



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

VENDOR

\*C18113337 859-685-3501  
 SYSTEMS DESIGN GROUP INC  
 501 DARBY CREEK RD STE 9  
 LEXINGTON KY 40509

SHIP TO

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

1.6

## ORIGINAL

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	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
REQUEST FOR QUOTATION						
<p>THE PURCHASING DIVISION IS SOLICITING BIDS TO PROVIDE TEMPORARY STAFFING WITH COMPUTER TECHNICAL EXPERTISE AND TO PROVIDE IT SERVICES FOR PROJECTS.</p> <p>*****            INQUIRIES</p> <p>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.</p> <p>ADDRESS INQUIRIES TO:</p> <p>JO ANN ADKINS            DEPARTMENT OF ADMINISTRATION            PURCHASING DIVISION            2019 WASHINGTON STREET, EAST            CHARLESTON, WV 25305</p> <p>FAX: 304.558.4115            E-MAIL: JO.A.ADKINS@WV.GOV</p> <p>ATTACHMENTS:</p> <p>ITECH10 SPECIFICATIONS, DATED 11/18/2009, 30 PAGES            PURCHASING AFFIDAVIT</p>						

RECEIVED  
 2010 JAN 20 AM 10:03  
 WV PURCHASING DIVISION

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Jamie J. Conch</i>	TELEPHONE 859-263-7344	DATE 1/13/2010
TITLE DIRECTOR OF OPERATIONS	FEIN 61-120249	ADDRESS CHANGES TO BE NOTED ABOVE

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



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**2**

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**304-558-8802**

VENDOR

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11/18/2009				

BID OPENING DATE: **01/07/2010** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		946-30		
RESIDENT VENDOR PREFERENCE EXHIBIT 10 - ADDENDUM ACKNOWLEDGEMENT  TECHNICAL SUPPORT  EXHIBIT 3  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.  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.  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.						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Jamie J. Lamb</i>	TELEPHONE <b>859-263-7344</b>	DATE <b>1/13/2010</b>
TITLE <b>DIRECTOR OF OPERATIONS</b>	FEIN <b>61-1202149</b>	ADDRESS CHANGES TO BE NOTED ABOVE

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VENDOR

\*C18113337 859-685-3501  
 SYSTEMS DESIGN GROUP INC  
 501 DARBY CREEK RD STE 9  
 LEXINGTON KY 40509

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11/18/2009				

BID OPENING DATE: 01/07/2010 BID OPENING TIME 01:30PM

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

SIGNATURE <i>Jamie J. Cook</i>	TELEPHONE 859-263-7344	DATE 1/13/2010
TITLE DIRECTOR OF OPERATIONS	FEIN 6-1202149	ADDRESS CHANGES TO BE NOTED ABOVE

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

VENDOR

\*C18113337      859-685-3501  
 SYSTEMS DESIGN GROUP INC  
 501 DARBY CREEK RD STE 9  
 LEXINGTON KY 40509

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ALL STATE AGENCIES  
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 BY ORDER

DATE PRINTED <b>11/18/2009</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: **01/07/2010**      BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<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 style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">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

SIGNATURE <i>Jamie J. Carl</i>	TELEPHONE <b>859-263-7344</b>	DATE <b>1/13/2010</b>
TITLE <b>DIRECTOR OF OPERATIONS</b>	FEIN <b>61-1202149</b>	ADDRESS CHANGES TO BE NOTED ABOVE

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

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\*C18113337      859-685-3501  
 SYSTEMS DESIGN GROUP INC  
 501 DARBY CREEK RD STE 9  
 LEXINGTON KY 40509

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11/18/2009				

BID OPENING DATE: **01/07/2010**      BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
SEALED BID						
BUYER:					FILE 42	
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:					859-263-0608	
CONTACT PERSON (PLEASE PRINT CLEARLY):					DAVIDMONTGOMERY	
***** THIS IS THE END OF RFQ      ITECH10 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Jamie J. Cant</i>	TELEPHONE 859-263-7344	DATE 1/13/2010
TITLE DIRECTOR OF OPERATIONS	FEIN 61-1202149	ADDRESS CHANGES TO BE NOTED ABOVE

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

EXHIBIT 10

REQUISITION NO.: ITECH 10

ADDENDUM ACKNOWLEDGEMENT

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

ADDENDUM NO.'S:

NO. 1 *AK*

NO. 2 *AK*

NO. 3 *AK*

NO. 4 *NA*

NO. 5 *NA*

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

*Jammi J. Gil*  
SIGNATURE

SYSTEMS DESIGN GROUP, INC.  
COMPANY

4/13/2010  
DATE



State of West Virginia  
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**JO ANN ADKINS**  
**304-558-8802**

VENDOR

\*C18113337      859-685-3501  
 SYSTEMS DESIGN GROUP INC  
 501 DARBY CREEK RD STE 9  
  
 LEXINGTON KY 40509

SHIP TO

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DATE PRINTED <b>12/21/2009</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: **01/14/2010**      BID OPENING TIME: **01:30PM**

LINE	QUANTITY	UGP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 1 *****  1. BID OPENING DATE HAS BEEN MOVED TO 1/14/2010. 2. ITECH10 QUESTIONS AND ANSWERS, 6 PAGES, ATTACHED.  ***** END OF ADDENDUM NO. 1 *****						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Jamie J. CL</i>	TELEPHONE <b>859-263-7344</b>	DATE <b>1/13/2010</b>
TITLE <b>DIRECTOR OF OPERATIONS</b>	FEIN <b>61-1202149</b>	ADDRESS CHANGES TO BE NOTED ABOVE

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ADDRESS CORRESPONDENCE TO ATTENTION OF:
JO ANN ADKINS 804-558-8802

VENDOR

\*C18113337 859-685-3501  
 SYSTEMS DESIGN GROUP INC  
 501 DARBY CREEK RD STE 9  
 LEXINGTON KY 40509

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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
12/29/2009				

