



**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.

\*\*\*



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

**Request for  
 Quotation**

RFQ NUMBER  
**ITECH10**

PAGE  
**1**

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

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ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
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 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS		
11/18/2009						
BID OPENING DATE: 01/07/2010		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<b>REQUEST FOR QUOTATION</b>  THE PURCHASING DIVISION IS SOLICITING BIDS TO PROVIDE TEMPORARY STAFFING WITH COMPUTER TECHNICAL EXPERTISE AND TO PROVIDE IT SERVICES FOR PROJECTS.  ***** INQUIRIES  WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON WEDNESDAY, DECEMBER 9, 2009. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED.  ADDRESS INQUIRIES TO:  JO ANN ADKINS DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305  FAX: 304.558.4115 E-MAIL: JO.A.ADKINS@WV.GOV  ATTACHMENTS:  ITECH10 SPECIFICATIONS, DATED 11/18/2009, 30 PAGES. PURCHASING AFFIDAVIT						
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WV PURCHASING  
 DIVISION

**GENERAL TERMS & CONDITIONS  
PURCHASE ORDER/CONTRACT**

1. **ACCEPTANCE:** Seller shall be bound by this order and its terms and conditions upon receipt of this order.
2. **APPLICABLE LAW:** The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
3. **NON-FUNDING:** All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the terms of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
4. **COMPLIANCE:** Seller shall comply with all Federal, State and local laws, regulations and ordinances including, but not limited to, the prevailing wage rates of the WV Division of Labor.
5. **MODIFICATIONS:** This writing is the parties final expression of intent. No modification of this order shall be binding unless agreed to in writing by the Buyer.
6. **ASSIGNMENT:** Neither this Order nor any monies due, or to become due hereunder may be assigned by the Seller without the Buyer's consent.
7. **WARRANTY:** The Seller expressly warrants that the goods and/or services covered by this order will: (a) conform to the specifications, drawings, samples or other description furnished or specified by the Buyer; (b) be merchantable and fit for the purpose intended; and/or (c) be free from defect in material and workmanship.
8. **CANCELLATION:** The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
9. **SHIPPING, BILLING & PRICES:** Prices are those stated in this order. No price increase will be accepted without written authority from the Buyer. All goods or services shall be shipped on or before the date specified in this Order.
10. **LATE PAYMENTS:** Payments may only be made after the delivery of goods or services. Interest may be paid on late payments in accordance with the *West Virginia Code*.
11. **TAXES:** The State of West Virginia is exempt from Federal and State taxes and will not pay or reimburse such taxes.
12. **RENEWAL:** Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
14. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."



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<p>RESIDENT VENDOR PREFERENCE          EXHIBIT 10 - ADDENDUM ACKNOWLEDGEMENT</p> <p>TECHNICAL SUPPORT</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON          ..... AND EXTENDS FOR A PERIOD OF ONE (1)          YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS          NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE          ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL          NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE          TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY          REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS          WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE          IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND          PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE          CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL          WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR,          SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30)          DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL          BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE          ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE          (1) YEAR PERIODS.</p>						
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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p><b>CANCELLATION:</b> THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p><b>OPEN MARKET CLAUSE:</b> THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p><b>QUANTITIES:</b> QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p><b>ORDERING PROCEDURE:</b> SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p><b>BANKRUPTCY:</b> IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
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<p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION        PURCHASING DIVISION        BUILDING 15        2019 WASHINGTON STREET, EAST        CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
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ADDRESS CORRESPONDENCE TO ATTENTION OF  
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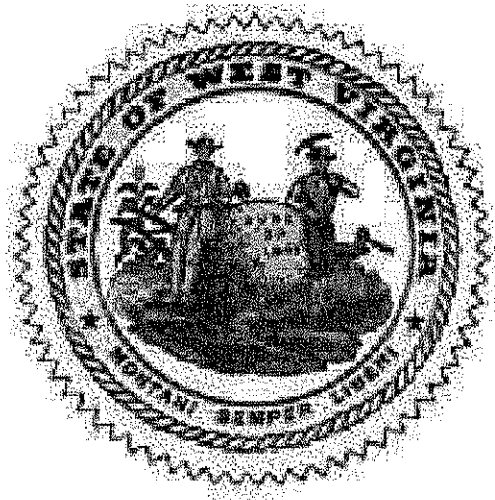
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RFQ. NO.:				ITECH10		
BID OPENING DATE:				01/07/2010		
BID OPENING TIME:				1:30 PM		
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
				304-720-3257		
CONTACT PERSON (PLEASE PRINT CLEARLY):						
				Rich Edwards		
***** THIS IS THE END OF RFQ ITECH10 ***** TOTAL:						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE	TELEPHONE			DATE		
<i>Rich Edwards</i>	304-720-5151 x222			1-11-2010		
TITLE	FEIN		ADDRESS CHANGES TO BE NOTED ABOVE			
<i>President</i>	55-0731938					

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**RFQ Number: ITECH10**

**To provide temporary staffing with computer technical expertise  
and to provide IT services for projects**

**Proposal Response submitted by:**

**Fenwick Technologies, Inc.  
500 Virginia Street E. Suite 530  
Charleston, WV 25301**

**Ph: 304-720-5151 x 222**

A handwritten signature in cursive script that reads 'Rich Edwards'.

**Authorized Contact Person** \_\_\_\_\_

**Rich Edwards**

**Date: 1/6/2010**

**We certify that we have read, understand, and agree to all the conditions and requirements of the ITECH10 RFQ and do not propose any changes to the terms and conditions.**





Rich Edwards  
President  
500 Virginia Street E.  
Suite 530  
Charleston, WV 25301

Ph: 304.720.5151 x 222  
Fax: 304.720.3257  
email: rich.edwards@fentech.com

---

January 6<sup>th</sup>, 2010

Jo Ann Adkins  
WV Department of Administration  
Purchasing Division  
2019 Washington Street East  
Charleston WV 25305

Dear Ms. Adkins:

Fenwick Technologies Inc. is pleased to submit a response to RFQ ITECH10. Fenwick is a resident West Virginia business operating since 1994 and is a leader in IT services in West Virginia.

