State of West Virginia
Department of Administration
Purchasing Division
for
The West Virginia Office of Technology

ITECH10 Information Technology Services

Buyer: Jo Ann Adkins

Bid Opening Date: January 14, 2010 1:30 p.m.

Technical Response from:

Always On Target
Technical Consulting Solutions

A.C.Coy Company, LP
395 Valley Brook Road
McMurray, PA 15317
Phone 724.820.1820 • Fax 724.820.1828

RECEIVED

2010 JAN 15 A 9: 46

PURCHASING DIVISION
STATE OF WV

January 12, 2010

ORIGINAL

Title Page

ITECH10 Information Technology Services
Buyer: Jo Ann Adkins
Bid Opening Date: January 14, 2010 1:30 p.m.

Response from:

A.C.Coy Company, LP
395 Valley Brook Road
McMurray, PA 15317

Phone 724.820.1820
Fax 724.820.1828

Authorized Contact: Wiley E. Farler, Vice President

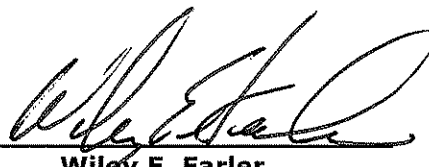**Submitted on: January 12, 2010**

Submitted by: _____
Wiley E. Farler

Table of Contents

I. CORPORATE DESCRIPTION

1. A.C.Coy Company's Proposal Intent

The A.C.Coy Company (Vendor ID *724103837) is an approved and active ITECH06, ITECH06B, ITECH07 and ITECH07A Vendor for the State of West Virginia for multiple Supplemental Staffing and Technology Services categories. This proposal will address our desire to continue our service offerings within most categories of Supplemental Staffing and Technology Services Categories.

2. A.C.Coy Company Business Information

A.C.Coy Company, LP
395 Valley Brook Road
McMurray, PA 15317

Phone Number: (724) 820-1820
FAX Number: (724) 820-1828

Website Address: http://www.A.C.Coy.com

Office Hours: 8:30a – 5:30p EST
Monday through Friday

D&B Number: 61-029-8259

Federal Tax ID: 25-1845073

3. A.C.Coy Company Contact Information

Primary Contact for the State of West Virginia:

Wiley E. Farler
Vice President
Phone: (724) 820-1820, ext. 850
Email: wfarler@A.C.Coy.com

Alternate Contacts:

Jeff Thompson
Senior Account Manager
Phone: (724) 820-1820, ext. 833
Email: jthompson@A.C.Coy.com

John Yocca
Principal
Phone: (724) 820-1820, ext. 868
Email: jyocca@A.C.Coy.com

4. A.C.Coy Company Incorporation Information and Size

A.C.Coy is a privately held, limited partnership corporation, initially incorporated in the state of Pennsylvania in June 1986 and reorganized as a Limited Partnership in 1999. A.C.Coy is neither a minority nor woman owned business.

As of November 1, 2009, A.C.Coy Company employed 127 full-time employees.

5. A.C.Coy Company Financial Status

A.C.Coy Company has always been and remains in solid financial condition. All pertinent financial information will be made available to the State of West Virginia at its request.

6. A.C.Coy Company Organizational Background

The A.C.Coy Company is a privately held, national technical consulting and recruiting firm with its corporate headquarters located in McMurray, Pennsylvania. We have been providing outstanding customer service for over 23 years. From its inception in 1986, A.C.Coy Company has grown in reputation as one of the premier technical staffing companies in the Western Pennsylvania, West Virginia and Ohio region, providing qualified consultants, consultants-for-hire and permanent placement resources to our clients. This growth has been directly related to our dedication to a quality and client focused operation.

Always On Target
Technical Consulting Solutions

A.C.Coy is dedicated to helping organizations make the most productive and efficient use of the enormous capabilities inherent in information processing and computer systems. We do this by demanding responsiveness and quality of service as our first priority. As a comprehensive source of expert technological knowledge and skills, we provide the best resources to tackle even the most complex information management and business application challenges. As a leader in the Information Technology resourcing service arena, we specialize in providing skilled resources in the areas of custom software development, management consulting, systems integration and support. Our clients include major financial institutions, manufacturing companies, health providers, various government agencies, as well as start-up technology and biotech firms.

A.C.Coy's adhered to Mission Statement is:

> *A.C.Coy is a client-driven professional services company committed to providing the highest quality of integrated information system solutions to major businesses and institutions across a broad range of business and technical platforms that encompass the entire life cycle of contract performance.*

A.C.Coy has been a successful and integral part of IT organizations in a multitude of Fortune 500 companies and as well as companies of all sizes throughout Pennsylvania, West Virginia and Ohio. In addition, A.C.Coy has been a close partner and contributor to the success of many national and international companies, such as EDS, Perot Systems, Amazon.com, ThermoFisher, PPG Industries, Heinz, Northrop Grumman, Federal Express and Allegheny Technologies (Allegheny Ludlum), to name a few. Currently we work as a selected IT Resource Provider as part of our client's Approved Vendor Management Programs for the following firms: Alcoa, PPG Industries, Mellon Financial, PNC Financial Services, Eaton

Corporation, Allegheny Energy and American Electric Power. We have provided outstanding, highly qualified technical resources and continue to be a **prime** supplier of technical talent to a variety of companies including McKesson Health Systems, Federated Investors and ThermoFisher, among others.

A.C.Coy began as a Sole Proprietorship in 1986. As the company evolved and grew, it became necessary to incorporate then reorganize. The vision that founder Frank Yocca had for the company in 1986 still holds true today.

To ensure the company's focus remains intact, Frank Yocca incorporated the following guiding principles:

- Generation of partnership relationships with our client base to ensure quality, reliability, support, and with ever-increasing frequency, new ideas and solutions.
- Dedicated to using high ethical standards in our quest to deliver solutions involving Client/Server Systems, Open Systems Architecture, Distributed Data Systems and Object Oriented Structures.
- Being the best at what we do.

Overall, the A.C.Coy Company is based on the premise "To be the first choice in staffing solutions and career development, combining customer service, teamwork and integrity".

A.C.Coy operates within three major lines of business:
- Information Technology
- Engineering – all disciplines
- Process Control Systems

Of the business lines, the A.C.Coy service offerings are:
- Staff Augmentation (contracting)
- Direct Hire Placement
- Contract-to-Hire Option

A.C.Coy's desire is not to be just a vendor to the West Virginia Office of Technology, but to be a valued and trusted business partner. We know that we must earn this recognition and are very confident in our ability to do so. Our goal is to be a valued proactive member of your team and a partner in your technical endeavors.

At A.C.Coy, we are committed to working with clients to understand their business inside and out and to earn a level of trust that goes beyond the typical client/supplier relationship. We wish to expand our lasting, ongoing relationship with the West Virginia Office of Technology and to consider ourselves a solid partner in your success.

A.C.Coy, an Approved Vendor!

A.C.Coy has grown from our beginning as a Pittsburgh-based startup nearly 23 years ago to becoming ranked in the **Pittsburgh 100** as one of the "Fastest growing privately held companies in the region", four years running, by the Pittsburgh Business Times (August 2008 is the most current). Our success is built upon the principles that we believe companies choose in their strategic partners: Pride, Experience, Footprint, Service and Strength.

> **Pride** – A.C.Coy is proud to be a western Pennsylvania, PA-based organization. We are proud of our relationships with regional companies such as PPG, Allegheny Ludlum, PNC Bank, McKesson, Highmark, ThermoFisher, and countless others. We are proud to be

the first choice to which many of our clients turn to for their staffing needs. A.C.Coy takes pride in our partnerships with organizations such as the West Virginia Office of Technology.

Experience – A.C.Coy brings unmatched IT Staffing experience to its customers. Such an experience level is unique in this business. We compete daily with companies who reference their success for the last few years while we talk about our success for the last two decades. Our success is directly attributable to our ability and dedication to partner with organizations such as the West Virginia Office of Technology, and strive to consistently overachieve on our end of the partnership. We don't just sell people or services; we build partnerships to help organizations succeed. Our 23+ years of experience and success validate our effectiveness.

Footprint – Another advantage to our local footprint is the fact that we are not distracted away from using regional technical resources, as are many of our national competitors. We support the regional economy in every way; from providing jobs to local talent to providing local talent to area companies, thus providing a dynamic regional talent pool to our clients and local businesses. We are local, but have a national / international reach with the ability to find and place localized talent wherever needed in the country or world, while minimizing overall contracting costs.

Service – A.C.Coy is focused on staffing services. We are a service company specializing in helping our clients meet their staffing needs. We believe that our value to our clients is grounded in the fact that we take personal responsibility for every aspect of our service. We are large enough to partner with large organizations and small enough to tailor our services to their needs.

Strength - A.C.Coy Company is among the strongest players in our space in the industry. A.C.Coy has a proven track record of providing our clients with a diverse range of IT resources covering technology areas from mainframe programmers to advanced eCommerce web specialists and from IT help desk analysts through network engineers. A.C.Coy's technical breadth is not limited to just a few technology areas, but is scalable to accept diverse resource challenges. Our strength also lies in our ability to attract, retain and motivate our employees to perform in their best capacity for our customer's needs.

We ask that the West Virginia Office of Technology choose approved vendors to whom your business will be important, vendors who can specialize in providing local resources without additional overhead, vendors who have a stake in your success and partners who are committed to a long-term relationship. We believe if you consider all of those attributes, A.C.Coy will be approved to expand our Service Offerings as an Approved Vendor to the West Virginia Office of Technology. We are would be proud to be among the partners given the opportunity to prove our worth.

II. SUPPLEMENTAL STAFFING QUALIFICATIONS

1. A.C.Coy Company Supplemental Staffing Experience

A.C.Coy maintains an active nationwide database of well over 500,000 seasoned computer software, hardware and application professionals with broad experience in design, development, implementation, support and enhancement efforts in many diverse client environments. Our sourcing capabilities range in scope from providing full project teams down to providing individual contingent resources to supplement our client's resident team.

Our expertise includes large mainframe systems, distributed systems, mini/micro systems, and various process automation systems. Our professional staff of over 125 individuals includes a wide range of experience and technical skills. The following table describes this cross-section of technical expertise that A.C.Coy actively provides to our clients:

Microsoft Technology:	Database Technology:
.NET Framework (VB.NET, C#, ASP.NET) - ASP - HTML - Visual Basic/COM+ - C/Visual C++ - SQL Server - Access - BizTalk - Commerce Server - Content Management Server - SharePoint Portal Server - Internet Information Server - Windows XP and 2003 **Web/Application Technology:** - ASP, HTML, VB, C, VC++ - Java - VBScript/Javascript - PHP - Cognos - Websphere/Weblogic	- Oracle RDBMS - DB2 - HP/Tandem NonStop SQL - SQL Server **Mainframe/Midrange Technology:** - IBM Mainframe - HP/Tandem Mainframe - AS/400 - Sun - Unix/Linux - COBOL - CICS - IMS - JCL/TSO - RPG **ERP Technology:** - Oracle Forms and Reports - Oracle ERP (PeopleSoft, JDE, Siebel)

A.C.Coy delivers a variety of full-life cycle, partial life cycle and staff augmentation services, based on client requirements for staffing, deliverables and timeframes. A.C.Coy service competencies include, but are not limited to:

- Custom website and web application development
- eBusiness assessment, design and deployment
- Database design, tuning and management
- Web enabling legacy applications (single and multiple tiered platforms)
- ERP implementation, customization and support
- CRM implementation, customization and support
- Document and workflow management

Our basic approach is to propose the best available resource to meet the specific client requirement. Two hallmarks of our management philosophy are our quality assurance efforts and our project management and communications techniques. Over the years, we have developed a phased approach to our resourcing efforts, which comprehensively addresses each of the pitfalls/caveats, which our experience tells us, must be dealt with in effective staffing management efforts.

2. A.C.Coy Company Supplemental Staffing Category References

The West Virginia Office of Technology has identified 21 supplemental staffing categories within the RFP. It is within A.C.Coy's capabilities and desire to bid as a Primary Vendor for 20 of the 21 categories. To support our capability claim for these categories, A.C.Coy has provided reference letters from our clients to whom we have provided IT staff in each category.

The following table defines the Supplemental Staffing categories to which A.C.Coy desires Primary Vendor status. As displayed, for each category pursued by A.C.Coy, there is also a total count of client references.

Supplemental Staffing Category	A.C.Coy Pursuing Category	A.C.Coy Declines Category	Client Reference Count
Web Programming	√		13
PC Programming	√		13
Mainframe Programming	√		11
Computer Systems Analysis	√		12
Computer Systems / Network Security	√		13
Database Management	√		13
Desktop Support	√		10
Electronic Document Management	√		9
GIS Services		√	
Help Desk Support	√		9
IT Support Staff – Operations	√		12
LAN / WAN Support	√		12
Enterprise Services	√		12
Graphics and Presentation	√		10
Middleware Integration	√		12
Electronic Commerce / EDI	√		11
Project Management Services	√		11
Telecommunication Services	√		10
Business Analyst Services	√		13
ERP Implementation Services	√		11
VoIP Implementation Services	√		8

The A.C.Coy client references listed on the following pages can attest to our IT staffing and/or technical integration capabilities as they relate similarly to those skills and services desired by the State of West Virginia. A.C.Coy urges the West Virginia Office of Technology to contact any or all of these individuals to verify our performance.

(Tele Tracking

Ron Gierlack
Director MIS
TELETRACKING TECHNOLOGIES
336 Fourth Avenue
Times Building
Pittsburgh, PA 15222
(412) 391-7862
rgierlack@teletracking.com

December 14, 2009

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

Dear Purchasing Committee,

This letter of reference is for the A.C.Coy Company located at 395 Valley Brook Road in McMurray, Pennsylvania.

The A.C.Coy Company has worked closely with Teletracking Technologies over the past 2 years providing various type s of Information Technology professionals in a staff augmentation role. The total value of staffing services during our relationship is approximately $750,000. My leadership team and I have always found A.C.Coy to be extremely competent in the delivery of diverse IT resources in a timely fashion at competitive prices.

Founded in 1991, TeleTracking Technologies has grown to be the world leader of patient flow automation solutions to the healthcare industry. As the first organization to address bed turnover issues, TeleTracking continues to develop and introduce ground-breaking patient automation solutions to strengthen and enhance hospital operational efficiencies. Our proven Capacity Management Solutions have revolutionized the patient flow processes in the healthcare industry resulting in improved efficiencies relating to bed turnover, patient placement and transport management processes in more than 800 hospitals throughout the world.

I have reviewed the 21 categories of service offering required by the State of West Virginia and can fully recommend them as a supplier of IT services in the following areas:

- Web Programmers
- PC Programmers
- Mainframe Programmers
- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers
- Desktop Support Personnel
- Electronic Document Management Staff
- Help Desk Support Staff
- IT Operations Support Staff
- LAN / WAN Support Personnel
- Enterprise Services Personnel
- Graphics and Presentation Staff
- Middleware Integration Personnel
- Electronic Commerce / EDI Staff
- Project Management Staff
- Telecommunication Personnel
- Business Analyst Services
- ERP Implementation Services
- VoIP Implementation Services

A.C.Coy has been and remains a strategic partner in the delivery of our IT initiatives and would highly recommend the use of their services for your own IT staffing needs.

Sincerely,

Ron Gierlack
Director MIS

December 14, 2009

XO
Communications

Michael Toplisek
Chief Marketing Officer
XO COMMUNICATIONS
13865 Sunrise Valley Drive
Herndon, VA 20171
(703) 547-2640
Mike.Toplisek@xo.com

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

Dear Purchasing Committee,

This letter of reference is for the A.C.Coy Company located at 395 Valley Brook Road in McMurray, Pennsylvania.

The A.C.Coy Company has worked closely with XO Communications over the past 3 years providing various type s of Information Technology professionals in a staff augmentation role. The total value of staffing services during our relationship is approximately $3,500,000. My leadership team and I have always found A.C.Coy to be extremely competent in the delivery of diverse IT resources in a timely fashion at competitive prices.
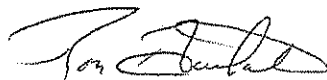
XO Communications is one of the nation's largest communications service providers focused exclusively on businesses, government, and carrier and wholesale service providers nationwide. We serve customers through two primary business units:

XO® Business Services provides managed services and converged Internet Protocol (IP) network services that combine voice, Internet access, and private data networking for small and medium sized companies, enterprises, national and government accounts.

XO® Carrier Services delivers high bandwidth IP and inter-city network transport services for domestic and international carriers, service providers, cable companies and mobile wireless operators.
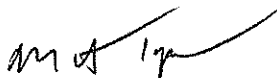
Concentric® offers a range of Software-as-a-service applications to help small and medium businesses manage and grow their business. These services include hosted email and messaging, managed server, web site and applications hosting, domain management, and professional services related to these services.

I have reviewed the 21 categories of service offering required by the State of West Virginia and can fully recommend them as a supplier of IT services in the following areas:

- Web Programmers
- PC Programmers
- Mainframe Programmers
- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers
- Desktop Support Personnel
- Electronic Document Management Staff
- Help Desk Support Staff
- IT Operations Support Staff
- LAN / WAN Support Personnel
- Enterprise Services Personnel
- Graphics and Presentation Staff
- Middleware Integration Personnel
- Electronic Commerce / EDI Staff
- Project Management Staff
- Telecommunication Personnel
- Business Analyst Services
- ERP Implementation Services
- VoIP Implementation Services

A.C.Coy has been and remains a strategic partner in the delivery of our IT initiatives and would highly recommend the use of their services for your own IT staffing needs.

Sincerely,

Michael Toplisek
Chief Marketing Officer

December 14, 2009

ALCOA

Mark Husnick
Manager
ALCOA
Alcoa Center
100 Technical Drive, 7th Street
Pittsburgh, PA 15069

(412) 553-2950
Mark.Husnick@alcoa.com

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

Dear Purchasing Committee,

This letter of reference is for the A.C.Coy Company located at 395 Valley Brook Road in
McMurray, Pennsylvania.

The A.C.Coy Company has worked closely with Alcoa over the past 9 years providing
various type s of Information Technology professionals in a staff augmentation role. The
total value of staffing services during our relationship is approximately $8,000,000. My
leadership team and I have always found A.C.Coy to be extremely competent in the
delivery of diverse IT resources in a timely fashion at competitive prices.

Alcoa is the world's leading producer of primary aluminum, fabricated aluminum, and
alumina and is active in all major aspects of the industry. Alcoa serves the aerospace,
automotive, packaging, building and construction, commercial transportation, and
industrial markets, bringing design, engineering, production, and other capabilities of
Alcoa's businesses as a single solution to customers.