BID OPENING DATE: 01/14/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 2 *****						
L. WHAT IS THE FORMAT THAT YOU NEED FOR REFERENCES?						
ON SUPPLEMENTAL STAFFING, YOU SHOULD DO A PAGE PER REFERENCE WITH THE FORMAT AS FOLLOW:						
* PROJECT DESCRIPTION (A PARAGRAPH DESCRIBING THE PROJECT); DESCRIPTION OF DUTIES (DESCRIPTION OF THE FUNCTIONS PROVIDED); GENERAL VALUE (DOLLAR AMOUNT); LENGTH OF PROJECT (TOTAL HOURS INVOLVED); CUSTOMER NAME AND ADDRESS, CONTACT NAME, TELEPHONE NUMBER AND E-MAIL ADDRESS OF CONTACT.						
* PROJECT-BASED SERVICES, YOU SHOULD DO A PAGE REFERENCE WITH THE FORMAT AS FOLLOWS:						
PROJECT DESCRIPTION (A PARAGRAPH DESCRIBING THE PROJECT); GENERAL VALUE (DOLLAR AMOUNT); LENGHT OF PROJECT (TOTAL TIME INVOLVED); TYPE OF CONTRACTORS USED (DESCRIBE WHAT TYPES OF CONTRACTORS USED, I.E., MAINFRAME PROGRAMMER, INTERNET DEVELOPER); CLIENT NAME AND ADDRESS, CONTACT NAME, TELEPHONE NUMBER AND E-MAIL ADDRESS OF CONTACT.						
***** QUESTION AND ANSWER PERIOD HAS BEEN EXTENDED UNTIL JANUARY 6, 2010. NOTE: NO QUESTIONS WILL BE ACCEPTED OR RESPONDED TO AFTER THIS DATE.						
***** END OF ADDENDUM NO. 2 *****						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>James J. Gill</i>	TELEPHONE 859-263-7344	DATE 1/13/2010
TITLE DIRECTOR OF OPERATIONS	FEIN 61-1202149	ADDRESS CHANGES TO BE NOTED ABOVE

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01/11/2010				

BID OPENING DATE: **01/20/2010**      BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 3 ***** 1. BID OPENING DATE HAS BEEN MOVED TO 01/20/2010. 2. ITECH10 QUESTIONS AND ANSWERS ATTACHED. ***** END OF ADDENDUM NO. 3 *****						
0001	1	EA		946-30		
TECHNICAL SUPPORT						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>C. M. C. L.</i>	TELEPHONE <b>859-263-7344</b>	DATE <b>1/18/2010</b>
TITLE <i>Procurement &amp; CBD</i>	FEIN <b>61-1202149</b>	ADDRESS CHANGES TO BE NOTED ABOVE

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

**ORIGINAL**

*"The thinking company's technology partner since 1991."*

Attn: Jo Ann Adkins (304-558-8802)  
State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

This document is being delivered in response to:

**RFQ Number:** ITECH10

**Responding Vendor:**

Systems Design Group, Inc.  
501 Darby Creek Rd., Suite #9  
Lexington, KY 40509  
859-263-7344  
859-263-0608 Fax

**Vendor Contact:**

David Montgomery, Account Manager  
859-685-3481  
859-264-3175 Fax  
dmont@sdgsecure.com.com

It is with great pleasure that we, Systems Design Group, submit our response to the ITECH10 RFQ for both supplemental staffing and project-based services to the State of West Virginia. According to the terms outlined in the ITECH10 RFQ, we meet all mandatory requirements of the RFQ and for doing business with the State of West Virginia.

Systems Design Group Inc. (SDG) is an Information Technology (IT) professional services firm, specializing in information security, network infrastructure, and managed services. Founded in 1991, SDG is an Inc. 500 company with headquarters in Lexington, KY and offices in Cincinnati, OH. At SDG, we pride ourselves in being a trusted technology partner to our clients.

Signature: 

Date: 1/18/10

# **systems.design group** INCORPORATED

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*"The thinking company's technology partner since 1991."*

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## **Section I - Corporate Description**

*Company:*

Systems Design Group, Inc.

501 Darby Creek Rd., Suite #9

Lexington, KY 40509

859-263-7344 – Phone

859-263-0608 – Fax

Federal Tax ID: 61-1202149

*Contact:*

David Montgomery

501 Darby Creek Rd., Suite #9

Lexington, KY 40509

859-685-3481 – Phone

859-264-3175 – Fax

[dmont@sdgsecure.com](mailto:dmont@sdgsecure.com)

*Established:* July 1, 1991

*Number of full-time employees as of November 1, 2009:* 23

*Company History:*

Systems Design Group Inc. (SDG) is an Information Technology (IT) professional services firm, specializing in information security, network infrastructure, and managed services. Founded in 1991, SDG is an Inc. 500 company with headquarters in Lexington, KY and offices in Louisville, KY and Cincinnati, OH.

SDG has been recognized as an innovative and leading edge technology company, committed to clients through all phases of system design, acquisition, training, implementation, and ongoing support to yield optimization of the clients' resources. This commitment supports SDG's position as "the thinking company's technology partner."

*Organization:*

SDG is an S-corporation, incorporated in the Commonwealth of Kentucky since 1991. Currently, 100% of the company's stock is owned by C. Glen Combs, who also serves as President and CEO.

*Key Personnel:*

C. Glen Combs, President & CEO

Jimmy Noll, Director of Security Services & Solutions

Tom Robinette, Director of Technical Services & Solutions

Jamie Combs, Director of Operations

Mike Noel, Director of Managed Services

David Montgomery, Executive Account Manager

*Key Industry Partners:*

Symantec, Gold Partner

Check Point Software, Gold Partner

Cisco, Premier Partner (with security specialization)

RSA, Security Division of EMC, Registered Partner

Microsoft, Certified Partner & Authorized Educational Reseller

HP Software, Solution Reseller

Websense (including legacy SurfControl), Channel Partner

TippingPoint, Authorized Reseller

Citrix, Silver Partner



**Section II – Qualifications and Experience of SDG in supplemental staffing contracts**



## **Supplemental Staffing - Computer Systems Analysis**

Prepared by Systems Design Group, Inc.