To complement our internal capabilities, we have assembled a premier team to support the State of West Virginia's supplemental staffing and IT project outsourcing needs.

The Fenwick team includes other West Virginia resident companies and many of the national leaders in the IT Professional Services industry. Among others, our team includes Computer Aid, Probys Inc., Prosource, Strativia, Triune, CityNet, ImageServ, TecPort, One Point Security Solutions, and SRA.

As requested in section 1.6 of the RFP, we confirm that Fenwick meets all mandatory requirements of this RFQ.

Please contact me personally if you have any questions regarding our proposal.

Sincerely,

A handwritten signature in cursive script that reads "Rich Edwards".

Rich Edwards  
President

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## **Section I - Company History, Organization, Key Personnel, Industry Partners**

### ***1.1. Company Data***

Company Name	Fenwick Technologies, Inc.
Mailing Address	500 Virginia Street E., Suite 530 Charleston, WV 25301
Federal Tax Number	55-0731938
D&B Number	026905260

### ***1.2. Company Contact Info***

Contact Name	Rich Edwards
Contact Address	500 Virginia Street E., Suite 530 Charleston, WV 25301
Contact Telephone	304-720-5151x 222
Local Fax	304-720-3257
Contact Email	rich.edwards@fentech.com

### ***1.3. Date Established***

Date Company Established	1994
Full Time Employees as of 11/1/2009	36 Full time employees 24 Full time subcontractors

## ***I.4. Company History, WV Support Team, Key Personnel, Contract Partners***

### **I.4.1 Company History**

Keith Comstock, along with his brother David, founded Fenwick Technologies, Inc. as a West Virginia corporation in 1994. Prior to launching Fenwick, both men had acquired significant experience working for other IT service businesses. Initially the company focused on LAN/WAN integration. From its inception, Fenwick has concentrated on providing services to government clients.

Some of the most notable engagements in the formative years of the company included:

- A large LAN/WAN design and installation for Volvo North America
- Design and installation of LANs for the military schools at Fort Campbell

Fenwick grew and began branching into application development. The first significant project involved a major web portal system for TASC (later acquired by Northrop Grumman). That was followed by a web services project for SAIC in support of the Air Force.

In 1998 Fenwick launched an ISP service and became a major wholesaler of ISP services across most of the USA. Fenwick's network actually provided more local phone support for its customer base than AOL at that time.

After launching the ISP service, it was a natural progression to build a web site development practice. That business designed and developed many of the web sites by businesses in the tourist and hospitality industries in West Virginia.

Fenwick became one of the most respected IT services companies in WV and has supported dozens of projects across a large cross section of clients.

In 2001 Keith Comstock accepted an appointment as the Chief Technology Officer for the State of West Virginia under Governor Bob Wise's administration. To avoid any possibility of a conflict of interest, he divested himself of his portion of Fenwick stock and focused on his role as WV CTO.

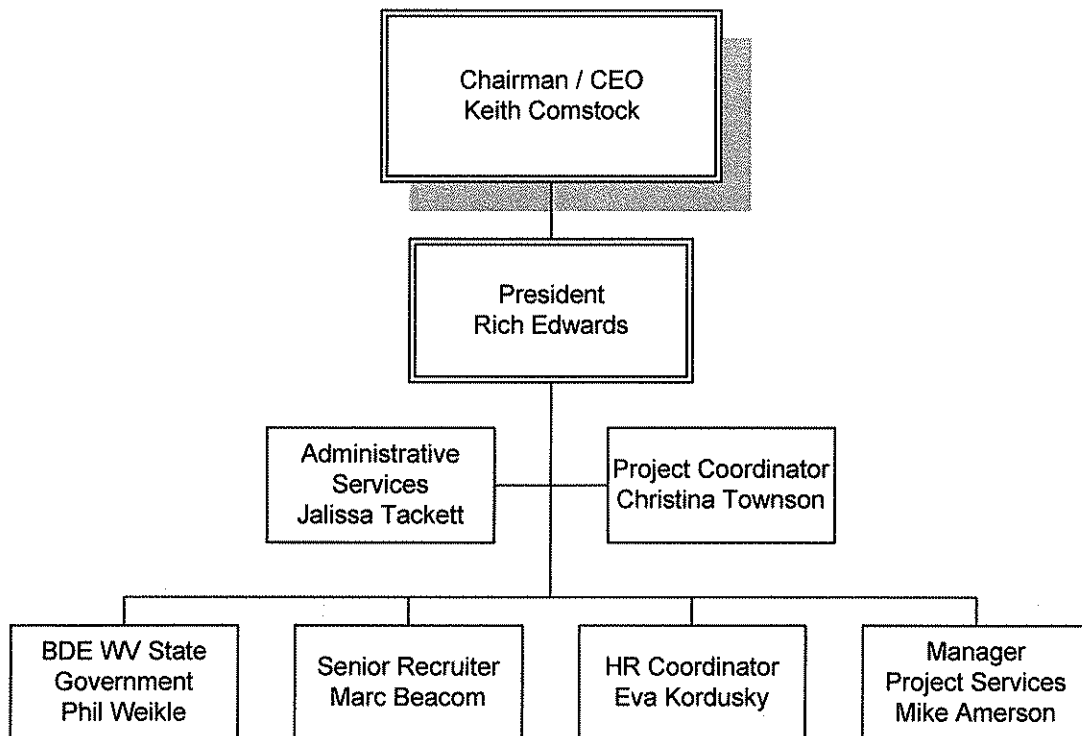
In late 2004 Keith reacquired control of Fenwick and in 2005, Rich Edwards, former area manager for CDI IT Services, joined Fenwick as president. Rich brought over 30 years of experience in the IT Services domain to the company as well as 20 years of experience in providing IT Services to the state of West Virginia.