I have reviewed the 21 categories of service offering required by the State of West Virginia and can fully recommend them as a supplier of IT services in the following areas:

- Web Programmers
- PC Programmers
- Mainframe Programmers
- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers
- Desktop Support Personnel
- Electronic Document Management Staff
- Help Desk Support Staff
- IT Operations Support Staff
- LAN / WAN Support Personnel
- Enterprise Services Personnel
- Graphics and Presentation Staff
- Middleware Integration Personnel
- Electronic Commerce / EDI Staff
- Project Management Staff
- Telecommunication Personnel
- Business Analyst Services
- ERP Implementation Services
- VoIP Implementation Services

A.C.Coy has been and remains a strategic partner in the delivery of our IT initiatives and would highly recommend the use of their services for your own IT staffing needs.

Sincerely,

Mark Husnick
Manager

December 15, 2009

Federated
World-Class Investment Manager

Rex Althoff
CIO
FEDERATED INVESTORS, INC.
Federated Investors Tower
1001 Liberty Avenue
Pittsburgh, PA 15222

(412) 288-2336
ralthoff@federatedinv.com

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

Dear Purchasing Committee,

This letter of reference is for the A.C.Coy Company located at 395 Valley Brook Road in McMurray, Pennsylvania.

The A.C.Coy Company has worked closely with Federated Investors over the past 3 years providing various type s of Information Technology professionals in a staff augmentation role. The total value of staffing services during our relationship is approximately $600,000. My leadership team and I have always found A.C.Coy to be extremely competent in the delivery of diverse IT resources in a timely fashion at competitive prices.

Since 1955, millions of investors in the United States and around the globe have relied on Federated Investors, Inc. (NYSE: FII) for world-class investment management. Federated has grown to become one of the nation's largest investment managers with assets under management exceeding $213 billion.

Federated has honed its disciplined investment process over a half-century to deliver style-consistent investment products, including 136 domestic and international equity, fixed-income and money market mutual funds, as well as a variety of separately managed accounts. Federated's diversified product line is distributed through 5,500 financial intermediaries and institutions who assist investors in meeting their unique objectives.

I have reviewed the 21 categories of service offering required by the State of West Virginia and can fully recommend them as a supplier of IT services in the following areas:

- Web Programmers
- PC Programmers
- Mainframe Programmers
- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers
- Desktop Support Personnel
- Electronic Document Management Staff
- Help Desk Support Staff
- IT Operations Support Staff
- LAN / WAN Support Personnel
- Enterprise Services Personnel
- Graphics and Presentation Staff
- Middleware Integration Personnel
- Electronic Commerce / EDI Staff
- Project Management Staff
- Telecommunication Personnel
- Business Analyst Services
- ERP Implementation Services
- VoIP Implementation Services

A.C.Coy has been and remains a strategic partner in the delivery of our IT initiatives and would highly recommend the use of their services for your own IT staffing needs.

Sincerely,

Rex Althoff

Rex Althoff
CIO

ATI Allegheny Ludlum
Allegheny Technologies

December 16, 2009

Anthony J. Lozzi
Manager, Manufacturing Applications
ALLEGHENY LUDLUM CORPORATION
P.O. Box 690
132 Lincoln Avenue
Vandergrift, PA 15690

(724) 567-2155
ALozzi@AlleghenyLudlum.com

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

Dear Purchasing Committee,

I am pleased to provide this reference letter to you on behalf of A.C.Coy Company. A.C.Coy has provided IT staffing and project-based services to Allegheny Ludlum for over 20 years. Services performed by A.C.Coy pertain to the staffing of technical personnel for the design, development and implementation of our business and manufacturing applications relating to manufacturing of stainless steel.

Allegheny Ludlum utilizes HP/Tandem, IBM Mainframe and Windows-based servers to manage and track the production of stainless steel coils, sheet and plate products. From the initial pour of a stainless steel slab, through individual production finishing processes, through the final shipment to the customer, these systems provide live, on-line access to order status, product dimensions, material composition, schedule/routings and shipment information. The shop floor manufacturing systems are tightly integrated with other financial systems, including Order Entry, General Ledger, Payroll, Incentives and Costing.

A.C.Coy has provided Allegheny Ludlum with a variety of IT technical resources to meet our staffing requirements in the design, development, implementation and support of our core business and manufacturing systems. A.C.Coy has provided many technical resources to augment our IT staff, in addition to providing various fixed price and deliverable-based projects, including the development of our initial corporate Extranet application.
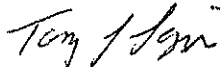
Over the course of 20 years, it is estimated that A.C.Coy has provided $12 million in IT consulting business services.

The following types of IT staffing personnel provided to Allegheny Ludlum by A.C.Coy include:

- Web Programmers
- PC Programmers
- Mainframe Programmers
- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers
- Electronic Document Management Staff
- IT Operations Support Staff
- LAN / WAN Support Personnel
- Enterprise Services Personnel
- Middleware Integration Personnel
- Electronic Commerce / EDI Staff
- Project Management Staff
- Telecommunication Personnel
- Business Analyst Services
- ERP Implementation Services
- VoIP Implementation Services

A.C.Coy has and continues to be a strategic supplier of IT contracting staff. I would not hesitate in recommending A.C.Coy in providing the State of West Virginia with IT technical resources.

Sincerely,

Tony J. Lozzi
Manager, Manufacturing Applications

December 10, 2009

HYPERACTIVE TECHNOLOGIES™

Joseph Porfeli
CEO
HYPERACTIVE TECHNOLOGIES
530 Martindale Street
5th Floor
Pittsburgh, PA 15212

(412) 322-3060 x205
jporfeli@hyperactivetechnologies.com

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

Dear Purchasing Committee,

This letter of reference is for the A.C.Coy Company located at 395 Valley Brook Road in McMurray, Pennsylvania.

The A.C.Coy Company has worked with Hyperactive Technologies over the past 8 years providing Information Technology professionals to augment our baseline IT staff. The total value of staffing services during our relationship is approximately $900,000. We have found A.C.Coy to be extremely competent in the delivery of diverse IT resources in a timely fashion at competitive prices.

HyperActive Technologies creates innovative solutions to operational management problems, and envisions far-ranging applications for the company's core competency in intelligent robotics. Founded in 2001 by scientists from Carnegie Mellon University's rich robotics tradition, HyperActive Technologies solutions represent a critical insight into the state of technology today.
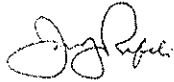
HyperActive Technologies addresses the real-time decision-making problems plaguing service-driven industries, problems that managers and other technology solutions cannot solve. Our applications utilize intelligent robotics to streamline operations in high-volume, high-demand markets like Quick Service Restaurants (QSRs), retail, and the grocery industry. For example, in the largest QSR chains in the world, HyperActive Technologies is achieving enormous improvements in the industry's key metrics. Restaurants are experiencing faster service times, less product waste, and improved food quality. This translates to higher sales volume, happier customers, and in the QSR case, fresher, hotter food.

I have reviewed the 21 categories of service offering required by the State of West Virginia and can fully recommend them as a supplier of IT services in the following areas:

- Web Programmers
- PC Programmers
- Mainframe Programmers
- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers
- Desktop Support Personnel
- Electronic Document Management Staff
- Help Desk Support Staff
- IT Operations Support Staff
- LAN / WAN Support Personnel
- Enterprise Services Personnel
- Graphics and Presentation Staff
- Middleware Integration Personnel
- Electronic Commerce / EDI Staff
- Project Management Staff
- Business Analyst Services
- VoIP Implementation Services

A.C.Coy has been and remains a strategic partner in the delivery of our IT initiatives and would highly recommend the use of their services for your own IT staffing needs.

Sincerely,

Joe Porfeli
CEO

XEROX. GLOBAL SERVICES

December 15, 2009

Steve Solman
Principal, Architecture & Engineering
XEROX GLOBAL SERVICES
8 Penn Center West
Pittsburgh, PA 15276

(412) 506-4834
steve.solman@connect.xerox.com

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

Dear Purchasing Committee,

This letter of reference is for the A.C.Coy Company located at 395 Valley Brook Road in
McMurray, Pennsylvania.

Diverse technology, unstructured documents and a host of IT systems can challenge any
business process. Xerox Global Services helps our clients with services that span and
integrate across their document management processes. From managing assets in the
office—to imaging and storing records—to services for your print production centers,
Xerox reduces costs while helping our clients grow their business in ways they can see
and measure.
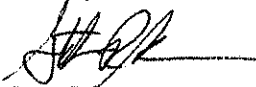
The A.C.Coy Company has worked closely with Xerox Global Services over the past 7
years providing various types of Information Technology professionals to assist our
project staff in the delivery of our client projects. The total value of staffing services
during our relationship is approximately $4,000,000. We have found A.C.Coy to be
well-versed in identifying and providing the right talent and the right time to meet our
project needs.

I have reviewed the 21 categories of service offering required by the State of West Virginia and can fully recommend them as a supplier of IT services in the following areas:

- Web Programmers
- PC Programmers
- Mainframe Programmers
- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers
- Desktop Support Personnel
- Electronic Document Management Staff
- IT Operations Support Staff
- Enterprise Services Personnel
- Graphics and Presentation Staff
- Middleware Integration Personnel
- Electronic Commerce / EDI Staff
- Telecommunication Personnel
- Business Analyst Services
- ERP Implementation Services

A.C.Coy has been and remains a strategic partner in the delivery of our IT initiatives and would highly recommend the use of their services for your own IT staffing needs.

Sincerely,

Steve Solman
Principal, Architecture & Engineering

NORTHROP GRUMMAN

December 14, 2009

Gary Marzec
Director, Industrial Operations
NORTHROP GRUMMAN CORP.
330 Technology Drive
Canonsburg, PA 15317

(724) 873-5622
gary.marzec@ngc.com

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

Dear Purchasing Committee,

This letter of reference is for the A.C.Coy Company located at 395 Valley Brook Road in McMurray, Pennsylvania.

The A.C.Coy Company has worked in a close partnership with Northrop Grumman over the past 11 years providing various type s of Information Technology professionals in a staff augmentation role. The total value of staffing services during our relationship is approximately $11,000,000. We have always relied on A.C.Coy to find and source candidates with the right skill sets, as needed to deliver quality results for our IT initiatives.
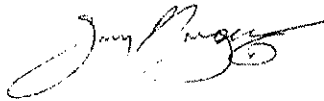
The Industrial Operations group of Northrop Grumman is focused on providing our steel manufacturing-based clients with electronic commerce products and services, with the goal to fully streamline their business processes. Our IT initiatives include EDI mapping, VAN services, transactional monitoring and delivery, as well as application hosting.

I have reviewed the 18 categories of service offering required by the State of West Virginia and can fully recommend them as a supplier of IT services in the following areas:

- Web Programmers
- PC Programmers
- Mainframe Programmers
- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers
- Desktop Support Personnel
- Electronic Document Management Staff
- Help Desk Support Staff
- IT Operations Support Staff
- LAN / WAN Support Personnel
- Enterprise Services Personnel
- Graphics and Presentation Staff
- Middleware Integration Personnel
- Electronic Commerce / EDI Staff
- Project Management Staff
- Telecommunication Personnel
- Business Analyst Services
- ERP Implementation Services
- VoIP Implementation Services

A.C.Coy has been and remains a strategic partner in the delivery of our IT initiatives and would highly recommend the use of their services for your own IT staffing needs.

Sincerely,

Gary Marzec
Director, Industrial Operations

DEPARTMENT OF ADMINISTRATIVE SERVICES

COUNTY OF ALLEGHENY

542 Forbes Avenue ♦ ROOM 107 County Office Building ♦ PITTSBURGH, PA 15219
TELEPHONE: (412) 350-5198♦ FAX: (412) 350-5888

TIMOTHY H. JOHNSON
DIRECTOR

Richard B. Lewis
Deputy Director

December 16, 2009

Richard B. Lewis
Deputy Director (Retired)
COUNTY OF ALLEGHENY
542 Forbes Avenue, Room 107
County Office Building
Pittsburgh, PA 15219

(412) 759-6228

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

Dear Purchasing Committee,

I am pleased to provide this reference letter to you on behalf of A.C.Coy Company. A.C.Coy has provided IT staffing services to Allegheny County for over 13 years. Services performed by A.C.Coy pertain to the staffing of IT technicians for various application development, support and system integration initiatives in relation to county operations.

The Administrative Services division of Allegheny County, Pennsylvania utilizes IT contracting staff on an as-needed basis to augment our own internal staff during various project needs. A.C.Coy has provided us with a variety of IT skilled technicians to assist us in the design, development and implementation of computer-based applications used by both internal and external users.

Over the course of 13 years, it is estimated that A.C.Coy has provided $1,200,000 in IT consulting business services.

The following IT staffing personnel provided to Allegheny County by A.C.Coy include:

- Web Programmers
- PC Programmers
- Mainframe Programmers
- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers

(continued)

- IT Operations Support Staff
- LAN / WAN Support Personnel
- Enterprise Services Personnel
- Middleware Integration Personnel
- Project Management Staff
- Telecommunication Personnel
- Business Analyst Services
- ERP Implementation Services

A.C.Coy has been and remains a strategic partner in the delivery of our IT initiatives and would highly recommend the use of their services for your own IT staffing needs.

Sincerely,

Richard B. Lewis
Deputy Director (Retired)

liquidhub

December 15, 2009

Marc Esten
Resource Manager
LIQUIDHUB, INCORPORATED
1030 Continental Drive
King Of Prussia, Pennsylvania 19406
(484) 654-1419
mesten@liquidhub.com

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

Dear Purchasing Committee,

I am pleased to provide this reference letter to you on behalf of A.C.Coy Company. A.C.Coy has provided IT staffing services to Liquidhub for approximately 8 years. Services performed by A.C.Coy pertain to the staffing of technical personnel for the design, development and implementation of our business, financial, healthcare and retail client and internal applications projects.

LiquidHub is a systems integrator and technology consultancy focused on enabling the Agile Enterprise through our strategy, applications, data, and infrastructure solutions and an engagement lifecycle of planning, execution, and management. We partner with clients in life sciences, pharmaceutical, healthcare, insurance, financial services, and other key industries to deliver technology solutions globally.

A.C.Coy has provided Liquidhub a contingency workforce of specialty IT technicians to work hand-in-hand with our internal IT as well as our client staff. All personnel have been within the staff augmentation arena of assistance for our deliverable-based projects.

Over the course of 5 years, it is estimated that A.C.Coy has provided over $5.5 million in IT consulting business services.

The following types of IT staffing personnel provided to Liquidhub, Inc. by A.C.Coy include:

- Web Programmers
- PC Programmers
- Mainframe Programmers
- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers
- IT Operations Support Staff
- LAN / WAN Support Personnel
- Enterprise Services Personnel
- Middleware Integration Personnel
- Electronic Commerce / EDI Staff
- Telecommunication Personnel
- Business Analyst Services
- ERP Implementation Services

In my opinion, A.C.Coy has played a key part in Liquidhub's IT deployment success and would highly recommend them to assist the State of West Virginia with their IT staffing needs.

Sincerely,

Marc Esten
Resource Manager

December 11, 2009

Derek Signorini
CEO
GOLDENROM
3 Vertical Drive
Canonsburg, PA 15317

(888) 757-3472
dereks@goldenrom.com

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

Dear Purchasing Committee,

This letter of reference is for the A.C.Coy Company located at 395 Valley Brook Road in
McMurray, Pennsylvania.

The A.C.Coy Company has worked closely with GoldenRom over the past 6 years providing
various type s of Information Technology professionals in a staff augmentation role. The total
value of staffing services during our relationship is approximately $800,000. My leadership team
and I have always found A.C.Coy to be extremely competent in the delivery of diverse IT
resources in a timely fashion at competitive prices.

GoldenROM is the Preeminent North American DVD and CD Manufacturing firm servicing the
high-quality segment of the commercial printing and software manufacturing market where
product quality and responsiveness to customer needs (e.g., the ability to meet extremely tight
deadlines while maintaining the highest degree of quality) are of utmost importance.

I have reviewed the 21 categories of service offering required by the State of West Virginia and can fully recommend them as a supplier of IT services in the following areas:
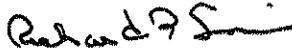
- Web Programmers
- PC Programmers
- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers
- Desktop Support Personnel
- Help Desk Support Staff
- IT Operations Support Staff
- LAN / WAN Support Personnel
- Enterprise Services Personnel
- Graphics and Presentation Staff
- Middleware Integration Personnel
- Electronic Commerce / EDI Staff
- Project Management Staff
- Business Analyst Services

A.C.Coy has been and remains a strategic partner in the delivery of our IT initiatives and would highly recommend the use of their services for your own IT staffing needs.

Sincerely,

Derek Signorini
CEO

UPMC

University of Pittsburgh
Medical Center

December 14, 2009

David Sanborn
Project Lead Information Security,
Application Development
UNIVERSITY OF PITTSBURGH
  MEDICAL CENTER
1370 Beulah Road
Pittsburgh, PA 15235

(412) 473-5172
sanborndk@upmc.edu

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

Dear Purchasing Committee,

This letter of reference is for the A.C.Coy Company located at 395 Valley Brook Road in
McMurray, Pennsylvania.

The A.C.Coy Company has worked closely with UPMC over the past 6 years providing
various types of Information Technology professionals in a staff augmentation role. The
total value of staffing services during our relationship is approximately $4,200,000.
A.C.Coy has consistently resourced the right skill sets to my project teams in a timely
manner and at competitive prices.

Project consulting staff A.C.Coy has provided over the years have worked within
UPMC's Information Security group to develop, implement and monitor various security
related applications as they pertain to our healthcare Information Technology initiatives.

I have reviewed the 21 categories of service offering required by the State of West
Virginia and can fully recommend them as a supplier of IT services in the following
areas:

- Web Programmers
- PC Programmers
- Mainframe Programmers

- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers
- Desktop Support Personnel
- Electronic Document Management Staff
- Help Desk Support Staff
- IT Operations Support Staff
- LAN / WAN Support Personnel
- Enterprise Services Personnel
- Graphics and Presentation Staff
- Middleware Integration Personnel
- Electronic Commerce / EDI Staff
- Project Management Staff
- Telecommunication Personnel
- Business Analyst Services
- ERP Implementation Services
- VoIP Implementation Services

A.C.Coy has been and remains a strategic partner in the delivery of our IT initiatives and I would highly recommend the use of their services for your own IT staffing needs.

Sincerely,

David K Sanborn

David Sanborn
Project Lead Information Security, Application Development

MCKESSON
Empowering Healthcare

December 10, 2009

Ron Wunder
Vice President, Software Development
MCKESSON PHARMACY SYSTEMS
450 Lindbergh Drive
Airside Office Park
Coraopolis, PA 15108

(412) 474-1059
ron.wunder@mckesson.com

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

Dear Purchasing Committee,

This letter of reference is for the A.C.Coy Company located at 395 Valley Brook Road in McMurray, Pennsylvania.

