



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

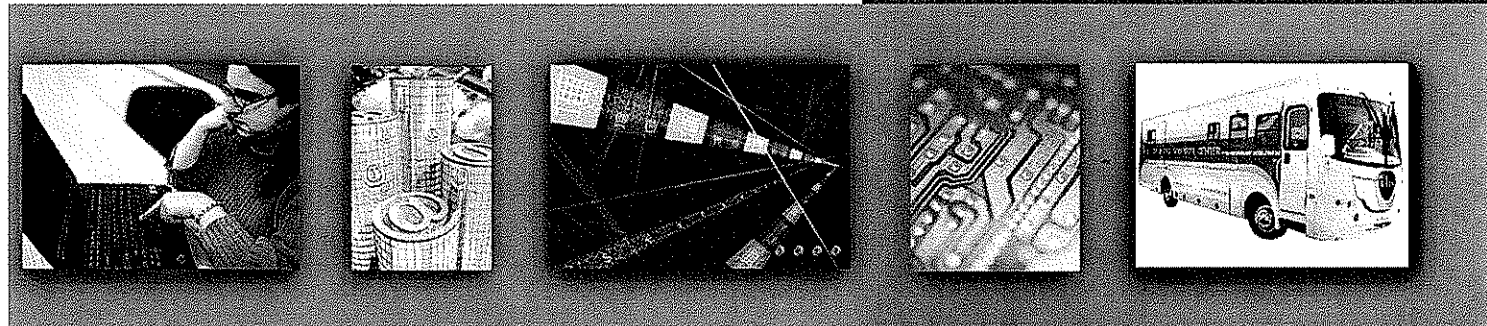
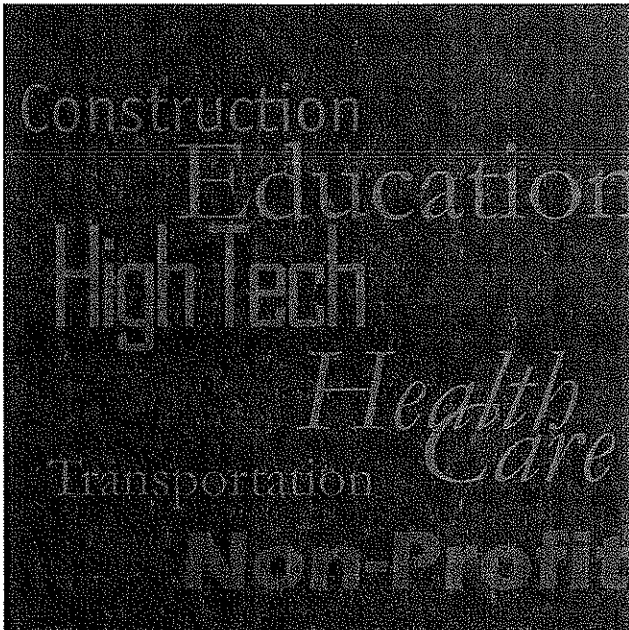
NOTICE

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

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



Statewide Contract for Technical Services



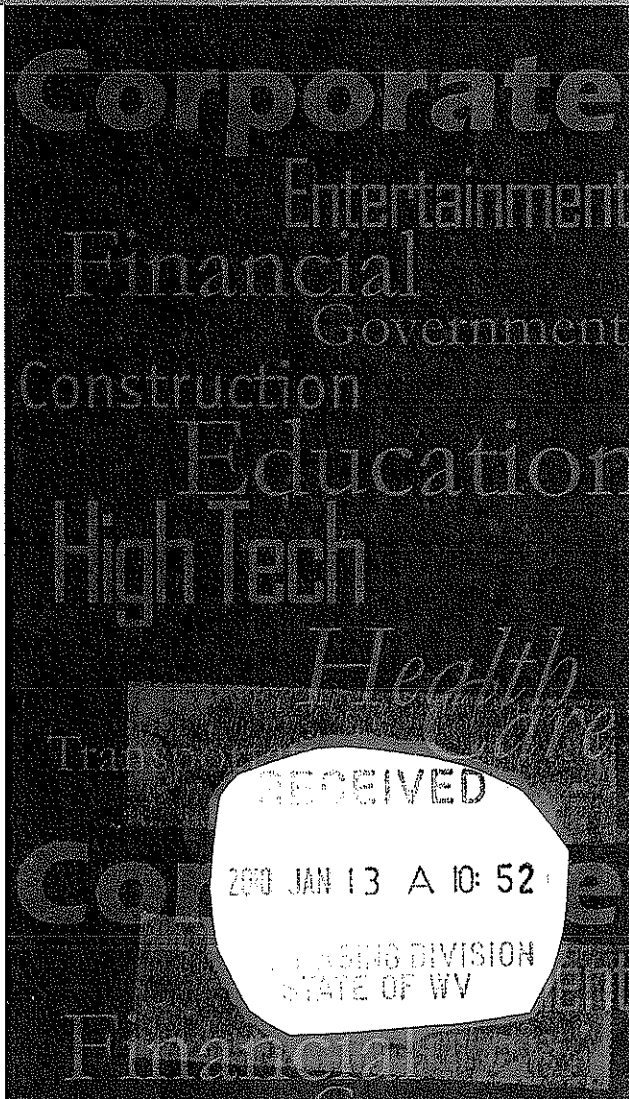
RFQ ITECH10
Statewide Contract for Technical Services
Technical Proposal

State of West Virginia
Department of Administration
Purchasing Division
January 14, 2010

The information contained in this Technical Proposal is valid for six (6) months from the date stated above.