In 2006, Fenwick was named a supplier of IT services with the state of West Virginia under the ITECH06 contract and has become one of the top performers for many state agencies under that contract.

Today, Fenwick is one of the largest West Virginia owned and operated small business concerns providing IT services in the state. Fenwick serves a range of clients that includes state government, federal government, and commercial businesses.

## I.4.2 State of West Virginia Support Team

Fenwick has created a team to support our business under the ITECH10 contract (see Figure 1 below). Except for the CEO, every member of this team is based in Charleston WV, allowing Fenwick to provide unparalleled response to the needs of WV state government. Mr. Marc Beacom will serve as the single-point-of-contact (SPOC) for requirements published under the ITECH10 contract to ensure that all requests are quickly directed to the person best able to respond. In addition, both the CEO and the president will maintain a visible presence within the management and user community of the State. One or both of them will conduct quarterly reviews with the State's senior management team to assess Fenwick's performance and to determine areas for improvement.



**Figure 1**  
**West Virginia State Government Team**

### **I.4.3 Fenwick Key Personnel**

#### **CEO – D. Keith Comstock**

Mr. D. Keith Comstock, CEO, co-founded Fenwick Technologies, Inc. in 1994. Prior to that, Keith worked in several management roles for multiple companies providing government IT services. Keith serves as a Senior Fellow for the Folsom, California based Center for Digital Government and has published numerous articles for Government Technology Magazine and Public CIO magazine. During Governor Bob Wise's administration, he served as the State of West Virginia's Chief Technology Officer (CTO), managing the Governor's Office of Technology, and concurrently served as the Special Advisor to the Governor for Technology.

#### **President – Rich Edwards**

Mr. Rich Edwards, President, joined Fenwick in 2005. Prior to becoming Fenwick's president, Rich managed a three state region for CDI IT Services and grew the region to become the 5th largest revenue producer nationally for CDI. Prior to working at CDI, Rich founded an IT reseller and services company in Charleston WV that grew to become the largest network integration company in the state, with state government being one of the company's largest clients. Rich has been successfully marketing IT products and services to various WV state government agencies since 1985. Rich began his career in the IT department at Ashland Oil, Inc., a fortune 50 company at that time.

#### **Business Development Executive – Phil Weikle**

Mr. Phil Weikle, Business Development Executive, recently joined Fenwick. Phil will provide senior consultative business analysis services to state agency IT leaders. Prior to joining Fenwick, Phil worked twelve years as Chief Information Officer (CIO) at the West Virginia Department of Health and Human Resources, two and a half years as CIO at the former West Virginia Workers' Compensation Commission, and two and a half years as CIO at BrickStreet Insurance.

#### **Senior Recruiter – Marc Beacom**

Mr. Marc Beacom, senior recruiter, joined Fenwick in 2007. Marc has over 20 years experience serving government and commercial clients in providing information technology professional services. For Fenwick, Marc continues to serve clients personally and also recruits technical talent that meets with the client's needs. Prior to working at Fenwick, Marc worked for CDI IT Services and prior to CDI, Marc worked at MicroAge. Both those organizations provided IT products and or services to West Virginia state government. Marc made significant contributions to the success of both those organizations in the West Virginia region.

### **I.3.1.4 Contract and Industry Partners**

Fenwick has assembled a premier team of partners to support the State of West Virginia's requirements for both staff augmentation and IT project outsourcing. Our team includes both large industry leading companies and smaller West Virginia based companies. The combined resources of the Fenwick team give the State access to an unprecedented wealth of IT technical resources. Following is a brief synopsis of each Fenwick team member.



*"World Leader in IT Process and Productivity."*

**CAI Computer Aid, Inc.** [www.compaid.com](http://www.compaid.com)

CAI was founded in 1981 with start-up money from the Commonwealth of Pennsylvania. With headquarters in Allentown, CAI is currently a \$180 million, privately-held company specializing in technical and management disciplines associated with business and government information technology (IT) services and consulting. We currently employ more than 2,200 technical professionals and business associates in over 30 branch offices across the U.S. and overseas.

During the past 25 years, CAI has provided IT consulting and application development services to local, state and federal government entities, as well as Fortune 1000 companies.

Since 1991, CAI has been providing IT support to state agencies across the country. Our current state clientele includes Florida, New York, Pennsylvania, Virginia, Louisiana, Minnesota, Kentucky, Wisconsin, Indiana, and Delaware. Today we have offices in Washington, D.C., and eight state capitals.



**Triune Software, Inc.** [www.triunesoftware.com](http://www.triunesoftware.com)

Since its founding in 1993, Triune has blended domain expertise with proven technology to provide value-added solutions in information system planning, design, development, implementation and sustainment. Triune continues to enhance its role in creating new knowledge management solutions by bringing together state-of-the-art tools, technologies and methods.

Triune Group offers customers a complete suite of management and consulting services. As government and commercial enterprises strive to connect core communities of practice and become more efficient, they increasingly turn to Triune Group to meet their needs. Triune's staff consists of highly professional management consultants and software developers, who apply a comprehensive base of knowledge and experience to every project in the areas of planning, problem solving, and decision facilitation.





**PROBYS** [www.probys.com](http://www.probys.com)

Established in 1994, PROBYS is one of the fastest growing software development and consulting organizations in the Midwest with over 400 consultants and annual revenue exceeding 35 million dollars.

PROBYS has been providing consultants for some of the country's foremost industry giants both in the private sector and with government agencies.