In response to:

State of West Virginia RFQ # ITECH10

## Supplemental Staffing - Computer Systems Analysis

**Client reference:** Aichi Forge

**Client contact information:** Michelle Dabney, IT Manager  
502-863-7575, Ext. 296  
[Michelle\\_Dabney@aichiforge.com](mailto:Michelle_Dabney@aichiforge.com)

### **Project description:**

Aichi Forge has an older, aging network environment which is mostly running in an unsupported operation due to end-of-life switching and routing devices. There is a great need for consolidation of networking equipment for higher-speed data switching throughout both the office facilities and production facilities. Aichi Forge asked SDG to provide a bill-of-materials (BOM) for replacement and upgrades of existing network infrastructure along with associated network design and redesign.

SDG provided technical services to redesign Aichi Forge's network in the following manner: installation of a new Cisco network core consisting of a 4500 series chassis with dual supervisor modules, dual power supplies and 10/100/1000 non-PoE switch blades; installation of new IDF switching using Cisco 2960 gigabit switches in 24 and 8-port configurations; replacement of routing and security devices which are end-of-life or nearing end-of-life status; further utilization of wireless bridging to accommodate some outlying areas of the plant floor to allow for connectivity of time clocks and single PC-based equipment.

### **Methodology /Approach:**

Based on discussions with Aichi Forge, the following deliverables were identified as critical in successfully completing this project:

1. Analysis of business and technical requirements
2. Design of the solution based on the defined requirements
3. Installation and configuration of network infrastructure equipment
4. Configuration of the router and firewall per customer-defined requirements and best practice for information security
5. Testing and troubleshooting of new network infrastructure
6. Providing onsite knowledge transfer to Aichi Forge regarding system administration tasks and environmental changes

### **Duties of SDG personnel:**

1. Analysis of business and technical requirements
2. Design of the solution based on the defined requirements
3. Installation and configuration of network infrastructure equipment
4. Configuration of the router and firewall per customer-defined requirements and best practice for information security
5. Testing and troubleshooting of new network infrastructure

6. Provide onsite knowledge transfer to Aichi Forge regarding system administration tasks and environmental changes

**General value of project:** \$160,000

**Length of project:** 3 months

## **Supplemental Staffing - Computer Systems / Network Security**

Prepared by Systems Design Group, Inc.

In response to:

State of West Virginia RFQ # ITECH10

## Supplemental Staffing - Computer Systems / Network Security

**Client reference:** Mount Nittany Medical Center

**Client contact information:** Ken Bixel, Chief Information Officer

814-234-7073

[KBixel@mountnittany.org](mailto:KBixel@mountnittany.org)

### **Project description:**

As part of an ongoing effort to improve policies, procedures and solutions related to their overall security program, Mount Nittany has been working with SDG to better understand their areas of vulnerability and risk. As a result of the security assessment project and the recently created remediation guide, there were several projects identified.

The identified projects are not short-term resolutions but part of a renewed effort of Mount Nittany to improve not only the state of security, but the ability to maintain an "acceptable" level of security. This includes ongoing and improved assessment practices, in-depth risk assessment, and various solution reviews and implementation to align Mount Nittany policies with technical controls for information security (guided by HIPAA Privacy and Security Rules and Technical Safeguards).

Recommended Solution based on the remediation guide created:

*Security Consulting* – Risk Analysis and Assessment to identify areas of concern as it relates to protection of key digital assets and EPHI, and review/assessment of data loss prevention policies, procedures and any required solutions (based on results of Risk Analysis and Assessment).

*Professional Services* - technical remediation items for server and network maintenance, evaluation and implementation of an automated patch management solution, review and standardization of remote access, evaluation and redesign of network segmentation through VLANs, evaluation and implementation of log management / SIM solutions, and review of current data loss prevention policies, procedures and solutions.

### **Duties of SDG personnel:**

*Security Consulting* – Risk Analysis and Assessment to identify areas of concern as it relates to protection of key digital assets and EPHI, and review/assessment of data loss prevention policies, procedures and any required solutions (based on results of Risk Analysis and Assessment).

*Professional Services* - technical remediation items for server and network maintenance, evaluation and implementation of an automated patch management solution, review and standardization of remote access, evaluation and redesign of network segmentation through VLANs, evaluation and implementation of log management / SIM solutions, and review of current data loss prevention policies, procedures and solutions.

**General value of project:** \$55,000

**Length of project:** 3 Months

## **Supplemental Staffing – LAN / WAN Support**

Prepared by Systems Design Group, Inc.

In response to:

State of West Virginia RFQ # ITECH10

## Supplemental Staffing – LAN/WAN support

**Client reference:** Gray Construction

**Client contact information:** Randolph Wilson, Information Technology Director  
859-281-9394  
[rwilson@gray.com](mailto:rwilson@gray.com)

**Project description:** Managed services and staff augmentation

**Duties of SDG personnel:** SDG provides help desk and network administration staffing to Gray Construction. Founded in 1960, Gray is the oldest and largest of the Gray family of companies. The company is a leader in providing engineering, design and construction services to a variety of customers throughout the U.S. Gray Construction has offices in Lexington and Bowling Green, KY; Richmond, VA; Birmingham, AL; Austin, TX and, Tokyo, Japan. In addition to support services, SDG utilizes our managed services platform of tools, processes and procedures to provide 24X7X365 monitoring of Gray's IT infrastructure.

**General value of project:** \$290,000 per year

**Length of project:** Ongoing with annual renewals since 2003

## **Supplemental Staffing – Enterprise Services**

Prepared by Systems Design Group, Inc.

In response to:

State of West Virginia RFQ # ITECH10



## Supplemental Staffing - Enterprise Services

**Client reference:** Thomas Memorial Hospital

**Client contact information:** Mark Boggs, Chief Information Officer  
304-766-3629  
[mark.boggs@thomaswv.org](mailto:mark.boggs@thomaswv.org)

### **Project description:**

Development of a Disaster Recovery/Business Continuity Plan

### **Duties of SDG personnel:**

General Objectives in a BCP Engagement

#### 1. Identify business requirements

- Identify legal requirements such as HIPAA security directives for operational systems and SOX best practices for financial applications.
- Define the corporate mandate.
- Perform financial analysis of business impact of disaster situations.
- Identify potential types and severities of events to be covered by plan.
- Identify non-IT benefits of BCP (e.g. possible insurance savings).