The information included in this Statement of Work is the property of SIS, LLC and shall not be used or disclosed in whole or in part for any purpose other than to evaluate SIS, LLC as a technology partner for State of West Virginia.

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State of West Virginia

RFQ ITECH10 Statewide Contract for Technical Services

Proposal Due Date: 01/14/2010, 1:30 P.M

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Executive Summary and Proposal Overview

Thank you for the opportunity to present our proposal for the Statewide Contract for Technical Services Request for Quotation (RFQ.) Software Information Systems (SIS) is interested in expanding and strengthening our existing relationship with the State of West Virginia. Charlie Arnett, the SIS Client Representative for the State of West Virginia, has over thirty years experience working with West Virginia state agencies and statutory offices. He will continue to lead the SIS team in offering the support and services required to complete any project in a timely and successful manner. SIS has worked on multiple State projects over the years and we are currently a SIP08 contract holder working with the Governor's Office of Technology.

SIS is a Business Partner with IBM, EMC, HP, Cisco, NetApp, Microsoft, VMware, Semantec and many other top tier information technology companies. SIS maintains strategic partnerships with these companies to provide specific technical support for projects like the West Virginia Statewide Contract for Technical Services. We appreciate the opportunity to share our technical skills and solutions with the State of West Virginia.

SIS is an award-winning Technology Solution Provider that has been helping clients leverage technology for more than 25 years. Privately owned, we attribute a large part of our success to a healthy, balanced approach to serving customers, employees and shareholders. We are proudly located in the Midwest, with offices in Charleston, WV, Lexington, KY (Corporate Headquarters), Louisville, KY, Cincinnati, OH, London, KY, Indiana, IN, Grand Rapids, MI and Alexandria, VA.

SIS is focused on delivering complete technology solutions and expertise to West Virginia State Agency customers. Services recommended and implemented by SIS architects and consultants will be best of breed based on reliability, scalability, and completeness of functionality. Our seasoned solution design and delivery architects are skilled on all aspects of a complete solution, rounded out by certified project managers to ensure your project's success.

Again, thank you for the opportunity to present our proposal and we look forward to further discussions.

RFQ ITECH10 Statewide Contract for Technical Services

1.1 Purpose:

The Acquisition and Contract Administration Section of the Purchasing Division "State" on behalf of the West Virginia Office of Technology (WVOT) is soliciting proposals to provide a broad range of information technology services to the State by means of a multi-vendor, multi-year contract. Potential users of this contract may include state agencies, community colleges, institutions, counties, municipalities, public schools, and other local government entities.

1.2 Project:

The purpose of this RFQ is to improve and simplify the process by which agencies can select the best business solution for both supplemental staffing and project based technical services from a list of pre-approved IT service providers to meet both their procurement and business needs

Supplemental Staffing is intended to provide temporary replacements for in-house state employees, to augment current work overages, or to obtain specific technical expertise that the agency requires. The supplemental staffing service categories are identified in Attachment 1 of this RFQ.

To be eligible for the Supplemental Staffing Contract, the proposed temporary contractor must be eligible for State employment. This does not mean that the contractor will have to become a State employee, but if the agency and the contractor wish to consider this option, the contractor must be eligible and qualified to meet the requirements of the Division of Personnel for full-time employment. The Vendor will not charge the State placement fees if a temporary employee is selected for a full-time position.

Project-based Technology Services are to be used for IT services projects. A project is defined as having a pre-determined set of deliverables and expectations along with a set time period. For this proposal projects will be limited to no longer than 24 months. Projects of longer length will be bid under their own proposal through the State Purchasing division process. The State has identified certain needs for technical specialty services. These technical specialty services are identified in Attachments 1 through 11, attached to this RFQ.

Our intent is to pre-qualify vendors for each of the Supplemental Staffing classifications and each of the Technology Services. Vendors must meet all of the requirements for each classification or technology service to be eligible to submit bids pursuant to the agencies' needs. The Office of Technology will issue a Statement of Work to those vendors eligible in that category. The eligible vendors will submit responses and the agency and the Office of Technology will evaluate the responses based on a "Best Value" analysis, i.e., training, experience, soft skills, and cost. We expect the procurement process to be expedited to meet the requirements of the State agencies.

The State makes no commitment to acquire any services under this contract. The need for technical services is, however, genuinely anticipated.

Unless the Chief Technology Officer or their designee grants a specific waiver, use of this contract is mandatory for all agencies under the Governor's jurisdiction requiring IT services above and beyond those available within state government, regardless of the dollar amount. This contract will also be available for use by those agencies that are outside the jurisdiction of the Governor, i.e., higher education, elected officials, county and local governments.

