length of project
6 Months
Types of employees and subcontractors used
Project Manager – 1; Solution Architect – 1; Tech Lead – 1; Senior Developer -1; Developer – 1; Test Engineer – 1
Description of work performed
<p>Bourntec has designed and developed a web based e-commerce module that integrates seamlessly with online trade system. The solution was developed as a comprehensive set of interoperable modules within the built capabilities istore, Moai Auction Engine and Vignette story server for desired results.</p> <p>The module istore, Moai Auction Engine includes the Registration space, Collector's Corner, Exclusive Offers, Cyber Points, Message Board, Pricing History and Administration Modules. These modules helps customers in registration, browse products, process orders online, and monitor online transactions. Module Vignette Story Server is used for template development for generating and sending customized messages to Ty Inc and Oracle database as backend.</p> <p>The solution is based on the following system architecture :</p> <p>Bourntec architected a solution that included two web sites that would talk to Ty's accounting system through a web service that was controlled by a windows service on the accounting application server. Ty already had a contractor start a retail web site and Bourntec took over the first web site. The other web site was a store front to the general public. The products offered were limited and the website had all the features you would expect from an e-commerce store front for product display, searches, checkout, and order tracking. The web site was built using ASP.NET, C#, SQL Server 2005, and .NET Commerce Cart, and a few other third party components.</p>
Problems encountered
<ul style="list-style-type: none"> • The need to change scope extended in some areas and contracted in others. This occurred to allow

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Bourntec Solutions to more adequately respond to client needs throughout the course of the project
Performance Results
<ul style="list-style-type: none">• On time project submission• Minimized errors in registration and other areas• Performance Improved and the Customer Access Time Reduced to 25%
Customer's name and address
Ty Inc. , 280 E Chestnut West Mont , IL -60559
Contact's name
Mr.Padmakar Damaraju
Telephone Number
847-722-1563
Email Address
pdamaraju@tymail.com

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Reference # 2
mDash
Project Description
<p>Zieta is a premier provider of diversified business process and information technology outsourcing catering solutions to clients from various industries like energy, financial, government, healthcare, retail, and transportation. Zieta Technologies wants to create a powerful platform, which can accomplish the end user desired results.</p> <p>The client wanted to develop a Marketing Automation & Management Solution targeting leading merchants. The collaborative tool, enable merchants to run campaigns online. The add-on module would manage the entire campaign process after the necessary details were provided by the merchant. In addition, it would also enhance productivity of employees by automating many manual tasks, enhance accountability, transparency, improve business processes and increase staff productivity through an effective information management infrastructure with particular emphasis on record and report management. Furthermore, this tool helps facilitate post-sale analysis and generate reports on which merchants would be able to create new focused campaigns based on consumer feedback.</p> <p>Zieta engaged Bourntec to address the tasks in a more tight timelines, limited budgets and requiring access to diverse technologies. Bourntec provided the customer with a model that was based on .Net and intends to maximize the ROI to the possible extent. The above business problems were addressed through the construction of client's web-based platform for managing, tracking and evaluating marketing strategies. Expert DNA 2.0.</p>
General value of the project
\$400,000
Length of project
6 Months (July 2009 to Dec 2009)
Types of employees and subcontractors used
Solution Architect – 1; Tech Lead – 1; Senior Developer -1; Developer – 3; Test Engineer – 1
Description of work performed
<p>Bourntec solutions is responsible right from project management, project planning, facilitating the gathering of requirements to software design, software development, unit testing, acceptance testing to deployment go-live. Dot .Net as major arm, and its extensive expertise within the e-Business domain, bourntec able to design an appropriate solution, a marketing Automation & Management Solution, (m)dash which, offers an integrated, easy to use suite of tools that centralizes management of marketing assets, campaigns and results.</p> <p>The solution is based on a subscription model where merchants register with the client to run campaigns online with special offers on products. These offers can be availed by using special coupons, which are published on the client portal. The consumers on visiting the portal site would be able to view the validity of the campaigns based on their geography. Provision to print these coupons to avail of the offers was provided.</p> <p>The final solution provides capabilities to manage product campaigns, time, projects, resources, and functions within a collaborative framework. Integration with other systems included:</p> <ul style="list-style-type: none"> • Integration with Credit Card verification, using payment gateway (Pay Pal) • Provision for Online verification of Merchants <p>Technology Employed:</p>

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<ul style="list-style-type: none">• Visual studio• Net framework 2.0• IIS• Microsoft SQL Server 2008• Windows XP professional and latest service pack• IIS 6.0
Problems encountered
<ul style="list-style-type: none">• Tight timelines, limited budgets made to introduce number of measures during the design and development stages to minimize the defects leaked and brought down the rework effort significantly.
Performance Results
<ul style="list-style-type: none">• On time delivery with uncompromised quality• Simplify program operations by providing more robust automation tools• Scalable applications as business grows• Customizable Framework for the Self - Service module enabled dynamic campaign rules to be accommodated
Customer's name and address
Zieta Technologies, 1899 Powers Ferry Road SE, Suite 240, Atlanta, GA 30339
Contact's name
Shivaji Singh
Telephone Number
770-857-0008 x 221
Email Address
s.singh@zietatech.com

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Reference # 3
Auction Web Portal
Project Description
<p>PKI is a recognized leader in multi-service consulting company, focused on cost-effective, rapidly deployable IT solutions. It has operations on an increasingly global scale and constantly evolving - its diversification includes IT Consulting Services, insurance and property management services. The client wants to create a powerful auctioning platform for prospective buyers and sellers leveraging the architecture of its own existing leading auctioning website for selling and buying of properties by a passionate community of individuals and businesses. The web portal had to have three parts:</p> <ul style="list-style-type: none"> • Focusing property prospects, who can host their properties along with details and pictures and create auctions • Public website where prospective buyers can search for properties of their choice and participate in the auctioning process for properties they like • Various features for client's staff for housekeeping activities of the site and to monitor the auctions in progress <p>The Client was looking for a technology partner with e- Commerce expertise and capable of taking the concept and implementing the desired system</p>
General value of the project
\$457,000
Length of project
6 Months (Mar 2009 – Aug 2009)
Types of employees and subcontractors used
Project Manager – 1; Solution Architect – 1; Tech Lead – 1; Senior Developer -1; Developer – 1; Test Engineer – 1
Description of work performed
<p>Bourntec was selected by PKI to deliver a commerce site that could shape the user experience and create positive brand interactions. With Sound domain and technology knowledge in BFSI & Property vertical, and capable of taking the concept and implementing the desired system, Bourntec was involved right from the User Interface designing which included assisting the client in materializing the auctioning process. The client provided an initial website concept document to the Bourntec team. Based on this document, Bourntec created functional requirements of the website.</p> <p>Bourntec then adopted a progressive development plan that involved delivering the website to the client in a phased manner. To meet the tough time lines, Bourntec followed an approach of sequencing the module development according to the criticality of the deliverables. This resulted the client to notice the development and decide upon how to increase the usability aspect of the site.</p> <p>Our contribution to the project is involved in the following crucial ongoing paths.</p> <ul style="list-style-type: none"> • Prototyping: Requirements gathering from Business Units, real-time prototyping using Microsoft .Net suite to present and discuss the thoughts, which helps in realizing the requirements until freezing them • Building Framework: The other challenging path is architecting the software framework, which ensures Security, Scalability and enables the development and maintenance easy and efficient

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- **Application Development:** Developing the user interfaces on top of the custom built framework for the modules for which the requirements are frozen

The site architecture was based on Microsoft DNA (Distributed Internet Architecture). Business objects were developed mainly using C# and ASP.net

Performance Results

- Bourntec enabled client to tailor the existing distributed architecture to meet the website requirements in record time
- Tailor development methodology made shortest possible time to market
- Increased Operational Efficiency

Customer's name and address

PKI Inc., 5098 Foothills Blvd. Ste#3-421, Roseville, CA 95747

Contact's name

Michael Wasco

Telephone Number

916.771.5241 x 101

Email Address

mwasco@pkinc.biz

Service Category

Electronic Document Management Systems

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Electronic Document Management Systems

Bourntec has vast experience and expertise with most of the leading Document Management products including Sharepoint, Documentum, FileNet, open source Alfresco, etc. The Document Management practice of Bourntec is expansion. Our professionals focus on delivering workflow, imaging and document management solutions in a variety of settings for both Public and commercial sector.

Our spectrum for Document Management practice encompasses a range of related "enabling" technologies which includes Categorization, Enterprise Search, Indexing, Workflow/ Approval process, Content Rendition, Taxonomy, Document Capture Services, Compliance, Records Management, Email Management, Storage Services, Access Control, and Content Migration Strategy. With a charter to apply these technologies toward automating business processes the generate both financial and operational benefits. Our professionals provide their client organizations with strategic direction, tools, best practices to bring effective products and services to our clients.

Bourntec has provided document management implementation and solutions on multiple projects throughout last few years, the references illustrates demonstrates our ability in implementing to provide imaging system and documentation and organization management system

For PKI, Bourntec leveraged MS SharePoint to create various portal related features like web parts, enterprise search, Content management, reporting and other business process-oriented modules using MOSS 2007.

Knowledge Transfer Method

Bourntec is appropriate in understanding the specific needs of organization and help in transferring the knowledge to the micro level of details. The knowledge is captured as per the audience perception and coded to meet the requirement of the members who are part of it. This allows the right and specific experience transferred to the right person/member/group appropriately at a specified time frame.

- Flexibility
- Responsibility
- Participation

The reference ITT is an example for knowledge Transfer methodology applied to Document management system.

Project estimation:

With enormous past experience in delivering projects on time and executing in timely fashion, Bourntec understand each and every project has the extraordinary needs which requires critical evaluation and timely execution as per the deadline deliveries. Through the execution itself, Bourntec ensures all the significant parameters are not only addressed with the help of the required meetings, pragmatic data, detailed information but are delivered on the expected line..

Work Breakdown Structure:

Bourntec, help client evaluates the major constraints when it comes to preparing tasks at each and every layer of the system. People at Bourntec, are specially trained to evaluate the weak link in the system and make it strong enough to support the entire system on its own independently. Each layer at its grossroot level is divided into further sub-layers and from there the whole system is observed from top-down to bottom-up approach.. Every project is broken into required tasks, activities, phases, planning, milestones with a well defined approach to each and every unit.

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Time Frame:

Time schedule is drawn, keeping in mind the entire project time frame from the beginning till end with the required support from the resources directly or indirectly associated with the project.

Each and every details like

No of hours required

No of hours completed

No of buffer hours needed

Project start date/end date

Additional buffer week

Tasks to be completed

Tasks to be added

Resource Loading:

Every resource is an important attribute for executing certain tasks in an astonishingly way. Understanding this Bourntec, has an effective strategy in place which help in collaboration of productive resources at clients location with the resources of Bourntec in transferring of knowledge in efficient way which help in delivering on the value's at client's end. Bourntec, with its ever available key resources integrates the departmental needs of clients in a such a fashion that a project work doesn't have to get stopped for non-availability of resources and key personnel at any level are available to carry the required tasks successfully.

Critical Path:

To monitor progress of project at each and every step, Critical path pros and cons are developed at the start of the Master project itself. To ensure the project is progressing at the proposed time frame, critical assessment are developed at every stage in the beginning/middle and end of the project execution to see that key areas are not missed out there by increasing the project cost and time duration. If a certain tasks clear the critical assessment then only it is allowed to take the next step otherwise all the positive means related to the project are taken into account to create the benchmark required to clear the assessment. All the major parameters of knowledge Transfer, Time frame, work break down and project estimation forms the major critical evaluation phase in the execution of the Master data Project. A facility is created which allows all the major stake holders, support personnel's, engineers, Business analyst and productive resources are taken into account before altering any change or taking a decision on the critical step which will change the course of entire project for either its own good or worse.

Source Code control and configuration Management:

Bourntec configuration management supports Document capture, Data retrieval, Integration, workflow, Version control, concurrent access, concurrent version systems and Security. A delivery deadline is set as per the initial contract and based on the deadline; Bourntec supports the required hardware and software needs as and when needed by the clients for the execution of the project. Only authorized versions which are part of the original contract are delivered thereby keeping the terms and conditions of contract in true genuine ways. The configuration management ensures though risks are taken it is kept to the minimal standards to avoid either extension of project or value of project going up and also monitoring the change and improving the standards of productivity to highest level.