The A.C.Coy Company has worked closely with McKesson Pharmacy Systems over the past 9 years providing various type s of Information Technology professionals in a staff augmentation role. The total value of staffing services during our relationship is approximately $10,000,000. My leadership team and I have always found A.C.Coy to be extremely competent in the delivery of diverse IT resources in a timely fashion at competitive prices.
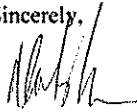
McKesson Pharmacy Systems is dedicated to being the world's premier pharmacy technology company, by providing solutions and services that enable pharmacies to enhance patient care and grow their businesses profitably. McKesson Pharmacy Systems automates the prescription-fulfillment process, from order receipt and insurance adjudication, to DUR and dispensing for all pharmacy business models, including retail chains and independents; and high-volume pharmacies operated by insurers, integrated health systems, supermarkets, wholesalers, mail order service or specialty mail facilities.

I have reviewed the 21 categories of service offering required by the State of West Virginia and can fully recommend them as a supplier of IT services in the following areas:

- Web Programmers
- PC Programmers
- Computer Systems Analysts
- Computer and Network Security Administrators
- Database Managers
- Desktop Support Personnel
- Help Desk Support Staff
- LAN / WAN Support Personnel
- Graphics and Presentation Staff
- Project Management Staff
- Business Analyst Services
- ERP Implementation Services

Thank you for the opportunity to describe the areas of expertise A.C.Coy has provided over the past six years. Please do not hesitate to contact me for any additional information.

Sincerely,

Ron Wunder
Vice President, Software Development

III. TECHNOLOGY SERVICES QUALIFICATIONS

1. The A.C.Coy and Prequel Solutions Teamed Technology Approach

A.C.Coy Company specializes in the delivery of IT staff augmentation consultants as well as project-based solutions. As part of the ITECH10 solution, A.C.Coy has teamed with our sister company, Prequel Solutions, LLC to deliver selected technology services projects to the State of West Virginia. Prequel Solutions was spun off by A.C.Coy as a stand-alone during the expansion of A.C.Coy through it's acquisition of Stargate Industries' Professional Services Group in 2003. Prequel Solutions was incorporated with the focus on delivering high-valued project services along the specialization path of Microsoft technology. Both A.C.Coy Company and Prequel Solutions are operated from the same business address in McMurray, Pennsylvania, and have overlapping ownership principals between both companies. A.C.Coy has assumed the role as the 'Primary Vendor' in this partnership and accordingly assumes full liability for all services performed by both A.C.Coy as well as Prequel Solutions. Subsequent pages of this section describe the value-added offerings that the A.C.Coy/ Prequel Solutions joint team will bring to the State of West Virginia.

Prequel Solutions, LLC

Mohylyn F. Yocca   Phone: 724-820-1575
Principal
395 Valley Brook Road   Email: myocca@prequelsolutions.com
McMurray, PA 15317

Prequel Solutions is a certified Woman-Owned Business Enterprise.

Prequel Solutions - Company Background

Prequel Solutions, LLC is a full-service technology and management consulting company. Prequel Solutions, LLC was established in 2003 as a result of a strategic acquisition representing the cumulative assets from Corporate Information Systems, Inc. (which entered the IT services industry in 1981) and the Stargate Professional Services Group, LLC. Thus, Prequel brings to the market more than twenty years of information technology experience and expertise in the private and public sectors. Prequel is proud to maintain long-standing commercial business relationships with Fortune 500 companies such as H.J. Heinz, PPG, US Steel, PNC Bank, GE Transportation Systems, Erie Insurance and countless others, as well as our government affiliations with agencies in the Commonwealth of Pennsylvania including the Pennsylvania Department of Labor and Industry, Pennsylvania Department of Conservation and Natural Resources, Pennsylvania Department of Health and the Pennsylvania Turnpike Commission. Prequel Solutions, LLC is certified under the Commonwealth of Pennsylvania's Master IT Services ITQ Contract #4400004696 in the categories of Consulting Services, Software Development and also as a Women-Owned Business Enterprise. Prequel Solutions has been a Microsoft Partner for more than 15 years and a Gold Partner for more than 10 years. Prequel Solutions is also an SAP Business Objects Bronze Partner.

Prequel Solutions – IT Project Consulting Experience

Prequel has a vast knowledge of technologies and experience that comes from planning, developing and supporting hundreds of business systems.   Our consultants perform requirements gathering, architectural assessments, strategic business planning, gap analyses, interactive design, business intelligence, portal development and implementation, custom programming, database and legacy integration, quality assurance, project management and customer support to ensure complete

engagement success. Prequel understands that strategic and architectural planning involves a top-to-bottom alignment of operational processes with enterprise technologies in order to maximize the return on technology investments. Additionally, Prequel adheres to a proven project management and solution-focused methodology that ensures the effective and efficient execution of software development projects. We have coupled this methodology with a flexible web-based extranet where clients can login to check on project status, record quality control issues and track problem resolution status.

Prequel Solutions Engagement Methodologies

Over the course of completing numerous technology projects spanning almost twenty-five years in the business, Prequel Solutions has learned the importance of handling each engagement with proven, objective management tools drawn upon experience gained during engagements with clients that include Pennsylvania Department of Labor and Industry, Pennsylvania Department of Natural Resources, United Way of Allegheny County PA, and the Pennsylvania Turnpike Commission. Prequel Solutions has assembled from this experience a structured development and project management process that serves as the necessary framework for controlling the direction and effort of projects. Principles and techniques employed within these processes will support Prequel Solutions' activities during this engagement for the West Virginia Office of Technology.
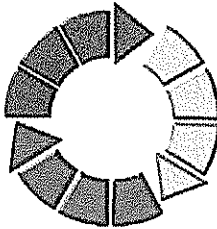
This framework for solution development and management facilitates defining all business problem requirements, effecting a viable design for these requirements, anticipating and coordinating the various project resource requirements, investigating and clarifying technical alternatives, tracking project hourly activities, and presenting high-quality plans and documentation to the West Virginia Office of Technology for review and approval.

Methodology Phases

Prequel Solutions employs a methodology known as the Microsoft® Solutions Framework (MSF). MSF is a flexible, interrelated series of concepts, models, and best practices that lays the foundation for planning, building, and managing technology projects. MSF principles and practices can guide an organization through assembling the resources, managing the people, and implementing the processes necessary for technology solutions and infrastructure to meet changing business objectives.

A disciplined approach is critical to successfully completing projects on time, in scope, and within budget. The success of most technology projects depends on project management, business objectives, and development processes as much as writing quality code. It is not sufficient to merely decide what technologies to use; true business success is achieved by maximizing the effectiveness of the technologies selected.

Originally based on best practices within Microsoft product development and IT organizations, the Microsoft Solutions Framework was created in 1994 and developed into standardized training courses to promote consistency and effectiveness within the Microsoft Consulting Services (MCS) organization. Research and customer feedback has contributed to the improvement of the MSF models, principles and best practices as well as the evolution of the MSF course offerings. Microsoft assists MCSP organizations like Prequel Solutions with adapting the standards established in the MSF methodology in our project management practices.

Microsoft®
GOLD CERTIFIED
Partner

Project Management Process

An essential controlling influence brought to every project is the reliance on Prequel Solutions' Project Manager to guide the progress of the project. The Project Manager serves as the project's communication focal point; coordinating West Virginia Office of Technology resources, project team personnel and management as together they pursue the project's goals. The assigned Project Manager is trained and experienced in all aspects of Prequel Solutions' Project Management Process. This process defines standards, procedures and guidelines that govern how the engagement will be managed.

Project Planning

Project Control encompasses all the processes of establishing the project team, assigning roles, responsibilities and levels of authority, creating the detailed project plan, scheduling and coordinating work activity, and managing to the plan. Prequel Solutions relies on the detailed project plan as the primary management control tool. The plan is the basis for delegating and tracking work activities that must be coordinated among various organizational work groups involved with the project.
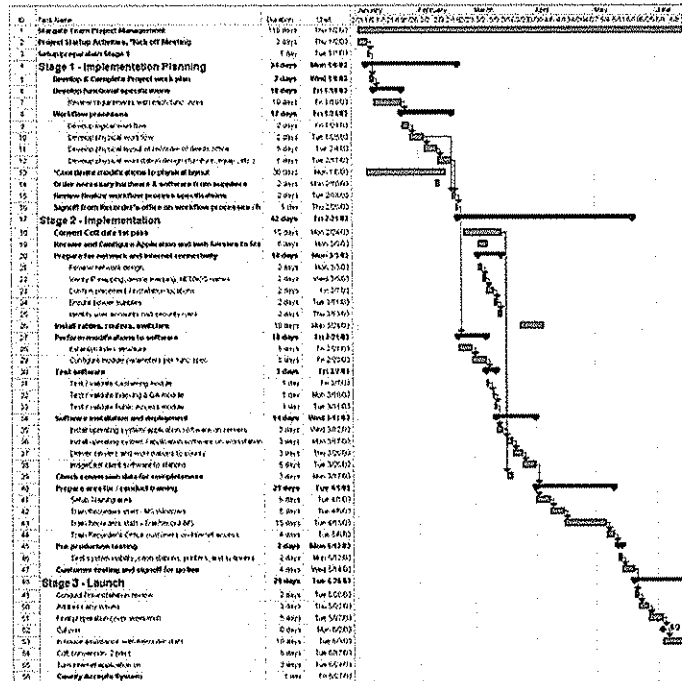
Project Monitoring provides the processes for observing whether the project is proceeding as planned, tracking progress against the plan, and regularly communicating progress assessments. This monitoring is essential to the coordination and success of the project. Communication is critical not only to reporting progress but also in the identification and resolution of problems and issues as they arise within the project. Timely recognition and resolution of issues is key to the project remaining on schedule and budget. Upward and downward communication on a regularly scheduled basis, via meetings and/or status reporting, keeps management and the project team aware of activities, issues, and overall progress.

Prequel Solutions is well aware of the fact that ineffective handling of project issues can have a significant impact on project timeframes and budgets. Our approach records, tracks and reports on all issues raised within the project. At regular status meetings, key project individuals attempt to resolve the issues through discussion of alternatives and impacts, assignment of actions, or a decision to study the matter further. Any issue which remains outstanding for more than two meetings may be escalated for resolution through involvement of senior West Virginia Office of Technology and Prequel Solutions management.

Project Communication

Prequel Solutions' Project Manager will submit to the West Virginia Office of Technology project manager Weekly Status Reports that provide a recap of accomplishments for the week, planned tasks for the upcoming week, highlight any outstanding project issues that

need to be resolved, and document how the project is tracking to schedule and budget. Weekly status meetings will be conducted either in person or via teleconference to review the written status report. These reports and meetings will be used to focus the steering committee on critical activities, milestones/due dates and outstanding issues.

Upon project initiation, Prequel Solutions will establish a secure project Web site that will serve as a central repository for all project related documents including weekly status reports, applicable specifications, meeting minutes and project plans.

Prequel Solutions performs all applicable quality assurance testing prior to submittal to the customer for review.   Individuals other than the software developer are involved in this Quality Assurance effort.

The following pages denote the Technical Service categories described in the State of West Virginia's ITECH10 and identify those categories to which the A.C.Coy/Prequel Solutions team is best qualified to deliver for the West Virginia Office of Technology. **For this proposal, A.C.Coy is bidding on:**

        Attachment 2 – Data Warehouse – Development and Implementation

        Attachment 3 – Electronic Government – Development and Implementation

        Attachment 5 – Electronic Commerce – Web-based Development

        Attachment 8 – Technology Advisory Services

        Attachment 9 – Major Project Implementation (including Project Management)

        Attachment 10 – Enterprise Application Integration

        Attachment 11 – Migration of Legacy Systems

        Attachment 12 – Project Quality Assurance Review and Associated Services

        Attachment 16 – Microsoft Specialist.

A.C.Coy is not bidding:

        Attachment 4 – Internet/Intranet E-Commerce Security Development and Implementation

        Attachment 6 – Electronic Document Management Systems

        Attachment 7 – Enterprise Systems Management Development and Implementation

        Attachment 13 – ERP Implementation Services

        Attachment 14 – VoIP Implementation Services

        Attachment 15 – Advanced Internet Technology and Applications.

2. Attachment 2, Category 1: Data Warehouse – Development and Implementation

Prequel Solutions Data Warehouse Capabilities

Prequel Solutions has designed, developed, and implemented a selection of different data warehouse solutions, which enables our clients to achieve a variety of business intelligence capabilities. Prequel Solutions is very experienced working with business and government agencies to enhance their use and management of data enabling them to recognize direct cost savings. Specific experience and attributes, as it pertains to the West Virginia Office of Technologies' interests, include:

- Experience in managing the full-life cycle design, development, implementation, rollout and support of data warehouse solutions.
- Experience with working with customers to develop business intelligence and performance management strategies.
- Experience in the design and implementation of multi-dimensional database structures such as the Star and Snowflake schemas.
- Experience in the design and development of Extract, Transform, and Load (ETL) routines.
- Experienced in designing and implementing data warehouse solutions using Microsoft technologies including SQL Server Analysis Services (SSAS) and SQL Server Integration Services (SSIS).
- Front-end reporting capability with .NET development, BusinessObjects Crystal Reports, and SQL Server Reporting Services (SSRS).
- Business Intelligence dashboarding utilizing BusinessObjects Web Intelligence, BusinessObjects Xcelsius, and Microsoft PerformancePoint.
- Prequel Solutions is a Microsoft Certified Gold Partner with a Microsoft Certified Competency in Data Management Solutions.
- Prequel Solutions is a SAP BusinessObjects Partner. BusinessObjects provides broad business intelligence capabilities including data warehousing and reporting.

Prequel Solutions Data Warehouse Methodology

For Data Warehouse projects, Prequel Solutions anticipates the execution of all components of our Software Development Project Methodology, starting with the analysis of the business need, devising the best technology implementation and approach, and then proceed through data warehouse design, development, testing and rollout.

This phased project approach will have specific milestone/measurement criteria to monitor and manage overall project progress.

The diagram on the following page describes how each of the project phase components inter-relates with one another to achieve a successful project outcome.

Prequel SOLUTIONS — Software Development Methodology

Legend:
- Envisioning
- Requirements and Design
- Development
- Testing
- Deployment

DESIGN PHASE

INTERVIEWS WITH CUSTOMER
- Identify Scope
- Risk Assessment
- Identify Team

Deliver Scope Document
Deliver Risk Assessment

DETERMINE SYSTEM FUNCTIONALITY
- Determine system functionality
- Blueprint for development
- Basis for estimating work
- Agreement with customer on functionality
- Begin Test Plan
- Set up development environment

Deliver Project Plan
Deliver Detailed System Design

DEVELOPMENT PHASE

BUILDING SYSTEM COMPONENTS
- Component Development
- Documentation
- Update Project Schedule
- Status Meetings
- Unit Testing

Deliver Installation Scripts
Deliver Acceptance Test Plan

SYSTEM TESTING
- Integration Testing
- System Testing
- Stress Testing
- Customer Acceptance Testing

Deliver Source Code
Deliver User/System Documentation

DEPLOYMENT PHASE

PUT SYSTEM INTO PRODUCTION
- Production
- Final Versions of Documentation
- Delivery of Source Code
- Warranty and Maintenance
- Define Next StepS

A description of the five individual project phases, activities, deliverables and the roles of both Prequel Solutions and West Virginia Office of Technology for projects within this category are summarized as follows:

Phase 1: Detailed System Design

Purpose: Prequel Solution Data Warehouse Architect will work with West Virginia Office of Technology's project staff to review and document the data, system and user requirements pertaining to desired data warehouse development, as well as identify access requirements. Tasks within this phase will identify system access, security, multi-dimensional schema, data sources, ETL, load frequencies, data validation processing, and implementation standards.

Deliverables: Prequel Solutions will formulate and document the data warehouse architecture for the targeted system data components and produce a Detailed System Design document, upon which subsequent project phases will be based. Following West Virginia Office of Technology's review and approval of the Detailed System Design, a review meeting will be held between West Virginia Office of Technology and Prequel Solutions to identify which project functions (development, testing, implementation, etc.) are to be performed by each party, based on staffing requirements, technical comfort levels, critical path impacts and associated project costs. From the outcome of this meeting, Prequel Solutions will provide West Virginia Office of Technology with a proposal to complete assigned/assumed data warehouse development, testing and/or implementation tasks.

Approval To Proceed: West Virginia Office of Technology will accept, decline or request modifications to Prequel Solution's development/implementation proposal prior to commencing subsequent project activities.

Phase 2: Data Warehouse Development

Purpose: Prequel Solution's data warehouse team will develop assigned data warehouse components, while West Virginia Office of Technology's project staff proceeds with the development of their assigned components. Data warehouse development efforts will be based on the Detailed System Design and will be delivered in JAD fashion, whereby the integrated teams closely interact, while sharing technical knowledge.

Deliverables: The deliverables from this phase will include implemented data warehouse components (multi-dimensional database schemas, ETL routines, etc.).

Phase 3: Data Warehouse Testing

Purpose: Upon completion of the development phase (or portions thereof), Prequel Solutions and West Virginia Office of Technology will perform Quality Assurance testing in a testing/pre-stage environment to verify data warehouse accuracy and functionality. This will be accomplished through a thorough validation process ensuring that the data in the data warehouse matches the source data based on the designed and applicable transformations. West Virginia Office of Technology business users may be called upon to verify system compliance.

Deliverables: The deliverables from this phase will be the debugged, production-ready data warehouse.

Phase 4: Data Warehouse Installation

Purpose: The Data Warehouse Installation phase will involve the installation and activation of the data warehouse into the final production environment. During this phase, Prequel Solutions and West Virginia Office of Technology personnel will deploy the final data warehouse components on the targeted production server(s). Additional testing and performance tuning will be performed to verify functionality and performance criteria.

Deliverables: The deliverables from this phase will be the activated data warehouse in West Virginia Office of Technology's production environment.

Phase 5: Project Completion

Purpose: This phase will complete the initial implementation of the project. During this phase, data warehouse documentation, system support training, and knowledge

transfer will occur. Prequel Solutions will perform a final transfer of information to West Virginia Office of Technology's IT staff in order to allow self-support initiatives to commence by West Virginia Office of Technology staff.

Deliverables: Program documentation, revised/final Detailed System Design document, run/startup scripts.

Prequel Solutions Data Warehouse References

The client references listed on the following pages can attest to Prequel Solution's Technology Services capabilities as they relate to the Data Warehouse – Development and Implementation services desired by the State of West Virginia. Both A.C.Coy and Prequel Solutions urges the West Virginia Office of Technology to contact any or all of these individuals to verify our performance.