Successful vendors under this contract shall provide a summary of the previous month's activities by the 10th working day of the following month by submitting a "Monthly Activity Report" to the Technical Services Contract Manager and the Purchasing Division. Failure to remit the Monthly Activity Report for 2 consecutive months may lead to loss of eligibility status.

1.3 General Requirements:

1.3.1 Corporate Description – Vendor must have been in business as a company since at least January 1, 2008 and have provided consulting services as described in this RFQ on a general basis. Vendor must submit written proof of corporate tenure, together with client references. Also included should be:

- (1) Full name, address, telephone number, fax number, and Federal Tax identification number of the organization.
- (2) Date established
- (3) Number of full-time employees as of November 1, 2009.

1.3.2 Supplemental Staffing Requirements - The vendor must provide one client reference for each staffing category. The reference must include project description, description of the person's duties, general value of the project, length of project, customer's name, contact's name, telephone number and e-mail address.

1.3.3 Service Category Requirements - The vendor must provide three references for each of the service categories for which you want to be evaluated. References shall include a project description, general value of the project, length of the project, types of contractors used, client company's name and address, with contact name and phone number.

1.3.4 Vendor Policies - The vendor must agree to provide the following:

- (1) The Vendor must agree to confirm the contractor's education and experience.
- (2) The Vendor must agree to assess the contractor's actual working knowledge.
- (3) The Vendor must, at its expense, arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to VW facilities, either through on-site access or through remote access. The background check must be conducted prior to initial access and on an annual basis thereafter.

The background check should consist of an Automated Fingerprint Identification System (AFIS) fingerprint search administered by the Criminal Records Section (CRS) of the West Virginia State Police and should include a records search by the Criminal Justice Information Services (CJIS) division of the Federal Bureau of Investigation. The information received will be a complete record of the criminal justice information processed by the CRS and the Criminal Identification Bureau (CIB) of the FBI, and would also reveal criminal abuse registry status.

- (4) The Vendor must certify that the employee has successfully completed industry-recognized information security training.
- (5) The Vendor will be responsible for reimbursing the employee for travel expenses incurred at the direction of the State agency. The Vendor will bill the State agency for these expenses providing the supporting details in accordance with the State's travel guidelines found at the following web address: <http://www.state.wv.us/admin/purchase/Travel/TMRRegs.html>.

- (6) The Vendor must have the employee sign the agency's Confidentiality Statement prior to beginning work. A copy of the agency's Confidentiality statement will be provided with the bid document. Copies of the signed Confidentiality Statement will be provided to WVOT and the agency for which the Vendor's employee is performing work.
- (7) The Vendor must agree to replace personnel when a replacement is requested by the agency for a logical reason, i.e., actual working knowledge not as expected

1.3.5. Responsibility and Work Distribution - Vendor must agree to take full responsibility for all assigned projects and relationships with subcontractors, if applicable.

1.3.6. Hardware/Software Sales - Vendor shall not offer for sale any hardware or software under this contract.

1.3.7. Work Products and Reports - Ownership of all data systems, programs, materials and documentations originating with the State shall remain the property of the State. Ownership of all data systems, programs, materials, and documentation originating with the Vendor shall remain the property of the Vendor. Ownership of all data systems, programs, materials, documentation, and reports originated and prepared for the State pursuant to the work performed under this contract shall belong exclusively to the State unless the agency agrees to release ownership prior to beginning the project

The Vendor will retain ownership of all tools, method, techniques, standards, and other development procedures, as well as generic and pre-existing shells, subroutines, and similar material incorporated in any custom Deliverable.

The Vendor grants the State a non-exclusive, royalty-free, perpetual license to use, modify, sell, and otherwise distribute all pre-existing materials that are incorporated in any custom-developed Deliverable;

1.3.8. Training - Vendor shall ensure that its employees are fully trained to properly perform their duties.

1.3.9. Special Skills - The State reserves the right to contract for technical specialty services from other sources, if the skills required exceed those specified in this RFQ, or if the project definition incorporates specific skill requirements and time constraints that cannot be met by the vendors under this contract. It is anticipated that this option will be utilized only under extraordinary circumstances.

1.3.10 Collusion - Any acts of collusion between two or more pre-qualified vendors when responding to an agency Scope Statement shall result in their immediate dismissal from this contract.

1.3.11 Workspace - The State may provide workspace and facilities for vendor personnel. Vendor's personnel must conform to the work procedures, safety and security policies applicable to these State facilities. An agency may request, as part of the Scope Statement, that the vendor provide workspace and facilities for its employees, agents and contractors.

1.3.12 Equipment - The State will provide data processing equipment and computer resources to meet the project requirements for work performed on-site. Any equipment provided by the vendor and is to be connected to the State's network must be pre-approved by the WVOT.