PROBYS' consultants have provided valuable services to organizations such as Deloitte Consulting, Nissan, Oracle, Microsoft, and the States of Texas, Indiana, Florida, West Virginia, Wisconsin, New York, and Delaware.

PROBYS provides a broad range of IT services, including Internet Technologies / E-Commerce, CRM, ERP, Client Server, Legacy Systems support and conversion, and Custom Software Development and Support.

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**ProSource Solutions LLC** [www.prosource-corp.com](http://www.prosource-corp.com)

ProSource Solutions LLC (ProSource) is an Ohio Based Corporation founded in 2003 serving primarily Ohio Valley and Great Lakes Organizations. Most Customers are large enterprise organizations in both commercial and government sectors and include: BrickStreet Insurance, Kroger, Microsoft (our largest customer), Goodyear, PNC, Diebold, Timken, Summit County, State of Ohio, Akron University, Kent State University, City of Akron, and Summit County Common Pleas Court.

ProSource's primary business is Microsoft based Technology Consulting and Contracting Services. ProSource Solutions, Inc. (ProSource) is unequivocally the premier Microsoft Gold Partner in Microsoft's Heartland District for Consulting and Contract Services especially for MOSS 07 and SharePoint. ProSource is the most recommended (by Microsoft) Partner in the Region for large enterprise SharePoint Projects, and also is the largest provider of development and infrastructure personnel to Microsoft Consulting Services in Microsoft's entire Central Region.

ProSource is Microsoft Certified in:

- PDS (SharePoint Planning and Deployment Service);
- BVPS (Business Value Planning Services)
- Services Ready for Portal, Collaboration and Search.
- 5 Gold Certifications:
- Networking Infrastructure Solutions

- Information Worker Solutions
  - Database Management Solutions
  - SOA and Business Process Solutions
  - Database Management Solutions
  - Business Intelligence Solutions
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**SRA International Inc.** [www.sra.com](http://www.sra.com)

SRA is dedicated to solving complex problems of global significance for clients in national security, civil government and global health. With three decades serving these clients, SRA delivers the expert knowledge, technical tools and trusted solutions for missions that matter – to us, our clients and the world.

Founded in 1978 and headquartered in Fairfax, Virginia, SRA provides the expert knowledge, technical tools and solutions that governments, agencies and companies need to improve performance, reduce costs and risks, introduce enterprise efficiencies and enhance human health.

#### **SRA at a Glance**

- Named to FORTUNE Magazine’s “100 Best Companies to Work For” list for ten consecutive years
  - Profitable every year since inception with growth at an average annual rate of over 15%
  - More than 6,900 employees located around the world
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**Strativia** [www.strativia.com](http://www.strativia.com)

Strativia is a software development and services company specializing in custom development of enterprise, web applications and Mobile & Wireless Development. We are headquartered in the state of Maryland. In addition to our custom development services, we have off the shelf software applications that been distributed throughout the U.S. and in several countries worldwide. Our custom software development and services areas include the following:

- Web Application & Enterprise Systems Development
- Mobile & Wireless Development
- Source Code Audits & Project Rescue
- Software Testing & Quality Assurance

- Program & Project Management
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**ImageServ** [www.imageserv.net](http://www.imageserv.net)

Maureen O'Toole, a Certified Document Imaging Architect, with a Masters in Business Administration and 24 years of experience is qualified to consult and to provide analysis for Enterprise Content Management (ECM).

Maureen's Consulting services include inventory of all documents and electronic data to be managed by an ECM. In addition to the quantity and physical attributes of the records, we determine the origin, growth rate, usage, and ownership of the documents. We identify problems and inefficiencies in the present system and propose counter measures through the implementation of technology.

We make records management recommendations regarding retention, disposition, and compliance with the Rules of Evidence (see below) and the many regulations with which a business must comply. System security requirements are defined also.

As we evaluate current databases and network infrastructure and calculate the storage requirements of an ECM, we also develop specifications for a system that meets the needs and expectations of your organization and coordinate the implementation of that system.

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**Citynet, LLC** [www.citynet.net](http://www.citynet.net)

Citynet, LLC is a full service telecommunications and managed services provider in West Virginia, Pennsylvania, and Ohio. Services offered include: local and long-distance telephone service, Internet service, Web site hosting, e-mail, specialized software creation services, data services, and managed IT services.

Citynet consists of nearly 100 very skilled and well-educated employees with principal headquarters located in Bridgeport, West Virginia. Citynet also has major work centers in Morgantown and Charleston, West Virginia; and Columbus, Ohio. Our major network switching centers are located in Charleston, West Virginia, Pittsburgh, Pennsylvania and Columbus, Ohio. The Citynet senior management team consists of 13 individuals with a wealth of telecom and technology experience. This senior management team represents well over 215 combined years in the telecom/technology sectors (an average of 16 years experience per person). It is this depth and breadth of experience that allows Citynet to solve complex network and operations challenges and deliver dynamic, cutting-edge solutions that touch nearly every corner of telecommunications and information technology. The strategy and vision of Citynet's executive team is executed by an impressive team of highly-trained, highly-credentialed

professionals. Citynet prides itself on its track record of customer satisfaction, and its ability to understand our customer's requirements and to offer tailored solutions to ensure their success.

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**TecPort Solutions, Inc.** [www.tecportsolutions.com](http://www.tecportsolutions.com)

TecPort Solutions is a full-service IT consulting firm with expertise in developing and supporting software applications. Our focus is on leveraging technology and people to provide value-added solutions regardless of whether you need an entire team or a single resource. This focus, coupled with a dynamic and flexible corporate culture, creates an unbeatable synergy for enabling you to achieve mission deliverables and strategic goals.