➤ Strategy: Identify minimum continuity needs to minimize cost.

#### 2. Determine specific plan objectives

- Create inventory of business functions and applications and categorize them as High, Moderate and Low criticality.
- Establish the priority for recovery of the critical functions and applications.
- Determine operational performance requirements for recovery platform.
- Determine the Recovery Time Objective (RTO). (Category "1" applications are 4 to 8 hours).
- Determine the Recovery Point Objective (RPO), for example, the HRIS database set must be current within 12 hours from the time of disaster declaration.
- Establish a disaster recovery testing schedule and methodology.

➤ Strategy: The longer the RTO and RPO, the more options and potential cost savings.

#### 3. Solution design

- Determine approach and architecture: 1) harden and mirror existing environment; 2) offsite data only; 3) cold site recovery; 4) hot site recovery.
- Establish logistics parameters: 1) physical user locations to be supported; 2) network design and failover; 3) Primary site recovery.
- Identify manual processes to keep the business running without computers.
- Determine email mitigation procedures.
- Identify necessity and location of alternate work locations for employees if applicable.
- Develop communications plan, calling tree, application contacts by functional area, and disaster recovery test participants.
- Help estimate the hardware and software needs based on outage scenario.
- Create a media management plan for offsite data storage.

- Create process to safely store details on software licensing and administrative passwords.
- Create server and equipment inventory driven by application needs.
- Write server recovery procedures.
- Write database and application recovery procedures.

➤ Strategy: A legitimate BCP allows recovery of applications by skilled strangers.

#### 4. Solution implementation

- Create process and schedule to keep BCP up to date.
- Communicate and distribute the plan throughout the business community.
- Schedule plan reviews and recovery tests.
- Conduct the disaster recovery test and publish results to the business community. Make adjustments to the plan based on test results.

➤ Strategy: an out-of-date BCP is of little more use than no BCP. Try to obtain buy-in to accept the effort and expense of maintaining it.

**General value of project:** \$160,000

**Length of project:** 14 months

## **Supplemental Staffing – Project Management Services**

Prepared by Systems Design Group, Inc.

In response to:

State of West Virginia RFQ # ITECH10

## Supplemental Staffing - Project Management Services

**Client reference:** Cardinal Hill Rehabilitation Hospital

**Client contact information:** Michael Taulbee, Director of IT Operations  
859-771-4838  
[jmt1@cardinalhill.org](mailto:jmt1@cardinalhill.org)

### **Project description:**

Migrate Cardinal Hill's Microsoft Exchange 2000 environment over to 2007 Exchange. This project consists of migrating 1,200 users running on Active Directory 2000 with four separate 2000 Exchange servers to one server running Microsoft's Exchange 2007 version. Specific technical services to be provided are listed below:

1. Analysis of business and technical requirements
2. Design of the new operating environment based on the defined requirements
3. Reconfigure Active Directory domain for trust relationships per best practice and Exchange 2007 requirements
4. Installation and configuration of server hardware and storage
5. Installation and configuration of centralized Microsoft Exchange 2007 server
6. Testing and troubleshooting of email delivery and extended functionality
7. Provide onsite knowledge transfer to Cardinal Hill regarding system administration tasks and environmental changes

The success of this project also requires us to minimize any prime-time operational downtime of email services. In this project we provided all project management and technical services for this project. This approach allows Cardinal Hill's technical staff to maintain focus on supporting the hospital's daily IT operational functions.

### **Duties of SDG personnel:**

- Provide all project management services for Exchange migration project, including:
  - Weekly status meetings and minutes
  - Exception reporting
  - Out-of scope changes strictly enforced
- Provide all technical services for Exchange migration project as listed above
- Minimize downtime of critical email services
- Oversee project documentation deliverables
- Project completion review signed by client

**General value of project:** \$40,000

**Length of project:** 6 weeks

**Section III – Qualifications and Experience of SDG for each of the 15 Service Categories described in Attachments 2-16**

**Service Category – Internet / Intranet and Electronic Commerce Security  
Development and Implementation**

Prepared by Systems Design Group, Inc.

In response to:

State of West Virginia RFQ # ITECH10

## Service Category – Internet/Intranet and Electronic Commerce Security Development and Implementation

### Overview of SDG Security Practice

SDG's Security Group places a premium focus on the area of Information Security through security assessments, security road-mapping, security program development, and implementation of security solutions according to industry best practices. We have provided security services and solutions (over 100 clients) across various industries such as State Government, Quasi-state Government, financial institutions, insurance companies, education entities, professional services organizations, and industrial/manufacturing organizations. This includes clients ranging from small business classification to Fortune 500 organizations geographically dispersed throughout KY, WV, PA, TN, IN, and OH.

Our security services team works with clients to measure, manage, and optimize security posture through effective risk management, definition and protection of key digital assets and strategic use of industry-standard security solutions from key vendor partners. We use these efficient processes and solutions in conjunction with client policies and procedures to assist clients in becoming compliant to industry best practices and regulatory laws.

*Specific security services provided include:* penetration/vulnerability testing, external and internal security assessments, application security testing, security road-mapping, security program development, systems analysis, and general security consulting in role of Chief Information Security Officer (CISO).

*Security solutions implemented include:* network security of LAN/WAN, firewalls, VPN connectivity, IDS/IPS (host-based and network-based), anti-virus and endpoint protection, network admission control (NAC), security information management (SIM), email anti-spam, internet usage filtering, enterprise risk management/regulatory compliance, and various areas of disaster recovery.

*Specifics - SDG Relationship to the Commonwealth of Kentucky:*

We partner with a number of the industry leading security vendors at the Commonwealth of Kentucky (COT) – Symantec, Check Point, IBM, HP Software, Entrust, Websense, and TippingPoint. Our role in this partnership involves multiple responsibilities – project management assistance, consultant/advisor, procurement services, research and development, and a 'cheerleader' for the different policies and programs that COT executive management wants to deploy within the Commonwealth. In this role, we believe that we bring a great pride and passion in doing what it takes to put the Commonwealth on the forefront of IT security!