1.3.13 Knowledge Transfer - For some work efforts, the State will build teams composed of both vendor staff and agency staff so that, over the life of a project, the vendor's resources are augmented with internal State resources, working side-by-side, to bring together the knowledge of the application and the State's environment. By using existing and/or new State personnel

throughout the development and implementation process, the State can begin the knowledge transfer process early in the project and develop the skills needed to sustain subsequent phases of the project after the vendor's supplemental staff has completed their task. Vendors shall ensure that this knowledge transfer process is available when requested by an agency. Proprietary or non-public information shared by the Vendor with the State during the knowledge transfer process shall be subject to confidentiality provisions to be agreed to between the Vendor and the Agency that are appropriate for the information being shared.

1.3.14 Copyright of Data - The Contractor may not publish or copyright any data related to or gained through the work described herein without prior written approval. The State shall have the right to publish, duplicate, use and disclose all such data in any manner, and for any purpose whatsoever, and may authorize others to do so. "Data" shall mean all results, technical information and materials developed and/or obtained in the performance of the services hereunder, including but not limited to, all reports, surveys, plans, charts, recordings (video and/or sound), pictures, drawings, analyses, source and object code, graphic representations, computer programs and printouts, notes and memoranda, and documents whether finished or unfinished, which result from or are prepared in connection with the services performed hereunder. All "Data" becomes the property of the State of West Virginia unless the agency agrees to release ownership prior to beginning the project.

1.3.15 Statewide Policies - Contractors are required to be knowledgeable of, and to comply with, all Statewide policies that pertain to employees in the State workplace. For example, Policy WVOT - P01001, which clearly illustrates Acceptable and Unacceptable uses of State Technology resources.

Any equipment (computers, etc.) used in the course of any work performed for the State, even equipment not owned by the State, is subject to audit at any time without notice up to and including the acquisition of a full forensics image. Unless warranted, we will provide reasonable prior written notice prior to the audit. The State will use good faith efforts to conduct the audit in such a manner as to minimize any disruption of the Vendor's business.

Any equipment not owned by the State, but proposed for use in the State computing environment by a contractor, must be registered with the Office of Technology, and comply with State standards for all applicable technical controls, such as anti-virus, firewall, security updates, etc. This equipment must be submitted to the Office of Technology, for a compliance inspection and certification prior to attachment. The State reserves the right to refuse to allow non-compliant equipment to attach to State systems, and/or to require modifications to meet a certification level of compliance.

The State reserves the right to retain, as long as reasonably necessary, any non-owned equipment that has been attached to the state computing environment, for the purpose of scanning and removing any state data, software, or other content deemed to belong to the state, and or identified as proprietary, private, or otherwise legally protected.

Any access or user accounts issued to a contractor to permit work in the State computing environment are subject to revocation without notice, and random or periodic audit of user activity.

Contractors who engage in work for the State under this contract must sign a statement acknowledging an understanding of policy, and pledging to comply with policy and all provisions of this contract pertaining to the use of any equipment in the State computing environment.

1.4 Ordering Requirements and Procedures:

The agency will prepare a Statement of Work (SOW) describing the work that needs to be completed, the requirements, and the due dates.

Supplemental Staffing (up to 1,000 hours in any 12-month period).

Approved vendors will compete for individual staffing needs based on criteria developed by the agency and submitted to the Office of Technology. The agency will complete a Statement of Work (SOW) explaining the basic training and skill sets required. The SOW will be advertised on the Office of Technology Bulletin Board for 5 business days. Vendors that are pre-qualified to bid on the classifications requested will respond with a resume and an hourly rate. All vendor responses will be reviewed to determine if the bid meets the mandatory requirements of the SOW. The agency will then schedule a telephone interview with each of the viable people, with the understanding that the agency may request an in-person interview. The agency will then evaluate the responses based on the criteria annotated in the SOW.

Technical Services (Project-based work for a specific IT project with a clearly defined scope, deliverables and milestones with a duration under 24 months and not to exceed \$2M.)

Technical Services is not intended for operational support or routine maintenance. Project work will be driven by predefined deliverables and not guided by tasks assigned by State employees. Projects must adhere to the State Project Management methodology and have an assigned Project Manager. This WVOT Project Manager will work with the Agency Project Manager and the Vendor to oversee project progress.)

Approved vendors will compete for staffing needs for projects based on criteria developed by the agency and submitted to the Office of Technology.

The agency will complete a Statement of Work (SOW) providing the clearly defined scope of the project, clearly defined deliverables, anticipated milestones, mandatory requirements, and defined specifications, due dates and how the vendor proposals will be evaluated. The SOW will be advertised on the Office of Technology Bulletin Board for 10 business days. Vendors that are pre-qualified to bid on the classifications requested will respond with a proposal response, appropriate resume(s) and a firm fixed price. All vendor responses will be reviewed to determine if the bid meets the mandatory requirements of the SOW. The agency will then schedule a telephone interview with each vendor and potential contractors that will work on the project, with the understanding that the agency may request an in-person interview. The agency will then evaluate the responses based on the criteria annotated in the SOW.

Please note that individual Scope Statements posted on the website are open to eligible pre-qualified vendors only.

1.5 General Terms and Conditions:

By signing and submitting their proposal, the successful Vendor agrees to be bound by all the terms contained in this RFQ.

1.5.1 Vendor Relationship: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the parties to this contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents.