PA Turnpike Commission

Prequel Solutions Reference:
Jeffrey Mesaric   Phone: 717-939-9551 ext. 6440
Chief Information Officer
PO Box 67676   Email:jmesaric@paturnpike.com
Harrisburg, PA 17106-7676

Company Overview
The Pennsylvania Turnpike Commission (PTC) has nearly 2,200 employees that manage, administer, or support operations involving 531 miles of roadway throughout the Commonwealth.

Business Challenge
The PTC PRIDE project replaced the Pennsylvania Turnpike Commission's (PTC) entire legacy financial and administrative systems with SAP, an Enterprise Resource Planning (ERP) system. Prequel Solutions was responsible for delivering the very important system component comprising the Business Intelligence (BI) solution. The BI initiative of the PRIDE Project encompassed several key components including the design and implementation of the SAP Business Intelligence platform including a Data Warehouse, Reports, and an Executive Information System (dashboard).

Solution
The BI solution included the collection of data from many different SAP data sources including SAP Finance, Controlling, Funds Management, Supplier Resource Management, Human Capital Management, Project Systems, and Plant Maintenance. This included the design and construction of OLAP data warehousing components from the SAP operational data source. Additionally, Prequel Solutions also constructed custom OLAP components from several different PTC legacy systems. These components facilitated the collection of data for reporting and performance management for the functional areas of Toll Collection, E-ZPass Sales, Roadway Engineering, and the PTC Operations Center. As part of the development of the OLAP (multi-dimensional databases or cubes) data warehouse, Prequel Solutions designed and implemented the applicable extract, transform, and load (ETL) programs. The SAP system, many of the legacy systems, and the data warehouse were all based upon Microsoft SQL Server.

Prequel Solutions worked with the PTC to define the reporting and dashboard requirements for each functional area within the organization. As part of this process, Prequel Solutions also worked with PTC executives to devise a performance management system to identify key performance indicators (KPIs). During this process, Prequel Solutions mentored the PTC management staff regarding how to develop the KPI approach linking measures to strategy and action plans for achievement.

Reports and the Executive Information System (dashboard) were designed and constructed using

---

SAP's Business Intelligence tools and then securely access and delivered via SAP's Enterprise Portal. These reports and dashboards provided the PTC with critical visibility into the operations across the enterprise. The dashboard provided a performance management tool for more than 70 performance metrics with an intuitive graphical visualization facilitating access to viewing trend and drilldown data.

Benefits

The newly developed data warehouse environment and comprehensive executive dashboard system provided PTC executives and management staff quick access to information via a web-based portal enabling improving decision-making capabilities.

Project Scope

The project duration of this engagement was 2.5 years in duration at a cost of $2,500,000.

HyperActive Technologies, Inc.

Prequel Solutions Reference:
Tim Kauffman   Phone: 412-322-3060
Director of Product Development
730 Holiday Drive   Email:tkauffman@gohyper.com
Pittsburgh, PA 15220

Company Overview

HyperActive Technologies produces solutions for the quick service restaurant industry that sense the environment and adjust in real-time to give you the most accurate information. HyperActive Technologies works with their clients to identify what customers want... when they want it...and how much of it to cook...you can always have the right food ready, just in time.

Business Challenge

HyperActive Technologies needed to implement a customer portal that provided their customers quick access to restaurant sales information. This solution required a comprehensive data warehouse and reporting capability.

Solution

A Microsoft SharePoint site designed and developed to provide the HyperActive Technologies user community quick access to a series of performance reports. Hyperactive developed a product called Q-Timer for servicing Quick Service Restaurants (QSR) in the restaurant industry. Q-Timer measures data from cars traveling through the service lane at a restaurant and relays the data back to the HyperActive portal. Sales Metrics were defined for the stores and brands and are stored at the enterprise portal level, and maintained historically in the data warehouse. The data returned to the portal from the stores is graded using the supplied metrics for the period. This information is displayed for the user on their dashboard. The personal dashboard is customizable by the user for which reports they want to see.

The reports were constructed utilizing SQL Server Reporting Services and made available via SharePoint. The reports are made available in a secure manner and provide drill-down capabilities to important data. The data warehouse was implemented in SQL Server using SQL Server Analysis Services. Extract, transform and load routines were implemented with SQL Server Integration Services.

Benefits

The newly developed portal-based reporting solution provided HyperActive Technologies customer's near real-time access to restaurant sales data enabling improved decision-making.

Project Scope
The project duration of this engagement was 6 months in duration at a cost of $500,000.

Sunoco

Prequel Solutions Reference:
Dale Whitaker   Phone: 740-533-5298
Senior Systems Analyst III
1019 Haverhill-Ohio Furnace Road   Email:drwhitaker@sunocoinc.com
Haverhill, Ohio 45636

Company Overview
Sunoco Chemicals is one of the largest chemical companies in the U.S., with the infrastructure of a large refining base. Sunoco Chemicals' product line includes phenol, acetone, nonene, tetramer, alpha-methylstyrene, toluene, xylene, benzene, cyclohexane, bisphenol-A, and polypropylene.

Business Challenge
Sunoco Chemicals compiles transactions from 9 different sites utilizing AssetPoint's TabWare Enterprise Asset Management (EAM) and Computerized Maintenance Management System (CMMS) software. These transactions are then fed to both an IBM mainframe and SQL Server database via customized external interfaces. Sunoco desired to move the interfaces to a more robust and flexible state-of-the-art architecture that would allow for more dynamic control as well as simplify the addition of new sites. The legacy interfaces were developed as client applications using Visual Basic 6. Growth was accomplished by copying and pasting large blocks of code and modifying them for the new site by inserting hard-coded information for connection strings, flat file and FTP locations, etc. Maintenance was difficult due to the non-modular nature of the application and adding a site was not easily accomplished.

Solution
Prequel Solutions utilized Visual Studio and the .Net Framework to create modular Windows Services to replace the aging VB client application. The services were designed to be driven by a customized SQL Server-based batch job controller. All parameter information, e.g. SQL connection strings, scheduling, site identification information, site-specific FTP settings, job-specific logging and flat file output locations are all contained in the SQL database. The services (interfaces) themselves now perform all activities, dynamically, by periodically waking up and reading the current values from the SQL database. Prequel also designed and implemented a Microsoft Management Console and accompanying user interface to simplify administration of the parameter database.

The interfaces now operate as low-maintenance, "lights-out" infrastructure functions. System changes can now be made in real time and sites added without code changes. The modular design of the services themselves makes it much simpler to augment changes in enterprise requirements by either modifying the existing interface itself or by rapidly developing new interfaces to fulfill new requirements. This has succeeded in practice by the addition of services to support PO and RFQ processing, as well as new ETL services to process the AP and GL transactions from TabWare into a new corporate data warehouse.

Project Scope
The project duration of this engagement was 6 months in duration at a cost of $50,000.

3. Attachment 3, Category 2: Electronic Government - Development and Implementation

Prequel Solutions E-Government Capabilities

Prequel Solutions has designed, developed and implemented a variety of Electronic Government applications, which enables our clients to extend their business and service capabilities via the Internet. Prequel is very experienced working with business and government agencies to automate their legacy systems and recognize direct cost savings. Specific experience, as it pertains to the West Virginia Office of Technologies' interests, include:

- Experience in managing the full-life cycle design, development, implementation, rollout and support of electronic commerce-based applications.
- Experience with secure EDI, EFT, credit/debit/smart card processing, utilizing web-based technologies such as BizTalk, Commerce Server, and SharePoint.
- Experience implementing on-line catalogs and procurement, order forms, payment processing and fulfillment.
- Experience with standards-based design.
- Experience with Web-enabling legacy applications.
- Experience with Web-development tools and environments.
- Experience with database integration and the accessing of data from Web front-ends, including web database middleware products and database connectivity such as BizTalk.
- Experience in integrating business-to-business applications via both internal (Intranet) and external (Extranet) organizations.
- Experience with enterprise-level RDBMS products, such as Microsoft SQL Server, Oracle, Access, MySQL and other databases.
- Experience with Web-site architecture, design and development including .NET, ASP, HTML, Dynamical HTML, Javascript, VB Script, XML and other web development languages.
- Experience with Internet security protocols and products SSL, S/MIME, Digital Certificates, etc.

Prequel Solutions Electronic Government Project Methodology

For E-Electronic Government projects, Prequel Solutions anticipates the execution of all components of our Software Development Project Methodology, starting with the analysis of the business need, devising the best technology implementation and approach, and then proceed through application development, testing and rollout.

This phased project approach will have specific milestone/measurement criteria to monitor and manage overall project progress.

The diagram on the following page describes how each of the project phase components inter-relates with one another to achieve a successful project outcome.

Prequel SOLUTIONS — Software Development Methodology

Envisioning

Requirements and Design

Development

Testing

Deployment

DESIGN PHASE

INTERVIEWS WITH CUSTOMER
- Identify Scope
- Risk Assessment
- Identify Team

Deliver Scope Document
Deliver Risk Assessment

DETERMINE SYSTEM FUNCTIONALITY
- Determine system functionality
- Blueprint for development
- Basis for estimating work
- Agreement with customer on functionality
- Begin Test Plan
- Set up development environment

DEVELOPMENT PHASE

Deliver Project Plan
Deliver Detailed System Design

BUILDING SYSTEM COMPONENTS
- Component Development
- Documentation
- Update Project Schedule
- Status Meetings
- Unit Testing

Deliver Installation Scripts
Deliver Acceptance Test Plan

DEPLOYMENT PHASE

SYSTEM TESTING
- Integration Testing
- System Testing
- Stress Testing
- Customer Acceptance Testing

Deliver Source Code
Deliver User/System Documentation

PUT SYSTEM INTO PRODUCTION
- Production
- Final Versions of Documentation
- Delivery of Source Code
- Warranty and Maintenance
- Define Next StepS

A description of the five individual project phases, activities, deliverables and the roles of both Prequel Solutions and West Virginia Office of Technology for projects within this category are summarized as follows:

Phase 1: Detailed System Design
Purpose: Prequel Solution's Web Architect and Lead Developer will work with West Virginia Office of Technology's project staff to review and document the system and user requirements pertaining to desired eCommerce or web application development, as well as identify access/portal requirements. Tasks within this phase will identify system access, security, navigation, data sources, access methodologies, validations, desired functionality, business rules and development standards.

Deliverables: Prequel Solutions will formulate and document the system architecture for the targeted system components and produce a Detailed System Design document, upon which subsequent project phases will be based. Following West Virginia Office of Technology's review and approval of the Detailed System Design, a review meeting will be held between West Virginia Office of Technology and Prequel Solutions to identify which project functions (development, testing, implementation, etc.) are to be performed by each party, based on staffing requirements, technical comfort levels, critical path impacts and associated project costs. From the outcome of this meeting, Prequel Solutions will provide West Virginia Office of Technology with a proposal to complete assigned/assumed development, testing and/or implementation tasks.

Approval To Proceed: West Virginia Office of Technology will accept, decline or request modifications to Prequel Solution's development/implementation proposal prior to commencing subsequent project activities.

Phase 2: Application Development

Purpose: Prequel Solution's web development team will develop assigned application components, while West Virginia Office of Technology's project staff proceeds with the development of their assigned components. Application development efforts will be based on the Detailed System Design and will be delivered in JAD fashion, whereby the integrated teams closely interact, while sharing technical knowledge.

Deliverables: The deliverables from this phase will include program source code (web pages, database schemas, run scripts).

Phase 3: Application Testing

Purpose: Upon completion of the development phase (or portions thereof), Prequel Solutions and West Virginia Office of Technology will perform Quality Assurance testing in a testing/pre-stage environment to verify application functionality meets designed functions. West Virginia Office of Technology business users may be called upon to verify system compliance.

Deliverables: The deliverables from this phase will be the debugged, production-ready source code and database components.

Phase 4: Application Installation

Purpose: The Application Installation phase will involve the installation and activation of the eCommerce or web-based system into the final production environment. During this phase, Prequel Solutions and West Virginia Office of Technology personnel will deploy the final application components on the targeted production server(s). Additional testing and performance tuning will be performed to verify functionality and performance criteria.

Deliverables: The deliverables from this phase will be the activated eCommerce or web-based system in West Virginia Office of Technology's production environment.

Phase 5: Project Completion

Purpose: This phase will complete the initial implementation of the project. During this phase, application documentation and system support training will occur. Prequel Solutions will perform a final transfer of information to West Virginia Office of Technology's IT staff in order to allow self-support initiatives to commence by West Virginia Office of Technology staff.

Deliverables: Program documentation, revised/final Detailed System Design document, run/startup scripts.

Prequel Solutions E-Government References

The client references listed on the following pages can attest to Prequel Solution's Technology Services capabilities as they relate to the Electronic Government – Development and Implementation services desired by the State of West Virginia. Both A.C.Coy and Prequel Solutions urges the West Virginia Office of Technology to contact any or all of these individuals to verify our performance.

Sarris Candies

Prequel Solutions Reference:
Athena Sarris Simms   Phone:(724) 745-4042 x213
Principal   Email: asarris@sarriscandies.com
511 Adams Avenue
Canonsburg, PA 15317

Company Overview
Sarris Candies® is a national provider of locally manufactured premier chocolates, candy and gifts for every occasion. Headquartered in Canonsburg, PA, Sarris Candies' products can be found in over 450 retail outlets throughout Pennsylvania, Ohio, West Virginia, and New Jersey. These products can also be purchased online and delivered throughout the continental United States.

Business Challenge
Sarris Candies had been utilizing out-of-the-box eCommerce solutions for the past five years. As their brick and mortar business has grown exponentially, previous eCommerce solutions have limited their online sales potential. Their old systems were unable to process the high volume of orders. There was extensive customization required to support their product offering. Sarris Candies engaged Prequel to develop a customized eCommerce solution that would support their immediate and future business needs.

Solution
First, Prequel maintained Sarris Candies existing eCommerce site to enable them to successfully survive the busy 2005 holiday sales season. Prequel then worked closely with Sarris Candies to gather requirements to be used as a basis for their new customized eCommerce solution that would meet their immediate business needs as well as offer scalability for future business needs.

Benefits
The revamped ecommerce solution for Sarris Candies will allow them to grow their customer base outside of their existing retail store base. Sarris Candies' employees can now focus on their assigned tasks without having to give attention to the time-consuming issues that were arising with their previous eCommerce websites. The customized eCommerce solution will enable them to increase their online sales, improve their productivity during fulfillment and improve customer service. They now have complete flexibility and control over their eCommerce site.

Project Scope
The project duration of this engagement was 6 months with a project value of $30,000.

Clear Lake Forest Products (MaxSales.com)

Prequel Solutions Reference:
Mark Brown   Phone: (814) 654-7156
President
Clear Lake Lumber, Inc.   Email: mbrown@clearlakelumber.com
409 Main Street
Spartansburg, PA 16434

Organization Overview

Most CRM systems are designed to provide a history of the account along with a pipeline of business that is the basis for the expected sales for a time period. MaxSales.com represents a software product that takes a completely different approach to managing customers. MaxSales.com drives the sales team to reach their full potential and provides reporting to both the salesperson and the sales manager to help them improve.

Business Challenge

MaxSales.com wanted to create and offer a new web-based CRM-type software product as a subscribed service over the Internet. This new product would provide a different approach to CRM by implementing online processes and tools that optimize salesperson efficiencies.

Solution

Prequel Solutions designed a developed a Microsoft-centric web-based application, MaxSales.com, to be an integrated CRM database of managed sales professionals, contacts, schedules, phone calls, and visits. The system included the following:

- Web-based calendar and reminders for scheduling capacity & improved daily planning
- Automated tickler system for each sales person to perform the tasks necessary to achieve their personal financial goals
- Call and visit queues to enable each sales person to call or visit the right customers at the right time to improve closing percentage
- Automated friendly, informal reminders
- Workflows to guide sales person daily activities
- Generated sales reports highlighting individual and group effort expended to achieve sales goals
- Created development and testing environments that which were migrated to production servers
- Project Management oversight of project lifecycle
- Quality Assurance testing and issue tracking
- Secure acceptance of credit cards to provide subscription access

The technologies implemented included Microsoft .NET ASP and C#, web services, SQL Server 2005 database, integration with third party service for faxing and credit card processing. The project included a Mobile Web application as well as SQL Server Reporting Services.

Benefits

This new web-based application provides MaxSales.com with a new CRM product offering.

Project Scope

The project duration of this engagement was 2 years with a project value of $300,000.

Dale Carnegie Training

Prequel Solutions Reference:

Chris Addeo
IT Director
290 Motor Parkway
Hauppauge, NY 15222

Phone: (631) 415-9310

Email:chris.addeo@dalecarnegie.com

Organization Overview

The original Dale Carnegie Case Management application, TRAX, was built and deployed by Prequel Solutions in 1994 utilizing a client-server development technology. A new version of the application (Client Builder) was desired to be designed and developed based on the latest Internet development technologies. Dale Carnegie Training provides a variety of business training courses throughout the world through a network of training franchises.

Business Challenge

To design and build a new web-based Client Builder application that was easy-to-use, secure, flexible and scaleable to support Dale Carnegie Training's network of global franchises.

Solution

Prequel worked closely with Dale Carnegie Training in the design and development of system features to ensure that they provided the necessary web-based system functionality. A key component was the implementation of eCommerce capabilities associated with their different training services and program offerings. The Client Builder application was designed and constructed based on Microsoft .NET and SQL Server. Provided below is a brief list of the included functionality:

- Securely manage the web-based receipt of payment and distribution for all account types
- Set up programs based on Dale Carnegie courses
- Automatically schedule programs based on the start date and days of the week
- Assign instructors and teaching assistants to a program
- Enroll students in a program, either individually or as a group
- Track payments, attendance and awards for each student
- Assign each enrollment to one or more sales representatives
- Track sales commissions based on each franchise's particular commission scale and the payment amount
- Customizable letter and email templates
- Mail Merge functionality using Excel and Word
- Track sales of Alternative Revenue items, such as books and tapes
- Invoicing
- Automatic update of the DCT consumer Web-site with program information when programs are added or edited
- Automatic email notification to participants when programs are cancelled or rescheduled
- Track organizations, their departments, decision makers and sales representatives
- The ability to merge duplicate organizations and persons
- The ability to re-assign sales representatives

Benefits

The new secure web-based Client Builder application provided Dale Carnegie Training with a far more robust and accessible solution for their franchises while also being more cost effective since the functionality was delivered via the Internet.

Project Scope

The project duration of this engagement was over 2 years with a project value of $300,000. Additionally, Prequel Solutions maintains the Client Builder application for Dale Carnegie Training.

4. Attachment 4, Category 3: Internet/Intranet E-Commerce Security Development and Implementation

A.C.Coy Company is not interested in bidding for this Technology Services Category.