Through our team-based solution, TecPort Solutions identifies non-strategic work trends; provides real-time comprehensive reports; and implements process-driven methods. Our team-based application development approach delivers metrics-based results. Sophisticated management techniques, comprehensive quality programs, and the use of highly skilled technical professionals, guarantee your success. Our best-practices approach to estimating, quality assurance, and project management produces desired results, the first time, every time.

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**One Point Security Solutions LLC** [www.onepointsecurity.com](http://www.onepointsecurity.com)

One Point Security Solutions LLC is a wholly owned subsidiary of NIC Inc (NASDAQ: egov), an e-government service provider. One Point is an information security services company that specializes in performing assessments, reviews, and audits of organizations networks, systems, servers, and general information systems operating environments. One Point applies an audit methodology to the information security assessment process by utilizing standard workprograms to drive the assessment work. Among the services offered, One Point performs, internal network assessments, external network assessments, penetration testing, wireless network security assessments, war-dialing assessments, and system configuration reviews. All field consultants for One Point maintain certifications that must include at least one of the following: CISSP, CISA, or CISM.

## **Section II – Qualifications and Experience in Supplemental Staffing Contracts**

### ***II.1. Fenwick's Team Approach***

Fenwick was founded in 1994 and rapidly developed into one of the leading IT solutions providers among the growing cadre of resident West Virginia IT companies. Fenwick is an experienced full-service IT solutions company with additional capabilities in the staff augmentation industry. We offer a full range of flexible staffing options including standard contract staff augmentation, direct sourcing, contract-to-hire, and pay-rolling. Our competent, dedicated staff will work with the State of West Virginia to meet or exceed your expectations for staffing requirements. Fenwick and its staff have developed a reputation for the quality services we provide to our customers. A 100% Customer Satisfaction target is an important goal of our company.

Although Fenwick is well positioned to provide many services to the State of West Virginia with our own resources, because of the sheer size and scope of the State's potential requirements, we recognize that no one company can meet every requirement of the State with the best candidates in the most timely manner with only internal resources. In order to meet that challenge, Fenwick has assembled a team of companies with broad staffing experience across all the staffing categories in the ITECH10 RFQ. This team will give the State of West Virginia access to some of the best talent available anywhere in the USA.

Fenwick's team members are listed below. For more information on each team member, please refer to section I.3.1.4 in this proposal – "Contract and Industry Partners."

- Computer Aid, Inc.
- Triune Software, Inc...
- Probys Inc.
- Prosource Solutions, LLC
- SRA International, Inc.
- Strativia
- Citynet
- ImageServ
- TecPort
- One Point Security Solutions

The Fenwick team has provided high-value IT staffing solutions to both government and commercial clients across a broad range of service-based industries. Our team's experience, capabilities, and resources are unequalled in the industry. We will ensure the State of West Virginia has a local single-point-of-contact (SPOC), and will make certain that all requirements are addressed in a timely and efficient manner.

Fenwick SPOC's are responsible for overall contract performance. In this capacity, they formulate and enforce work standards, assign contractor schedules, review work discrepancies,

supervise personnel and communicate customer policies, purposes, and goals. When assigned to a client, they are authorized to interface with our customer at all levels, including the customer's Chief Information Officer, project manager, and agency representatives.

The model of using a multiple-company team approach with a SPOC is a proven model that has been embraced by many of the leading IT staffing companies in the industry. It has been proven so efficient that some clients have so fully implemented the model they have established a staffing contract with only one supplier and allow that one supplier to distribute their requirements to a stable of team members. This model gives the client access to the resources of many companies while administratively dealing with only one company and one SPOC. It actually saves the client money since the client deals with only one company and receives invoices from only one company, regardless of how many companies are represented by the team of contractors on site. Utilization reports are also easier to manage since they are coming from only one company.

The key to making this model work is for the company at the top of the tier – in this case Fenwick – to be committed to filling the client's requirements with the best available candidate in the quickest amount of time, regardless of whether the candidate comes from the top tier company or one of the team members. Fenwick makes that commitment to the State of West Virginia and we eagerly anticipate implementing the model and demonstrating its efficiencies to the State.

This model will give the State of West Virginia access to the resources of some of the biggest and best IT companies in the USA *while simultaneously allowing the state to benefit from the dedication, care, and attention* that can only be provided by a local West Virginia based company which shares the same goals and ideals of the State, i.e. helping the agencies develop and maintain world class IT systems that will enable us to make our government more efficient and competitive in the struggle to grow our state's economy.

## ***II.2. Fenwick's Fulfillment Process***

Fenwick employs a proven approach for sourcing quality IT contractors, which results in successful assignment completion for our customers. Fenwick's qualifications and experience in providing IT personnel is built upon the strength of our highly structured business and recruiting methodology. Our IT recruiting specialists understand the technology profession and the changing marketplace. We work to our business model, which encompasses the full recruiting cycle including identification of needs, sourcing, qualifying, submitting, and continuous communication.

Potential candidates will be selected once we thoroughly understand the requirements of an opening. All candidates will be pre-screened and qualified, including interviews, reference checks, and technical testing. Our comprehensive screening and qualification process is part of what defines Fenwick's staffing qualifications. In short, it is the goal of Fenwick to provide candidates that have been so thoroughly screened and qualified that the State of West Virginia could have the confidence it could hire a Fenwick candidate without even conducting an interview and know the candidate could do the job. Although that is Fenwick's goal, as an added level of assurance, Fenwick recognizes the State will conduct its own interviews.

### ***II.3. Supplemental Staffing References***

The Fenwick Technologies, Inc. team is pleased to provide references for ALL of the categories.