- 1.5.1.1 Vendor shall be responsible for selecting, supervising and compensating any and all individuals employed pursuant to the terms of this RFQ and resulting contract. Neither the Vendor nor any employees or contractors of the vendor shall be deemed to be employees of the State for any purposes whatsoever.
- 1.5.1.2 Vendor shall be and is the sole employer of its employees and contractors, and shall have sole responsibility to supervise, counsel, discipline, review, evaluate, set the pay rates of and terminate the employment of these employees.
- 1.5.1.3 Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension or other deferred compensation plans, including but not limited to Workers' Compensation and Social Security obligations, and licensing fees, etc. and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.
- 1.5.1.4 Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims arising out of or in connection with the foregoing payments, withholdings, contributions, taxes, social security taxes and employer income tax returns that arise by virtue of Vendor's employment of its employees or that otherwise result from Vendor's status as an employer.
- 1.5.1.5 Vendor shall warrant that all documentation provided under this contract shall be of sufficient quality and detail to pass without objection in the trace, and to enable outside parties and agency staff to maintain or modify the materials generated hereunder.

Such warranty shall extend beyond the date of final acceptance of materials generated hereunder for a period of one (1) year.

- 1.5.2 Indemnification:** The Vendor agrees to indemnify, defend and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of the contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use or disposition of any data used under the contract in a manner not authorized by the contract, or by Federal or State statutes or regulations; (3) The negligence or willful/intentional misconduct of Vendor, its officers and employees; and (4) Any failure of the Vendor, its officers, employees or subcontractors to observe State and Federal laws, including, but not limited to, labor and wage laws.
- 1.5.3 Contract Provisions:** After the successful Vendor(s) are selected, a formal contract document will be executed between the State and the Vendor(s). In addition, the RFQ and the Vendor's response will be included as part of the contract by reference. The order of precedence is the contract, the RFQ and the Vendor's proposal in response to the RFQ.
- 1.5.4 Governing Law:** This contract shall be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable (Federal, State or Local Government) regulations.
- 1.5.5 Compliance with Laws and Regulations:** The vendor shall procure all necessary permits and licenses to comply with all applicable laws, Federal, State or municipal, along with all regulations, and ordinances of any regulating body.

The Vendor shall pay any applicable sales, use, or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this

contract, the transaction, or the equipment, or services delivered pursuant here to shall be borne by the contractor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

1.5.6 Subcontracts/Joint Ventures: The Vendor is solely responsible for all work performed under the contract and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract; however, the vendor is totally responsible for payment of all subcontractors.

1.5.7 Term of Contract & Renewals: This contract will be effective (date set upon award) and shall extend for the period of one (1) year, at which time the contract may, upon mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of three (3) one year renewals or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period shall not exceed twelve (12) months. During the "reasonable time" period the vendor may terminate the contract for any reason upon giving the Agency ninety (90) days written notice. Notice by Vendor of intent to terminate will not relieve Vendor of the obligation to continue to provide services pursuant to the terms of the contract.

After the initial pre-qualified vendor list has been created, the State may reopen the enrollment process at contract renewal, under the terms of this RFQ to qualify additional bidders for the pre-qualified vendor list. It is expected that the current pre-qualified vendor list will be appended to as a result of this proposal.

Any change in Federal or State law, or court actions which constitute binding precedent in West Virginia, and which significantly alters the Vendor's required activities, or any change in the availability of funds, shall be viewed as binding and shall warrant good faith renegotiation of the compensation paid to the Vendor by the Agency and of such other provisions of the contract that are affected. If such renegotiation proves unsuccessful, the contract may be terminated by the State upon written notice to the Vendor at least thirty (30) days prior to termination of this contract.

1.5.8 Invoices, Progress Payments, & Retainage: The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To" pursuant to the terms of the contract. Progress payments may be made at the option of the Agency on the basis of percentage of work completed if so defined in the final contract. Any provision for progress payments must also include language for a minimum 10% retainage until the final deliverable is accepted.

If progress payments are permitted, Vendor is required to identify points in the work plan at which compensation would be appropriate. Progress reports must be submitted to Agency with the invoice detailing progress completed or any deliverables identified. Payment will be made only upon approval of acceptable progress or deliverables as documented in the Vendor's report. Invoices may not be submitted more than once monthly and State law forbids payment of invoices prior to receipt of services.

1.6 Proposal Format

Cover Letter - Should state the RFQ Subject and number, the name of the Vendor, Vendor's business address, telephone number, name of authorized contact person to speak on behalf of the Vendor, dated and signed. The cover letter should also confirm that the Vendor meets all mandatory requirements of this RFQ.

Table of Contents - Clearly identify the material by section and page number.