5. Attachment 5, Category 4: Electronic Commerce – Web-based Development

Prequel Solutions Electronic Commerce/Web Development Capabilities

Prequel Solutions has delivered many proven and reliable eCommerce and Web-based applications for our clients, encompassing a wide variety of hardware platforms, application development tools and web server environments. Specific experience, as it pertains to the West Virginia Office of Technologies' interests, includes:

- Experience with Web-site architecture, design and development including .NET, ASP, HTML, Dynamical HTML, Javascript, VB Script, XML and other web development languages.
- Experience with standards-based design.
- Experience with Web-enabling legacy applications.
- Experience with Web-development tools and environments.
- Experience with database integration and the accessing of data from Web front-ends, including web database middleware products and database connectivity such as BizTalk.
- Experience with enterprise-level RDBMS products, such as Microsoft SQL Server, Oracle, Access, MySQL and other databases.
- Experience with Web servers such as IIS, Netscape and Apache.
- Experience with site management issues and tools.
- Experience in the use of Internet applications in support of business, such as FTP, email, web, news, etc.

Prequel Solutions Electronic Commerce/Web Development Project Methodology

For E-Commerce/Web-based projects, Prequel Solutions will execute all components of our Software Development Project Methodology, starting with the analysis of the business need, devising the best technology implementation and approach, and then proceeding through application development, testing and rollout.

This phased project approach will have specific milestone/measurement criteria to monitor and manage overall project progress.

The diagram on the following page describes how each of the project phase components inter-relates with one another to achieve a successful project outcome.

Prequel SOLUTIONS — Software Development Methodology

- Envisioning
- Requirements and Design
- Development
- Testing
- Deployment

DESIGN PHASE

INTERVIEWS WITH CUSTOMER
- Identify Scope
- Risk Assessment
- Identify Team

Deliver Scope Document
Deliver Risk Assessment

DETERMINE SYSTEM FUNCTIONALITY
- Determine system functionality
- Blueprint for development
- Basis for estimating work
- Agreement with customer on functionality
- Begin Test Plan
- Set up development environment

DEVELOPMENT PHASE

Deliver Project Plan
Deliver Detailed System Design

BUILDING SYSTEM COMPONENTS
- Component Development
- Documentation
- Update Project Schedule
- Status Meetings
- Unit Testing

Deliver Installation Scripts
Deliver Acceptance Test Plan

SYSTEM TESTING
- Integration Testing
- System Testing
- Stress Testing
- Customer Acceptance Testing

DEPLOYMENT PHASE

Deliver Source Code
Deliver User/System Documentation

PUT SYSTEM INTO PRODUCTION
- Production
- Final Versions of Documentation
- Delivery of Source Code
- Warranty and Maintenance
- Define Next StepS

A description of the five individual project phases, activities, deliverables and the roles of both Prequel Solutions and West Virginia Office of Technology for projects within this category are summarized as follows:

Phase 1: Detailed System Design

Purpose: Prequel Solution's Web Architect and Lead Developer will work with West Virginia Office of Technology's project staff to review and document the system and user requirements pertaining to desired ecommerce or web application, as well as identify access/portal requirements relating. Tasks within this phase will identify system access, security, navigation, data sources, access methodologies, validations, desired functionality, business rules and development standards.

Deliverables: Prequel Solutions will formulate and document the system architecture for the targeted system components and produce a Detailed System Design document, upon which subsequent project phases will be based. Following West Virginia Office of Technology's review and approval of the Detailed System Design, a review meeting will be held between West Virginia Office of Technology and Prequel

Solutions to identify which project functions (development, testing, implementation, etc.) are to be performed by each party, based on staffing requirements, technical comfort levels, critical path impacts and associated project costs. From the outcome of this meeting, Prequel Solutions will provide West Virginia Office of Technology with a proposal to complete assigned/assumed development, testing and/or implementation tasks.

Approval To Proceed: West Virginia Office of Technology will accept, decline or request modifications to Prequel Solution's development/implementation proposal prior to commencing subsequent project activities.

Phase 2: Application Development

Purpose: Prequel Solution's web development team will develop assigned application components, while West Virginia Office of Technology's project staff proceeds with the development of their assigned components. Application development efforts will be based on the Detailed System Design and will be delivered in JAD fashion, whereby the integrated teams closely interact, while sharing technical knowledge.

Deliverables: The deliverables from this phase will include program source code (web pages, database schemas, run scripts).

Phase 3: Application Testing

Purpose: Upon completion of the development phase (or portions thereof), Prequel Solutions and West Virginia Office of Technology will perform Quality Assurance testing in a testing/pre-stage environment to verify application functionality meets designed functions. West Virginia Office of Technology business users may be called upon to verify system compliance.

Deliverables: The deliverables from this phase will be the debugged, production-ready source code and database components.

Phase 4: Application Installation

Purpose: The Application Installation phase will involve the installation and activation of the eCommerce or web-based system into the final production environment. During this phase, Prequel Solutions and West Virginia Office of Technology personnel will deploy the final application components on the targeted production server(s). Additional testing and performance tuning will be performed to verify functionality and performance criteria.

Deliverables: The deliverables from this phase will be the activated eCommerce or web-based system in West Virginia Office of Technology's production environment.

Phase 5: Project Completion

Purpose: This phase will complete the initial implementation of the project. During this phase, application documentation and system support training will occur. Prequel Solutions will perform a final transfer of information to West Virginia Office of Technology's IT staff in order to allow self-support initiatives to commence by West Virginia Office of Technology staff.

Deliverables: Program documentation, revised/final Detailed System Design document, run/startup scripts.

Prequel Solutions Electronic Commerce/Web Development References

The client references listed on the following pages can attest to Prequel Solution's Technology Services capabilities as they relate to the Electronic Commerce/Web-based Development services desired by the State of West Virginia. Both A.C.Coy and Prequel Solutions urges the West Virginia Office of Technology to contact any or all of these individuals to verify our performance.

PA Turnpike Commission

Prequel Solutions Reference:
Jeffrey Mesaric   Phone: 717-939-9551 ext. 6440
Chief Information Officer
PO Box 67676   Email:jmesaric@paturnpike.com
Harrisburg, PA 17106-7676

Company Overview
The Pennsylvania Turnpike Commission (PTC) has nearly 2,200 employees that manage, administer, or support operations involving 531 miles of roadway throughout the Commonwealth.

Business Challenge
The PTC PRIDE project replaced the Pennsylvania Turnpike Commission's (PTC) entire legacy financial and administrative systems with SAP, an Enterprise Resource Planning (ERP) system. Prequel Solutions was responsible for delivering the very important system component comprising the Business Intelligence (BI) solution. A key component of the Business Intelligence solution was the design and development of a web-based executive dashboard.

Solution
The BI solution included the collection and presentation of data from many different SAP and legacy system data sources. The presentation layer was a secure web-based executive dashboard that enables users to interact with the various charts and graphs. This interaction enables users to change various data filters and perform drilldowns throughout the data hierarchy. Additionally, the user interface enabled users to export data to MS Excel and subsequently email the content to other users.

Reports and the Executive Information System (dashboard) were designed and constructed using SAP's Business Intelligence tools and then securely access and delivered via SAP's Enterprise Portal. The Business Intelligence tools consisted of a tool called Web Application Designer that facilitated an interactive HTML rendering of the chart, table or graph object. These reports and dashboards provided the PTC with critical visibility into the operations across the enterprise. The dashboard provided a performance management tool for more than 70 performance metrics with an intuitive graphical visualization facilitating access to viewing trend and drilldown data. The primary data source for the executive dashboard was SQL Server.

Benefits
The newly developed web-based Business Intelligence environment and comprehensive executive dashboard system provided PTC executives and management staff quick access to information via a web-based portal enabling improving decision-making capabilities.

Project Scope
The project duration of this engagement was 2.5 years in duration at a cost of $2,500,000.

KeyStone Research Corporation

Prequel Solutions Reference:

Joyce Miller, Ph.D.   Phone: (814) 836-9295
President   Fax: (814) 836-9615
3823 West 12th Street   Email: joycem@ksrc.biz
Erie, Pennsylvania 16505

Project Description: Web-Based Application Processing System

Prequel Solutions architected, designed, and developed a Web-Based Microsoft .NET application for the KeyStone Research Corporation (KSRC) to track and support Child Care Providers in Pennsylvania.

The system was requested as a result of the Keystone STARS Quality Initiative to assure that Child Care Providers are certified. This also pertains to home-based providers. Keystone STARS is a quality improvement program that recognizes child care providers who exceed state health and safety licensing requirements. Keystone STARS identifies four levels of quality performance standards that allow providers to achieve a quality rating designated by one or more stars. The highest STAR rating reflects standards similar to the accreditation standards developed by the National Association for the Education of Young Children (NAEYC).

Prequel Solutions held several requirements review and design sessions with KSRC in order to identify the optimal method to automate the existing paper-based system. The Prequel Solutions team constructed a Detailed System Design and a working prototype of the system which were reviewed and approved by KSRC prior to the development effort.

The STARS TA System encompassed the following features:

- Allow providers to complete on-line applications and submit electronically to STARS TA.
- Automate the approval process based on configurable business rules.
- Track provider STARS TA application from the initial Request for STARS TA through certification. The application process includes the tracking of performance goals, action items, contact logs, and feedback forms.
- Secure role-based access to common demographic data
- Interfaces with external systems in order to obtain provider information.
- Tracking of STARS TA consultant's hours that were spent with providers during the execution of the performance goals. All contact with the providers is also tracked.
- Automatic letters are generated and printed based on a time-sensitive business rules.

Project Scope
The project duration of this engagement was 3 months with a project value of $45,000.

Transport Investments, Inc.

Prequel Solutions Reference:
Damian Martino   Phone: 412-490-6022
IT Director
100 Industry Avenue   Email:djmartino@transportinvestments.com
Pittsburgh, PA 15275-1014

Company Overview
Transport Investments, Inc. ("TII") is a holding company established in 1988 to form or acquire transportation companies and to serve as a holding corporation for its various transportation and related operating entities. TII's mission is to accumulate a formidable group of companies representing best-in-class transportation and related operating entities, dedicated to serving the industrial materials and machinery industry segments.

Business Challenge
Transport Investments, Inc. was embarking on designing and developing of a web-based Microsoft .NET enterprise application called the Transport Investments Logistics Tool (TILT). After completing a GAP analysis analyzing the business objects versus an initial version of the application developed by internal staff and subcontractors. Transport Investments, Inc. requested Prequel Solutions to correct all of the architectural deficiencies, finalize the design process, and implement the desired functionality.

Solution
Prequel Solutions laid out a design and development strategy. Prequel Solutions worked with Transport Investments to design and development the TILT application. The initial development effort focused on providing the necessary professional services to correct the architectural and coding deficiencies, establish software development standards, data access methods, and re-do the graphical user interface to improve workflow and customer appeal. Additionally, Prequel Solutions designed and developed many new features and functions including integration with several third-party systems. As part of the project, Prequel Solutions has supported Transport Investments through several Go-Live events.

The technologies implemented included Microsoft .NET ASP and C#, web services, SQL Server 2005 database, integration with third party service (PCMiler) that returned the number of driving miles based on begin and end Zip Codes. The project also included SQL Server Reporting Services.

Benefits
The newly implemented TILT application provided increased service and value to Transport Investment operations by improving the scheduling and provisioning of loads and pick-ups.

Project Scope
The project duration of this engagement was 2.5 years in duration at a cost of $85,000.

6. Attachment 6, Category 5: Electronic Document Management Systems

A.C.Coy Company is not interested in bidding for this Technology Services Category.

7. Attachment 7, Category 6: Enterprise Systems Management Development and Implementation

A.C.Coy Company is not interested in bidding for this Technology Services Category.

## 8. Attachment 8, Category 7: Technology Advisory Services

Prequel Solutions Technology Advisory Services Capabilities

Prequel Solutions has acted as a technology advisory for our clients in variety of general Information Technology and Microsoft-based technology disciplines. Technology includes .NET Architecture development and implementation, BizTalk integration, and new product rollouts, including SQL Server. Prequel Solutions has also developed custom-training courses for our clients to expedite our client IT staff's learning curve with new technology. Areas of expertise include technical architecture; enterprise management of technology assets; applications development strategies and management; quality assurance; organization design and management; business process reengineering; electronic commerce, e-government, network convergence, IT consolidation, emerging technologies concepts and considerations; IT performance engineering and measurement; IT strategy setting and planning; network management; etc.

Prequel Solutions Technology Advisory Services Project Methodology

For Technology Advisory-based projects, Prequel Solutions will execute the first component of our Software Development Project Methodology, starting with the analysis of the business need, devising the best technology implementation and approach, and then proceeding with exploring the feasibility of implementation within the State of West Virginia's computing environment. The Prequel Solutions team will work hand-in-hand with the state's technologists in order to present all of the technology options available.

The diagram on the following page describes how this project phase component inter-relates with potentially other phases beyond the initial technology advisory planning phase.
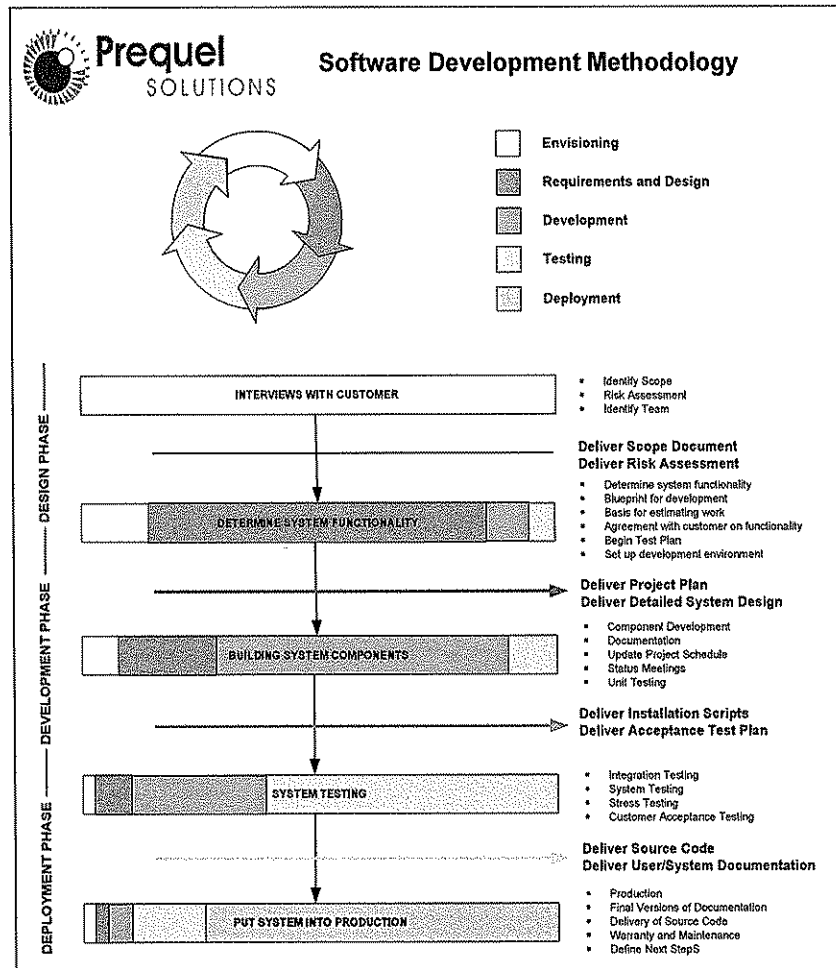
A description of the individual project phases, activities, deliverables and the roles of both Prequel Solutions and West Virginia Office of Technology for projects within this category are summarized as follows:

Phase 1: Technology Review

Purpose: Prequel Solution's technology architects will work with West Virginia Office of Technology's project staff to review and document the system and user requirements pertaining to the desired technology. Tasks within this phase will identify current hardware configurations, software and middleware used, desired functionality and interests in specific technical trends.

Deliverables: Prequel Solutions will formulate and document the use of recommended technology and will formally present these recommendations to the West Virginia Office of Technology's project staff.

Approval To Proceed: West Virginia Office of Technology will accept, decline or request modifications to Prequel Solution's recommendations.

Phase 2 and beyond: Project Definition

Additional detailed scoping tasks may be launched as a spin-off from this initial technology advisory review and recommendations. These phases generally become individually-managed projects, each of which is managed via Prequel's Software Development Methodology approach.

Prequel Solutions Technology Advisory Services References

The client references listed on the following pages can attest to Prequel Solution's Technology Advisory Services capabilities as they relate to the Technical Advisory services desired by the State of West Virginia. Both A.C.Coy and Prequel Solutions urges the West Virginia Office of Technology to contact any or all of these individuals to verify our performance.

PA Turnpike Commission

Prequel Solutions Reference:
Jeffrey Mesaric   Phone: 717-939-9551 ext. 6440
Chief Information Officer
PO Box 67676   Email:jmesaric@paturnpike.com
Harrisburg, PA 17106-7676

Company Overview
The Pennsylvania Turnpike Commission (PTC) has nearly 2,200 employees that manage, administer, or support operations involving 531 miles of roadway throughout the Commonwealth.

Business Challenge
The PTC PRIDE project replaced the Pennsylvania Turnpike Commission's (PTC) entire legacy financial and administrative systems with SAP, an Enterprise Resource Planning (ERP) system. The PTC, as part of the ERP implementation, wanted to establish a performance management system utilizing the capabilities of the new system.

Solution
Prequel Solutions providing technology advisory services in the context of developing a performance management program. Prequel Solutions worked with the PTC executive management team identify key performance indicators (KPIs) for each major functional area within the organization. This included finance, human resources, procurement, engineering, maintenance, toll collection, and the roadway operations center. As part of the planning process, Prequel Solutions worked with PTC executives to understand the importance and different between strategic and operational metrics and how the interrelate. Additionally, the process of developing action plans to positively influence each metric was also performed. This activity also included the establishment of budgets and targets, where applicable, that could then be designed in to the various user interfaces of the executive dashboard system that was subsequently constructed.

Benefits
The newly developed performance management system that was established provided the PTC a platform and approach for continuous improvement.

Project Scope
This activity was part of an overall larger project; this activity duration was approximately 9 months in duration at a cost of $175,000.

PA Turnpike Commission

Prequel Solutions Reference:
Jeffrey Mesaric   Phone: 717-939-9551 ext. 6440
Chief Information Officer
PO Box 67676   Email:jmesaric@paturnpike.com
Harrisburg, PA 17106-7676

Company Overview
The Pennsylvania Turnpike Commission (PTC) has nearly 2,200 employees that manage, administer, or support operations involving 531 miles of roadway throughout the Commonwealth.

Business Challenge
The PTC PRIDE project replaced the Pennsylvania Turnpike Commission's (PTC) entire legacy financial and administrative systems with SAP, an Enterprise Resource Planning (ERP) system. The PTC, as part of the ERP implementation, need to identify the impact to the organization from a business process and personnel perspective.