### **II.3.1 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.



Customer Name	WV Dept. of Environmental Protection Information Technology Office
Contact Name	Jerry Forren
Contact Telephone	304.926.0499 x 1310
Contact Email	Jerry.A.Forren@wv.gov
Contact Address	601 57th Street S.E., Charleston, WV 25304
Staffing Category	<b>Web Programming</b>
Project Description	<p><u>Project Description</u> The project described in the following sections is the Office of Special Reclamation Systems Modernization project.</p> <p><u>User Community</u> This data processing system will support the Office of Special Reclamation Program Organization Groups of Complaints, Planning, Realty, In-House Design, External Design, Construction, Stream Restoration, and Administrative and Financial.</p> <p><u>Technical Characteristics</u> Building upon the technical infrastructure of the recently developed WebAML system for the Office of Abandoned Mine Lands and Reclamation, the Special Reclamation Project will be extended from a software foundation consisting of ColdFusion, Ajax, Fusebox, and EXT Javascript library.</p> <p>This foundation provides a modern web-based interface where the interaction with dynamic pages is enhanced, the development effort is standardized and shortened, and the technical risk is minimized. An early task of the project will be a validation prototype.</p> <p>The data will be stored our Enterprise Oracle Database system and user interface provided by WVDEP's Internet Information Servers and Cold Fusion Application Servers. Both the database and application servers will be configured in a clustered fail over topology.</p> <p><u>Design Characteristics</u> Consistent and flexible event tracking and reporting will be provided using a Database Design specifically tuned for these functions.</p> <p>This Design will then be expanded to include dollar tracking and reporting and more focused organizational group support.</p>
General Value	\$292,000
Project Length	Approximately 2 years
Description of duties	<p>Developed web-based dynamic database driven enterprise-level web sites using Javascript and XML, in an AJAX configuration.</p> <p>Utilized ColdFusion for dynamic database driven enterprise-level web based systems, as well as Oracle RDBMS, SQL tuning, PL/SQL development skills, as well as Data Modeling, analysis and design experience. Also used PowerBuilder client/server development.</p>

### **II.3.2 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.

Customer Name	WV Dept. of Environmental Protection Information Technology Office
Contact Name	Jerry Forren
Contact Telephone	304.926.0499 x 1310
Contact Email	Jerry.A.Forren@wv.gov
Contact Address	601 57th Street S.E., Charleston, WV 25304
Staffing Category	<b>PC Programming</b>
Project Description	<p>TMDL Enhancement Project</p> <p>The Total Maximum Daily Load of pollutants allowable in a stream is partly developed using a TMDL modeling tool based upon EPA's Qual2E model, which is a Microsoft Windows system written using MS Access and VBA for data and processing and MS Excel as the user interface. The TMDL model is currently operated off-site by a contractor for DEP.</p> <p>This task involves loading the existing tool(s), including data and software, onto DEP servers, migrating data stores to Oracle and enhancing the user interface to allow TMDL modeling to be performed in a more real-time manner.</p>
General Value	\$60,000
Project Length	Approximately 6 months
Description of duties	Developed client/server system using a variety of PC Development tools like MS Access, VBA, Excel, as well as also using Javascript and XML, in an AJAX configuration. Other work involved utilizing ColdFusion, Oracle RDBMS, SQL tuning and PL/SQL.

### **II.3.3 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.

Customer Name	New York Department of Taxation and Finance
Fenwick Partner	Computer Aid
Contact Name	Terrence Atwater
Contact Telephone	518.457.7929
Contact Email	Terrence_Atwater@tax.state.ny.us
Contact Address	State Campus, Building 8A, Albany, NY
Staffing Category	<b>Mainframe Programming</b>
Project Description	<p>CAI is the primary vendor for Programming and the secondary vendor for Management on the Department of Taxation and Finance (DTF) MASA Contract. e-MPIRE is a complete rewrite of the New York State tax system that includes migrating off of existing legacy systems onto an IBM mainframe with a web interfaced front end. These legacy systems were originally put into place over 30 years ago and have been updated with new legislative mandates on an annual basis. All of the development and transition is taking place at the same time as new mandates for the annual cycle are being implemented.</p> <p>Our role has been one of providing staff to supplement the needs of the agency. Our DTF team is currently over 70 consultants strong and continues to grow. The majority of our people have expertise in COBOL, DB2, and MQ Series but we also have consultants working with J2EE, Unisys, Foxpro and Business Continuity Planning. We are providing consultants in the following categories of expertise:</p> <ul style="list-style-type: none"> <li>• Application Development Mainframe</li> <li>• Data Conversion</li> <li>• Internet/Intranet Application Development</li> <li>• System Management (including team leaders, architects and technical supervisors)</li> <li>• Data Conversion</li> <li>• Information Security</li> </ul> <p>We provide an on-site account manager to serve as single point of contact for DTF and handle all day-to-day customer and personal issues.</p>
General Value	\$15 Million
Project Length	Two years
Description of duties	Rewrote New York State tax system including migrating off of existing legacy systems onto an IBM mainframe with a web interfaced front end. The main duties included mainframe application development, data conversion, internet/intranet application development, system management, information security and account management.