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Reference # 1
Organization Management
Project Description
<p>PKI is a recognized leader in multi-service consulting company, focused on cost-effective, rapidly deployable IT solutions. It has operations on an increasingly global scale and constantly evolving - its diversification includes IT Consulting Services, insurance and property management services.</p> <p>The end customer of our Client is a premier machinery development organization for Major Government bodies, headed by a Director of the rank of Rear Admiral. The client's basic indigenous development functions are carried out by the four design divisions, namely; Main Machinery (HM), Electrical (HL), Ship Systems (HS) and Controls (HC). Our Client often spent too much time looking for up-to-date policies and procedures required by the project teams. Finding, using, and sharing information was a challenge throughout each department. Also there is challenge involved in frequently changing the content of intranet web portal as per the new activities and designs. For which, approvals required from design heads and also need to depend on the IT support staff for publishing, which again is a time taking process. Additionally, he wanted to provide employees with enterprise search functionality to unlock the value of its corporate information and subject matter expertise. Thus, the framework aims to alleviate the overhead associated with common activities used in application development.</p> <p>In order to facilitate enterprise management, Bourntec was engaged with the client and analysed the current state. Then, Bourntec designed and developed a MOSS based portal product to enable effective knowledge and Record management across an enterprise as well as help users to collaborate effectively. Bourntec architected the solution using out-of-box collaboration features provided by MOSS that helped in reducing the time-to-market of the portal product and also in reducing integration complexity. The collaboration features included web parts, enterprise search, Content management, reporting specific to the portal.</p>
General value of the project
\$390,000
Length of project
8 Months (Jan 2009 – Aug 2009)
Types of employees and subcontractors used
<p>The project was supported by</p> <ul style="list-style-type: none"> • Project Manager – 1; Solution Architect – 1; Tech Lead – 1; Senior Developer -1; Developer – 3; Test Engineer – 2
Description of work performed
<p>Bourntec has implemented organization management by leveraging MS SharePoint to create various portal related features like web parts, enterprise search, Content management, reporting and other business process-oriented modules using MOSS 2007. This solution enabled to create a fast online collaboration environment and acted as a key in automating his business processes and various functionalities.</p> <p>Also, supported the development of dynamic applications and services. The framework alleviated the common activities such as :</p> <ul style="list-style-type: none"> • Libraries / Code reuse • Templating, Rich UI • Security • Communication Foundation • Database and other info connectivity • Execution container

Bourntec Proposal for ITECH10

<ul style="list-style-type: none">• Fault tolerance / scalability• Monitoring, Tracing, Logging• Source Control and Deployment Model
Problems encountered
<ul style="list-style-type: none">• Adapted to Client Schedule by working very flexible hours
Performance Results
<ul style="list-style-type: none">• Bourntec's Microsoft expertise and knowledge of MOSS helped the client in the entire solution of the product which ensued that the MOSS framework was aptly used• Simplify operations by providing more robust automation tools
Customer's name and address
PKI Inc., 5098 Foothills Blvd. Ste#3-421, Roseville, CA 95747
Contact's name
Michael Wasco
Telephone Number
916.771.5241 x 101
Email Address
mwasco@pkinc.biz

Bourntec Proposal for ITECH10

Reference # 2
Document Management System (DMS)
Project Description
<p>ITT Corporation is a high-technology engineering and manufacturing company with operations across seven continents in three vital markets. ITT is majorly into Defense Electronics, Fluid Technology, and Motion flow control products manufacturing. The company's substantial scope of operations in US and its geographical spread meant that large volumes of data of varied genre were being created at discrete locations. It was vital that the content was centralized and organized in a way that optimized its usefulness to multiple users across the organization. The client recognized the reasons and partnered with Bourntec as the solution provider of choice to implement a solution that would address the client's content management requirements.</p> <p>Bourntec knows that content management lies at the center of efficient business management in an IT-enabled world and went along with a right strategy in setting up an uniform document formats, controlling access to critical information, tracing usage, establishing audit trails and most importantly, eliminating the cost and efforts associated with distributing and retrieving paper copies by developing a web based document management System to address the client requirements and deliver the resulted benefits.</p>
General value of the project
\$320,000
Length of project
14 Months
Types of employees and subcontractors used
<p>The project was supported by</p> <ul style="list-style-type: none"> • Project Manager – 1; Functional Architect – 1; Solution Architect – 1; Business Analyst – 1; Tech Lead – 1; Senior Developer -2; Developer -2; Test Engineer – 3
Description of work performed
<p>Bourntec developed a Web based Distribution Management Solution (DMS) using sharepoint that efficiently addressed all the client requirements. The solution was developed at Bourntec and deployed at the on-site location of the client. A team of Ten handled the assignment and completed the project well within the stipulated time period of 14 months.</p> <p>Bourntec used the Integrated Documentum Methodology (IDM) to implement the solution. This covers all aspects of a project including strategy, choice of technology, desired user experience and delivery management</p>
Problems encountered
<p>Managing content in a colossal company spread across is itself is a tough challenge. Bourntec had to first acquaint itself with these intricacies to effectively address the challenges, some of which were:</p> <ul style="list-style-type: none"> ○ The scope and variety of the data complicated further the task of referencing and retrieving documents quickly ○ 70 users, some from production sites and others from external manufacturing locations, across 15 organizational departments, needed to use the system. Bourntec had to implement a solution that would allow multiple users to use the system effortlessly
Performance Results
<ul style="list-style-type: none"> • The client could now import, store and retrieve electronic and scanned documents. This enabled a more efficient process of dissemination of information across the organization

Bourntec Proposal for ITECH10

- Using Sharepoint's Workflow and Lifecycle, the team automated the client's business processes. This simplifies approval processes and retention of records

Customer's name & Address

ITT Corporation, 8200 Austin Avenue, Morton Grove, IL

Contact's name

Van Richardson

Telephone Number

(847) 983-5604

Email Address

van.richardson@itt.com

Bourntec Proposal for ITECH10

Reference # 3
Document Administration and Management Solution
Project Description
<p>Zieta is a premier provider of diversified business process and information technology outsourcing solutions to commercial and government clients worldwide. Zieta delivers superior business process outsourcing, information technology outsourcing, and systems and integration services, to clients from diversified industries like energy, financial, government, healthcare, retail, and transportation. Headquartered in Delaware with offices located in nearly 5 countries. Customer had built an application on Documentum module to manage the rich media assets as the existing system was built on older version of Documentum platform that lacked many critical features. He wanted to drive down the cost of maintaining and supporting this application caused due to fragile application state. He also wanted to make the application more scalable and robust so that the applications can be used by the users across the globe.</p> <p>In these circumstances, Bourntec successfully engaged with Zieta to provide the intended results to the client. Bourntec re-designed the system for better scalability and robustness for growing business and users and upgraded the application to the latest version of the Documentum platform to leverage the new out-of-the-box features available with the new version like load -balancing and data backup. With the new design, the application became more robust and became more predictable reduced the cost in maintaining application.</p>
General value of the project
\$400,000
Length of project
11 Months
Types of employees and subcontractors used
<p>The project was supported by</p> <ul style="list-style-type: none"> • Project Manager – 1; Functional Architect – 1; Technical Architect – 1; Tech Lead – 1; Senior Developer -2; Developer -2; Test Engineer – 3
Description of work performed
<p>Bourntec portals and content management team deployed a robust solution for the client. Bourntec was engaged to support & maintenance the current application based on Documentum. The project was deployed in 2 critical phases, - Steady state, and operational agility. Bourntec then analysed the current state thoroughly for an application of this nature.</p> <p>Based on our analysis, Bourntec proactively suggested measures which involved application redesign and upgrade of Documentum module. The re-designing of system ensured that applications could be securely accessed by external users. Also, it supported the large number of users without adding any hardware infrastructure which provided business flexibility</p>
Problems encountered
<p>Given the myriad of products available, the client wanted a complete solution addressing all its future needs. The trade-off involved in a multi-product vs. single product solution had to be evaluated</p>
Performance Results
<p>Client was able to realize the benefits of the product. Bourntec enabled the client with lowered cost of maintaining and supporting the application. The application and robust platform deployed supported larger number global of users with the same infrastructure</p>

Bourntec Proposal for ITECH10

Customer's name and address
Zieta Technologies, 1899 Powers Ferry Road SE, Suite 240, Atlanta, GA 30339
Contact's name
Shivaji Singh
Telephone Number
770-857-0008 x 221
Email Address
s.singh@zietatech.com

Service Category

Enterprise Systems Management Development &
Implementation

**For this Service Category, we are providing 3 references
from our sub-contractor, Reliance IT, Inc.**

Bourntec Proposal for ITECH10

Service Category
Enterprise Systems Management Development & Implementation
Reference # 1
CMARS - Inter Exchange Cost Management Platform
Project Description
<p>CMARS stands for Call Matching and Reconciliation System which is an enterprise scale platform of Verizon in collecting, collating, enumerating, matching, re-rating, analyzing and re-rating call data records. The total system size spanned two 12 CPU HP servers supported by 10 Terabyte live data backed by large volume backup systems. This platform processed several million call data records to ascertain cost differences, areas to dispute and also fed into several offshoot applications including Payphone Compensation, Least Cost Routing etc. This system is crucial for Verizon to audit and identify any discrepancies in several million dollars worth invoices it pays to its B2B vendors.</p>
General value of the project
Total Cost of the project surpasses over million dollars, while Reliance is instrumental in taking over after about \$400,000 were already spent on the project. Subsequent to development and implementation this project was rolled into vendor supported software as a service model with an outlay of about \$35,000 per month over last eight years
Length of project
Initial development and implementation was over 18 months out of which Reliance IT worked on nine months.
Types of employees and subcontractors used
Project Managers, Business Analysts, Data Modelers, Technical Architects, C, Java, Oracle, Micro strategy, Informatica, Sync Sort, ECM, Unix engineers, Data warehouse architects, Multi Dimensional data modelers
Description of work performed
<p>Design, Development, Implementation, Maintenance, Technical Support, Project Management, Documentation tasks were performed through this project. The project was redesigned after taking over from a prior vendor and taken to completion and roll out. The core functionality can be listed as:</p> <ol style="list-style-type: none"> 1. Importing daily usage feeds 2. Importing monthly media 3. Importing contractual/tariff rate tables 4. Call matching 5. Call re-rating 6. Dispute calculations 7. Report generation 8. Viewing reports 9. Downloading reports 10. Creating ad-hoc reports 11. Support Data Transfers and IT 12. Support End users with Data
Problems encountered
Integration with wide array of data sources and recipients, integration of diverse technologies up to 10 different ones was a challenge
Performance Results
System exceeded the expectations, while prior system took around two weeks to complete a process cycle CMARS platform took less than 30 hours for the end to end process. Further implementing a new vendor data took less than ten business days unlike several months in the older system
Customer's name and address
Verizon Communications, 2400 N Glenville Rd, Richardson, TX 75082
Contact's name
Greg Brassfield
Telephone Number
972 768 1200
Email Address
geb@gte.net

Bourntec Proposal for ITECH10

Service Category
Enterprise Systems Management Development & Implementation
Reference # 2
Pay Phone Compensation System
Project Description
<p>FCC mandates that major Telecommunications companies are liable to compensate payphone operators for the calls routed through their network. This encompasses all the payphones all over the country and calls made and routed from them to Verizon network.</p> <p>It required a platform that can accept Telco Switch records and identify the payphone numbers, phone providers and assess the compensation fees. The computations and results are subject to annual audit by FCC conducted through major auditing companies like Price Waterhouse.</p> <p>The platform consists of Oracle Database fed by data extracted by Sync Sort scripts. Oracle data loader was used extensively along with Micro Strategy OLAP services for reporting services</p>
General value of the project
Total outlay for this project was \$320,000 in addition to the CMARS project development
Length of project
Five Months
Types of employees and subcontractors used
Project Manager, Business Analyst, Data Modeler, Oracle DBA, Micro Strategy and Sync Sort programmers
Description of work performed
Software Design, Development, Testing and Implementation followed by production support
Problems encountered
None of significance
Performance Results
Platform met the user requirements and FCC requirements
Customer's name and address
Verizon Business, 2400 N Glenville Rd, Richardson, TX 75082
Contact's name
Frank Dunton, Alliance Cost Technical Manager (Retired)
Telephone Number
9096462831
Email Address
fduntonsquared@yahoo.com

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Service Category
Enterprise Systems Management Development & Implementation
Reference # 3
Channel Maker
Project Description
Channel Maker is an open source technology based enterprise resource planning system for Small and Medium Business market. The platform was developed to function in subscription model where businesses subscribe to the services by number of seats or other criteria. This system was a hosted "Oracle ERP" equivalent for SMB market at no upfront licensing cost
General value of the project
The total outlay for the project was over a million dollars
Length of project
The total length of the project is nine to eighteen months beginning with core platform followed by several add-ons
Types of employees and subcontractors used
Technical Architects, Project Managers, ERP Business Analysts, Java Programmers, Report Developers, SQL Server DBAs, Open Source Tools Developers
Description of work performed
Reliance IT was a shareholder of Mango Networks and responsible for infrastructure, technology, delivery and customer support. This system was developed by taking the open source code from open source group's Compiere project. Compiere is Oracle ERP look-a-like developed in open source world subsequently rolled out as GNU license. Mango Networks took up extending the Compiere product to make it a complete product with Payment Processing, Data Transfer, Inventory, Order Processing, Distribution Management and several other modules. Further instead of making it a stand alone licensed product Mango Networks decided to re-engineer this as a hosted product which brought in the challenges of multi-client, multi-company requirements in a single software installation
Problems encountered
This project was replete with technology problems due to its open source foundations. The core code set was still from open source compiere project which required extensions be retested and modified every time core products was changed. After several iterations we completely branched off from the base version and stayed independent at the risk of having to deal with the base changes on our own.
Performance Results
Entire platform was successfully built and taken to market with successful customer implementations
Customer's name and address
Mango Networks, LLC
Contact's name
J D Hicks, former CEO
Telephone Number
214 572 3600
Email Address
jdhicks@synergyteamingsolutions.com

Service Category

Technology Advisory Services

Bourntec Solutions is not interested in this Service Category

Service Category

Major Project Implementation
(To include Project Management)

Major Project Implementation (Including Project Management)

Bourntec Solutions has worked extensively with public and private sectors for major project implementation. In many cases, when Bourntec involved in major project implementation, we provide full range of capabilities needed for a smooth project implementation — from project management, installation and training, to compliance process implementation, baseline code analysis and result interpretation. We pride our self of the fact that although, the business and technology used varies from project to project, we ensure that every customer engagement progresses smoothly and we deliver a very successful project.

Bourntec Solutions is pleased to present our relevant experience and qualifications for the West Virginia ITECH07 proposal.

System Development Lifecycle / Methodology

Bourntec follows an Objective Driven project management philosophy for providing major project implementation services. Bourntec believes that well-defined Project Management is one of the most critical skills required for successful execution of any engagement. Bourntec Integrated Quality Management System (IQMS), which is the corner stone of its quality standards, defines procedures for all project management activities.