Solution
Prequel Solutions providing technology advisory services in the context of developing organizational impact assessment and corresponding mitigation plan. Prequel Solutions worked with the PTC management team to identify all of the different personnel throughout the organization that would be impacted by the implementation of SAP. The SAP implementation impacted more than 1700 PTC personnel. The personnel were from the finance, human resources, engineering, procurement, maintenance, information technology, toll collection, and the roadway operations departments. As part of the impact assessment, for each person, Prequel Solutions identified each of the different SAP roles that they would perform as part of their modified job using the new SAP system. Each person had a different number of roles assigned based upon the work that they performed. This role information was then formulated and provided to the training and security teams to ensure that personnel were properly trained and had the necessary access. Additionally, as part of the impact assessment process, there were several organizational design recommendations provided to the PTC based upon the newly implemented business processes.

Benefits
The constructed organizational impact analysis and design effort assisted PTC in successfully implementing the SAP ERP system.

Project Scope
This activity was part of an overall larger project; this activity duration was approximately 2 years in duration at a cost of $500,000.

Transport Investments, Inc.

Prequel Solutions Reference:
Damian Martino   Phone: 412-490-6022
IT Director
100 Industry Avenue   Email:djmartino@transportinvestments.com
Pittsburgh, PA 15275-1014

Company Overview

Transport Investments, Inc. ("TII") is a holding company established in 1988 to form or acquire transportation companies and to serve as a holding corporation for its various transportation and related operating entities. TII's mission is to accumulate a formidable group of companies representing best-in-class transportation and related operating entities, dedicated to serving the industrial materials and machinery industry segments.

Business Challenge

Transport Investments, Inc. was embarking on designing and developing of a web-based Microsoft .NET enterprise application called the Transport Investments Logistics Tool (TILT). Transport Investments started to design and build TILT utilizing internal staff and contractors and was experiencing software problems and schedule delays. Transport Investments requested that Prequel Solutions provide and independent project evaluation of the project.

Solution

Prequel Solutions worked with Transport Investments to assess the overall approach to both the technology architecture including the user interface, source code, data access methods, integration strategies, and reporting strategies. This review included working with Transport Investments to identify and document technology standards and software development standards. Upon conclusion of Prequel Solutions' technical advisory effort, Prequel provided Transport Investments with a documented assessment analysis with GAP analysis analyzing the business objects versus an initial version of the application. Based on this analysis, Transport Investments, Inc. requested Prequel Solutions to correct all of the architectural deficiencies, finalize the design process, and implement the desired functionality.

Benefits

Based upon Prequel Solution's technical recommendations, Transport Investments adopted a comprehensive approach for constructing custom develop software applications which will be maintainable, scalable, and flexible.

Project Scope

The project duration of this engagement was 2.5 years in duration at a cost of $85,000.

9. Attachment 9, Category 8: Major Project Implementation (including Project Management)

Case Study 1: Attachment 9, Category 8 – Major Project Implementation
Project: Alcoa – Time & Attendance Application Outsource (SLA) Project

Scope: Alcoa's SmartTime Time and Attendance Application

Alcoa sought to replace their legacy SmartTime Time and Attendance Application. This application was used in over fifty locations and was a vital component in the payroll process for those locations. As the SmartTime Application moved toward elimination, it had to remain fully operational. In order to make key Alcoa resources available to implement the replacement system and related HR/Payroll area priorities, Alcoa needed to relieve the Alcoa resources that currently supported SmartTime from those duties while providing the Alcoa Business Units that relied on SmartTime an undiminished level of service as measured by metrics. The expectation was that the service level be maintained at current level and be improved.

Methodology/Approach to the SmartTime Application:

The SmartTime application was previously supported by approximately four Alcoa FTE. The A.C.Coy team consisted of two analysts and a half-time Project Manager. A.C.Coy was completely responsible for successful operation of this application.

Responsibilities of the A.C.Coy SmartTime Group:

Application Support, including: Level 2 and 3 systems support responding to and resolving all SmartTime trouble tickets within the SLA timeframes. Response methods include: email, net meeting, and phone calls. Monitor SmartTime for issues with interfaces, payroll runs, clocks or infrastructure downtime issues in order to be as proactive. Provide data to Payroll accurately and on-time, monitor payroll processing. Monitor tracking spreadsheet and System Performance tracking document. Maintain Audit Compliance and Alcoa GBS compliance (ASAT). Provided Non-discretionary development including planned start/end/estimate information and obtain customer prioritization of PM tickets.

Technology of the SmartTime Project:

Classic ASP (SmartWeb interface), Unix and Unix Shell Scripts, PL/SQL and Oracle 9i, PowerBuilder, Time Clocks, PeopleSoft HR, Oracle Discoverer Reports, Payrules, SmartRules, GUI design tool, PVCS, VSS, and Remedy.

Quality Assurance of SmartTime Metrics:

SLA Metrics - Monitoring SLA and Development metrics with weekly application status reports, monthly project status reporting to Alcoa IT management and quarterly Business Process Owner meetings. Audit/ASAT - Perform ongoing maintenance of SmartTime ASAT materials while meeting the annual ASAT Audit requirements. Additional Quality Assurance - Oversight provided by A.C.Coy's Delivery Manager in consultation with Alcoa Executive IT Management and Process Owners.

Methodology of SmartTime Estimation:

Estimate was based on A.C.Coy's analysis of the application and support processes and on analysis of previous support metrics.

General Value: $445,000

Customer Contact:
Ben Hernton, Manager
Alcoa
Phone: (412) 553-3652
Email: ben.hernton@alcoa.com

**Case Study 2: Attachment 9, Category 8 – Major Project Implementation
Project: Alcoa – EHS Outsource (SLA) Project**

Scope: Alcoa's Environmental, Health, and Safety Application:

Alcoa sought to replace eight legacy EHS (Environmental, Health, and Safety) applications with a new integrated solution. However, it was critical that the existing EHS Applications remain fully operational until they were decommissioned. Alcoa wished to make key Alcoa resources available to implement the replacement EHS system however, the Alcoa EHS Business Owners and Users required that all service levels be maintained at the current levels. These eight legacy EHS Applications provide key information that enables Alcoa's EHS Corporate and Global Business Services groups to efficiently manage their processes and meet compulsory reporting requirements.

Methodology/Approach to these EHS Applications:

These EHS applications were previously supported by approximately five Alcoa FTE. The A.C.Coy team consisted of three analysts and a half-time Project Manager. A.C.Coy was completely responsible for successful operation of this application.

Responsibilities of the A.C.Coy EHS Group:

Full Application Support, including: Level 2 and 3 systems support responding to and resolving all EHS trouble tickets within the SLA timeframes. Response methods include: email, net meeting, and phone calls. Responding to and resolving support requests within SLA timeframes. Provide and maintain the required information and history for the support requests, including a log of all customer contacts, the action taken, and ultimate disposition of the issue. Estimate, develop, and deliver enhancements as required. Communicate with EHS Functional Group for issues with interfaces, infrastructure, or downtime issues and system performance. Maintain Audit Compliance and Alcoa GBS compliance (ASAT). Provide non-discretionary development including planned start/end/estimate information and obtain customer prioritization of PM tickets.

Technology of the EHS Project:

MS Visual Studio/Visual Interdev, Oracle 9i, Classic ASP,VB Script, JavaScript, HTML/DHTML, PL/SQL, UNIX, Interfaces with PeopleSoft HR written in Unix shell scripts and PL/SQL, Oracle Discoverer Reports, Oracle Reports 9i, Remedy, and PVCS.

Quality Assurance of EHS Metrics:

SLA Metrics - Monitoring SLA and Development metrics with weekly application status reports, monthly project status reporting to Alcoa IT management and quarterly Business Process Owner meetings. Audit/ASAT - Perform ongoing maintenance of EHS ASAT materials while meeting the annual ASAT Audit requirements. Additional Quality Assurance - Oversight provided by A.C.Coy's Delivery Manager in consultation with Alcoa Executive IT Management and Process Owners.

Methodology of the EHS Estimation:

Estimate was based on A.C.Coy's analysis of the application and support processes and on analysis of previous support metrics.

General Value: $675,000

Customer Contact:

Ben Hernton, Manager
Alcoa
Phone: (412) 553-3652
Email: ben.hernton@alcoa.com

Case Study 3: Attachment 9, Category 8 – Major Project Implementation
Project: Pennsylvania Turnpike Commission

PA Turnpike Commission

Prequel Solutions Reference:
Jeffrey Mesaric   Phone: 717-939-9551 ext. 6440
Chief Information Officer
PO Box 67676   Email:jmesaric@paturnpike.com
Harrisburg, PA 17106-7676

Company Overview: The Pennsylvania Turnpike Commission (PTC) has nearly 2,200 employees that manage, administer, or support operations involving 531 miles of roadway throughout the Commonwealth.

Total Development/Implementation Cost: $4,100,000

Scope, Size and/or Complexity: The PTC PRIDE project replaced the Pennsylvania Turnpike Commission's (PTC) entire legacy financial and administrative systems with SAP, an Enterprise Resource Planning (ERP) system. Prequel Solutions was responsible for delivering the Business Intelligence (BI) solution and assessing the organizational impact of implementing SAP. This project was enterprise wide.

Tools Used: SAP Business Intelligence technologies, SAP ERP, SQL Server, MS Office.

Management Approach: Each aspect of the project was managed in concert with SAP's ASAP project implementation methodology.

Technology Employed: SAP ERP, SAP BI, SAP Web Application Designer, and SQL Server.

Vendor Responsibilities: Prequel Solutions was responsible for the design and development of an enterprise Data Warehouse and reporting solution. Prequel was also responsible for an enterprise organizational assessment which identified training and cultural change management needs.

Results of Project: The data warehouse was implemented with a comprehensive executive dashboard reporting system. More than 2000 personnel were successfully trained based upon our organizational impact analysis.

Vendor Performance: Project was delivered on time and on budget.

Estimating Methodology/Approach Employed: Constructed estimates based on a detailed task analysis with complexity factors using estimates from several senior resources.

Project Management: Followed project management techniques according to PMBOK.

Methodology/Approach Employed: Project implemented according to SAP's ASAP Methodology.

Quality Assurance Approach/Process Employed: A comprehensive testing and data validation process was conducted to ensure system functionality and accuracy based on detailed test plans constructed and implemented in conjunction with form Testing Software.

---

10.   Attachment 10, Category 9: Enterprise Application Integration

Case Study: Attachment 10 – Enterprise Application Integration
Project: Allegheny Ludlum Corporation – Extranet Application

Sometimes adapting a new technology can be a significant hurdle for an established business. When Allegheny Ludlum's IT team was faced with a mandate to implement eBusiness functionality via a secure Extranet, they turned to A.C.Coy to help them design a web application that would integrate a diverse number of legacy data sources into a unified customer-friendly Extranet site.

The Customer Challenge

Allegheny Ludlum has worldwide reputation as a leading manufacturer of specialty metals and advanced alloys. Over a number of years, Ludlum has made a significant investment in building an IT infrastructure on mainframe systems to support its business processes. Ludlum realized that efficiencies in both business and support costs could be gained through the implementation of an "Internet friendly" eBusiness web site. External customers would benefit through the ability to quickly and easily view their detailed order statuses, the ability for them to re-prioritize orders and the ability to search, view and reserve available inventory. Ludlum's internal customers (i.e., customer support) would benefit from a consolidated view of detailed data, rather than the need to jump to multiple mainframe sessions to collect order and inventory data for their on-phone customers. The competitive advantage and benefits of a self-serve web application convinced Ludlum's board of directors to issue the implementation mandate – quickly. As is often the case, converting the strategic plan into a tactical series of tasks proved a daunting challenge.

Partner and Goals

Ludlum's internal IT team knew that their expertise with HP/Tandem, IBM and Data General mainframe applications was not adequate to design a robust web-based Extranet application, so they decided to work with a technology partner to architect and develop the application. A.C.Coy proved to be an ideal partner for the project since they had experience with Ludlum's HP/Tandem environment from previous engagements and a proven track record designing and developing eBusiness applications. A.C.Coy's team worked side by side with Ludlum to make key decisions regarding the synchronization and presentation of data between the legacy systems and the SQL Server database that powered the web application.

Solution

A.C.Coy and Ludlum designed a robust web application that allows customers to securely login, check the status of orders in process, view available stocked inventory and make releases against blanket purchase orders. Additional feature-rich functionality was subsequently added to allow customers to request order expedition, to view metallurgical test results on inventory and to view finite order details. The team utilized Windows 2000 Server, Internet Information Server, Microsoft SQL Server, Active Server Pages, Microsoft Biztalk Server and Attunity data connector middleware to exchange and consolidate data. A.C.Coy's services included designing a SQL Server database to act as a repository for the web application and developing efficient process for replicating data between the mainframe systems and SQL Server. XML was heavily leveraged as a data exchange format in the solution, managed via Biztalk adapters and custom-built orchestrations.

Benefits

Ludlum's Extranet site has been greatly received by both external customers and internal customer service personnel alike. A continual increase in user adoption rates, increased on-line inventory sales and positive customer reviews is proving to be an effective sales and support tool.

General Value: $108,000

Customer Contact:

Tony Lozzi
ALLEGHENY LUDLUM CORPORATION
Manager, Manufacturing Applications
PO Box 690
132 Lincoln Avenue
Vandergrift, PA 15690

Phone: (724) 567-2155
Email: alozzi@alleghenyludlum.com

Case Study: Attachment 10 – Enterprise Application Integration
Project: Siemens Water Technology Corporation – SAP Global Template Management Team

The Customer Challenge:
Siemens Water Technologies Corp. (SWT) is implementing an SAP R/3 system. The project location will be in the United States (Warrendale, Pennsylvania), although business trips to other SWT locations within the US and abroad may also be necessary. SWT partnered with A.C.Coy to locate, qualify and retain a highly skilled team of seven SAP module managers, to include the team Project Manager, to define and develop a master template for global implementation of SAP ERP System.

Tentative Timeline:
The tentative timeline is based on information and knowledge gathered to-date. Completion of set-up workshops may require modifications to this timeline.
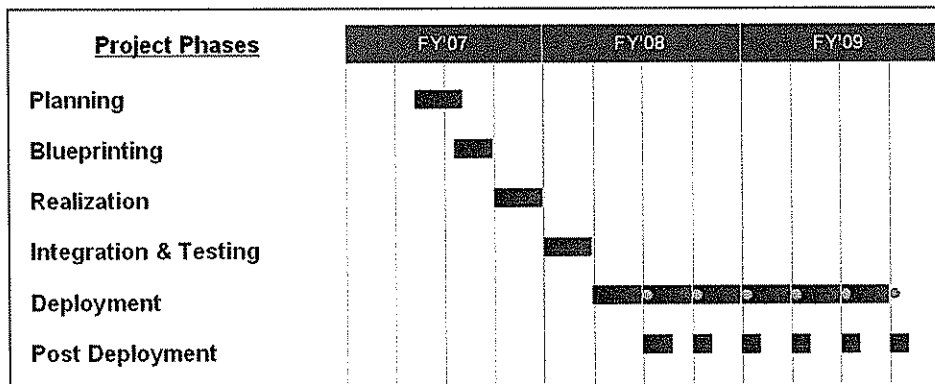
Resources Required:
Based on the current scope of work, SWT would require one experienced SAP resource in the areas listed below. "Experienced" includes, but is not limited to, having the ability to lead a team from blueprinting through post go-live support. The resources will also be responsible for knowledge transfer to the SWT team.

	Area	Start Date	End Date	Cap.
FI	Financial Accounting	June 18, 2007	January 31, 2009	100%
CO	Controlling	June 18, 2007	January 31, 2009	100%
MM	Material Management / Procurement	June 18, 2007	January 31, 2009	100%
PP	Production Planning / Quality Management	June 18, 2007	January 31, 2009	100%
SD	Sales & Distribution (Product, Systems)	June 18, 2007	January 31, 2009	100%

| PS | Project Systems | June 18, 2007 | January 31, 2009 | 100% |

Business Process Scope:

This chapter describes the business processes in scope for the SAP implementation at SWT at a high level. Details defined during the implementation include:

- Financial Accounting - General Ledger, Accounts Receivable, Accounts Payable, Cash and Banking Inter Company Clearing (ICC), Periodic Processing, Closing Operations
- Asset Accounting - Cost and Revenue Controlling, Overhead Management, Management Reporting, Operative Reporting, Information System and Reporting
- Business Warehouse
- Sales Logistics - Product Business, System Business, Solution (Projects) Business, Free of Charge Delivery Processing
- Intra Company Business
- Procurement and Inventory Management
- EDI for Purchasing
- Production Planning
- Quality Management
- Warehouse Management
- Order Cost Controlling

Organization Scope:

All US and international subsidiaries of SWT Systems Group are in scope for this first phase of the overall project. The total number of SAP users is expected to be 1,645.

Benefits:

The initial creation of the techno-functional management team to create the global template footprint to be utilized throughout all facilities of the Siemens Corporation.

General Value: $600,000

Customer Contact:

Dennis Strom
Director, Information Technology
Siemens Water Technology
181 Thorn Hill Rd
Warrendale, PA 15086
(724) 772-0044

Case Study: Attachment 10 – Enterprise Application Integration
Project: Hyperactive Technologies – Hyperactive Bob

Decrease chaos. Boost results.

HyperActive Technologies' products are designed to turn frantic Quick Service Restaurants (QSRs) into "Smooth Operators".

During busy meal times, no task is more difficult than anticipating your food production needs. Our flagship product, HyperActive Bob, actually sees the flow of customers coming into your lot and takes over the task of making real-time cooking decisions, so that managers can focus on employees and customers, while knowing that food production is going to be near-perfect.

Bob responds to production needs in real-time to ensure employees are producing precisely what is needed in that minute. Bob dramatically decreases chaos in the kitchen while assuring that product quality remains at the highest possible level at all times.

There is no special "magic" behind Bob. The power in our solutions is in our ability to track and analyze a range of variables in real-time. Our patented products are built on a Windows-based platform with off-the-shelf hardware, maximizing return-on-investment and providing an affordable and rapidly scalable platform for transforming chain-wide operations.

The Customer Challenge

Hyperactive Technologies is specially positioned to capitalize on the growing demand for high quality quick service restaurant meals. The technology platform is heavy Microsoft including C#, Visual Basic, SQL Server, ASP and Biztalk Server. Pulling all this technology together to create an exceptional solution is the perpetual challenge.

Partner and Goals

Hyperactive Technologies development and implementation team is small. In order to create leverage with the internal team, a select group of highly skilled Information Technology consultants from A.C.Coy Company was brought in on an as needed basis. A.C.Coy was selected to Partner with Hyperactive due to their great turnaround time and deep business knowledge. To continually release ever improving quality software, Hyperactive works closely with A.C.Coy to determine requirements, future direction and obstacles. In the end A.C.Coy and Hyperactive staff worked side by side to produce the finished product.