### **II.3.4 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.

Customer Name	Pennsylvania Department of Revenue
Fenwick Partner	Computer Aid
Contact Name	Kevin Milligan
Contact Telephone	717.787.6737
Contact Email	kmilligan@state.pa.us
Contact Address	7th Floor, Strawberry Square, Harrisburg, PA 17120
Staffing Category	<b>Computer Systems Analysis</b>
Project Description	<p>In response to urgent legislative mandate, the Pennsylvania Department of Revenue (DOR) engaged CAI to lead a strategic consulting engagement to determine the Commonwealth's projected return on investment (ROI) for a license tax clearance system integrating checks and balances across seven agencies. The project required all agencies to amass critical business data related to human resource (HR) and technical costs associated with their organization; our job was to structure and facilitate the process, collect and evaluate the data, investigate/interview the revenue departments of approximately 25 states with similar integration, and present the results to our client.</p> <p>The CAI team reported to a DOR project manager and worked closely with the 14-person DOR steering committee and representatives from the other six agencies. They conducted multiple sessions describing the proposed legislation and helped develop a survey instrument for agency use. They conducted 13 group interviews of technical and business Commonwealth stakeholders across all departments. The focus of the effort was specifically to calibrate the cost of the current systems and projected operational costs and requirements for the new business model. The project entailed a high-level design for the e-Government interfaces between the agencies. It also required analysis of similar programs in other states.</p>
General Value	\$90,000
Project Length	Three months
Description of duties	<p>The duties included systems analysis to determine the Commonwealth's projected return on investment (ROI) for a license tax clearance system integrating checks and balances across seven agencies. This required us to structure and facilitate the process, collect and evaluate the data, investigate/interview the revenue departments of approximately 25 states with similar integration, and presents the results to our client.</p> <p>The focus of the effort was specifically to calibrate the cost of the current systems and projected operational costs and requirements for the new business model. This included a high-level design for the e-Government interfaces between the agencies. It also required analysis of similar programs in other states.</p>

### **II.3.5 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.



Customer Name	Pennsylvania Department of Agriculture
Fenwick Partner	Computer Aid
Contact Name	Sean Crager
Contact Telephone	717.705.8897
Contact Email	scrager@state.pa.us
Contact Address	2301 N. Cameron St., Harrisburg, PA 17110
Staffing Category	<b>Computer Systems/Network Security</b>
Project Description	CAI consultants performed a two month Enterprise Information Technology (IT) Assessment. The department's IT infrastructure was reviewed and documented and recommendations for improvement were made. The assessment of this multi-location agency included security, LAN and WAN, storage and data, server and desktop hardware and software and organizations, policies, procedures and standards used by the IT infrastructure. Successful completion of this project allowed the CIO to identify and prioritize strengths and weaknesses in the IT infrastructure and take actions align IT with the department's goals and the CIO's vision.
General Value	\$23,760
Project Length	Two months
Description of duties	CAI consultants performed a two month Enterprise Information Technology (IT) Assessment. The department's IT infrastructure was reviewed and documented and recommendations for improvement were made. The assessment of this multi-location agency included security, LAN and WAN, storage and data, server and desktop hardware and software and organizations, policies, procedures and standards used by the IT infrastructure. Successful completion of this project allowed the CIO to identify and prioritize strengths and weaknesses in the IT infrastructure and take actions align IT with the department's goals and the CIO's vision.

### **II.3.6 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.

Customer Name	WV Dept. of Forestry
Contact Name	Scott Fairchild
Contact Telephone	304.558.2788
Contact Email	M.Scott.Fairchild@WV.gov
Contact Address	4750 Brenda Lane, Charleston, WV 25304
Staffing Category	<b>Database Management</b>
Project Description	The goal of this work is to move all the data and metadata from Access to Oracle, but to use the MS Access on the front end to enter new data and to manage existing data for analysis and reporting purposes, on an interim basis. The eventual goal of this project will be to develop a web-based front end as a replacement for the Access front end; conversion to the web-based version will be a future project.
General Value	\$25,000
Project Length	Approximately 4 months
Description of duties	<p>Made necessary changes to the Access data structures, to help create Oracle DB tables from the Fire Access DB tables, and to copy the Access data from the Access DB tables to the newly created Oracle Fire DB tables.</p> <p>Along with the aforementioned Access-to-Oracle conversion, duties included creating connectivity between the existing Access front end and the newly created Oracle DB, so that WVDOF Fire program staff can use their existing queries, formulas, reports, etc, against the new Oracle DB.</p> <p>Also added the ability for WVDOF field personnel to enter fire information into their laptop for download to the Fire DB at their next opportunity.</p> <p>Added the ability for WVDOF field personnel to retain photographs of a fire scene for future documentation. These photographs can be stored as a separate file with an optional link in the fire report to view the photographs.</p>

### **II.3.7 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.

Customer Name	Florida Department of Transportation
Fenwick Partner	Computer Aid
Contact Name	Greg Rudzik
Contact Telephone	850.414.4200
Contact Email	greg.rudzik@dot.state.fl.us
Contact Address	605 Suwannee Street, Tallahassee, FL 32399
Staffing Category	<b>Desktop Support</b>
Project Description	<p>CAI currently serves as co-administrator of FDOT's SMS environment. They are responsible for software development and distribution. The team develops customized SMS reports to display specific data as requested by management. It also their responsibility to maintain existing servers and deploy new ones if necessary. Such servers include; FDOT's San attached file servers, DHCP servers, Print Servers, SMS servers, RIS Servers, and SUS servers. CAI has also implemented Veritas StorageExec. The CAI team configures regularly scheduled reports to management via email and performs follow-up tasks to aid in the clean-up of these file servers. Future goals for StorageExec include implementing disk policies and quotas.</p> <p>In addition to these services, CAI has also played a consulting role, putting forth recommendations for storage management options and a new print server solution. They have developed Group Policy Objects including security configurations, software distribution, and desktop standardization.</p>
General Value	\$1.5 Million / year
Project Length	Six years
Description of duties	<p>CAI currently serves as co-administrator of FDOT's SMS environment. They are responsible for software development and distribution. The team develops customized SMS reports to display specific data as requested by management. It also their responsibility to maintain existing servers and deploy new ones if necessary. Such servers include; FDOT's San attached file servers, DHCP servers, Print Servers, SMS servers, RIS Servers, and SUS servers. CAI has also implemented Veritas StorageExec. The CAI team configures regularly scheduled reports to management via email and performs follow-up tasks to aid in the clean-up of these file servers. Future goals for StorageExec include implementing disk policies and quotas.</p> <p>In addition to these services, CAI has also played a consulting role, putting forth recommendations for storage management options and a new print server solution. They have developed Group Policy Objects including security configurations, software distribution, and desktop standardization.</p>