The components of our project management approach are simple and address the crucial needs of an organization. It is a comprehensive approach to end to end activities of a project lifecycle which includes project work plan, team organizing, resource staffing, overseeing day to day activities, coordinating with multiple stakeholders, controlling, measuring completion, reporting status to internal and external stakeholders and evaluating overall project effectiveness.

Bourntec’s project management model derives its guidelines and principles from its Integrated Quality Management System (IQMS). Every project activity is subjected to strict ETVX criteria and periodic project management reviews are performed to ensure compliance against the IQMS. We follow a documented Project Management Methodology from Project Management of Book of Knowledge(PMBOK) (Initiate, Plan, Execute, Control and Close) for most of the Information Technology (IT) projects, evidently checking the adaptability of the processes to the project.

Bourntec’s project management model involves shared establishment of project objectives along with shared planning and reviews. This helps in establishing a synergistic model towards achieving the client’s objectives.

The following diagram depicts the overall project management approach that Bourntec proposes to adopt in each project, we are asked to complete for state of West Virginia

PROJECT MANAGEMENT PROCESS

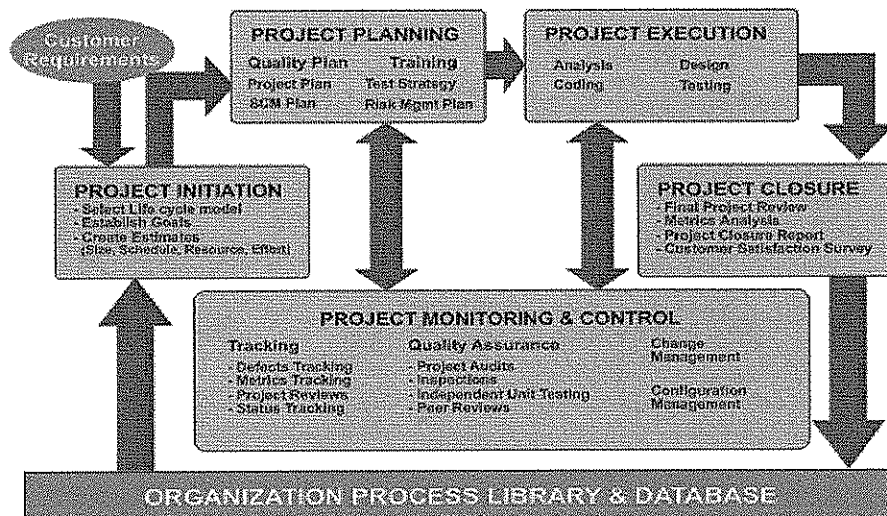


Figure – I. Bourntec Solution’s Project Management Process

Bourntec Proposal for ITECH10

Project Testing Tools & Approach

Bourntec has extensive experience in wide range of projects, with a corresponding range of complexity scope, and project management tools. Bourntec believes in the guiding principle of "use the tools appropriate to the size, complexity, and impact of customer project". Bourntec is tool agnostic and identifies a solution that is most suited for the customers.

Our experience spans across various tools and have been successful in using them on various platform including mainframe, web-based and client server applications. Bourntec have employed these tools to conduct testing include but not limited to acceptance testing, Volume, stress, load, where appropriate, we stress the use of automated testing tools to quickly and efficiently identify areas where attention must be focused within the system. We also understand the fact that in certain instances, automation cannot replace the erudition of the person performing the task. In those instances, Bourntec works with the end-user and ensure that the application is tested against the stated business/functional objective by employing a combination of automation and manual testing tool expertise and deliver a quality product to our clients.

Bourntec team understands it is critical to test early and often to ensure that the project is meeting deliverables and is production-ready. Thus, we follow a well defined plan and execution, which is fundamental for any successful performance and load testing. Our approach involved in performance test execution includes validate the test environment, validate test, Run tests, baseline and benchmark and archive tests. Our approach employed helps in resolve performance issues in the application and run the system smoothly.

Additionally, Bourntec use automation tools in identifying defects. We employ various industry leading defect tracking tools such as Bugzilla, QC to track defects found in unit, integration, acceptance testing and production support. These tools also generate the reports, and these reports can serve as a means to monitor the types of problems and the times it take to resolve the issues. Furthermore, the tools generate test passed reports which enables Bourntec and the State to evaluate the issues and monitor the testing progress.

Achievable Project Estimates and Deliverables

Bourntec understands that the key to a successful project is planning. We believe that creating a Project plan stands in first place in project management and also in undertaking any long term or system development project. The project planning phase is very critical of all, and it to find the project and approving the project team. This phase also involves creating a suite of planning documents to help guide them throughout the project delivery. Bourntec follows 10 key steps in the critical planning stage, which includes, 1) Creating a project plan 2) Creating a resourcing Plan 3) Creating a Financial Plan 4) Creating a Quality Plan 5) Creating a Risk Plan 6) Performing Phase review 7) Creating Time Estimation 8) Create a procurement plan 9) Creating a communication plan and 10) Creating an Acceptance plan for effective project implementation.

Our experience with small and midsize systems such as PKI Project Management, Radiant RIMS and PKI ConsulTrak enabled us to incorporate Scope Management, stakeholder collaboration and project implementation tools such as MS project to overall project plan in order to meet feasible project estimates and deliverables.

Establishing and nurturing sound work plan is the first step for setting a project estimate. Bourntec follows a structured mechanism, driven by a single set of objectives, which are translated, into a common, integrated project/work plan. this plan is comprehensive and cover all aspects of the project i.e. "Project Objective and Scope,

Bourntec Proposal for ITECH10

roles and responsibilities, dependencies, assumptions, Customer requirements, project methodology, project team structure, client communication, deliverables, Project Phases Schedule and Milestones, Internal Project Deliverables, Resources, Tools and Techniques, Problem reporting and Corrective action etc". This Comprehensive work plan is critical of the project estimates and it requires both parties approval prior to commencement of the project. After the initial creation of the plan, all the amendments to plan, timeframes, addition of tasks, activities, resource adjustment will be tracked and managed in MS project work plan. As the project progresses, the project plan will be updated and reviewed by Bourntec and state's management team. These reviews allow the management team to check the timely evolution of the project and establish appropriate system.

Bourntec believes that tightly integrated and highly successful collaborative relationship engages both of the stakeholder's much more effectively in active communication with each other so that each dependency is clearly understood and managed. We will also hold weekly communication sessions with the state to discuss the status, deliverables, issues, and collectively figure out correction strategies. We also use advance communication tools such as Webex, or Centra to hold meetings and share information. Bourntec maintains a standard template to create status report using MS word throughout the project lifecycle. For projects such as PKI project management, Project reviews are conducted periodically (normally every week) with the project teams. In this review Bourntec addresses both project management and technical aspects of the project to PKI. The project status report on PKI Project management also look into Schedule, effort, Change management, review and test defects, planning and monitoring are typically reviewed.

In addition to weekly report, Bourntec project management and Radiant project team also conduct daily and monthly assessment on assessing the health of the project; Check the status and progress of the project. Issues discussion on actual progress vs. work and cost estimates, requirements measurement for scope control and overall quality measurements in productivity etc. In all our projects, we make sure all our project deliverables status reports, such as daily, weekly and monthly etc are kept short and to the point, and refrained from personalization to ensure that precious time is saved and invested in critical business activities.

Quality Processes

Our focus on project-level quality systems ensures that every customer engagement progresses smoothly.

Bourntec has a unique way of defining quality processes in project implementation. Our process methodology in PKI ConsulTrak project is context - composed; we work closely with the client to understand the unique "value" expected from the project, and then tailored our processes to enable realization of that value. We measure our success through periodic formal independent feedback mechanisms and reports.

The PKI Project Management Project demonstrates our Project Management capabilities and our ability to manage budget and meet deadlines. All our Project Management capabilities are enhanced and driven by

- Competency development through extensive trainings and certifications
- Infrastructure development through integrated project management tools
- Peer networking through community-based benchmarking and sharing within Bourntec as well as with the industry

Bourntec Project Management will constantly monitor the process and product metrics, productivity and process improvement parameters across all the projects. Bourntec follows a continuous quality enhancement process, which adheres to the three of level-5 KPAs (Key Process Area), namely Defect Prevention, Technology Management and Change Management. Bourntec uses its Integrated Project Management tool to capture, track

Bourntec Proposal for ITECH10

and monitor such activities and metrics. Bourntec, as part of its association with PKI, Radiant and other prestigious customers adopted defined processes to achieve guaranteed and quantifiable productivity improvements and present them to clients on a year-on-year basis.

Full Responsibility of Major Project Implementation

Bourntec takes the complete ownership of the project right from Project initiation to Project rollout. Bourntec Business Relationship Manager will perform the role of Single point of contact and will be the primary point of contact for the business relationship. He/She will work with the state's management to manage the commitments, requirements and expectations.

Special Qualification

Bourntec has a wider spectrum of industry exposure comprising of Government / Public sector, Banking Financial Services and Insurance, Logistics and Health Care etc. We operate from the fully equipped development and training center at Rolling Meadows that enables us to provide fail-safe communications, connectivity and bandwidth catering to support our operations. Our prominent clients include The Chicago Public Schools (CPS) and The State of Illinois, Ty, Inc., CNA , Inc., ITT Corporation, Aviall, Inc., among many others. Bourntec is also a Technology Partner for Microsoft, Oracle and Vignette. We were the proud Bronze sponsors of Vignette Village 2007.

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Reference # 1
Project Management
Project Description
<p>PKI is a recognized leader in multi-service consulting company, focused on cost-effective, rapidly deployable IT solutions. It has operations on an increasingly global scale and constantly evolving - its diversification includes IT Consulting Services, insurance and property management services. To improve the productivity of the employee engaged in projects, client identified that they need an easy-to-use, web-based time and expense tracking tool to measure the time invested on the project. Also, the tool should be web based and intuitive enough to enable user to enter time against the task.</p> <p>PKI selected Bourntec to develop the desired highly beneficial, cost-effective, easy to use, and architecturally sound system. In order to keep pace with the client's changing business needs and keeping future enhancements in mind, Bourntec conducted a detailed software requirement study in order to capture all the end user needs. On this conclusion, Bourntec design and developed a windows DNA based n-tier web solution with comprehensive time and billing functionality to enable the user to attain intended results.</p>
General value of the project
\$300,000
Length of project
9 Months-Ongoing
Types of employees and subcontractors used
<p>The project was supported by</p> <ul style="list-style-type: none"> • Project Manager – 1; Solution Architect – 1; Tech Lead – 1; Senior Developer -2; Developer – 3; Test Engineer – 2; Build Engineers – 1
Description of work performed
<p>Bourntec is responsible for providing end to end project lifecycle on this project. Bourntec engaged right from project management, project planning, facilitating the gathering of requirements, to software design, software development, unit testing, integration testing, to facilitating user acceptance testing, implementation planning, change management, communication and readiness activities, training support, deployment go-live and post implementation support. Bourntec utilizes the PKI's standard development model for development of each release. Currently we are in the second phase of implementing project management practices, pending assessments, the project was designed to release phase wise and presently the project is ongoing and the planned to release the next phase of the project in a near future.</p> <p>Project Scope/ size and complexity</p> <p>The Scope of the product includes design, development, implementation and deployment of the web application that has time management and billing functionality. Primary objective of the solution would be to develop an easy-to-use, web-based time and expense tracking tool. Web Timesheet's should be simple and its intuitive interface should ensure fast and accurate time, time off, and expense entry by users.</p> <p>Tools Used</p> <p>MS Project, Excel, Word and Visio</p>

Bourntec Proposal for ITECH10

Management Approach

A Four phased approach is followed in implementing the project, with defined timelines and project characteristics. The phases included are initiation phase, Project Level Installation Phase, Enterprise level installation phase and finally maintenance phase.

Technology Employed

.Net, SQL Server

Vendor Responsibilities

PKI has been responsible for each of this contract, including project management, design development, testing, training, implementation, maintenance and production support

Estimating Methodology

Our company project estimation tool suite was employed to generate, manage, and validate estimates of effort for a wide variety of projects. Our estimation method uses proprietary technology to provide both task and effort based estimation for the project.

Project Management Methodology

The project management methodology and approach utilized is the approach described in the narrative above in this section

Performance Results

- Shortest possible time-to-market due to tailored development methodology
- Solution meets increase in user collaboration
- Solution meets increase in operations Efficiency

Customer's name and address

PKI Inc., 5098 Foothills Blvd. Ste#3-421, Roseville, CA 95747

Contact's name

Michael Wasco

Telephone Number

916.771.5241 x 101

Email Address

mwasco@pkinc.biz

Bourntec Proposal for ITECH10

Reference # 2
RIMS
Project Description
<p>Radiant Global is a leading software solution and service company, delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Organizations with multiple locations managing multiple user groups and infrastructure issues, such as servers, operating systems, routers, switches, desktops, laptops, printers and other IT equipment require a reliable, efficient effective and secured means of console for managing mission critical IT Infrastructure issues across all channels of technology platform. Although, most infrastructure management solutions, offer multi-channel means for monitoring and managing Infrastructure issues, they use third party applications that are not seamlessly integrated. This not only increases product costs, but it is also inconvenient, as organizations have to deal with multiple suppliers, limiting their ability to streamline business processes.</p> <p>Against this backdrop, Radiant was looking to differentiate its product offering by delivering an Integrated multi-channel Infrastructure Management solution that would minimize costs, increase productivity and provide consistent and reliable results. Radiant approached Bourntec and outsourced the product development services. Bourntec in-house product engineers has come up with a fully featured integrated Infrastructure and SLA management software - Radiant Infrastructure Management System (RIMS), for comprehensive incident and performance management across the Network, Servers, Applications for single and multi-site enterprises of all sizes from a single console.</p>
General value of the project
\$700,000
Length of project
12 Months - Ongoing
Types of employees and subcontractors used
<p>The project was supported by</p> <ul style="list-style-type: none"> • Product Manager – 1; Solution Architect – 1; Tech Lead – 2; Functional Lead – 1; Business Analyst – 1; Senior Developer - 2; Developer – 3; QA Lead – 1; Sr. Test Engineer – 2; Test Engineer – 3; Build Engineers - 1
Description of work performed
<p>Bourntec designed and developed product RIMS supports the granular level reporting on network and other infrastructure issues along with Traffic analysis picture to take strategic decisions. The Product RIMS was designed with a feature to deploy at the client site or deployed via an MSP model. Bourntec team has developed the built-in wizards and Intuitive interface enough to allow even those new to product.</p> <p>Bourntec was engaged to design and develop the product by implementing end to end project management right from analyzing the project to project planning, facilitating the gathering of requirements, to software design, software development, unit testing, integration testing, to facilitating user acceptance testing, implementation planning, change management, communication and readiness activities, training support, deployment go-live and post implementation support.</p>

Bourntec Proposal for ITECH10

Project Scope/ size and complexity

The Scope of the product includes design, development, implementation and deployment the scalable network solution that would manage the IT infrastructure and networking of clients of different backgrounds and sizes from a single console.