Since the initial days of our security contract back in 2002, one of our primary objectives as it related to us being a good business partner for COT, was the need to be aligned with their directions and objectives as it related to securing the Commonwealth's IT infrastructure. When we went to COT executive

management at the start of this contract, their message to us was that they wanted our help in carrying the security message (awareness) to the agencies and cabinets supported by COT and in assisting the agencies and cabinets in implementing the needed technologies and solutions that met COT's security objectives.

During this timeframe, we often got feedback from the different groups that they were struggling with COT's security objectives as it related to securing their infrastructure. One consistent theme we heard was that "we asked COT to help us with IT security, and all we got was a list of products." The assistance they said they wanted and needed was for more of a cookbook or roadmap/plan approach. The consistent message that came back to us was even more fundamental than the need to know how to use the various security products that were available to them, but more of what should we be looking to protect and from whom.

This need expressed by your clients, the different agencies and cabinets that make up West Virginia State Government, are right in line with where we pride ourselves in providing value. We have a solid record in filling these needs and building the type of partnership that you need as you form a centralized IT security practice for WV COT. We can provide a specific value in communicating awareness and what the real objectives are as it relates to securing the West Virginia's IT infrastructure.

### **Methodology for Security Program Development**

Our methodology and approach to enterprise security is dynamic and modular. Our process embraces the need to provide our clients an approach that can be easily customized to address their unique security needs – in the area of system security, we believe one size doesn't fit all. We provide the flexibility within our approach for the client to choose what level of our assessment service that best fits their needs, ranging from highlighting of security issues within the business, to detailed vulnerability scanning, to aggressive penetration testing, and vulnerability exploitation. Our security assessment service is based on industry standards and regulatory requirements (such as GLBA and the Sarbanes-Oxley Act).



**Client Reference:** Thomas Memorial Hospital  
4605 MacCorkle Avenue, SW  
South Charleston, WV 25309

**Client Contact:** Mark Boggs, Chief Information Officer  
304-766-3629  
[mark.boggs@thomaswv.org](mailto:mark.boggs@thomaswv.org)

**Project Descriptions:**

- Current and ongoing projects
- Working with a vendor solution we provide Thomas Memorial Hospital security monitoring services twenty-four (24) hours a day, seven (7) days a week as required to supplement their existing staff for all their firewalls and IDS sensors
- Provided remote hosting and data encryption services for all of their in-bound email filtering of traffic and out-bound HIPAA sensitive health care information
- Conducted security road-mapping audits of their existing IT infrastructure
- Provided procurement services for acquiring data encryption software for all their corporate laptops
- Provide Business Continuity Planning/Disaster Recovery Services

**General Value:** \$220,000 annually

**Length of Project:** 12 months

**Client Reference:** Kentucky Housing Corporation  
1231 Louisville Road  
Frankfort, KY 40601

**Client Contact:** Rick Boggs, Chief Information Officer  
502-564-7630  
[rboggs@kyhousing.org](mailto:rboggs@kyhousing.org)

**Project Descriptions:**

Kentucky Housing Corporation contracted us in 2009 to conduct a technical assessment against its external and internal infrastructure. External is defined as internet accessible devices identified by the client. Internal is defined as all servers and remote devices accessible via the Kentucky Housing Corporation's WAN. Our testing process provides you with both a view of your infrastructure from a "hacker's" perspective and comparison of your overall program and controls to industry regulations. Actionable recommendations are provided for each vulnerability identified to provide you with the necessary information needed to improve your overall security posture. This effort includes an optional "social engineering" test to determine what sensitive information we can extract through non-technical means.

In addition to the above, our testing also included application testing for security vulnerabilities from both a 'trusted' and 'un-trusted' user perspective. Our testing consisted of a sampling of 15 of Kentucky Housing Corporation's most visible and critical web applications accessible via the Internet. This technical testing approach allowed us to uncover critical security flaws that can be exploited by anyone on the Internet and provide a practical and reasonable assessment of Kentucky Housing Corporation's web security posture.

**General Value:** \$30,000

**Length of Project:** 45 days

**Client Reference:** Alltech Inc.  
3031 Catnip Hill Pike  
Nicholasville, KY 40356

**Client Contact:** Tim Arthur, IT Director  
859-887-3232  
[tarthur@alltech.com](mailto:tarthur@alltech.com)

**Project Description:**

SDG works with Alltech management and staff, serving as a resource for security strategy and execution, and as a “sounding board” to assist the continued evolution of Alltech’s security program and architecture. Included in the services are activities to develop a clear strategic security program based upon a model that addresses areas of concern for security issues within Alltech. The model will incorporate the best practices and international standards, such as COBIT and NIST, that meet Alltech’s specific needs, and will define requirements and controls around specific program areas of interest, i.e. security organization, policies and procedures, risk management, data security, awareness, network security, device security, etc.

The following objectives will be applied to this activity initially, with subsequent projects to be individually defined with specific milestones and deliverables as agreed upon by Alltech IT management:

- Ongoing and current projects
- Work with Alltech management and staff, and, using best practices as a base, evaluate the existing end-user audit standard operating procedures (SOPs), and develop and implement improvements to meet various regulatory and internal requirements. This process will also include SOPs for new hire employees and the termination process
- Review and recommend next steps relating to security devices and, if appropriate, event monitoring and/or management. Specifically, this objective is to review the existing relationship with SecureWorks Managed Services, and determine if that relationship continues to be the best solution for Alltech
- Provide project management services for overseeing the development of the client’s on-going Business Continuity Plan/Disaster Recovery planning efforts
- Development and enhancement of existing security policies and procedures

**Project Value:** \$85,000 annually

**Length of Project:** 12 months

## **Section IV – Vendor Policies**

1. SDG has confirmed education and experience of both existing employees and any potential contractors to the best of our ability.
2. SDG has confirmed actual working knowledge of both existing employees and any potential contractors to the best of our ability.
3. SDG agrees to work with the State on replacement of any employee or contract shown to be not performing the duties outlined within the contents of this document. This replacement may be through other SDG resources or through another vendor.

## **Section V – Supporting Documents**

Supporting documentation attached.