Solution

A.C.Coy and Hyperactive utilized Microsoft BizTalk to dynamically track production results from the Hyperactive Bob software solution. This allowed tweaking due to specific store location trends. Although the base system loaded information is identical for each restaurant, critical performance improvements are done after installation. The Bob software is being well received and continues to gain market share. Without A.C.Coy's involvement, the development and integration efforts would be at least six months behind schedule. As with any piece of commercial software, Bob continues to be improved as customers ask for additional functionality. When this happens, A.C.Coy will again be the "go to" firm to partner with.

Benefits

Each location that purchases the software generates $3,000 per year in revenue for Hyperactive Technologies. The target is over 1,000 installs within 18 months. The utilization of A.C.Coy services brings Hyperactive closer to its goal.

General Value: $148,000

Customer Contact:

Joe Porfeli
HYPERACTIVE TECHNOLOGIES
CEO
730 Holiday Drive
Pittsburgh, PA 15220

Phone: (412) 322-3060
Email: jporfeli@gohyper.com

11. Attachment 11, Category 10: Migration of Legacy Systems

Case Study: Attachment 11 – Migration of Legacy Systems
Project: Allegheny County Health Department – Time Reporting Project

Customer Overview

The Allegheny County Health Department (ACHD), a county-based government entity in Western Pennsylvania that provides monitoring, training, prevention and emergency services related to support good health and wellness throughout the county. Comprised of many individual departments and satellite offices with specific focuses, ACHD maintains an extensive technology infrastructure of networks, hardware platforms and applications to perform its duties.

The Customer Challenge

Over the years, applications that were developed under then-current technology become obsolete as new technology matures. Additionally, cross-platform integration of desperate systems is no longer a luxury, but rather a necessity.

Time Reporting System Migration

ACHD was faced with the need to migrate their Time Reporting application which facilitated the recording and reporting of employee and sub-contractor hours worked, overtime worked and absences. The current time reporting system, which relied solely on timecard submission, clerk data entry into a legacy DOS applications (dBase, FoxPro and Clipper), and transmission to their payroll system, required a significant amount of effort within ACHD to complete each two-week payroll cycle. ACHD turned to A.C.Coy to assist them in the migration of their legacy Time Reporting System to a new Oracle forms-based environment, which would then easily interface to their existing corporate ERP systems.

A.C.Coy planned, migrated and supported the new system that upheld the following requirements:

- Support the electronic entry of time worked exceptions (absences and overtime) for approximately 480 employees by ACHD supervisors at any one of 16 reporting sites.
- The ability to electronically pass processed payroll data to Oracle-based accounting modules implemented at ACHD.
- The Oracle database ran under Windows NT server environment over a TCP/IP network.

The application migration required the building of new Oracle forms, database design and implementation, the creation of cross-platform data migration tools, extensive testing and end-user training.

Customer Contact:

Richard B. Lewis
ALLEGHENY COUNTY OF PENNSYLVANIA
Chief Information Officer
County Office Building
542 Forbes Avenue
Pittsburgh, PA 15219
Phone: (412) 350-4760
Email: rlewis@county.allegheny.pa.us

Case Study: Attachment 11 – Migration of Legacy Systems
Project: Allegheny Ludlum Corporation – Application Migration

Company Overview

Allegheny Ludlum Corporation, an Allegheny Technologies Incorporated (ATI) company, is a world leader in the technology and production of specialty metals, as well as other advanced alloys that include stainless steel, nickel alloys, titanium, armor metals, silicon electrical steels and tool steel.

With nearly a dozen primary manufacturing plants located throughout the eastern United States, Allegheny Ludlum utilizes various mainframe computer systems, custom-built applications, high performance databases and high-speed networks to direct, manage and report all aspects of its specialty metals manufacturing business.

The Customer Challenge

Allegheny Ludlum utilizes an HP/Tandem mainframe system to support shop floor manufacturing applications. The Tandem applications, originally written in COBOL74, are highly customized and offer full-feature support for application users. Over time and with technology changes, the Tandem applications required conversion to currently supported operating system and hardware levels. This was a significant effort, since nearly 3,000 programs were affected. Allegheny Ludlum turned to A.C.Coy to handle the entire migration process, while freeing their own internal staff to work on other IT efforts.

Tandem Application Migration

A.C.Coy took control of the migration project by assigning a technical team to evaluate, recommend, migrate, test and roll into production the migrated programs. Programs were classified into individual groups, based on complexity and function, then assigned to a migration specialist who then performed the necessary code changes. Migration tasks included:

1) Conversion of COBOL74 code to COBOL85
2) Migration of system-level calls from C- to D-level operating system compatibility
3) Implemented SQL database call changes to support the Non-Stop SQL database improvements
4) Migration of TACL scripts to support the new D-Series operating system
5) Conversion of existing TAL and C programs to support the D-series OS changes

The application migration completed within the desired time frame and within budget. A.C.Coy provided post-project support to identify and repair any problems that were encountered following the migration.

Benefits

The migration of the 3,000 application programs allowed Allegheny Ludlum to retain current hardware, OS and software support levels, reduce the amount of hardware necessary and to enable the application to invoke new technology features.

Customer Contact:

Tony Lozzi
ALLEGHENY LUDLUM CORPORATION
Manager, Manufacturing Applications
PO Box 690
132 Lincoln Avenue
Vandergrift, PA 15690

Phone: (724) 567-2155
Email: alozzi@alleghenyludlum.com

Case Study: Attachment 11 – Migration of Legacy Systems
Project: Allegheny Ludlum Corporation – Legacy System Migration

Company Overview

Allegheny Ludlum Corporation, an Allegheny Technologies Incorporated (ATI) company, is a world leader in the technology and production of specialty metals, as well as other advanced alloys that include stainless steel, nickel alloys, titanium, armor metals, silicon electrical steels and tool steel.

With nearly a dozen primary manufacturing plants located throughout the eastern United States, Allegheny Ludlum utilizes various mainframe computer systems, custom-built applications, high performance databases and high-speed networks to direct, manage and report all aspects of its specialty metals manufacturing business.

The Customer Challenge

Allegheny Ludlum's Washington, PA plant specializes in the production of specialty steel plates, specifically titanium and armor. With a dramatic increase in specialty plate orders, and in conjunction with a substantial multi-year order for titanium plates, Allegheny Ludlum recognized the need to increase the manufacturing capabilities of their Washington plant. After elaborate planning, a significant project was unveiled which entailed the building of two new state-of-the-art processing stations which would dramatically increase production capabilities. The building of the two stations, along with all of the computer integration with existing systems was valued at $60 million, the largest single capital project in Ludlum's history. In order for the project to be successful, Allegheny Ludlum's Data General business system that supports their specialty plate business, required significant upgrades to support the new state-of-the-art integrated systems.

Application Migration Project

A.C.Coy was selected to provide the project management and technical resources to assist in the planning, migration, testing and roll out of various program, database and hardware components impacted by the migration effort. Project components included the coordination of business and shop-floor workstation upgrades (workstations, printers, networks), mainframe server upgrades, major application conversions, and the design, development and testing the interfaces with the new stations.

The A.C.Coy project manager oversaw the overall IT project team efforts, which included both full-time Allegheny Ludlum employees, as well as IT contractors. Duties included the estimation of project tasks, identifying deliverables and deadlines, managing change control, presented project status updates to executive management, oversaw and advised on the technical prototyping of interfaces, and other project related tasks.

This project is well underway, with initial phases of the project complete and several other phases in preparation for roll-out.

Benefits

By upgrading Allegheny Ludlum's Washington plant's business systems to newer technology, their production of steel becomes more cost-effective, product·quality increases and the tracking and reporting on production steps is significantly enhanced.

Customer Contact:

Paul Bickerton
Manager, Plate Applications
ATI Allegheny Ludlum, Washington Specialty Plate
500 Green Street
Washington, PA 15301-2335
Phone (724) 229-3625

12.   Attachment 12, Category 11: Project Quality Assurance Review and Associated Services

Prequel Solutions' Project Quality Assurance Review and Associated Services

Prequel Solutions has acted as a quality assurance advisor and system reviewer for many of our clients for a variety of Microsoft-based technology disciplines. Technologies include .NET design, development and implementation, BizTalk integration, SharePoint, new product rollouts, including SQL Server. Prequel Solutions has developed formalized approaches for our clients to perform system quality assurance, system audits, source code reviews and formalized system testing including unit testing, component integration testing, system integration testing, and user acceptance testing. As such, Prequel Solutions has often served as the Independent Verification and Validation (IV&V) service provider in both the private and public sector.

Prequel Solutions' Project Quality Assurance Review Services Project Methodology

For Quality Assurance Review projects, Prequel Solutions works with our clients to identify where they are in the lifecycle of a technology implementation project and provide a plan to best ensure quality. Prequel Solutions believes that it is critical to "build-in" quality from the very beginning. In that context, the very first component of a quality assurance program is the development and adherence to project and technology standards. Additionally, often times, clients initiate comprehensive quality programs only after significant problems are identified. Prequel Solutions can assist with developing structured quality review programs at any point within the project lifecycle and can work with the State of West Virginia to devise successful quality assurance review programs. The Prequel Solutions team will work hand-in-hand with the state in order to present to determine the best quality assurance review programs available.

Prequel Solutions' Quality Assurance Review References

The client references listed on the following pages can attest to Prequel Solution's Quality Assurance Review capabilities as they relate to the services desired by the State of West Virginia. Both A.C.Coy and Prequel Solutions urges the West Virginia Office of Technology to contact any or all of these individuals to verify our performance.

	PA Department of Labor & Industry
pennsylvania DEPARTMENT OF LABOR & INDUSTRY	*Prequel Solutions Reference:* Philip Day Phone: 717-772-8628 IT 651 Boas Street Email:pday@state.pa.us 13th Floor West Harrisburg, PA 17121

Company Overview
The Pennsylvania's Department of Labor & Industry mission is to improve the quality of life and economic security for Pennsylvania workers and businesses, encourage labor-management cooperation and prepare the commonwealth's workforce for the jobs of the future.

Business Challenge
The Pennsylvania Department of Labor & Industry (DLI) was embarking on the design and development of new and comprehensive Commonwealth Workforce Development System (CWDS). This new Microsoft .NET system was being developed for the Commonwealth under contract by an independent information technology service provider. DLI was looking for another independent information technology provider to perform an Independent Verification & Validation (IV&V) process while the new application was being designed and developed.

Solution
In support of the Pennsylvania Department of Labor And Industry's (DLI) implementation of the CWDS Project, Prequel Solutions provided source code review services as part of the overall Independent Verification and Validation (IV&V) team. CWDS is a web-based portal, utilizing the Microsoft ASP.Net suite of enterprise tools, which was designed to replace disparate, outdated systems with comprehensive shared services between the Departments of Labor & Industry and Public Welfare. The portal provides a single virtual marketplace where participants can create resumes to match skills with employers who can then find qualified candidates. The joint system also provides enhanced efficiency to help agency staff track service provisioning.

The code review effort required a detailed knowledge of the underlying Microsoft technologies, including ASP.Net, the Microsoft Enterprise Application Blocks, Microsoft SQL, as well as general best practices utilized in the development process. This knowledge was integrated with the state's OIT (Office of Information Technology) requirements for enterprise application implementation. The code review process which incorporated the Rational tools, ClearQuest and RequisitePro to track code deliverables, requirements and business rules, was a collaborative effort to assist in the communication between the state and the vendor for the purpose of generating high-quality deliverables, as well as development process enhancement.

Benefits
This Independent Verification & Validation process assisted the Commonwealth in building a more complete and quality application while also providing confidence in the application to the Commonwealth.

Project Scope
The project duration of this engagement was 1.5 years in duration at a cost of $125,000.

Transport Investments, Inc.

Prequel Solutions Reference:
Damian Martino   Phone: 412-490-6022
IT Director
TRANSPORT INVESTMENTS
——LOGISTICS TOOL——
100 Industry Avenue   Email:djmartino@transportinvestments.com
Pittsburgh, PA 15275-1014

Company Overview
Transport Investments, Inc. ("TII") is a holding company established in 1988 to form or acquire transportation companies and to serve as a holding corporation for its various transportation and related operating entities. TII's mission is to accumulate a formidable group of companies representing best-in-class transportation and related operating entities, dedicated to serving the industrial materials and machinery industry segments.

Business Challenge
Transport Investments, Inc. utilizing internal development staff and a sub-contractor to design and build an enterprise web-based application to support its transportation logistics business. The implementation of the Transport Investments Logistics Tool (TILT) was a key business strategy of the firm. Based on identified technical issues and project delays, Transport Investments contracted Prequel Solutions to perform an independent assessment of the current software and business objects of the TILT application.

Solution
As part of IV&V process, Prequel Solutions performed an independent in-depth verification and validation review of the source code and software architecture. This review also encompassed assessing whether the current software conformed to Microsoft's recommended best patterns and practices for software design and development.

This Independent Validation and Verification (IV&V) consulting services project was relevant as Prequel Solutions reviewed and assessed the software architecture of a web-based enterprise software application for the purpose of independently assessing technical and functional implementation of the software. A recommendation was provided to Transport Investments detailing an approach to the identified software deficiencies and an approach for correction supporting the identified business requirements.

Benefits
The Independent Verification and Validation effort and corresponding recommendations document identified deficiencies and mitigation strategies enabling Transport Investments, Inc. the opportunity to adjust and implement a flexible, well constructed and performing .NET web application.

Project Scope
The project duration of this engagement was 2.5 years in duration at a cost of $85,000.
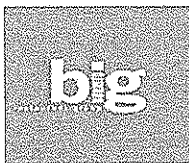
The Big Burrito Group

Prequel Solutions Reference:
Cary Klien   Phone: 412-361-4318
Chief Executive Officer
5740 Baum Blvd.   Email:cklein@bigburrito.com
Pittsburgh, PA 15206

Company Overview
The Big Burrito Group is an operator of many different restaurants across many different states in the northeast.

Business Challenge
The Big Burrito Group (bBRG) operates both its restaurants and financial operations with commercial off the shelf software which is based upon Microsoft .NET technologies. Over the years, they have constructed an exhaustive amount custom reports that currently need support as well expansion.

They requested that Prequel Solutions review their current hardware and software architecture, and review their reporting source code for the purpose of providing recommendations. bBRG had concerns about the overall quality of their reporting platform and its long-term supportability.

Solution
Prequel Solutions worked with bBRG personnel to perform a thorough review of the current reporting environment which consisted of .NET source code, SQL Server database, web services, and excel. Prequel Solutions provided bBRG a document of findings and a recommendation for constructing a more cost effective, flexible, and performance driven reporting platform. This was important as these reports are used daily for making critical operational decisions.

Benefits
Based Prequel Solutions Independent Verification & Validation efforts and the provided Reporting Analysis and Recommendations document, bBRG was provided a roadmap for repair and enhancements of current reports and direction of how to best construct future reports.

Project Scope
The project duration of this engagement was 3 weeks in duration at a cost of $10,000.

13. Attachment 13, Category 12: ERP Implementation Services

A.C.Coy Company is not interested in bidding for this Technology Services Category.

14. Attachment 14, Category 13: VoIP Implementation Services

A.C.Coy Company is not interested in bidding for this Technology Services Category.

15.   Attachment 15, Category 14: Advanced Internet Technology and Applications

A.C.Coy Company is not interested in bidding for this Technology Services Category.

16. Attachment 16, Category 15: Microsoft Specialist

Prequel Solutions Microsoft Specialist Capabilities

Prequel Solutions has been a Microsoft Certified Gold Partner for more than 10 years with certified competencies in Custom Development Solutions, Database Management Solutions and Information Worker Solutions. As such, Prequel Solutions maintains a technical staff that consists of many Microsoft Certified professionals. Prequel Solutions has delivered many proven and reliable Microsoft-centric solutions for our clients. Specific experience, as it pertains to the West Virginia Office of Technologies' interests, includes:
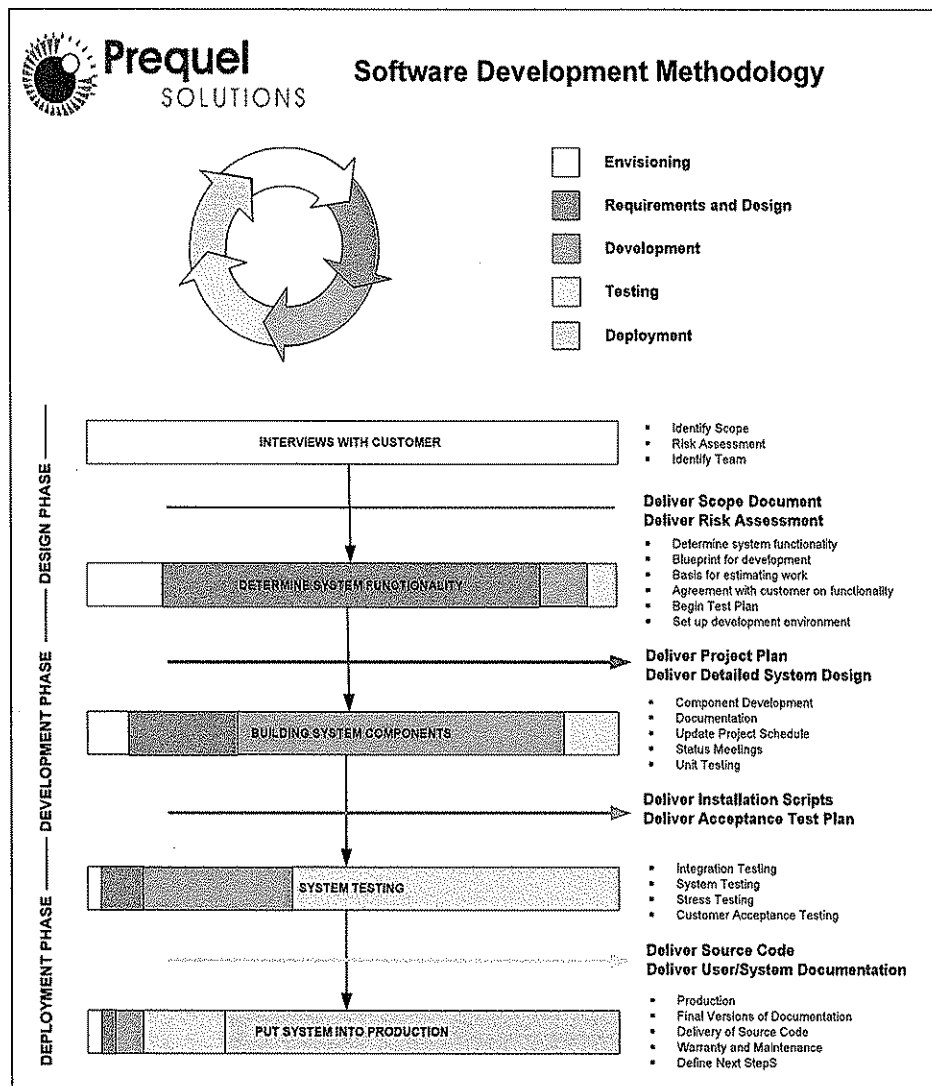
- Experience with Web-site architecture, design and development including .NET, ASP, HTML, Dynamical HTML, Javascript, VB Script, XML and other web development languages.
- Experience designing and implementing SQL Server, SQL Server Integration Services, SQL Server Analysis Services.
- Experience designing and implementing SharePoint.
- Experience utilizing Active Directory in support of applications.
- Experience with Web-enabling legacy applications with Microsoft-based technologies.
- Experience with Microsoft development tools and environments.
- Experience with database integration and the accessing of data from Web front-ends, including web database middleware products and database connectivity such as BizTalk.