Section I - Corporate Description (1.3.1)

- 1) Provide the name, address, telephone number, fax number, and Federal Tax ID number for the company
- 2) Provide a contact name, address, telephone number, and e-mail address.
- 3) Provide the date the company was established and the number of full-time employees as of November 1, 2009.
- 4) Provide a synopsis of company history, organization, key personnel, and resulting contract and industry partners. (10 page maximum)

Section II - Qualifications and Experience of the Company in supplemental staffing contracts. (1.3.2)

- 1) Provide a title page for the supplemental staffing category for which you are applying.
- 2) There are 21 Supplemental Staffing categories described in this RFQ (Attachment 1). The vendor must provide one client reference for each staffing category. The reference must include project description, a description of the person's duties, general value of the project, length of project, customer's name, contact's name, telephone number and e-mail address.

Section III - Qualifications and Experience of the Company for each of the 15 Service Categories described in Attachments 2-16. (1.3.3)

- 1) Provide a title page for the category for which you are applying
- 2) Provide three client references for this service category. References may be for the bidding vendor or the bidding vendor's proposed subcontractor(s). If you are using references from a subcontractor, you must insure that that subcontractor's name is provided. References must include project description, general value of project, length of project, types of employees or subcontractors used, description of work performed, problems encountered, performance results, customer's name and address, and customer contact name and phone number. (2 pages per reference maximum)

Section IV- Include the following documents:

- No Debt Affidavit
- Vendor's Preference Form (if company is an in-state vendor)

Section I - Corporate Description (1.3.1)

- 1) Provide the name, address, telephone number, fax number, and Federal Tax ID number for the company

Local Office: SIS, LLC
Software Information Systems
200 Association Drive
Suite 210
Charleston, WV 25311
Phone: 304 768-1645
Fax. 304 768-1671

Corporate Office: SIS, LLC
455 Park Place, Suite 301
Lexington, KY 40511
Phone: 859.977.4SIS
Fax 859.977.4750
Fed Employer ID: 61-1371685

- 2) Provide a contact name, address, telephone number, and e-mail address.

Charles Arnett
SIS, LLC
200 Association Drive
Suite 210
Charleston, WV 25311
Phone: 304 768-1645
Fax. 304 768-1671
Cell 304 549-7698
CArnett@ThinkSIS.com

- 3) Provide the date the company was established and the number of full-time employees as of November 1, 2009.

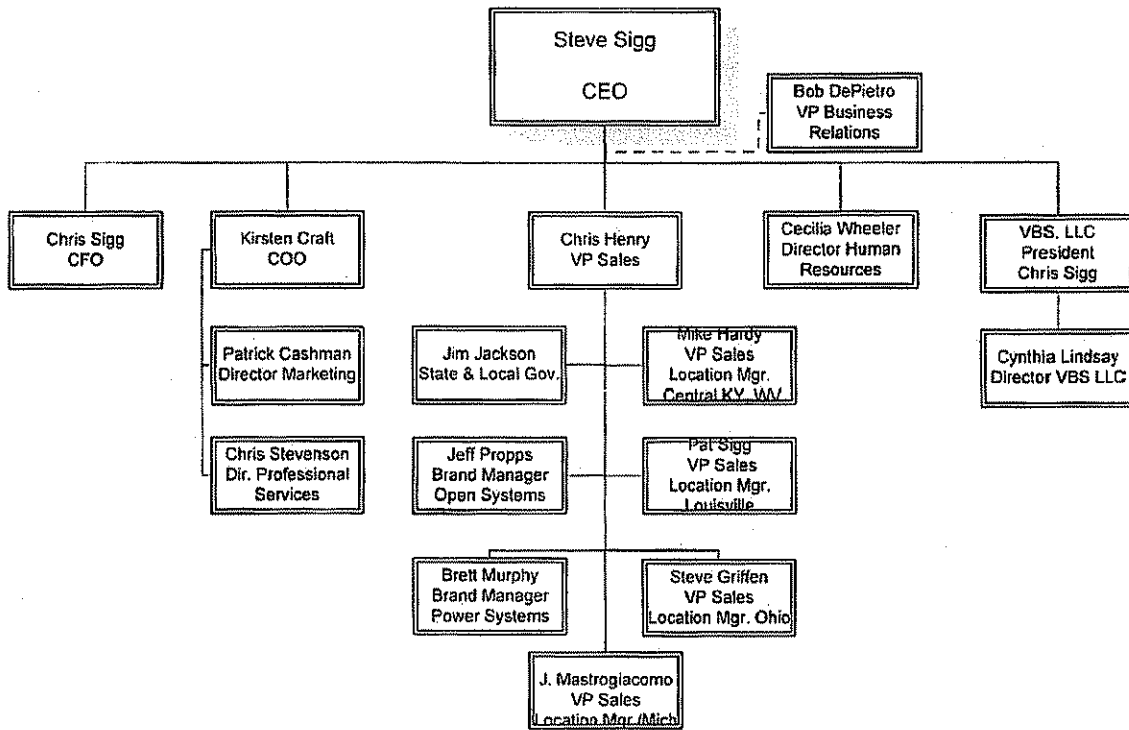
SIS was founded in 1982

Total Employment: 84

- 4) Provide a synopsis of company history, organization, key personnel, and resulting contract and industry partners. (10 page maximum)

Please see "Appendix A: SIS Background Information" on page 106 for a brief overview of SIS history and see "Appendix C: SIS Technical Partnerships" on page 110 for a list of SIS corporate partners.