STATE OF WEST VIRGINIA  
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

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

**PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:**

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

**ANTITRUST:**

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

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

**LICENSING:**

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

**CONFIDENTIALITY:**

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

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

Vendor's Name: SYSTEMS DESIGN GROUP, INC.Authorized Signature: Jamie J. Cook Date: 4/13/2010

State of West Virginia

**VENDOR PREFERENCE CERTIFICATE**

Certification and application\* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. Application is made for 2.5% resident vendor preference for the reason checked: **NOT APPLICABLE**  
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,  
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,  
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked: **NOT APPLICABLE**  
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked: **NOT APPLICABLE**  
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked: **NOT APPLICABLE**  
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: **NOT APPLICABLE**  
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: **NOT APPLICABLE**  
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: SYSTEMS DESIGN GROUP      Signed: Jamie J. Cobb  
 Date: 1/13/2010      Title: DIRECTOR OF OPERATIONS

\*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

STATE OF WEST VIRGINIA  
Purchasing Division**PURCHASING AFFIDAVIT**

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

**DEFINITIONS:**

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

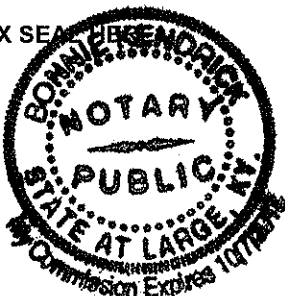
"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality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

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

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

**WITNESS THE FOLLOWING SIGNATURE**Vendor's Name: SYSTEMS DESIGN GROUP, INC.Authorized Signature: Jami J. Corb Date: 4/13/2010State of KentuckyCounty of Fayette, to-wit:Taken, subscribed, and sworn to before me this 13<sup>th</sup> day of January, 2010My Commission expires 10/7, 2012

AFFIX SEAL

NOTARY PUBLIC Bonnie Kendrick



**Kevin Beaver**  
**Security Consultant**

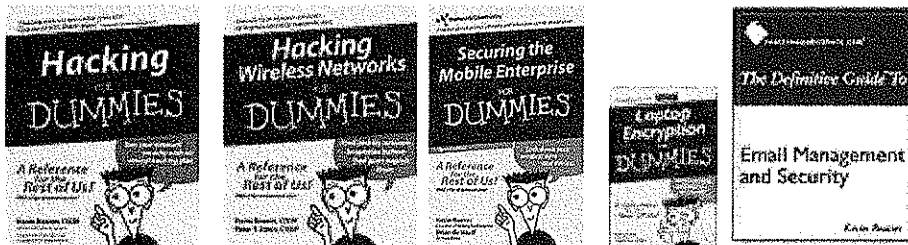
**Summary of Qualifications:**

As your lead security consultant, Kevin Beaver has over 19 years of experience in IT and specializes in information security. Kevin served in various information technology and security roles for several healthcare, e-commerce, financial, and educational institutions. As an information security advisor, noted author, and trainer, Kevin focuses his work solely on performing information security assessments.

Kevin has authored/co-authored seven information security books including "Hacking For Dummies", "Hacking Wireless Networks For Dummies", "Laptop Encryption For Dummies", "The Definitive Guide to Email Management and Security", and "The Practical Guide to HIPAA Privacy and Security Compliance". In addition, Kevin is a contributing author and editor of the book "Healthcare Information Systems, 2<sup>nd</sup> ed." by Auerbach Publications and technical editor of the book "Network Security For Dummies" by Wiley Publishing.

Kevin is a regular columnist and information security advisor for SearchSoftwareQuality.com, SearchWindowsSecurity.com, and SearchSQLServer.com. In addition, Kevin's information security work has been published in *Information Security Magazine*, SecurityFocus.com, and Computerworld.com. Kevin is a top-rated and frequent speaker on information security at various conferences for RSA, CSI, and IIA. He is also the creator/producer of the Security On Wheels audio programs providing security learning for IT professionals on the go.

Kevin is the founder and past president of the Technology Association of Georgia's Information Security Society and serves as an IT advisory board member for several universities. He earned his bachelor's degree in Computer Engineering Technology from Southern Polytechnic State University and his master's degree in Management of Technology from Georgia Tech. Kevin also holds CISSP, MCSE, Master CNE, and IT Project+ certifications.



**Summary of Education and Certifications:**

- Bachelor of Science in Computer Engineering Technology from Southern Polytechnic State University
- Master of Science in Management of Technology from Georgia Tech
- Certified Information Systems Security Professional (CISSP)
- Microsoft Certified Systems Engineer (MCSE)
- Master Certified Novell Engineer (MCNE) in NetWare 6 & NetWare/Windows Integration
- CompTIA IT Project+ certified

**Tom Robinette**  
**Director of Technical Solutions**

**Summary of Qualifications:**

Mr. Robinette is an experienced technical professional with a strong background in troubleshooting and maintaining LAN/WAN networks in both industrial and office environments. He has an accounting and financial background combined with extensive training in security issues. An SDG employee since 1997, Robinette brings broad technical knowledge and excellent end-user support skills to the team. As the Director of Technical Solutions at SDG, Robinette is responsible for managing a team of engineers dedicated to both the IT managed services practice and the security solutions practice. His team designs, installs and supports Microsoft OS workstations and servers on a wide variety of Intel platforms. His group is also responsible for the design, installation and troubleshooting of Cisco-based networks in both LAN and WAN environments, including Internet connectivity and provides diverse value to clients from help desk support, basic and ongoing end-user training in administrative and industrial environments, to higher level IT management including budgets and strategic planning for both IT and security.

Robinette is also responsible for providing direction and guidance for SDG's corporate technology decisions in terms of the company's technology focus and the right the solutions to make available to clients.