Tools Used

MS Project, Excel, Word and MS Visio

Management Approach

A Four phased approach is followed in implementing the project, with defined timelines and project characteristics. The phases included are initiation phase, Project Level Installation Phase, Enterprise level installation phase and finally maintenance phase.

Technology Employed

Java, Spring 2.0, Hibernate 3.0, JSF 1.1, Oracle, JBoss, JBoss Portlet Server and Windows XP,

Vendor Responsibilities

PKI has been responsible for each of this contract, including project management, design development, testing, training, implementation, deploy and support

Estimating Methodology

Our company project estimation tool suite was employed to generate, manage, and validate estimates of effort for a wide variety of projects. Our estimation method uses proprietary technology to provide both task and effort based estimation for the project.

Project Management Methodology

The project management methodology and approach utilized is the approach described in the narrative above in this section

Performance Results

- Respond to problems on the Infrastructure 200% faster
- Track traffic usage patterns on the network to quickly solve bandwidth challenges
- Automatically remediate and solve problems on the network infrastructure with and without intervention from IT department's network engineers

Customer's name and address

Radiant Global, Inc. 5104 Tollview Dr. Rolling Meadows, IL 60008

Contact's name

Ramana Modalavalasa

Telephone Number

224-232-5080x 6111

Email Address

vramana@radiant-global.com

Bourntec Proposal for ITECH10

Reference # 3
ConsulTrak
Project Description
<p>PKI is a recognized leader in multi-service consulting company, focused on cost-effective, rapidly deployable IT solutions. It has operations on an increasingly global scale and constantly evolving - its diversification includes IT Consulting Services, insurance and property management services.</p> <p>As a leading consulting firm, the client was facing difficulty in staffing at global level, as resources were managed manually, and also there was a problem in reconciling the financial and operational data in terms of both, effort and time. Report generation was not centralized and the analytical reporting capability was also missing. The client was facing technical challenges in generating adhoc reports using other open source tools. Also, there was no mechanism for exporting the reports to other formats and no standard method for report distribution. Project Heads were unable to access up-to-date time and business metrics as and when required. Hence the client was looking out for a vendor with right experience and domain knowledge to meet their expectations.</p> <p>Bourntec was selected to be the client's technology partner. Bourntec has developed powerful, customizable Professional Services Automation solution – "ConsulTrak", with reporting capabilities and bi-directional integration with front and back office applications, providing accuracy of data and visibility into project progress and critical project metrics. ConsulTrak 100% web native, on-demand model enables access anytime, anywhere – with instant, real-time visibility into resource, project, expense, and time data.</p>
General value of the project
\$318,000
Length of project
10 Months (Jan 2009 – Oct 2009)
Types of employees and subcontractors used
<ul style="list-style-type: none"> • Project Manager – 1; Solution Architect – 1; Tech Lead – 1; Senior Developer -1; Developer – 1; Test Engineer – 1
Description of work performed
<p>Bourntec partnered with PKI to support his vision and get on the project to develop professional service automation tool. Bourntec used Java as a platform to transform the client's valuable data into shared information for insightful and timely decisions with low cost of ownership. Using Java, J2EE, and Bourntec also developed role based access for the application helped the client's business executives to make better decisions faster and with ease.</p> <p>Project Scope/ size and complexity</p> <p>The Scope of the product includes design, development, of the professional service automation solution that would provide accuracy of data and visibility into project progress and critical project metrics from a single product.</p> <p>Tools Used</p> <p>MS Project, Excel, Word and MS Visio</p> <p>Management Approach</p> <p>A Four phased approach is followed in implementing the project, with defined timelines and project</p>

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characteristics. The phases included are initiation phase, Project Level Installation Phase, Enterprise level installation phase and finally maintenance phase.

Technology Employed

Java 5Vi, Struts, Servlets and JSPs, Hibernate, Oracle XE, Tomcat 5.5 and Windows XP

Vendor Responsibilities

PKI has been responsible for each of this contract, including project management, design development, testing, training, implementation, deploy and support

Estimating Methodology

Our company project estimation tool suite was employed to generate, manage, and validate estimates of effort for a wide variety of projects. Our estimation method uses proprietary technology to provide both task and effort based estimation for the project.

Project Management Methodology

The project management methodology and approach utilized is the approach described in the narrative above in this section

Performance Results

- With this new resource management functionality, Client has seen an increase of up to 25% in Resource utilization.
- Use of ConsulTrak dashboard gave user groups visibility into performance and KPI, thus enabling them to take action quickly to resolve business process issues and reduce costs
- Using ConsulTrak to track all project related activities, including budget tracking, scheduling and forecasting

Customer's name and address

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Contact's name

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Service Category

Enterprise Application Integration

Bourntec Solutions is not interested in this Service Category

Service Category

Migration of Legacy Systems

Bourntec Solutions is not interested in this Service Category

Service Category

Project Quality Assurance Review and
Associated Services

Bourntec Proposal for ITECH10

Project Quality Review and Associated Services

Independent assessment of major systems development projects to ensure such projects are completed in a timely manner, within budget, according to established specifications which reflect user needs, adhere to established technical standards and procedures, and make optimal use of technology.

Bourntec quality assurance function will provide management with an independent evaluation of project progress and identification of actual/potential problems associated with the project. Activities may include, but are not be limited to:

- Participation in major system component "walk-throughs"
- Review of system testing standards and procedures
- Review of system documentation and training plan/materials
- Review of project approach, tools, techniques and methodologies used
- Tracking of project timelines and deadlines per the detailed project workplan
- Independent risk analysis and risk mitigation planning
- Review of project deliverables to ensure that they are of the highest quality and meet standards for deliverables per the RFO/RFP
- Monitoring of contract specifics between system vendor and state agency
- Preparation of periodic status reports to project executive management, including recommendations for corrective action/improvements

System Development Lifecycle / Methodology

Bourntec knows that efficient testing requires unrelenting focus on addressing certain key aspects of the software testing lifecycle. Our testing process is meticulously defined, ensuring that testing projects concentrate on these key aspects of the software testing lifecycle:

- Client understanding
- Domain testing
- Knowledge transition
- Infrastructure setup
- Test bed setup
- Reporting

Example of the reference: Radiant's the Quality Assurance capabilities and Testing of Network Management project demonstrates our QA capabilities and testing scope.

Project Management Methodologies

In order to establish this project management structure, Bourntec testing practitioners define processes to deliver quality deliverables using well-defined project management methodologies for all types of testing

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projects and services. Each methodology has a dedicated list of activities, and each activity is further elaborated into pre-requisites, templates, checklists and guidelines. Our distinct methodology helps boost test engineer performance, as well as improve existing processes.

In addition, Change requests and evolving designs are common during Web development, and thus constantly redefine the scope of testing. Bourntec testers carry out the tedious process of tracking changes, and analyzing the modules affected by the changes for defect free report.

- In Web Service Quality Review and Testing for TY Inc., Bourntec developed and compared Bourntec developed a new XML comparison tool that compared two XMLs and reported discrepancies

Broad Experience and Expertise in modern web based technologies

Bourntec in the Internet solutions testing space help mitigate risks, and ensure that applications go live bug-free. Our experienced practitioners assist you with redesigning test cases, adding new ones and testing them with inter-related components repeatedly.

Bourntec can accurately measure site performance in terms of server response time for each type of request, and conduct thorough performance testing with off-the-shelf as well as customized tools. We can stress-test Web sites with various simulated loads, and ensure handling of the optimum loads desired. We also ensure data integrity, and implement 'template test cases' to reuse tests and test steps, reducing test design times.

Bourntec through its vast experience and expertise have devised methodologies to address some of the key challenges and evolve viable solutions in projects such as Radiant Quality Assurance review and Testing of Network Management Product, PKI Inc., TY Inc., Web Service Quality Review and Testing Centralized Quality Services

Bourntec Proposal for ITECH10

Reference # 1
Quality Assurance review and Testing of Network Management Product
Project Description
<p>Radiant Global is a leading software solution and service company, delivers innovative products that help organizations get more performance and productivity from their applications, databases and windows infrastructure. The client has a prominent market position with its servers, storage products and network management software products. The client's IMS product – RIMS, for network performance management and reporting provides a powerful reporting solution that gives the client deep insights for effective service level management, provides common data warehouse and reporting facilities. It reports on the performance and availability of networks, systems and services. It generates forecast/capacity planning reports and customizable reports.</p> <p>This product had to be subjected to functional, regression, deployment, and performance benchmarking tests. Integration tests to determine its performance with 3rd party products also had to be conducted.</p> <p>Functionality Testing had to be done in the required environment (IA platform). Regression testing included re-running previously runs tests and checking whether previously-fixed faults have re merged. System tests had to be executed on a complete, integrated system to evaluate the system's compliance with its specified requirements. Bourntec successfully teamed with Radiant to provide the client intended solution and with the capability to provide them on demand. With Flexible test team and product knowledge and its usage in a live environment, Bourntec reduced the testing cycle timeframes working along with product development team.</p>
General value of the project
\$700,000
Length of project
1 Year
Types of employees and subcontractors used
The project was supported by: Project Manager – 1; QA Lead – 1; Sr. Test Engineer – 2; Test Engineer – 3.
Description of work performed
<p>Bourntec had both the capabilities and the ability to provide a flexible model whereby the test team could be deployed within a short timeframe. Bourntec installed Itanium servers in its test lab</p> <p>The test lab first developed a Strategic Test Plan which was shared with the client. The complex environment consisting of various hardware/OS and database installations was then established. This environment enabled the team to perform testing in the same environment as configured for the development or in a "clean" configuration. For the final phase of testing, a new and separate test environment was always created.</p> <p>Testing is carried out on a particular test bed set as per the test strategy plan. The testing included:</p> <ul style="list-style-type: none"> • Manual testing • Semi-auto testing • Automated testing
Problems encountered
Lack of complete test coverage and incomplete execution and analysis of the regression test bed caused risks

Bourntec Proposal for ITECH10

to the quality of the data. Bourntec developed automation regression testing plans and automated 80% of the applications. It helped in widening the test coverage for the back-end system used by the application.

Performance Results

- Process-based testing ensured that the complexities caused by the environment were controlled
- Significant reduction in test cycle times over a period of time due to the test lab achieving more maturity and competencies

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Bourntec Proposal for ITECH10

Reference # 2
Web Service Quality Review and Testing
Project Description
<p>Warner, sole owner of Ty Inc., is the leading designer and manufacturer of stuffed toys in the world. TY Inc maintains a huge volume and variety of stuffed toys inventory with multiple pricing levels for different types of customers. As a leading stuffed toys manufacturer, with its business spread across countries, was selling products to customers through traditional distributors. Realizing that they could increase sales by creating online business operations, the company developed a customer ordering strategy. Customer ordering is internet based and provides a direct business link between the company and its customers. To implement the online strategy, the client required system enhancement, for which its development new web services. However, it also amended existing web services in the process. The modifications need fool-proof testing for optimal implementation of the customer order management system. Bourntec was than chosen by Ty Inc., to provide optimal testing services, as in this case it was going to be a daunting task because of the absence of an automatic testing tool.</p> <p>As with any new software, testing of the new and modified web services was vital and this was ht challenge for Bourntec. Bourntec with greater development and testing effort learned the usage of every client before testing them carefully, then developed a generic UI and web client and new XML comparison tool to test any web service, besides this, Bourntec automated the web service testing process.</p>
General value of the project
\$402,000
Length of project
11 Months
Types of employees and subcontractors used
The project was supported by: Project Manager – 1; QA Lead – 1; Sr. Test Engineer – 2; Test Engineer – 4
Description of work performed
<p>Bourntec analysed the design of all new web services and concluded that a single generic client could be developed to test all web services – developed in the new platform.</p> <p>Bourntec then developed the generic web client and user interface, thereby eliminating the need for numerous proxy and stubs. Apart from saving costs and maintenance effort, the generic client allowed testers to examine different web services.</p> <p>Automated web Testing process</p> <p>After conducting an automation feasibility analysis. Bourntec automated the web services testing. The testing process created reusable components which could be used for further cycles.</p> <p>XML comparison</p> <p>The new automation framework lacked the functionality to compare two XMLs – Base lined output XML after manual testing, and the Output XML generated during the automated run. Bourntec developed a new XML comparison tool that compared two XMLs and reported discrepancies. If any. Using these tools, Bourntec tested the webs services for regression, performance, compatibility and data.</p>