SIS Organization



Key personnel includes:

Steve Sigg, CEO: Steve has over 30 years of experience in the Information Technology Industry. He worked for IBM for 23 years in several sales, product development and management positions and has successfully led SIS since 1994.

Kirsten Craft, COO: With prior experience in software implementation and internal IT management, Kirsten joined SIS in 2000 as a Project Manager. Her teams are responsible for software, project execution, process improvement, security, and marketing.

Chris Sigg CFO: Chris joined SIS in 2000 and serves the organization in a variety of Finance, Sales and Business Development roles. Currently, Chris has responsibility for leading the firm's accounting, operations and proprietary ERP software teams.

Chris Henry, VP, Sales: Chris joined SIS in 2000 to open the Indiana territory and lead the SIS sales team. Chris spent several years on the distributor side of industry and has a wealth of experience crafting unique IT solutions for customers.

Cecilia Wheeler, Director, HR: With a BSBA from Spalding University, a Masters in Management, and 15 years experience in HR, Cecilia started the Human Resources Department for SIS in 2007 and is responsible for finding and taking care of "The Talent Behind the Technology"!

Section II - Qualifications and Experience Supplemental Staffing

Section II - Qualifications and Experience of the Company in supplemental staffing contracts.
(1.3.2)

- 1) Provide a title page for the supplemental staffing category for which you are applying.
- 2) There are 21 Supplemental Staffing categories described in this RFQ (Attachment 1). The vendor must provide one client reference for each staffing category. The reference must include project description, a description of the person's duties, general value of the project, length of project, customer's name, contact's name, telephone number and e-mail address.

Web Programming

Web Programming Includes, but are not limited to; coding, testing, integration, debugging, modifying, compiling, documentation, change management, implementation training, enhancements and project management of programs and applications.

Reference

Project Description: eCommerce Site Development

Duties: Project Management, Requirements Defining, Architecture and Development

Value of Project: \$75,000

Length of Project: 4 months

Description of Work Performed: SIS supported Accuserv to design and deploy a new eCommerce website in support of Accuserv's UFPC Contractor Connection initiative. This project involves the website creation encompassing all artwork for the site, static site pages, login functionality, and product catalog functions including catalog pricing maintaining multiple customer price lists, managing customer favorites, ordering and full site administration capabilities. SIS worked hand in hand with Accuserv to develop this site in a cyclical manner with full visibility to the SIS testing site at each weekly status meeting to ensure prompt feedback and incremental functionality and design testing.

Performance Results: The system was successfully deployed and tested in beta, on the desired timetable, and with the desired commercial customer acceptance.

Customer

Name: Accuserve

Contact Name: Scott Terry

Telephone Number: 877-707-7378

e-mail Address: sterry@accu-serve.com

PC Programming

PC Programming Includes, but is not limited to; coding, testing, integration, debugging, modifying, compiling, documentation, change management, implementation training, enhancements and project management of programs and applications.

Reference

Project Description: Unified Plan Investment Fund Management

Duties: Hardware/Software architecture, software design and development, consultative services for 3rd party applications, Project Management, Mentoring and Training

Value of Project: \$2,000,000

Length of Project: 36 months

Description of Work Performed: Complete redesign of investment funds business model. Architecture, design and development of all customer and administrative interfaces, data management, data engines, data warehousing, investment management and proprietary calculations.

Performance Results: Project scope as identified in the project description is being successfully executed with full client satisfaction.

Customer

Name: Unified Trust Company

Contact Name: Michele Hardesty

Telephone Number: 859.514.3345

e-mail Address: michele.hardesty@unifiedtrust.com

Mainframe Programming

Mainframe Programming Includes, but Is not limited to; coding, testing, integration, debugging, modifying, compiling, documentation, change management, implementation training, enhancements and project management of programs and applications.

SIS is not bidding on Mainframe Programming.

Computer Systems Analysis

Computer Systems Analysis Includes, but is not limited to; requirements definition, data and process modeling, prototyping, conceptual design, detail design, integration design, documentation, initial implementation training, data base design, planning, systems conversion, systems migration, and project management

Reference

Project Description: Milk Security System Development Project

Duties: Technology Advisor, Senior Developer Architect, Project Manager

Value of Project: \$268,000

Length of Project: 12 months

Description of Work Performed: SIS assisted the University of Kentucky with an exciting research project to strengthen the security and business process surrounding the transportation of milk from the farm to the dairy processor on a national scale. The University's strong desire was to leverage students for the majority of the application development work, regardless of the timeline impacts. The work to be completed included mobile and web-based application requirements, database development, and strict security measures. To ensure the quality of the developed solution, the University engaged SIS to advise them on the appropriate platforms and tools to be used, and to provide oversight and mentoring throughout the life of the project.

SIS worked closely with the University to understand the business objectives, scalability, and security requirements. The project was designed to be rolled out in phases, including a proof of concept, a series of beta deployments, and commercial rollout. SIS provided recommendations for appropriate hardware and software platforms for each stage of deployment. SIS's Project Manager provided detailed leadership of timelines, critical path, and issue management. SIS's Senior Developer Architect provided advice and oversight to the student developers, including code reviews, one-on-one mentoring, and direct assistance with the more challenging or sensitive tasks such as database design, security requirement handling and deployment cycles.