### **II.3.8 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.

Customer Name	WV Lottery
Contact Name	Monica Robinson-- Project Manager
Contact Telephone	304.558.0500 x 300
Contact Email	MROBINSON@WVLOTTERY.COM
Contact Address	312 MacCorkle Ave SE, Charleston, WV 25301
Staffing Category	<b>Electronic Document Management Systems</b>
Project Description	<p>The West Virginia Lottery engaged Fenwick Technologies for a qualified consultant to provide analysis for an Enterprise Content Management (ECM) system. The project included an update to prior electronic document management system evaluation including a needs analysis for each division, inventory of volume of documents by division, assess current and needed systems integration, evaluation and estimation of needed ECM components necessary, assessment of workflows and records management, for long-term archiving, automation of retention and compliance policies, ensuring legal, regulatory and industry compliance.</p> <p>Web content Management for automating the Webmaster function and managing dynamic content and user interaction</p> <p>Draft specifications for Request for Proposal for Lottery review and approval.</p>
General Value	\$150,000
Project Length	Approximately 12 months
Description of duties	<p>The project description above provides a description of duties. In addition, below is a list of the items that were inventoried for this project:</p> <ul style="list-style-type: none"> <li>• Volume of Documents by Division</li> <li>• Physical description of files to include size, color, condition and number of cabinets utilized</li> <li>• Provide Content Inventory which includes determining the origin of documents, growth rate of the documents, size and</li> <li>• condition of documents, frequency of updates, ownership of the documents and content, and frequency of access to the documents</li> <li>• Needs Analysis for each division: <ul style="list-style-type: none"> <li>• Number of applications</li> <li>• Number of users requiring access to each application</li> <li>• Determine cross-division access</li> <li>• Confidentiality of documents or information contained within documents</li> <li>• Define problems, inefficiencies, and duplication within existing system and identify efficient countermeasures.</li> <li>• Review existing purging policies.</li> </ul> </li> </ul>

### **II.3.9 GIS Services**

Includes, but is not limited to; analysis, mapping, operation, digitizing, capacity planning, design, intranet, internet, documentation, programming, systems analysis, systems and database design, development, implementation, CAD, and initial training.



Customer Name	USAF AFMC 653 ELSW/EID
Contact Name	William S. Soknich
Contact Telephone	781.377.5575
Contact Email	William.Soknich@hanscom.af.mil
Contact Address	653 ELSW/EID, 15 Eglin St., Bldg 1607, Hanscom AFB, MA 01731
Staffing Category	<b>GIS Services</b>
Project Description	<p>The AIT project continues the effort started under the DFFP project. The AIT project extends the DFFP effort to provide enhanced situational awareness for Force Protection (FP) and Emergency Management (EM) personnel within the Air Force.</p> <p>The main GIS specific focus was to utilize various open source GIS products build Graphical User Interfaces (GUIs) using the suite of ESRI's server products to provide map data. ESRI's true power lies in its powerful geo-processing tools, though more streamlined and efficient GIS GUI packages exist. Therefore the decision was made to leverage the power of ESRI's suite of server products to provide data and geo-processing capabilities to various other open source GIS specific GUIs.</p>
General Value	\$5 Million
Project Length	August 2008 – February 2010
Description of duties	<p>GIS specific duties performed on the AIT project included development of:</p> <ul style="list-style-type: none"> <li>• Web and desktop versions of a Common Operating Picture (COP) using NASA Worldwind's Java SDK.</li> <li>• Web version of the COP run from any browser by means of a Java applet embedded in an HTML web page.</li> <li>• Web applet and desktop versions of the COP come from the same code base.</li> <li>• 2D and 3D views of desktop.</li> <li>• Geographic areas providing the ability to utilize ESRI ArcServer to execute spatial queries while Worldwind provides rich rendering capabilities.</li> <li>• Ability to consume data from various sources such as ESRI shape files and KML.</li> </ul>

### **II.3.10 Help Desk Support**

Includes, but is not limited to; the development, design, implementation and operation of a help desk, LAN technical support and problem determination, problem solving, support and documentation.

Customer Name	West Virginia Office of Technology
Contact Name	Brian Pratt
Contact Telephone	304.558.5472 x 5314
Contact Email	Brian.J.Pratt@wv.gov
Contact Address	221-223 Capitol Street, Charleston, WV 25301
Staffing Category	<b>Help Desk Support</b>
Project Description	Help Desk Analyst
General Value	\$44,000
Project Length	Approximately 11 months
Description of duties	The duties include service desk support during the migrating of designated Agencies from their existing Microsoft and/or Novell environment to the established Windows 2003 Executive Domain and during the consolidation of other IT services.

### **II.3.11 IT Support Staff – Operations**

Operations Includes, but is not limited to; interim IT services which include Computer Operator, data Control Clerk, Console Operator, Documentation Specialist, Help Desk Specialist, Print Operator, Shift Supervisor, Systems Programmer, . Tape Clerk, Tape Librarian, Tape Operator, and LAN Administrator.

Customer Name	WV Office of Technology
Contact Name	Brian Pratt
Contact Telephone	304.558.5472 x 5314
Contact Email	Brian.J.Pratt@wv.gov
Contact Address	221-223 Capitol Street, Charleston, WV 25301
Staffing Category	<b>IT Support Staff</b>
Project Description	Help Desk Specialist
General Value	\$26,000
Project Length	1000 Hours
Description of duties	<p>IT Support Staff duties included resolving problems over the telephone by asking questions and walking users through the resolution</p> <p>This included performing problem resolution for Microsoft operating systems, Novell Netware, Microsoft Office products, antivirus programs, personal computers, servers, and local area networks.</p>