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Problems encountered
Adhering to cost and time estimates during the project was the biggest challenge. The effort saved due to automation ensured that there was no delay in deploying the design strategy, which further resulted in reduced time to market
Performance Results
<ul style="list-style-type: none">• 100% quality effectiveness during regression testing• Effort saving with reduced maintenance
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Bourntec Proposal for ITECH10

Reference # 3
Centralized Quality Services
Project Description
<p>PKI is a recognized leader in multi-service consulting company, focused on cost-effective, rapidly deployable IT solutions. It has operations on an increasingly global scale and constantly evolving - its diversification includes IT Consulting Services, insurance and property management services. The client has a powerful auctioning platform for prospective buyers and sellers leveraging the architecture of its own existing leading auctioning website for selling and buying of properties. For Auction platform Administration, client offers a web-enabled subscribe trading solution, which provides business process support for property placing, bidding and risk administration.</p> <p>The client's Quality Control (QC) team desired the ability to have scalable testing resources according to product release requirements. Their product development was split across both in-house teams and another vendor based in India. In addition, they were interested in bringing in best practices into their testing methodologies. PKI Inc., engaged Bourntec solutions as their testing service provider primarily on account of its proven expertise on product testing and the tools that were to be utilized, its high-familiarity with the product lifecycle and its mature quality processes. After a thorough QA process, Bourntec suggested the following types of testing leveraging the Global Delivery model.</p> <ul style="list-style-type: none"> • Manual Functional testing • Automated Regression testing • Performance and Load testing
General value of the project
\$321,600
Length of project
6 Months
Types of employees and subcontractors used
The project was supported by
Description of work performed
<p>Bourntec set up a dedicated QC Centre at its offshore test lab and which was integrated into the client development environment. The processes and reporting mechanisms were tailored to accommodate the client development and testing processes to ensure smooth operations. The team was trained on the client environment and started offshore testing activities within 4 weeks of initiation.</p> <p>The Bourntec testing team carries out the following activities:</p> <ul style="list-style-type: none"> • Creating and executing Manual test cases • Development and automation of test scripts • Regression testing using Test Complete scripts • Performance and Load test script development and execution using e-Tester of e-TEST Suite <p>The team deployed for the client at the offshore test lab was flexible based on the need, type and size of the requirement. In times of peak-load periods, additional testers were deployed within a minimum timeframe by using a quick-start induction manual specially developed by Bourntec.</p>

Bourntec Proposal for ITECH10

Problems encountered
Adapted to Client Schedule by working very flexible hours
Performance Results
<ul style="list-style-type: none">• Comprehensive product quality reports were presented to the client with each test cycle that enabled the client to assess the overall quality and plan its development and release times accordingly.• Bourntec realization of higher product quality
Customer's name and address
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Contact's name
Michael Wasco
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Service Category

ERP Implementation Services

Bourntec Solutions is not interested in this Service Category

Service Category

VOIP Implementation Services

Bourntec Solutions is not interested in this Service Category

Service Category

Advanced Internet Technology & Applications

Bourntec Proposal for ITECH10

Advanced Internet Technology Applications

Bourntec's technical services team brings broad experience and expertise in the design, development, implementation, and maintenance of Content Management and Portal Solutions. Our experience in developing advanced internet applications are based on well-defined and proven software development lifecycle methodologies, ensuring high quality and performance.

Bourntec advanced Internet Technology applications and Portal solutions are based on:

- Commercial off-the-shelf technology solutions, working closely with the associated technology vendor to customize and configure tools to meet specified business requirements
- Integration of frameworks, components, and tools that collectively meet specified business requirements
- Development of custom solutions tailored to suit specific business requirements

Bourntec believes that to successfully implement Web 2.0, it is important for accompany to identify the appropriate web 2.0 technology, tools, frameworks, and principles that it wants to embrace. Bourntec developed the solution using web 2.0 technologies, based on each individual specific need.

- For example: Bourntec employed robust web application using 3 – tier architecture following the guide lines of enterprise architecture and web 2.0 standards

Bourntec IT professionals employs a vast array of individuals enhanced its expertise in Web 2.0 and leverages in building Rich Internet Applications (RIA) to enable multi-channel high quality end-user experience. The qualifications and technology expertise of our team led to the successful delivery of services throughout variety of engagements by deploying technologies such as AJAX, Macromedia Flex, XHTML, and XML for Government and corporate clients.

- For Illustration: For END CLIENT enterprise portal development, Bourntec created the next generation partner payment alliance portal using Web 2.0 principles and cutting edge technologies,

Additionally, Bourntec employed Web 2.0 as a technology enabler to achieve business objectives to deliver results. Our It professionals work collaboratively between business & IT in leveraging web 2.0 to achieve business objectives.

- For Ezsief Bourntec has brought social computing technologies like blogs, wikis, social networking, communities of practice, and podcasting into the enterprise for clients across the globe. Our innovative Web 2.0 solution allow rich user interface behaviors while enabling task execution faster by 32 %.

Bourntec Proposal for ITECH10

Reference # 1
Data Change Application
Project Description
<p>ITT Corporation is a high-technology engineering and manufacturing company with operations across seven continents in three vital markets. ITT is majorly into Defense Electronics, Fluid Technology, and Motion flow control products manufacturing. It services the domestic and overseas market through an extensive distribution network and maintains a huge sales database "RCW Consolidated Database".</p> <p>ITT has a dedicated department working on RCW Consolidated sales database updating process, where the current data import process does not allow for 'after the fact' changes to the data. As it was a key phase of the whole business cycle, ITT was looking to design and develop a simple, efficient, and secured web based application that would largely automate the updating process and allow the user team to conduct business with certain enhanced functionality and quicker speed. For these reasons, Bourntec was engaged by ITT to assist the department in the design and development of a new computing architecture.</p>
General value of the project
\$351,000
Length of project
9 Months
Types of employees and subcontractors used
The project was supported by : Tech Lead – 1; Senior Developer -2; Developer – 2; Test Engineer – 1;
Description of work performed
<p>Bourntec Solutions designed a department wide development strategy in proposing a solution covering information, organization, applications and technology aspects. Bourntec also made recommendations about the types of architecture and technology that should be used, as well as the organizational impact upon implementing the solution. Bourntec helped ITT in deploying a solution that was aligned with the business needs and included well-defined deliverables.</p> <p>Bourntec was responsible for design and development of the project based on .Net specifications hosted on IIS 6.0 on windows 2003 server. Bourntec played key role in providing the following:</p> <ul style="list-style-type: none"> • Design and develop Web based solution to achieve high level of performance and greater data security • Application allow user to create multiple instances for the same data form and save the changes, thus reduced errors in updating the import process • Design and develop scalable and configurable functionality enhanced IT system capabilities in line with the new process requirements • Automate and Integrate user-centered design and application development for optimal performance • Robust web application using 3 – tier architecture following the guide lines of enterprise architecture and web 2.0 standards
Problems encountered
Adapted to Client Schedule by working very flexible hours
Performance Results
<ul style="list-style-type: none"> • All project deadlines were met on time • Simplify operations by providing more robust automation tools

Bourntec Proposal for ITECH10

<ul style="list-style-type: none">• Avoided errors in Data change and become simple to monitor the changes
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Bourntec Proposal for ITECH10

Reference # 2
Ez Sief
Project Description
<p>Zieta is a premier provider of diversified business process and information technology outsourcing catering solutions to clients from various industries like energy, financial, government, healthcare, retail, and transportation. Zieta Technologies wants to create a powerful platform, which can accomplish the end user desired results.</p> <p>In detail, European Commission initiated an extensive reform of European chemicals policy "REACH" (Registration, Evaluation, Authorization, and Restriction of Chemicals). The regulation shifts the burden of proving the safety of substances, products, and consumer use to the businesses that manufacture and import them. Hence, Businesses are enforced to submit the product information about its substances to establish the proof of REACH compliant product.</p> <p>REACH has identified 32,000 substances that require registration. Processing a few thousand substance registrations is a huge operational challenge that would be impossible to master without a leading-edge software solution. Zieta successfully teamed with Bourntec to provide the dynamic solution and accomplish the end-user business problem and to fix some major outstanding challenges in an effective manner such as</p> <ul style="list-style-type: none"> • Create, Manage and Track daily SIEF (Substance Information Exchange Forum) Activities • Building an interface to communicate with other SIEF members • Solution to track progress with built in dashboard
General value of the project
\$390,000
Length of project
6 Months
Types of employees and subcontractors used
The project was supported by: Project Manager – 1; Technical Architect – 1; Senior Developer - 1; Developer – 3; Test Engineer – 2
Description of work performed
<p>As part of delivering the desired results, Bourntec Solutions partnered with Zieta along with technical expertise and the creative expertise to deliver a desired interface that could shape the user experience and creating a web based tool – Ez Sief., which can address the complete challenges of the users.</p> <p>To start with, the project was broken up into four releases, During the first phase; the site architecture design based on Microsoft DNA (Distributed Internet Architecture) was confirmed and implemented. Bourntec was involved right from the User Interface designing which included assisting the client in concretizing the core process. The client provided an initial website concept document to the Bourntec team. Based on this document, Bourntec created functional requirements and design of the website and confirmed. Next, the technical architecture and design were finalized. The second release built upon the first by launching program provider application and approval process, login processes, and interfaces with several systems to understand the achieve solution for the end user challenges.</p> <p>Right from, the first system release, Bourntec followed an incremental development plan that involved</p>

Bourntec Proposal for ITECH10

delivering the application to the client in a phased manner. To meet the aggressive time lines, Bourntec adopted a strategy of sequencing the module development according to the criticality of the deliverables. This resulted in providing the client team with early views on how to increase the usability aspect of the application and improvements accordingly.

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Bourntec Proposal for ITECH10

Reference # 3
Enterprise Portal Development
Project Description
<p>PKI is a recognized leader in multi-service consulting company, focused on cost-effective, rapidly deployable IT solutions. The end client of PKI, is a California based leading merchant payment solutions Company. With offices across nation, end client provides innovative processing services to merchants and financial institutions around the globe. End Client had a vision to create the next generation partner payment alliance portal using Web 2.0 principles and cutting edge technologies. End client through an online portal intended to target retail merchants and large financial institutions in and out of USA by offering specially designed payment products and services.</p> <p>In this context, after successful bid, Bourntec was selected by end client to help in architect the next generation product and attain its development milestones within the shortest possible timeframes. Beginning with the development of a website construction methodology, Bourntec has proposed 2 phases for the evolution of the project. In the first phase Bourntec Identified user requirements, designed the user interface, developed the plan and created a content management process. Ideally, second phase involves the crucial implementation and integration along with the system built and usability testing.</p>
General value of the project
\$307,500
Length of project
6 Months
Types of employees and subcontractors used
<ul style="list-style-type: none"> • Project Manager – 1; Solution Architect – 1; Senior Developer -1; Developer – 1; Test Engineer – 1
Description of work performed
<p>Bourntec partnered with end client to support his vision and embark on the project to develop professional website, where underlying architectures, security frameworks, navigation, design, content management, customization and scalability for the Portal pages became the initial focus for the Client. Alongside, client also wanted to highlight numerous payment products and services related web pages, reflecting in increasing the promotion of wide variety of products such as credit card processing and purchasing equipments. The end client enterprise portal development project included the following phases:</p> <p>Phase I:</p> <p>Bourntec embarked on a program of work with the client to initially identify and recommend the ideal security components for the application. Bourntec also identified the techno-functional project team numbering 6 within one week of accepting the project and determined to rollout the project within the agreed shortest timelines. Bourntec also advised on hardware, middleware and software components necessary to bring the solution components together.</p> <p>Bourntec created logical and physical architecture plans, and documented the infrastructure framework under which the portal will run. The document includes specification of Web servers, Security web agents, Security Policy Servers, and LDAP Servers. The team then developed a portal development methodology and an enterprise level security data model for internal and external users that defined the accesses to applications, functions and resources granted to each type of user or user group.</p>

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Adopting and following these guidelines, Bourntec embark to implement and integrate the system. This solution would integrate with multiple systems in the whole ecosystem and accomplish the goals in creating a web portal. Some of the key functionalities that would derive from this implementation are: Business Services Layer, Portal Application Development, Portal Content Management System (CMS), Support Fulfillment Dashboard, Task Automation and Schedulers and Email Management System with defined accessibility.

Problems encountered

- Adapted to Client Schedule by working very flexible hours

Customer's name and address

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Service Category
Microsoft Specialists

Bourntec Proposal for ITECH10

Microsoft Specialists

Bourntec collaborates with Microsoft to build solutions that help customers optimize and transform their businesses. Bourntec's endeavor has always been to deliver innovative and cost effective solutions to our customers. Bourntec Microsoft alliance enhances our core competence in Global Delivery and development of new tools, methodologies and processes on Microsoft's technology platform. Our extensive experience in our successful implementations also enables us to deliver transformational services and solutions on next generation architectures.

As a Microsoft Solution Provider, Bourntec has early access to the latest Microsoft tools, technology, and certification programs. Our Microsoft Certified Professionals are thoroughly trained and completely knowledgeable on all aspects of Microsoft .Net. Our experienced professionals have complete knowledge of the changes using latest Microsoft tool and technology.

- For Example: In PKI Integrated Reporting Services, Bourntec developed reusable BI Web Portal framework using web parts in .NET. Role based access for the portal helped the client's business to a great extent in report distribution. Also, Ajax technology added to the better response time of the portal.

From custom application development to migration and architecture consulting, Bourntec provides a whole suite of solutions and services around Microsoft technologies. Our experienced Microsoft professionals has proven track record in migration services.