The application was developed with a DB2 server database. For the mobile devices, Windows Mobile with custom .Net programming was leveraged. A secured, customized data synchronization routine was developed to support the specific online and offline requirements for the system. As well as providing enhanced security, this application was also designed to streamline the business process of milk collection, transportation management, and delivery.

Performance Results: The system was successfully deployed and tested in beta, on the desired timetable, and with the desired commercial customer acceptance. A second rollout was completed and successful. Additional rollouts will be planned based on customer readiness.

Customer

Name: University of Kentucky Research Foundation
Contact Name: Fred Payne, Professor of Food Engineering
Telephone Number: 859.257.3000 ext. 220
e-mail Address: fred.payne@uky.edu

Computer Systems/Network Security

Computer Systems/Network Security Includes, but is not limited to; analysis, assessment, planning, firewalls, virtual private networks, design and review, virus, on all levels and all software platforms.

Reference

Reference 1 Project Description: Information Technology Security Audit as part of the Financial Statement Audit.

Subcontractor: Strothman & Company PSC.

Duties: Execute security audit

Value of Project: Client confidential

Length of Project: 3 weeks

Description of Work Performed:

1. Management/Organization – We reviewed the IT organization, reporting processes, controls, staffing, job descriptions, termination procedures, segregations of duties, vacation policies, review processes, strategic planning, policies, information architectures, supervisory controls and personnel practices.
2. Systems Development and Maintenance – We reviewed the controls that assure that the process of planning, developing and modifying applications are done properly.
3. Operations – We reviewed controls over daily control procedures, problem escalation procedures, file handling/controls, data access, control of confidential reports, Business Continuity/Disaster Recovery Planning, supervisory review procedures, documentation and operational change control.
4. Physical Security – We reviewed access procedures over the computer room, file storage areas, documentation, offsite locations and physical security policies.
5. Networking and Data Security – We reviewed network architecture, policies and procedures over network changes, Network access controls including password policies and distribution controls. We reviewed user procedures and access controls including End-User computing.

Performance Results: Audit completed on schedule, within budget and meeting all requirements.

Customer

Name: Louisville Metro Government

Contact Name: Steve Ramirez, Chief Security Officer

Telephone Number: (502) 574-3658

e-mail Address: steven.ramirez@louisvilleky.gov

Database Management

Database Management Includes, but is not limited to; analysis, design, modeling, development, deployment, and management of databases on any platform. Conducts performance monitoring and measurement, stress testing, and quality control benchmarking.

Reference

Project Description: Unified Plan Investment Fund Management

Duties: Hardware/Software architecture, software design and development, consultative services for 3rd party applications, Project Management, Mentoring and Training

Value of Project: \$2,000,000

Length of Project: 36 months

Description of Work Performed: Complete redesign of investment funds business model. Architecture, design and development of all customer and administrative interfaces, data management, data engines, data warehousing, investment management and proprietary calculations.

Performance Results: Project scope as identified in the project description is being successfully executed with full client satisfaction.

Customer

Name: Unified Trust Company

Contact Name: Michele Hardesty

Telephone Number: 859.514.3345

e-mail Address: michele.hardesty@unifiedtrust.com

Desktop Support

Desktop Support includes, but is not limited to; installation of commercial off-the-shelf products, optimizing, desktop problem resolution analysis, installation of PCs, printers, scanners and other PC peripherals.

Reference

Project Description: PC Rollout

Duties: Hardware Technicians

Value of Project: \$75,000

Length of Project: 9 months

Description of Work Performed: Installation and configuration of desktop pc's and printers at variety of customer locations throughout state of Kentucky.

Performance Results: Project completed per contract specs and to client satisfaction.

Customer

Name: Whayne Supply

Contact Name: Wayne Seelye

Telephone Number: 502.774.4441

e-mail Address: wayne_seelye@whayne.com

Electronic Document Management

Electronic Document Management Includes, but is not limited to; imaging/digitizing, workflow analysis, indexing/queuing, system/application/network design and security, prototyping, implementation, system interface development, migration strategies, conversion, performance monitoring, stress testing, benchmarking, programming, systems analysis, database design, and initial implementation training.

Reference

Project Description: Pensions Enrollments

Subcontractor: GCR

Duties: Project Management, Document Processing

Value of Project: \$500,000

Length of Project: 36 months

Description of Work Performed: Processing activities include document scanning, data entry, data entry verification, business rule enforcement, and document disposition. Images and data are uploaded every 15 minutes via secure connection to client.

Performance Results:

- Accuracy rate above 99.9%
- Business rules consistently enforced
- 24 hour turnaround regularly reduced to 8 hours
- Ability to provide surge staff when workload increases
- 99.9% file transfer rate success and uptime

Customer

- Name:** Nationwide
- Contact Name:** Jim Coverstone
- Telephone Number:** 614-325-1534
- e-mail Address:** coversj@nationwide.com