Prequel Solutions Electronic Commerce/Web Development Project Methodology

For Microsoft-based projects, Prequel Solutions will execute all components of our Software Development Project Methodology, starting with the analysis of the business need, devising the best technology implementation and approach, and then proceeding through application development, testing and rollout.

This phased project approach will have specific milestone/measurement criteria to monitor and manage overall project progress.

The diagram on the following page describes how each of the project phase components inter-relates with one another to achieve a successful project outcome.

Prequel SOLUTIONS — Software Development Methodology

A description of the five individual project phases, activities, deliverables and the roles of both Prequel Solutions and West Virginia Office of Technology for projects within this category are summarized as follows:

Phase 1: Detailed System Design

Purpose: Prequel Solution's Microsoft Technology Specialists will work with West Virginia Office of Technology's project staff to review and document the system and user requirements pertaining to desired ecommerce or web application, as well as identify access/portal requirements relating. Tasks within this phase will identify system access, security, navigation, data sources, access methodologies, validations, desired functionality, business rules and development standards.

Deliverables: Prequel Solutions will formulate and document the system architecture for the targeted system components and produce a Detailed System Design document, upon which subsequent project phases will be based. Following West Virginia Office of Technology's review and approval of the Detailed System Design, a review meeting will be held between West Virginia Office of Technology and Prequel

Solutions to identify which project functions (development, testing, implementation, etc.) are to be performed by each party, based on staffing requirements, technical comfort levels, critical path impacts and associated project costs. From the outcome of this meeting, Prequel Solutions will provide West Virginia Office of Technology with a proposal to complete assigned/assumed development, testing and/or implementation tasks.

Approval To Proceed: West Virginia Office of Technology will accept, decline or request modifications to Prequel Solution's development/implementation proposal prior to commencing subsequent project activities.

Phase 2: Application Development

Purpose: Prequel Solution's Microsoft development team will develop assigned application components, while West Virginia Office of Technology's project staff proceeds with the development of their assigned components. Application development efforts will be based on the Detailed System Design and will be delivered in JAD fashion, whereby the integrated teams closely interact, while sharing technical knowledge.

Deliverables: The deliverables from this phase will include program source code (web pages, database schemas, run scripts).

Phase 3: Application Testing

Purpose: Upon completion of the development phase (or portions thereof), Prequel Solutions and West Virginia Office of Technology will perform Quality Assurance testing in a testing/pre-stage environment to verify application functionality meets designed functions. West Virginia Office of Technology business users may be called upon to verify system compliance.

Deliverables: The deliverables from this phase will be the debugged, production-ready source code and database components.

Phase 4: Application Installation

Purpose: The Application Installation phase will involve the installation and activation of the eCommerce or web-based system into the final production environment. During this phase, Prequel Solutions and West Virginia Office of Technology personnel will deploy the final application components on the targeted production server(s). Additional testing and performance tuning will be performed to verify functionality and performance criteria.

Deliverables: The deliverables from this phase will be the activated Microsoft-based system in West Virginia Office of Technology's production environment.

Phase 5: Project Completion

Purpose: This phase will complete the initial implementation of the project. During this phase, application documentation and system support training will occur. Prequel Solutions will perform a final transfer of information to West Virginia Office of Technology's IT staff in order to allow self-support initiatives to commence by West Virginia Office of Technology staff.

Deliverables: Program documentation, revised/final Detailed System Design document, run/startup scripts.

Prequel Solutions Microsoft Specialist References

The client references listed on the following pages can attest to Prequel Solution's Microsoft Specialists capabilities as they relate to providing Microsoft-based services desired by the State of West Virginia. Both A.C.Coy and Prequel Solutions urges the West Virginia Office of Technology to contact any or all of these individuals to verify our performance.

Clear Lake Forest Products (MaxSales.com)

MaxSales

Prequel Solutions Reference:
Mark Brown   Phone: (814) 654-7156
President
Clear Lake Lumber, Inc.   Email: mbrown@clearlakelumber.com
409 Main Street
Spartansburg, PA 16434

Organization Overview

Most CRM systems are designed to provide a history of the account along with a pipeline of business that is the basis for the expected sales for a time period. MaxSales.com represents a software product that takes a completely different approach to managing customers. MaxSales.com drives the sales team to reach their full potential and provides reporting to both the salesperson and the sales manager to help them improve.

Business Challenge

MaxSales.com wanted to create and offer a new web-based CRM-type software product as a subscribed service over the Internet. This new product would provide a different approach to CRM by implementing online processes and tools that optimize salesperson efficiencies.

Solution

Prequel Solutions designed a developed a Microsoft-centric web-based application, MaxSales.com, to be an integrated CRM database of managed sales professionals, contacts, schedules, phone calls, and visits. The system included the following:

- Web-based calendar and reminders for scheduling capacity & improved daily planning
- Automated tickler system for each sales person to perform the tasks necessary to achieve their personal financial goals
- Call and visit queues to enable each sales person to call or visit the right customers at the right time to improve closing percentage
- Automated friendly, informal reminders
- Workflows to guide sales person daily activities
- Generated sales reports highlighting individual and group effort expended to achieve sales goals
- Created development and testing environments that which were migrated to production servers
- Project Management oversight of project lifecycle
- Quality Assurance testing and issue tracking
- Secure acceptance of credit cards to provide subscription access

The technologies implemented included Microsoft .NET ASP and C#, web services, SQL Server 2005

---

database, integration with third party service for faxing and credit card processing. The project included a Mobile Web application as well as SQL Server Reporting Services.

Benefits
This new web-based application provided MaxSales.com with a new CRM product offering.

Project Scope
The project duration of this engagement was 2 years with a project value of $300,000.

CurrentSAFE

CurrentSAFE

Home Electrical Services

Prequel Solutions Reference:
Kevin Dickey   Phone: (412) 394-7426
President
CurrentSAFE   Email: kdickey@currentsafe.com
2801 Liberty Avenue, Suite 400
Pittsburgh, PA 15222-4785

Organization Overview
CurrentSAFE Corporation represents a nationwide network of locally owned licensed and insured electrical contractors who provides hazard detection and electrical services to home owners.

Business Challenge
CurrentSAFE was utilizing a web-based application that enabled electrical contractors to document electrical problems discovered while performing an Electrical Hazard Analysis of a residence. This existing application had been developed using out-dated technology and would not accommodate the growth that the company was experiencing. The application also needed to be upgraded to allow Contractors to store information locally on their laptops while doing the electrical testing that could later be replicated to the Corporate Database.

Solution

Prequel Solutions provided the necessary Microsoft-centric design and development services to implement a new web-based .NET application that provided the following solution features:

- Created a consolidated database that tracked all contractors, electrical technicians, and electrical test results.
- Included centralized database tables where all users view, update, and share common data elements
- Provided role-based security to allow contractors and technicians to view only their customers and jobs.
- Tracked areas within a residential home where electrical testing was performed.
- Developed User Interface for internationalization to display text according to the preferred language of the user.
- Corporate Web-based enterprise application with role-based access for both corporate and contractor access.
- Remote (disconnected) version of the application that is used by the technician while working in the residential home
- SQL Server 2005 replication that allowed uploading and downloading of remote application data.

- Training sessions were provided at corporate headquarters
- Project Management oversight of project lifecycle
- Quality Assurance testing and issue tracking

This software development project is relevant as it encompassed a detailed design document addressing the user interface, database design and synchronization process, security, business rules, and testing procedures. Prequel Solutions worked closely with CurrentSAFE Corporation to develop a custom web-based application that met their needs for reliability, scalability and performance. Developed in Microsoft's .NET Framework v3.5 (using ASP.Net, C#, XML, and JavaScript), the application provided an efficient and robust solution for CurrentSAFE Corporation. The functionality of the new application included customer demographics retrieval, job creation and retrieval, customer reporting, as well as data synchronization between the contractor's laptop and the corporate database.

Benefits
This new web-based application provided MaxSales.com with a new web-based product enabling the client to expand its business.

Project Scope
The project duration of this engagement was approximately 1 year with a project value of $130,000.

IV. A.C.COY SERVICE POLICIES

1. A.C.Coy Company Service Approach

Once the new resource request has been formally approved by the West Virginia Office of Technology, A.C.Coy begins the process of identifying viable candidates.

A.C.Coy's first check begins with a look at our internal employee pool of over 126 resident IT specialists, verifying the availability of any A.C.Coy employee whose skills match the needed skills by the West Virginia Office of Technology. With this approach, our turnaround on candidate submittal is expedited to its greatest extent, as well as providing the West Virginia Office of Technology with reliable, proven resources from within our current employment ranks. Qualifying, available employees are subsequently presented to the West Virginia Office of Technology from the first pass. Even after initial employee submittal, A.C.Coy's Resourcing Team will continue the candidate search process within our private and external candidate pools.

A.C.Coy's private candidate database consists of over 300,000 of IT technical applicants available for consideration, based on skill-set and geography. The candidate database has been built during our 20 years of IT staffing history and is comprised of self-referred, recruited, customer referred and employee referenced candidates who have expressed an interest in employment with A.C.Coy. A.C.Coy's Resourcing Team searches this database to identify known candidates that match the skill, availability, financial and geographic requirements of the opportunity.

Additional searches may be performed using external searches, such as job websites, job postings and staffing partners.

For candidates identified as a result of the searches, the A.C.Coy Resourcing Team performs an initial phone interview process, describes the West Virginia Office of Technology opportunity to the candidate and begins to gather background information from the candidate, as well as provides the candidate with A.C.Coy information, including employee benefits. The candidate background information collected includes technical skills, the date the skills were last applied, availability, employment type preferences (salaried, hourly, independent), salary requirements, geographic work preferences, immigration/citizenship criteria and professional references.

Upon completion of the technical interview process, the A.C.Coy Resourcing Team meet to make a determination whether the candidate meets the needs of the current opportunity and/or other opportunities thereafter. If the candidate meets the opportunity criteria, A.C.Coy arranges a Technical Competency Test (when possible).

If the candidate passes the technical testing, the candidate's references are checked and the candidate's profile is submitted to the West Virginia Office of Technology Requesting Manager for consideration. The technical test results can optionally be included along with the candidate's profile at submission time.

To insure on-going quality of candidate submittals, A.C.Coy will rely on timely, interactive feedback from the West Virginia Office of Technology's Requesting and/or Hiring Managers following the submittal of candidates to the West Virginia Office of Technology opportunities. This feedback is required to allow A.C.Coy to 'hone in on' the best candidate possible, based on each resource requirement. Feedback discussions include positives and negatives of submitted candidates, clarity on skill preferences or alternative requirements or logistical concerns or needs relating to a candidate.

2. A.C.Coy Company Candidate Qualification Process

Technical Competence Testing
A.C.Coy utilizes an external testing agency, such as PreVisor (formerly QWIZtek), to verify each candidate's technical skills match those on their profile. The testing is performed via the Internet and provides a solid understanding of the candidate's technical knowledge of a topic area.

Candidate Background Checks
Based on the West Virginia Office of Technology's preference, A.C.Coy can perform employment, education, immigration status and criminal background checks for all candidates who are selected for placement with the West Virginia Office of Technology.

A.C.Coy utilizes an independent professional investigative organization to conduct the background checks, after first obtaining the candidate's permission to conduct such as a term of employment. Failure to obtain a candidate's permission will result in their elimination for consideration of hire. Testing is performed as follows:

- *Employment History Verification* – Two to three of the candidate's professional references are contacted in order to verify employment dates, roles/responsibilities, reason for leaving and other employment-related information.

- *Education History Verification* – The candidate's ultimate degree is verified with the school or college, in addition to graduation date.

- *Immigration Status Verification* – Conforming to the Immigration and Nationality Act of 1986 (IRCA), A.C.Coy verifies the candidate's citizenship/immigration status. For non-citizens, A.C.Coy requests and obtains the appropriate Form I-9 and associated right-to-work documents supporting such claims by the candidate.

- *Criminal Background Checks* – A criminal background check is performed on the candidate, encompassing the most recent 3 years.

Candidate Drug Screening
In the event the West Virginia Office of Technology should require drug screening for contractor candidates, A.C.Coy will order such through an independent testing laboratory. In these cases, a candidate visits a conveniently located testing lab, physician's office or hospital to provide a urine specimen, to which a ten-panel drug test is performed. The results of the testing are confidentially sent to A.C.Coy's Human Resources department for final review prior to the releasing of a formal offer.

3. A.C.Coy Company Transfer of Knowledge Approach

Response task: provide a description of the approach and any experience you have in providing a transfer of knowledge to state employees.

Both A.C.Coy and our Technical Services partner Prequel Solutions are committed to providing our clients with the information they need before, during and after delivery of a staffing or project-based assignment. It is important for us to know that our clients can support any of the IT applications or technology we introduce or utilize during project delivery.

Ways in which we will facilitate the transfer of knowledge to the West Virginia Office of Technology's staff include, but not limited to:

- **Joint Application Development** (JAD) project methodology, whereby the A.C.Coy/Prequel Team and West Virginia staff work hand-in-hand throughout all phases of a service delivery. During this time, all parties are exposed to the latest technology and how it is being utilized on state projects.
- **Lunch-and-Learn sessions**, whereby an A.C.Coy or Prequel Solutions technologist will present a lunchtime technology introduction and deliver a review of selective topics to interested IT staff. We feel this is an excellent way to introduce the latest technology to the team, as well as share ideas on how technology can be used.
- **Formal technical training sessions**, whereby an A.C.Coy or Prequel Solutions trainer formally prepares and delivers technical training to a group of IT staff members interested in a specific technology.
- **Code reviews and walkthroughs**, whereby an A.C.Coy or Prequel Solutions developer sits with one or more state IT developers and reviews new programming techniques or reviews the work completed to provide feedback on good, better and best ways to accomplish various programming tasks.

The A.C.Coy team is open to these and other creative means to share information with the state. Doing so, insures a successful project which reflects positively on our work.

4. A.C.Coy Company Personnel Replacement Process

Quality Control is what enables A.C.Coy to provide IT contracting resources that assist in continuously improving productivity. As part of the quality process, A.C.Coy relies on the cooperation of our clients to provide us with timely and accurate feedback on the performance of our employees and on the operational processes implemented as part of our staffing role with the West Virginia Office of Technology. A.C.Coy has developed a rigorous quality control program to monitor work and service performance.

First, we communicate with client supervisors to assess the performance of our field employees from the start through the end of their assignments. Positive feedback is forwarded to the employees to reinforce productive performance. Corrective action is applied to enhance the overall productivity of the situation. At the end of each assignment, written information is requested to concur with the verbal communication throughout the course of the assignment.

Second, we establish regular in-person communication opportunities with supervisors and managers that will assess the ongoing productivity results that our staffing solutions were designed to affect. Again, we are looking for positive feedback and corrective action opportunities to reinforce and adjust the course of our implemented staffing solutions.

Thirdly, in the case of a minor technical deficiency in a placed contractor at the West Virginia Office of Technology, A.C.Coy can draw upon any of our internal technical resources to provide technical support or mentoring to the assigned contractor to augment needed knowledge.

A.C.Coy believes there should be no 'surprises' relating to our employee performance at the end of an assignment; any issues will be identified and addressed as they arise, not as an afterthought. Subsequent monitoring, after an issue is addressed, will ensure the agreed corrective actions have been properly administered.

Quality Measurement Metrics

A.C.Coy's quality of service can easily be measured statistically through our opportunity response turnaround times to each opportunity, through candidate submittal counts and fill/placement ratios for the West Virginia Office of Technology opportunities. These metrics can be provided to the West Virginia Office of Technology on a monthly basis for on-going quality improvement.

Candidate Replacement Policy

A.C.Coy provides an unconditional guarantee on our services. If, within the first sixteen (16) hours of an assignment, the services of an A.C.Coy employee prove to be unsatisfactory, FOR ANY REASON, simply notify A.C.Coy. The West Virginia Office of Technology will not be charged for that person's time and A.C.Coy will promptly provide a replacement with as minimal inconvenience as possible.
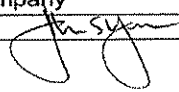
In the event the West Virginia Office of Technology requests, with cause, the removal of any A.C.Coy personnel providing services under this subcontract within their initial three (3) weeks of service, A.C.Coy shall, upon receipt of such a request, remove the individual following any required work transitions. A.C.Coy will promptly provide a replacement with as minimal inconvenience as possible. A.C.Coy and the West Virginia Office of Technology will then negotiate a fair financial repayment or no-cost transition period, based upon work completed.

For requests for personnel removal by the West Virginia Office of Technology beyond the initial three (3) weeks of service, A.C.Coy shall, upon receipt of such a request, remove the individual within five (5) working days and shall cease billing for his/her time thereafter.

V. SUPPORTING DOCUMENTS

1. No Debt Affidavit

The following is A.C.Coy's signed Purchasing Affidavit, as requested as part of this submission.

RFO No. ITECH10   35

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

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

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

ANTITRUST:
In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

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

LICENSING:
Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:
The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/ noticeConfidentiality.pdf.

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

Vendor's Name: __A.C.Coy Company__

Authorized Signature: _____   Date: __01/04/2010__

Purchasing Affidavit (Revised 01/01/09)

---

2. Vendor In-State Preference Form

The Vendor In-State Preference Form is not applicable to this – Technical evaluation only.

3. ITECH 10 RFQ Addendum Acknowledgement Form

38

EXHIBIT 10

REQUISITION NO.. ITECH10

ADDENDUM ACKNOWLEDGEMENT

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

ADDENDUM NO.'S:

NO. 1 ....✓

NO. 2 ....✓

NO. 3 ....

NO. 4 ....

NO. 5 ....

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

_____
SIGNATURE

A.C. Coy Company
COMPANY

1/11/10
DATE

REV. 11/96