**Summary of Experience:**

- **IT Manager and Accountant:** Administered a Novell Server-based network with mainframe connectivity to an external Data Processor. Responsible for leading the project of selecting and then implementing a new external Data Processor and upgrading the Local Area Network, as well as setting up Internet connectivity.
- **IT Migration Project Manager:** Migrated an outsourced IT department to a new Active Directory Domain, including Exchange 2003. Upgraded the LAN infrastructure to an L3 switched network, with VPN connections to remote offices, IPS, remote access capabilities, and a stateful firewall.
- **IT Lead Engineer:** For several years served as the IT department for the company overseeing daily IT functions and supporting 75 end users. Currently, augment the hired IT staff when faced with major projects and more complex problems escalated from the help desk. Recently converted them from a Linux POP mail server to Exchange 2003 with OWA and an email filtering SMTP gateway device in the firewall's DMZ.
- **IT Lead Engineer:** Migrated from an NT 4.0 environment with Exchange 5.5 to Active Directory with Server 2003 and Exchange 2003. Lead engineer for the AD migration and Citrix upgrade and assisted with the Exchange migration.
- **IT Lead Engineer and Project Manager:** Served as lead engineer for the network handling day to day network administration and upgrades.
- **IT Lead Engineer and Project Manager:** Served as an ongoing security and IT consultant and helped plan and manage the move to new headquarters. Included a new LAN infrastructure and recreating the WAN connections to remote stores and employees. Also implemented a new 2003 Active Directory at the new location and migrated email to their business software developer with AV and Spam scrubbing performed off site.

- **Security Assessment and Consulting:** Continues working with the security group in a variety of assessment and consultative projects helping clients to assess and remediate their security environments. Robinette has assisted in several security assessment projects including onsite network infrastructure and operating system vulnerability scans, perimeter scans, social engineering, and IT security audits.

### **Summary of Education and Certifications:**

- Certified Information Systems Security Professional (CISSP)
- Microsoft Certified Professional (MCP) -- Server 2003, Server 2000, and NT Server
- Microsoft Windows 2003 MCSE: Security (March 2006)
- Cisco CCNA
- RSA CSE
- Windows 2003 MCSA
- Windows NT MCP + Internet
- SANS Packet Filter Expert
- COMP TIA Security +
- Symantec SCTA
- Symantec Sales Certifications on AV, Security, Firewalls, and IDS
- DoubleTake CDP
- VMWare VCP on Virtual Infrastructure 3
- Cisco Advanced Wireless Field Specialist
- Backup Exec 10.x Certified Administrator
- Symantec Technical Specialist Backup Exec System Recovery
- Symantec Technical Specialist Backup Exec
- Symantec Technical Specialist Altiris Management Platform and Client Management Suite

### **Summary of Training and Previous Certifications**

- Cisco Router Firewall and switch configuration and troubleshooting
- PC Hardware
- Network Design
- SANS GIAC Security for Windows NT Server
- Windows NT MCSE
- Cisco CCNA
- Cisco CCDA
- Certified Citrix Expert
- Citrix Metaframe server
- Citrix Winframe server
- All Microsoft Operating Systems from Windows 95 to Server 2003
- Internet Filtering
- Ethernet Cable Installation/Certification

**John Askew**  
**Security Analyst**

**Summary of Qualifications:**

Mr. Askew is a technically proficient and highly experienced security analyst with an emphasis on identifying and mitigating complex risks. At SDG, Askew continues to aggressively pursue technical knowledge and stays abreast of the latest technology architectural concepts. In pursuit of his Masters of Science in Mathematics at the University of Kentucky, Mr. Askew continues to research security issues related to internet scale content distribution and blended discipline security modeling.

As a security analyst at Systems Design Group for the last two and half years, Askew performs detailed security assessments for various financial and healthcare institutions and designs and implements security best practices and procedures in-house. He has contributed to the development of in-house security tools and improved security testing methodologies. He also performs audits and penetration tests on the internal and external client defenses to allow him to document, research and assess the security of client IT infrastructure and policy.

Mr. Askew also has experience with a wide range of technologies, including Linux and Windows platforms, various open source and proprietary security tools such as nmap and nessus, and software development with python and Django. Askew is focused on applying solid architectural security concepts to SDG's managed services environment and applying those lessons to SDG Security Solutions clients.

**Summary of Experience:**

- **Security Analyst:** Performs detailed security assessments, designs and implements security best practices, performs audit and penetration tests on clients' network infrastructure and policies.
- **Teaching Assistant:** As a teaching assistant, taught lower level math courses and recitations. Designed and implemented coursework, and oversaw examinations.
- **Program Director:** Trained seasonal staff in camp policies and procedures. Developed and planned a variety of camp programs and services, and managed staff involved in the programs. Worked with other program staff to develop activities for camp attendees and improve interdepartmental relations.

**Summary of Education and Certifications:**

- B.S., Mathematics, Georgetown College, 2005
- M.S., Mathematics, University of Kentucky, December 2007 (expected)
- Proficient with Linux and Windows operating systems
- Proficient with a wide array of security tools and resources
- Familiar with various security standards and practices
- Security +
- Symantec Control Compliance Suite Product Accreditation

**Darrell Arbaugh**  
**Senior Technical Analyst**

**Summary of Qualifications:**

Mr. Arbaugh can strategically analyze existing network and technology systems and business workflow to design integrated solutions that accomplish the client's business objectives, while proactively managing the customer relationship. His industry experience includes working with diverse networking scenarios and integrating multiple vendor products. He possesses the necessary skills to communicate with the client at a technical level as well as at an end-user level. His proficiency with multiple platforms and comprehensive experience with supporting the client on those platforms significantly increases the success of the project team from pre-sales to customer support transition at project's end, which ensures complete knowledge transfer to the customer.