Architecture Migration

Integrating decentralized architecture to centralized architecture through appropriate technology integrating service components using a SOA approach for high-quality service delivery

Technology Migration Services

Defining migration strategy and suggesting alternatives, for example legacy COM to .NET, 32-bit to 64-bit, and more

Product Migration

Migrating from one product-base to another, or an upgraded version of the same; for example, SQL 2000 to SQL 2005

Platform Migration

Standardizing architectural platforms, like migrating from Customized Web to SharePoint Migrating the whole architecture from one platform to another, like Java to .NET

- The Following reference PKI DPP System rewrites Microsoft's MOSS 2007 & InfoPath 2007 software which offers on-line and offline data entry and features like enhanced editing, rich text, dynamic UI with no dependency on code change, versioning, workflow etc.

Portal

Bourntec understands the advantages of supporting all intranet, extranet, and Web applications across an enterprise within one integrated platform, instead of relying on separate systems. Following reference illustrates Mobile compatibility and enhancement for Poponent Credit Union. Our dedicated Microsoft certified team helped client to focus on its core activity of managing contents and selling its services leaving the technology challenge to Bourntec team which resulted in more efficient usage of organization resources

- Bourntec's Microsoft certified professionals worked as an extended arm of the client's engineering team and Integration and customization of the desired application

Bourntec Proposal for ITECH10

Reference # 1
Credit Union Management System (Web and Mobile application)
Project Description
<p>Zieta is a premier provider of diversified business process and information technology outsourcing catering solutions to clients from various industries like energy, financial, government, healthcare, retail, and transportation.</p> <p>An US based credit unit, established in 1971, currently with 27000 members and nearly \$430 million assets company approached Zieta for technology up gradation, enhancements and mobile application compatibility.</p> <p>The applications used by the client were not based on standard architecture and lacked consistency. Common functionality was repeated across applications and there were inefficient means of data replication resulting in a large volume of redundant data on field tools. Also addition of new applications to the system was a cumbersome task which led to high maintenance cost. The client wanted common mobility architecture for the operations which would help them improve productivity and efficiency through process automation.</p> <p>The proposed application should handle</p> <ul style="list-style-type: none"> • Single point contact for all services of Credit Union • Knowledge base of services provided and rates of services • Online application processing for all financial services • Integration to Credit Union backup office system for online information for members • Member Module for tracking the applications, accounts summary, loans summary • Admin Module for managing all financial transactions (application management, data integration) <ul style="list-style-type: none"> ○ Account Management ○ Checking Management ○ Credit Card Management ○ Loan Management (Personal Loans, Vehicle Loans, Home Loans) ○ Insurance Management <p>Because of the rapid growth the client was facing following challenges in the existing environment. Bourntec was choose to provide an web enabled application to enable members to easy access the credit union information with two way integration to legacy application with mobile enablement.</p>
General value of the project
\$350,000
Length of project
6 Months+ongoing
Types of employees and subcontractors used
<p>The project was supported by</p> <ul style="list-style-type: none"> • Project Manager – 1; Tech Lead -1; Sr. Developer– 5; Developer– 9
Description of work performed
<p>Bourntec’s Microsoft certified professionals worked as an extended arm of the client’s engineering team and focused on new development and enhancements to the product. The team was headed by a manager and had regular collaboration with client’s team with regular updates and inputs for a better transparency and achieving desired results. Bourntec Offshore team has successfully delivered the following services:</p> <ul style="list-style-type: none"> • Integrated application architecture to integrate with the current application with support of web and

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<p>mobile clients</p> <ul style="list-style-type: none">• Enhancement and redirect of Script based on the access device (web / mobile)• Development WML generation in .Net Mobile Controls <p>Currently development ongoing for core functional modules</p> <p>Technical Snapshot :</p> <ul style="list-style-type: none">• Platform: Windows CE/ Windows Mobile/Pocket PC 2002, Microsoft C#.Net, eVC++, SQL Server,• Devices/Handhelds tested for compatibility – Blackberry, Iphone and Motorola
<p>Problems encountered</p>
<p>The challenge was to integrate distinct customer requirements into a coherent strategy to derive measures of customer satisfaction. It was also important to map the processes from the customers' perspective, understanding the different nuances of the client's unique needs.</p>
<p>Performance Results</p>
<ul style="list-style-type: none">• A dedicated Microsoft certified team helped client to focus on its core activity of managing contents and selling its services leaving the technology challenge to Bourntec team which resulted in more efficient usage of organization resources
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Bourntec Proposal for ITECH10

Reference # 2
Division Portfolio Planning System
Project Description
<p>PKI is a recognized leader in multi-service consulting company, focused on cost-effective, rapidly deployable IT solutions. It has operations on an increasingly global scale and constantly evolving - its diversification includes IT Consulting Services, insurance and property management services. The end customer of our client is a US based global leader in research and development of technology for the electric power Industry. The customer offers an annual portfolio which outlines research that its scientists feel is of great importance to the direction, growth and sustainability of electric power.</p> <p>Bourntec had developed the Division Portfolio Planning (DPP) system for the customer. The old PP parses word documents and stores them in Word ML. However, this architecture was incompatible with the customer's IT architectural direction and required significant manual intervention and conversion programming to be able to port the portfolio onto the customer's web sites for delivery as well as into the customer's general ledger and financial suite.</p> <p>The customer wanted to rewrite DPP using Microsoft's MOSS 2007 & InfoPath 2007 software which offers on-line and offline data entry and features like enhanced editing, rich text, dynamic UI with no dependency on code change, versioning, workflow etc.</p> <p>This has been a highly challenging project from technical and functionality point of view. Some of the key challenges faced were:</p> <ul style="list-style-type: none"> • On-time delivery with aggressive timeline • Design & implementation to handle the dynamic configurable UI without code changes • Integration & interactions across various layers like MOSS 2007, SQL Service 2005 Reporting Services Reports etc
General value of the project
\$353,000
Length of project
8 Months
Types of employees and subcontractors used
<p>The project was supported by</p> <ul style="list-style-type: none"> • Project Manager – 1; Architect – 1;; Senior Developer -1; Developer – 2; Test Engineer – 1
Description of work performed
<p>Bourntec has reworked on the DPP System and designed the solution as client desired with the following features:</p> <ul style="list-style-type: none"> • Dynamic UI - configurable offline InfoPath templates where controls/fields can be added/removed with no dependency on code changes • Multilevel (Hierarchical) Offline InfoPath templates with display controlled on highly configurable multi-conditional rules • Custom implementation for configurable (DB driven) multi-step workflow available through offline InfoPath templates Custom implementation of version maintenance with version history, version details and revert to selected version functionality

Bourntec Proposal for ITECH10

- Integrated Telerik RAD controls with MOSS web parts for implementing central navigator screen with three tree views in separate sections – provides access to most of the operations via context sensitive menu options
- Used ASPOSE control with SQL server Reporting Services for reports in MS Word format
- Integration with MOSS 2007 by using SharePoint lists for master data maintenance
- Both way data synchronization between Share Point lists and SQL tables

Technical Snapshot :

- Microsoft office share point Server 2007, Microsoft Office CarPoint designer 2007, InfoPath 2007, Microsoft Visual Studio 2005 team suit, Microsoft Dot Net Framework 2.0, Telerik, and Microsoft SQL Server 2005.

Problems encountered

Rapid acquisition and transfer of the emerging technology was a key challenge. The client had very stringent Service Level Agreement requiring a quick turnaround.

Performance Results

- Enhanced Tracking of Order Status, Allocations and Re-allocations
- Reduced Cycle Time, facilitating Straight Through Processing for the Securities group
- Monitoring of journal entries and hence better control on system

Customer's name and address

PKI Inc., 5098 Foothills Blvd. Ste#3-421, Roseville, CA 95747

Contact's name

Michael Wasco

Telephone Number

916.771.5241 x 101

Email Address

mwasco@pkinc.biz

Bourntec Proposal for ITECH10

Reference # 3
Integrated Reporting Services
Project Description
<p>PKI is a recognized leader in multi-service consulting company, focused on cost-effective, rapidly deployable IT solutions. It has operations on an increasingly global scale and constantly evolving - its diversification includes IT Consulting Services, insurance and property management services.</p> <p>The client was facing difficulty in reconciling the financial and operational data in terms of both, effort and time. Report generation was not centralized and the analytical reporting capability was also missing. The client was facing technical challenges in generating adhoc reports using MS Access. Also, there was no mechanism for exporting the reports to other formats and no standard method for report distribution.</p> <p>Business executives were unable to access up-to-date business metrics as and when required. Bourntec, with high-end technology expertise and domain knowledge, was selected to be the client's technology Partner. Bourntec used Microsoft SQL Server Reporting Services (SSRS) to transform the client's valuable data into shared information for insightful and timely decisions with low cost of ownership.</p>
General value of the project
\$348,000
Length of project
6 Months
Types of employees and subcontractors used
<p>The project was supported by</p> <ul style="list-style-type: none"> • Project Manager – 1; Architect – 1; Senior Developer - 1; Developer – 2; Test Engineer – 1
Description of work performed
<p>Bourntec successfully partnered with PKI to provide solution with real-time experience and domain knowledge to meet their expectations.</p> <p>Bourntec also proposed to develop BI portal using .NET with Web Parts. Role based access for the portal helped the client's business executives to make better decisions faster and with ease.</p> <p>The solution involved 4 major steps:</p> <ol style="list-style-type: none"> 1) Assessment/Requirements gathering: A BI consultant was deputed onsite for fact findings and to gather business requirements. Report wire frames (mockup) were converted to reports using SSRS. Simultaneously, BI Portal was designed 2) Implementation: Further reports were developed and a BI Portal was developed using .NET web parts 3) User Acceptance Testing (UAT): UAT was performed after each design stage 4) Production Rollout: On successful completion of UAT, reports and the portal related changes were rolled out for development. <p>Since Microsoft does not provide any in-built OLE DB driver for MySQL which could be used in SQL Server Integration Services (SSIS), third party OLE DB driver for MySQL were configured to be used with SSIS. But, the performance of this driver was not as expected and it did not even support the text data types. Bourntec, after a</p>

Bourntec Proposal for ITECH10

detailed research and analysis, selected Connector/Net6.0 to be used as a driver. This enhanced the performance of the portal.

The solution facilitated the client with a BI portal framework for information collaboration which could be easily extended to fulfill the enterprise need. Bourntec designed / developed reusable BI Web Portal framework using web parts. This helped the client to a great extent in report distribution. Also, Ajax technology added to the better response time of the portal.

Technical Snapshot :

- MS 2005 Integration Services, MS 2005 Reporting Services, MS 2005 Analysis Services
MS SQL Server 2005, MS Reporting, .Net 2.0, .Net Web Parts, Ajax

Performance Results

- Use of BI dashboard gave user groups visibility into performance and KPI, thus enabling them to take action quickly to resolve business process issues and reduce costs
- The solution improved the report distribution mechanism.
- The client saved time on present report development and maintenance work and empowered users to create, manage and distribute reports based on business needs

Customer's name and address

PKI Inc., 5098 Foothills Blvd. Ste#3-421, Roseville, CA 95747

Contact's name

Michael Wasco

Telephone Number

916.771.5241 x 101

Email Address

mwasco@pkinc.biz



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

Request for Quotation

RFQ NUMBER
ITECH10

PAGE
1

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

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

Bourntec Solutions, Inc.,
5104 Tollview Dr., Unit B-3
Rolling Meadows, IL 60008

SHIP TO

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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 *A. Suijara* TELEPHONE **224-232-5093** DATE **01/19/10**
 TITLE **PRESIDENT** FEIN **77-0368095** ADDRESS CHANGES TO BE NOTED ABOVE

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

Proposal Submitted to



State of West Virginia

Department of Administration, Purchasing Division

In response to

Request for Quotation ITECH10

Due Date: 01/14/10

(Proposal Copy 1)

Submitted by



Bourntec Solutions, Inc.,

5104 Tollview Dr., Unit B-3,
Rolling Meadows, IL 60008

Phone: 224-232-5092

Facsimile: 847-594-6066

www.bourntec.com

RECEIVED

2010 JAN 14 A 10: 07

PURCHASING DIVISION
STATE OF WV

January 13th, 2010

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

Sub: Request for Quotation, ITECH10

Dear Ms.Adkins,

Mirage Software Inc. D/B/A Bourntec Solutions Inc. (Bourntec) is pleased to respond to the State of West Virginia's RFQ ITECH10 to provide Temporary Staffing with Computer Technical Expertise and to provide IT Services for Projects.

By submitting this response, we would like to confirm that we meet all the mandatory requirements of this RFQ and hereby acknowledge accept all clauses and policies stated in the RFQ and subsequent addendums. This response document does include a detailed statement of our competencies to satisfy the State's IT needs.

Bourntec is a certified Minority Woman Owned Small Business Corporation and we have been into business for 15 years and are perpetually providing quality consultants to several clients since February 1994. We have proven long term relationships with our clients and have master contracts with other states as well.

Our proposal contains confidential, proprietary or privileged information provided for the sole use of the State in evaluating responses to the RFQ and shall not be disclosed outside the State of West Virginia's offices.

We appreciate giving us this opportunity to submit our proposal and assure our best efforts in fulfilling the State's IT needs.

If any additional information or clarification is needed, please feel free to contact Mr.Sri Surya at 224-232-5092 who is the authorized person with respect to this RFQ proposal.

Sincerely,



Srujana Gudur
President

Mirage Software Inc. D/B/A Bourntec Solutions Inc.
5104 Toll view Dr., Unit B-3
Rolling Meadows, Illinois 60008
Phone : 224-232-5090 ext: 203
Fax : 847-594-6066
E-mail : sgudur@bourntec.com

Bourntec Proposal for ITECH10

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Section I - Corporate Description

Company and POC info

Company Information	
Name	Mirage Software Inc., DBA Bourntec Solutions, Inc.
Address	5104 Tollview Dr. Unit B-3, Rolling Meadows, IL 60008
Telephone number	224-232-5090
Fax Number	847-594-6066
Federal Tax ID	77-0368095
Point of Contact Information	
Name	Sri Surya
Address	5104 Tollview Dr. Unit B-3, Rolling Meadows, IL 60008
Telephone number	224-232-5092
E-Mail address	ssurya@bourntec.com

Incorporation date and Employees information

Other Information	
Date the company was established	02/01/1994
Number of full-time employees as of November 1, 2009	20

Synopsis of company history, organization, key personnel, and resulting contract and industry partners

Company Overview

Incorporated in 1994, Bourntec is an innovative provider of information technology turnkey solutions and services. Our mission is to help the customers reach their potential through our progressive solutions in the arena of products and enterprise applications development, software quality assurance services, data migration, maintenance and support. Besides the value-added consulting and resource mobilization, Bourntec caters to Internet technologies that include design / implementation and maintenance of content rich web-portals and also the customization of e-commerce applications. We have always been in the forefront, providing IT solutions and services that comply with the client's business needs with great efficiency and effectiveness.

Bourntec Proposal for ITECH10

Bourntec has a wider spectrum of industry exposure comprising of Government / Public sector, Banking Financial Services and Insurance, Logistics and Health Care etc. We operate from the fully equipped development and training center at Rolling Meadows that enables us to provide fail-safe communications, connectivity and bandwidth catering to support our operations.

Our Delivery Methodology contains an end-to-end road map of activities and task flows that is followed by our Project Management Group. Bourntec’s strategy of pre-project analysis, several man-years of R&D enables the execution of its projects effortlessly. To remain on schedule and to perform within the budget, our Project Management Team carries out the estimates based on the project cost, resource allocations, and delivery schedule for which our standard delivery methodology serves as the guide. Bourntec prefers to leverage its on-site delivery model for timely, quality and cost effective execution of a client’s engagement based on the business context requirements.

We maintain focus on project goals, not on who belongs to what company. For times when there may be issues, Bourntec ensures quick response by assigning appropriate decision making authority to the managers directly responsible for the project's success. This, in addition to an open line of communication with Bourntec’s executive managers, ensures quick and immediate response to our customers

Our key value proposition is illustrated below:

Value Proposition

Cost	Innovation	Leadership	Value
Simple	Ease of Use	Trusted	Good
Affordable	Extendable	Reliable	Better
Response	Integrated	Engaged	Best
Our pricing will be transparent, simple, consistent and tailored to our customers usage requirements	Our services will be relevant and easy for customers to use and for our partners to extend into solutions	We will build sustainable long term relationships through consistent communication and active participation (technology, policy, citizenship)	No institution will be left behind, we will provide competitive platforms, upgrades and roadmaps

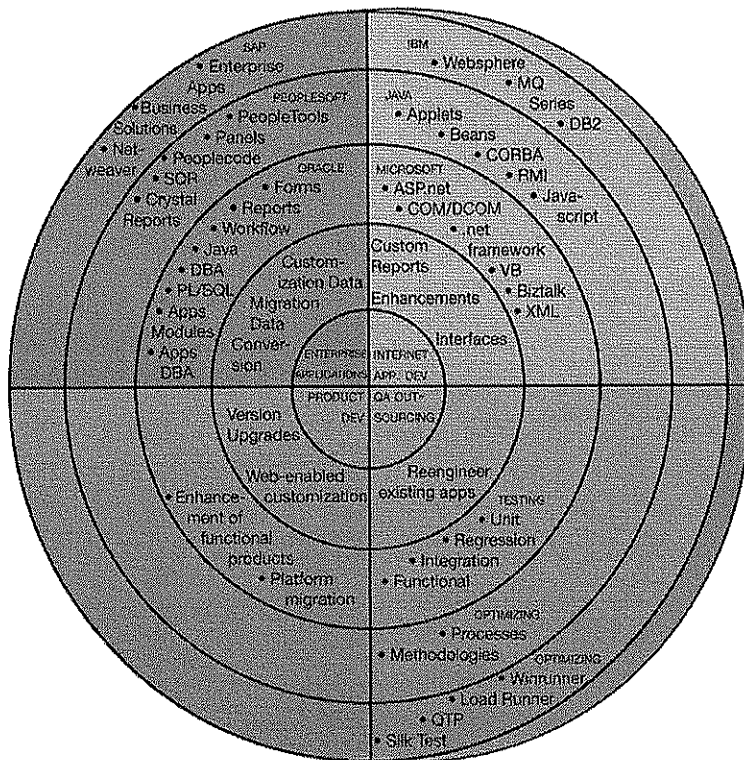
Our mission is to help our customers reach their potential through our progressive solutions in the arena of IT Staffing, Enterprise Applications Development, Software Quality Assurance services, Data Migration, Maintenance and Support. Besides the value-added consulting and resource mobilization, Bourntec caters to Internet technologies that include design / implementation and maintenance of content rich web-portals and also the customization of e- commerce applications. We have always been in the forefront, providing IT solutions and services that comply with the client’s business needs with great efficiency and effectiveness.

Bourntec Proposal for ITECH10

The flexibility and efficiency of Bourntec's premier technology services have been utilized by a wide range of mid-market clients, across several verticals, including:

- BFSI (Banking, Financial Services and Insurance)
- Retail, Logistics and Transportation
- Health Management Systems
- The Hi-Tech Industry
- Government and Education

We have experience and capabilities to provide services and resources across the following technology areas:



Bourntec Proposal for ITECH10

Bourntec- Customer Relationship Management & Key contract Personnel

The following are the key personnel in relation to this contract:

Srujana Gudur, President 5104 Tollview Dr. Unit B-3, Rolling Meadows, IL 60008 Tel : 224-232-5093 Email: sgudur@bourntec.com	Naren Kollu, Vice President 5104 Tollview Dr. Unit B-3, Rolling Meadows, IL 60008 Tel : 224-232-5091 Email: narenk@bourntec.com	Sri Surya, Director-Public Sector 5104 Tollview Dr. Unit B-3, Rolling Meadows, IL 60008 Tel : 224-232-5093 Email: ssurya@bourntec.com
--	---	---

Once you select Bourntec as your vendor, Mr.Sri Surya, will be assigned to manage the contract with the State of West Virginia. As the relationship manager he will:

- Meet you and other WV State agencies regularly as required or permitted.
- Attend to issues and other concerns, if any.
- Strive to meet and sustain 100% customer satisfaction
- Responds quickly and appropriately to client's concerns
- Provide additional support as necessary
- Manage project staff to ensure compliance with the contract
- Any other activity to ensure contract success.

Bourntec Unique Differentiators

Bourntec has over 15 years of experience in IT staffing and Solutions across a variety of industries. Serving customers and engagements of diverse complexities and size provided us with great breadth and depth of knowledge and understanding of the technical and logistic difficulties involved in providing the correct IT Staffing solutions to meet our clients' business needs within the deadlines. We are proud to state that despite the onset of the recession, our 2008 revenues had seen a 35% increase in revenues and currently about 30% of our revenues is from the Public Sector.

A representative set of our prominent customers include

- The State of Illinois - Department of Healthcare and Family Services.
- The State of Illinois - Department of Commerce and Economic Opportunity
- The State of Illinois - Department of Central Management Services.
- Chicago Publics Schools : As mentioned above, the third largest school district in the U.S

Bourntec Proposal for ITECH10

- Prince George's County Public Schools: The second largest school district in the state of Maryland, the third largest school district in the Baltimore-Washington Metropolitan Area.
- IBM: With over 388,000 employees worldwide, IBM is the largest and most profitable information technology employer in the world. We are also an approved contractor on the IBM State of Illinois TSP program
- General Electric - The multinational American technology and services conglomerate ranked as the world's largest company in 2009
- ITT Corporation: A global diversified manufacturing company with 2007 revenues of \$9.0 billion. ITT participates in global markets including water and fluids management, defense and security, and motion and flow control.
- C N A Inc.: The 7th largest U.S. commercial insurer and the 13th largest U.S. property and casualty insurer providing insurance protection to more than 1 million businesses and professionals in the U.S. and internationally.
- Ty, Inc.: The Company behind 'Beanie Babies' and their worldwide cult following -- popular with kids and adults alike. We implemented their entire Web Content Management System in 2001 and still continue to provide services to them.
- Aviall, Inc., one of the world's largest distributors of commercial and general aftermarket aviation parts.
- Click Commerce, Inc- is a Public U.S. corporation that supplies business application software and related services. Click Commerce's key customers include Alaska Airlines, American Express, BASF, BP, Citibank, Eastman Kodak Company, FedEx, GE, Jabil Aftermarket Services, Kawasaki, Lockheed Martin, Motorola, Nortel Networks, Pier 1, Ryder, U.S. Air Force, and Verizon. We provide Remote Oracle Database Management Services to Click Commerce.

Bourntec also has been awarded Master Contracts / Term contracts /BPAs with the following entities:

State of Illinois – IBM TSP program. IBM's Technical Services Program (TSP) manages the acquisition of maintenance, technical and consulting services through a single management process. The TSP delivers both hardware maintenance and IT services to Illinois Public Sector (State/Local Government, K-12, Higher Ed) customers at fixed prices

State of Maryland – CATS 2 (Consulting and Technical Services 2) Contract. The CATS II contract vehicle provides Maryland state agencies with the flexibility to obtain IT resources quickly and efficiently by issuing Task Order Requests for Proposals (TORFP) or Requests for Resumes (RFR) specific to their needs.

State of Florida - State of Florida Information And Technology Consulting Services contract. The FL ITCS is a 3 year contract covering 4 Project areas which includes Analysis and Design, Development & Integration, Operational Support and Staff Augmentation

State of Texas – ITSAC – Two year contract to provide temporary Information Technology Staff Augmentation Contract (ITSAC) Personnel (Workers) for information technology projects to the State of Texas.

Bourntec Proposal for ITECH10

State of Mississippi - Department of Information Technology Services ITS contract for acquisition of Information Systems Consulting and Clerical Services for the State of Mississippi.

Board of Education, City of Chicago (Chicago Public Schools): Oracle Consulting Services to support Oracle e-Business Suite and PeopleSoft applications

Prince George's County Public Schools, Maryland: Providing Consulting Services to Support the Full Cycle Oracle ERP, Business Applications, Student Applications and the Integration with Third Party Systems

State of New Jersey

State of Arkansas

Commonwealth of Virginia

Commonwealth of Pennsylvania

New Castle County

CAI Managed Services Contract for IT Staff Augmentation Services

Our experience ranges from entry level programmers/developers to highly skilled system and software architects, Enterprise solutions architects and includes systems and software engineers, test engineers, quality engineers, systems administrators, database, business analysts, technical writers. We have a very aggressive Human Resources staff that constantly searches local and national universities, and other labor sources to recruit the best and brightest to join Bourntec.

In addition to our commitment to provide you the best resources for your need of Programmers, we can rely on our strategic partnerships with local and nationwide small businesses as necessary to provide additional manpower support, if need be, on a permanent and surge basis. Through various Strategic Alliances, we have the flexibility of a small organization and reach of a large company.

Bourntec prides itself on delivering timely and cost-effective solutions to the satisfaction of our customers. Most of our client relationships have been very long-term some of which have been customers for several years. For instance, Ty Trade has been a very old customer of us and we have an almost 8 year relationship with them providing multiple services, ranging from Game Software Development, Software Quality Assurance, QA Training to Database Administration.

This stands as a testimony to our client satisfaction levels and attainment of our service delivery goals. We built a strong reputation as a proven performer with customer satisfaction levels of 99-100%, continuously since inception.

We also are recipients of the following awards from **DiversityBusiness.com** whose *research has been recognized and published by Forbes Magazine, Business Week and thousands of other print and internet publications.*

- **2008 Top 500 Asian Owned Businesses in the U.S**
- **2008 Top 100 Diversity Owned Businesses in Illinois**
- **2008 Top 100 Women Owned Businesses in Illinois**

Bourntec Proposal for ITECH10

Bourntec System Development Lifecycle / Methodology

Bourntec follows an Objective Driven project management philosophy for providing major project implementation services. Bourntec believes that well-defined Project Management is one of the most critical skills required for successful execution of any engagement. Bourntec Integrated Quality Management System (IQMS), which is the corner stone of its quality standards, defines procedures for all project management activities.

The components of our project management approach are simple and address the crucial needs of an organization. It is a comprehensive approach to end to end activities of a project lifecycle which includes project work plan, team organizing, resource staffing, overseeing day to day activities, coordinating with multiple stakeholders, controlling, measuring completion, reporting status to internal and external stakeholders and evaluating overall project effectiveness.

Bourntec’s project management model derives its guidelines and principles from its Integrated Quality Management System (iQMS). Every project activity is subjected to strict ETVX criteria and periodic project management reviews are performed to ensure compliance against the iQMS. We follow a documented Project Management Methodology from Project Management of Book of Knowledge(PMBOK) (Initiate, Plan, Execute, Control and Close) for most of the Information Technology (IT) projects, evidently checking the adaptability of the processes to the project.

Bourntec’s project management model involves shared establishment of project objectives along with shared planning and reviews. This helps in establishing a synergistic model towards achieving the client’s objectives.