**Summary of Experience:**

- **Systems Engineer:** Served as subject matter expert for Cisco, Microsoft, VMWare, EMC, and SAN technologies, provided technical consulting services to architect client's strategic technology platform, designed integrated solutions to meet and exceed client's business objectives, managed end-to-end project implementation from pre-sales to customer support transition, supported client requests ranging from contractual SLA support to time and material services, conducted administrator and end-user level training of products and services through formal training sessions, knowledge transfer throughout product implementation, and customized documentation, and provided onsite coverage of client base throughout the southeastern United States.
- **Information Technology Manager:** Provided comprehensive support for all Microsoft, UNIX, Linux, and OpenVMS based workstations, servers, and peripherals, both in a physical and virtual environment using VMWare and Microsoft Virtual Server, designed, configured, managed, supported, and troubleshot Cisco, HP, Dell, 3Com, Adtran, and Avaya network, routing, switching equipment and VoIP Telephony systems, including Call Manager, IP Office, Definity, Microsoft Exchange, Legato\EMC optical products, FiServ Datasafe Core processing software, Intersystems Cache database, all wired/wireless data services, Fiber Optic MAN, Frame Relay, T-1, ISDN BRI, PRI, analog, DSL, VLANs, and Virtual Private Networks, served as senior level management of credit union, including technology policies, procedures, budget, and personnel, establish and manage all technology vendor relationships, installations, moves, adds, and changes, and designed disaster recovery policies and procedures and conducted regular business continuity tests.
- **Windows XP Rollout Installer:** Provided comprehensive support for Dell's Inspiron Line of Business, including software, hardware, operating system troubleshooting, and miscellaneous customer support activities, updated/verified customer account information, system configurations, service contracts, and case documentation, created dispatches for onsite technicians, parts-only, and return-to-depot contract services, worked with multi-level team environment to diligently resolve customer issues, and was given responsibility for reaching goal talk times, first-time fix and resolution metrics, and quality assurance scores.
- **Senior Network / Systems Engineer:** Configured, installed and maintained customer networks, workstations, and servers, provided sales and service of laptop computer systems and peripherals including software and hardware firewall, proxy, VPN and RAS servers and appliances, as well as after hours, onsite, phone, remote customer service and support, installation of retail and hospitality point-of-sale hardware and software, support of Microsoft DOS, Windows 9x/ME/NT/2000/XP operating systems, Microsoft Office, and WordPerfect Business Suites, configuration and support of Windows NT/2000, Exchange, SCO, UNIX, Novell, IBM AS-400 servers, sales, configuration, and support of Cisco, 3COM, Linksys, Vina, Netgear, and various other routers/ hubs/switches for personal and high-speed connections.

**Summary of Education and Certifications:**

- Cisco Certified Network Professional (CCNP)
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Design Associate (CCDA)
- Microsoft Certified Systems Engineer Security & Messaging (MCSE)
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Professional (MCP)
- Microsoft Small Business Specialist
- EMC Technical Architect (EMC TA)
- EMC Sales Engineer (EMC SE)
- Security+
- Political Science, Furman University, Greenville SC

**James Czerwonka, CISA, CISM, CGEIT**  
**Compliance Specialist**

**Summary of Qualifications:**

Mr. Czerwonka has significant tactical and management experience as a compliance and audit, information technology, and business process professional. His industry experience includes healthcare, manufacturing, "Big 4" IT audit and management consulting, and financial services. He has significant experience managing and executing on enterprise wide IT infrastructure, security, business process, and compliance projects for PCI, HIPAA, GLBA, FFIEC, and SOX information technology and security regulations and standards. Mr. Czerwonka has performed numerous IT risk assessments, internal control assessments, compliance cost benefit analysis, and implemented both manual and automated systems to improve the compliance collecting and reporting process.

**Summary of Experience:**

- **Internal Audit:** As a Director of Internal Audit for financial services companies, Mr. Czerwonka planned and performed internal audits, SOX compliance audits, coordinated year end external audit activities and third party examinations. He also implemented automated workflow processes, initiated SOX IT controls, and PCI DSS credit card security assessment. He performed an audit of ACH Web Initiated Transaction process and engaged approved vendor to perform VISA PCI security standard review.
- **External Audit:** As an Information Systems Audit Senior Manger, Mr. Czerwonka revitalized a dormant IS audit practice in the office, increased the visibility of the IS Audit practice in the community, brought new clients into the practice, increased audit support hours by 20%. As a Computer Assurance Services Manager, he was responsible for financial audit support encompassing automated audit planning, risk analysis, IS application control reviews, data center control reviews and implementation of computer assisted audit technique, as well as reviews of SAS 70 reports to ensure the Service Auditor included all relevant information in the Service Auditor Report relating to the application and general computer controls.
- **Professional IT Compliance and Security Consultant:** In his role as a consultant, Mr. Czerwonka served as an interim Chief Information Officer to manage daily activities, remediate Sarbanes-Oxley prior year findings, and obtain current year SOX items requested by the public accounting firm for a Fortune 1000 petroleum products refiner, performed an application review of an Internet order entry and billing application system, provided consulting services to streamline the number of order entry screens, improve controls, and increase efficiencies. He was instrumental in development of control implementation work plans to assist in ensuring computer application systems were implemented completely and data transferred accurately from an existing Honeywell system to a newly implemented DEC system. He also performed HIPAA security review compliance activities developed by the National Institute of Standards and Technology (NIST) under the Federal Information Security Management Act (FISMA) for HIPAA Security Rule 164.308, 164.310, and 164.312.

**Summary of Education and Certifications:**

- MBA, Technology Management, University of Phoenix AZ
- BA, Business Administration, Bellarmine University, Louisville KY
- Certified Information Security Manager
- Certified Financial Services Manager
- Certified Fraud Examiner
- Certified Information Systems Auditor
- Certified in the Governance of Enterprise IT

**Senior Network / Systems Engineer:**

Configured, installed and maintained customer networks, workstations, and servers.

Sales and service of laptop computer systems and peripherals.

After hours, onsite, phone, and remote customer service and support.

Support of Microsoft DOS, Windows 9x/ME/NT/2000/XP operating systems, Microsoft Office, and WordPerfect Business Suites.

Configuration and support of Windows NT/2000, Exchange, SCO, UNIX, Novell, IBM AS-400 servers.

Sales, configuration, and support of Cisco, 3COM, Linksys, Vina, Netgear, and various other routers/ hubs/switches for personal and high-speed connections.

Sales and support of software and hardware firewall, proxy, VPN and RAS servers and appliances.

Sales, installation, and support of retail and hospitality point-of-sale hardware and software.

**Summary of Education and Certifications:**

- Cisco Certified Network Professional (CCNP)
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Design Associate (CCDA)
- Microsoft Certified Systems Engineer Security & Messaging (MCSE)
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Professional (MCP)
- Microsoft Small Business Specialist
- EMC Technical Architect (EMC TA)
- EMC Sales Engineer (EMC SE)
- Security+
- Political Science, Furman University, Greenville SC