The following diagram depicts the overall project management approach that Bourntec proposes to adopt in each project, we are asked to complete for state of West Virginia

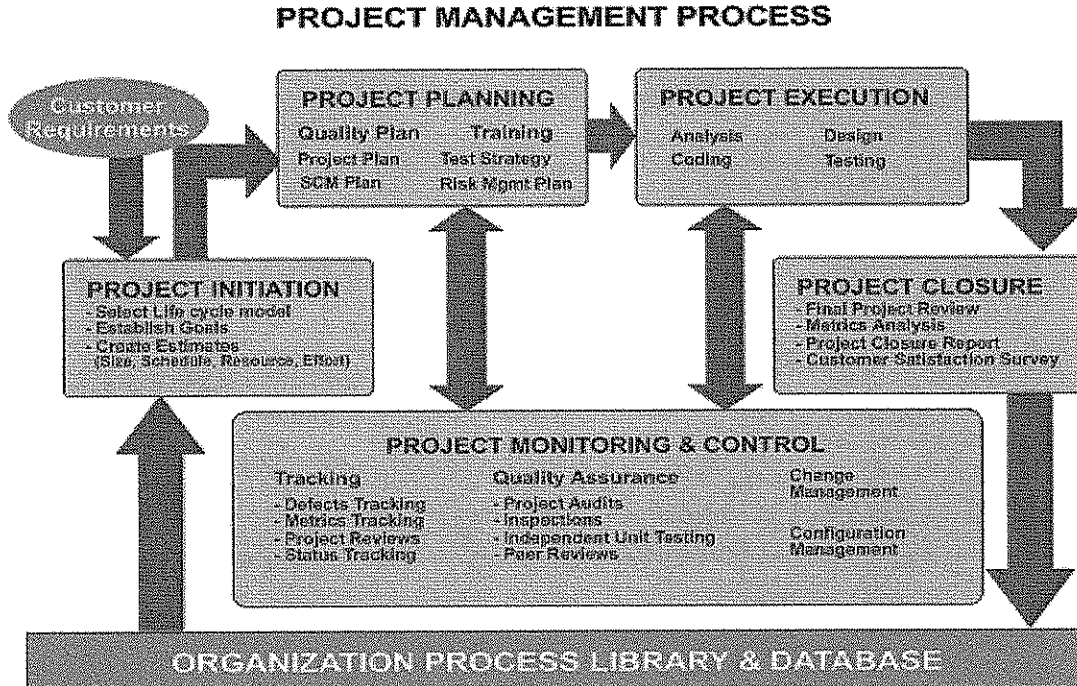


Figure – I. Bourntec Solution’s Project Management Process

Bourntec Proposal for ITECH10

Project Testing Tools & Approach

Bourntec has extensive experience in wide range of projects, with a corresponding range of complexity scope, and project management tools. Bourntec believes in the guiding principle of "use the tools appropriate to the size, complexity, and impact of customer project". Bourntec is tool agnostic and identifies a solution that is most suited for the customers.

Our experience spans across various tools and have been successful in using them on various platform including mainframe, web-based and client server applications. Bourntec have employed these tools to conduct testing include but not limited to acceptance testing, Volume, stress, load, where appropriate, we stress the use of automated testing tools to quickly and efficiently identify areas where attention must be focused within the system. We also understand the fact that in certain instances, automation cannot replace the erudition of the person performing the task. In those instances, Bourntec works with the end-user and ensure that the application is tested against the stated business/functional objective by employing a combination of automation and manual testing tool expertise and deliver a quality product to our clients.

Bourntec team understands it is critical to test early and often to ensure that the project is meeting deliverables and is production-ready. Thus, we follow a well defined plan and execution, which is fundamental for any successful performance and load testing. Our approach involved in performance test execution includes validate the test environment, validate test, Run tests, baseline and benchmark and archive tests. Our approach employed helps in resolve performance issues in the application and run the system smoothly.

Additionally, Bourntec use automation tools in identifying defects. We employ various industry leading defect tracking tools such as Bugzilla, QC to track defects found in unit, integration, acceptance testing and production support. These tools also generate the reports, and these reports can serve as a means to monitor the types of problems and the times it take to resolve the issues. Furthermore, the tools generate test passed reports which enables Bourntec and the State to evaluate the issues and monitor the testing progress.

Achievable Project Estimates and Deliverables

Bourntec understands that the key to a successful project is planning. We believe that creating a Project plan stands in first place in project management and also in undertaking any long term or system development project. The project planning phase is very critical of all, and it to find the project and approving the project team. This phase also involves creating a suite of planning documents to help guide them throughout the project delivery. Bourntec follows 10 key steps in the critical planning stage, which includes, 1) Creating a project plan 2) Creating a resourcing Plan 3) Creating a Financial Plan 4) Creating a Quality Plan 5) Creating a Risk Plan 6) Performing Phase review 7) Creating Time Estimation 8) Create a procurement plan 9) Creating a communication plan and 10) Creating an Acceptance plan for effective project implementation.

Our experience with small and midsize systems such as PKI Project Management, Radiant RIMS and PKI ConsulTrak enabled us to incorporate Scope Management, stakeholder collaboration and project implementation tools such as MS project to overall project plan in order to meet feasible project estimates and deliverables.

Establishing and nurturing sound work plan is the first step for setting a project estimate. Bourntec follows a structured mechanism, driven by a single set of objectives, which are translated, into a common, integrated project/work plan. this plan is comprehensive and cover all aspects of the project i.e. "Project Objective and Scope, roles and responsibilities, dependencies, assumptions, Customer requirements, project methodology, project team structure, client communication, deliverables, Project Phases Schedule and Milestones, Internal Project Deliverables, Resources, Tools and Techniques, Problem reporting and Corrective action etc". This Comprehensive work plan is critical of the project estimates and it requires both parties approval prior to commencement of the

Bourntec Proposal for ITECH10

project. After the initial creation of the plan, all the amendments to plan, timeframes, addition of tasks, activities, resource adjustment will be tracked and managed in MS project work plan. As the project progresses, the project plan will be updated and reviewed by Bourntec and state's management team. These reviews allow the management team to check the timely evolution of the project and establish appropriate system.

Bourntec believes that tightly integrated and highly successful collaborative relationship engages both of the stakeholder's much more effectively in active communication with each other so that each dependency is clearly understood and managed. We will also hold weekly communication sessions with the state to discuss the status, deliverables, issues, and collectively figure out correction strategies. We also use advance communication tools such as Webex, or Centra to hold meetings and share information. Bourntec maintains a standard template to create status report using MS word throughout the project lifecycle. For projects such as PKI project management, Project reviews are conducted periodically (normally every week) with the project teams. In this review Bourntec addresses both project management and technical aspects of the project to PKI. The project status report on PKI Project management also look into Schedule, effort, Change management, review and test defects, planning and monitoring are typically reviewed.

In addition to weekly report, Bourntec project management and Radiant project team also conduct daily and monthly assessment on assessing the health of the project; Check the status and progress of the project. Issues discussion on actual progress vs. work and cost estimates, requirements measurement for scope control and overall quality measurements in productivity etc. In all our projects, we make sure all our project deliverables status reports, such as daily, weekly and monthly etc are kept short and to the point, and refrained from personalization to ensure that precious time is saved and invested in critical business activities.

Quality Processes

Our focus on project-level quality systems ensures that every customer engagement progresses smoothly.

Bourntec has a unique way of defining quality processes in project implementation. Our process methodology in PKI ConsulTrak project is context - composed; we work closely with the client to understand the unique "value" expected from the project, and then tailored our processes to enable realization of that value. We measure our success through periodic formal independent feedback mechanisms and reports.

The PKI Project Management Project demonstrates our Project Management capabilities and our ability to manage budget and meet deadlines. All our Project Management capabilities are enhanced and driven by

- Competency development through extensive trainings and certifications
- Infrastructure development through integrated project management tools
- Peer networking through community-based benchmarking and sharing within Bourntec as well as with the industry

Bourntec Project Management will constantly monitor the process and product metrics, productivity and process improvement parameters across all the projects. Bourntec follows a continuous quality enhancement process, which adheres to the three of level-5 KPAs (Key Process Area), namely Defect Prevention, Technology Management and Change Management. Bourntec uses its Integrated Project Management tool to capture, track and monitor such activities and metrics. Bourntec, as part of its association with PKI, Radiant and other prestigious customers adopted defined processes to achieve guaranteed and quantifiable productivity improvements and present them to clients on a year-on-year basis.

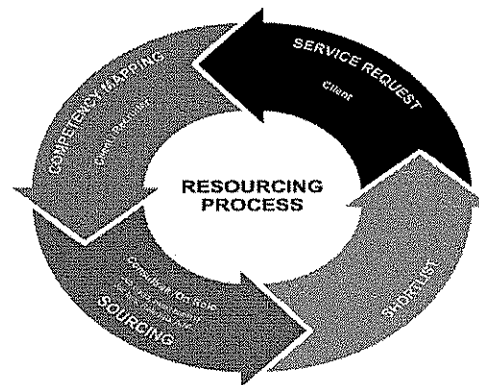
Full Responsibility of Major Project Implementation

Bourntec takes the complete ownership of the project right from Project initiation to Project rollout. Bourntec Business Relationship Manager will perform the role of Single point of contact and will be the primary point of contact for the business relationship. He/She will work with the state’s management to manage the commitments, requirements and expectations.

Bourntec Staff Augmentation Capabilities

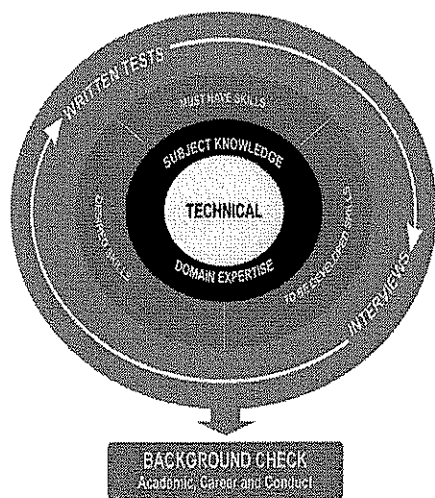
Recruitment process

Bourntec has a Market Intelligence (MI) Research Division employing trained experts and trend analysis tools. As a Bourntec standard Recruitment Policy we use MI Methodology for recruiting specific and qualified skilled resources. We orient our Resource Recruitment & Research Division towards the prospective requirements and emerging opportunities in advance for catering to provisioning of highly professional consultants of relevant expertise in various verticals of Information Technology. Eventually, we are well prepared to cater to the resource requirements for the latest and emerging applications. Besides our MI, Bourntec has a strong proprietary database that is continuously churned to keep the talent pool with the latest technology skills and potential , ready to be deployed in the assignments of our esteemed customers.



We follow a stringent evaluation process to examine and study the prospective job seekers candidature and thereto benchmark their competency with the best performance of the Measurable Key Performance Area for the respective position. Every requirement emerging out of any potential engagement will be thoroughly brainstormed by our Human Resources (HR) team to ensure that the right competency mapping is done and the respective consultant is capable enough to perform the task and provide the deliverables as per our client’s specifications and requirements.

The diagram on the left describes our resource mobilization process.



the position

The process iterates till we identify and get onboard the appropriate resource. The service requirements are usually mapped with the available resource skill set and a role expectancy document is generated based on the following information:

- **Competency levels expected for delivery**
- **Previous experience**
- **Only desired & relevant skills**
- **Must have both technical and soft skills**
- **To be acquired skills and**
- **Role analysis to find out the personality traits desirable for**

Bourntec Proposal for ITECH10

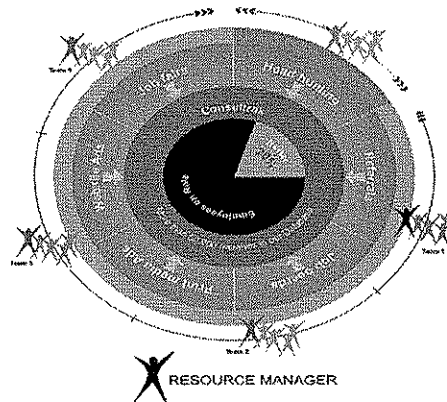
This approach of benchmarking the candidate's potential, competency and attitude shall be carried out by evaluating the resource through hands-on exercises, verifying the background in terms of academics, career experience and conduct.

The below mentioned pictorial diagram depicts the approach of benchmarking the resource candidature for the identified positions.

Bourntec's process of Identifying the Right Consultant

As described in the above section, our Resource Recruitment & Research Division categorizes the Recruitment Specialists broadly into five teams who thereby Identifies, evaluates and recruits the qualified / experienced resources to various clients on a continuous basis. The team works with:

- **Internal Database**
- **Job boards**
- **Referrals**
- **Job fairs**
- **Advertisements**
- **Direct Prospecting**



This diagram above depicts the process and functionality of our Resource Recruitment & Research Division.

Our Internal Resource Database is robust, up to date and comprehensive enough to cater to most of the resourcing requirements of our customers irrespective of the extent of criticality it demands to fulfill the need. The resource input to this database will be continuous and extensive through various channels.

Bourntec Certifications

Bourntec Solutions has the following certifications:

- **Illinois State CMS Certified BEP vendor**
- **Illinois State CMS Certified Minority and Woman Owned Small Business**
- **Commonwealth of Virginia DMBE certified SWaM vendor**
- **State of North Carolina HUB certification (Historically Underutilized Business)**
- **Self certified on SBA/CCR as a Small Woman Owned Business**

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

Vendor's Name: Mirage Software Inc., DBA Bourntec Solutions, Inc.

Authorized Signature: *G. Suijama* Date: 01/13/10

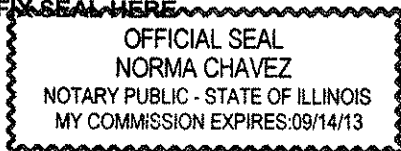
State of Illinois

County of Cook, to-wit:

Taken, subscribed, and sworn to before me this 13 day of JAN, 2010.

My Commission expires 9/14/13, 2013.

AFFIX SEAL HERE



NOTARY PUBLIC

N. Chavez