

diamond
technologies



RECEIVED

2012 MAY 31

WV PURCH
DIVISION

diamond
technologies



221 West 9th Street, Suite 200
Wilmington, De 19801
tel: 302.656.6050
fax: 302.656.6058
www.diamondtechnologies.com

Technical Proposal

To Provide a

SIDES Implementation & Support Solution

WorkForce West Virginia

For RFP # WWV12022

ORIGINAL

Presented To:

State of West Virginia
Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

By:

Greg Ballance
Diamond Technologies, Inc.
221 West 9th Street, Suite 200
Wilmington, DE 19801
W: 302-656-6050 x201
Fax: 302-656-6058
gballance@diamondtechnologies.com

Signed: _____

Date: _____

Greg Ballance
5/30/12



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

WWV12022

PAGE

5

ADDRESS CORRESPONDENCE TO ATTENTION OF

PAUL REYNOLDS
304-558-0468

RFQ COPY

TYPE NAME/ADDRESS HERE

Diamond Technologies, Inc.
221 West 9th Street, Suite 200
Wilmington, DE 19801

WORKFORCE WEST VIRGINIA
OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
CHARLESTON, WV
25305-0112 304-558-2631

DATE PRINTED

04/26/2012

TERMS OF SALE

SHIP VIA

FOB

FREIGHT TERMS

ID OPENING DATE:

05/31/2012

BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
NO. 1
NO. 2
NO. 3
NO. 4
NO. 5
<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>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.</p> <p>..... SIGNATURE</p> <p>..... COMPANY</p> <p>..... DATE</p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p>NOTICE</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

TURE

TELEPHONE

DATE

FEIN

ADDRESS CHANGES TO BE NOTED ABOVE

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



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

WV12022

PAGE

6

ADDRESS CORRESPONDENCE TO ATTENTION OF

PAUL REYNOLDS
304-558-0468

RFQ COPY

TYPE NAME/ADDRESS HERE

Diamond Technologies, Inc.
221 West 9th Street, Suite 200
Wilmington, DE 19801

WORKFORCE WEST VIRGINIA
OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
CHARLESTON, WV
25305-0112 304-558-2631

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
04/26/2012				

BID OPENING DATE:

05/31/2012

BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
A SIGNED BID MUST BE SUBMITTED TO:						
DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130						
THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:						
SEALED BID						
BUYER: PAUL REYNOLDS FILE 43						
RFQ. NO.: WV12022						
BID OPENING DATE: MAY 31, 2012						
BID OPENING TIME: 01:30 P.M.						
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
(302) 656-6058						
CONTACT PERSON (PLEASE PRINT CLEARLY):						
Gregory L. Baldance						
ANY INDIVIDUAL SIGNING THIS BID IS CERTIFYING THAT:						
(1) HE OR SHE IS AUTHORIZED BY THE BIDDER TO EXECUTE THE BID OR ANY DOCUMENTS RELATED THERETO ON BEHALF OF THE BIDDER, (2) THAT HE OR SHE IS AUTHORIZED TO BIND THE BIDDER IN A CONTRACTUAL RELATIONSHIP, AND (3) THAT						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
LE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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

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 exceeds 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: DIAMOND TECHNOLOGIES, INC.

Authorized Signature: *By G. McCoy* Date: 5.25.12

State of Delaware

County of New Castle, to-wit:

Taken, subscribed, and sworn to before me this 25 day of May, 2012.

My Commission expires 01-11-2016, 20 .

AFFIX SEAL HERE

NOTARY PUBLIC

JEFF GRAF
Notary Public - State of Delaware
My Comm. Expires January 11, 2015

Table of Contents

1.0	Background	3
2.0	Proposed Services	4
2.1	System Features.....	4
2.1.1	WFWV SIDES Connector	4
2.1.2	SIDES Adapters.....	6
2.1.3	WFWV Mainframe Adapter	6
2.1.4	Administration Portal.....	6
2.1.5	Staff Sign In	6
2.1.6	Reporting and Reconciliation	7
2.2	Technology Architecture	7
2.2.1	Proposed Hardware Platform.....	8
2.2.2	Proposed Software Platform	10
3.0	Project Approach.....	12
3.1	Project Requirements (Business & Technical)	12
3.2	Project Methodology	12
3.3	Project Plan (Phase I & II).....	13
3.4	SIDES Testing and Responsibility Matrix	15
3.5	Project Team	16
3.6	Status Meetings / Reporting.....	16
3.7	Training	16
3.8	System Documentation	17
3.9	Ongoing Support & Maintenance	17
3.9.1	SIDES Solution - Warranty Period (1 year).....	17
3.9.2	SIDES Solution - Maintenance Period (2 years)	18
3.9.3	Standard / Enhanced Support	18
3.9.4	Maintenance Plans	19
4.0	Responsibilities of WFWV	20
4.1	Assumption – Project Start.....	20
4.2	Project Coordinator (WFWV)	20
4.3	Project Steering Committee	20
4.4	User Community	20
4.5	System Testing and Acceptance.....	20
4.6	Facilities.....	20
4.7	Production Hardware, Software and Networking	21
5.0	Price and Terms	22
6.0	About Diamond Technologies, Inc.	23
6.1	Our SIDES Solution Experience.....	23
6.2	Client References	24
6.3	Sampling of Other Project Experiences.....	24
7.0	Proposal Acceptance.....	26
	Attachment A – Vendor Response Sheet.....	27
	Attachment B – Mandatory Specification Checklist	28
	Attachment C - Cost Sheet..... refer to Cost Proposal (under separate cover)	
	Attachment D - Diamond Support	29



1.0 Background

In its discussions with Diamond Technologies, WorkForce West Virginia (WFWV) has expressed the desire to develop, configure and implement the federally initiated Unemployment Insurance (UI) State Information Data Exchange System (referred to hereafter as SIDES).

Back in 2004 the Information Technology Support Center (ITSC) undertook a project to evaluate the various questions and approaches to separation information data collection instruments that state UI agencies use to obtain required information from employers and Third Party Administrators (TPAs). In 2005, an effort was launched to develop and test a standardized format for separation requests to large multi-state employers and TPAs. Twelve states, four large employers, and two TPAs were involved in the project. In September 2006, six state UI agencies (CO, GA, ID, OH, UT, & WI) met to formulate plans for the SIDES system to be implemented with a reasonable number of employers and/or TPAs. Five of the states (CO, GA, OH, UT, & WI) formed a group to develop and implement the standard specifications for a Web service-based electronic exchange of separation information with a group of multi-state employers/TPAs (ADP, TALX and J.C. Penney). During this effort a sixth state (NJ) joined the five states to develop and implement SIDES. In February 2010, the Separation Information exchange component of SIDES went into full production. Currently, eighteen states have implemented SIDES and other states are in the process.

Participation in the SIDES system is now being expanded to include additional states, employers, and TPAs that want to take part in the electronic exchange of information, including the state of West Virginia. WFWV has expressed through an RFP to implement SIDES to enable communication & transmission of Unemployment Compensation (UC) Separation Information and UC Earnings Verification Information.

The remaining sections of this document describe Diamond Technologies' proposal to WFWV to implement SIDES for West Virginia. We are confident that our experience and commitment will result in a highly successful solution for WFWV. We appreciate the opportunity to bid on this RFP and look forward to working with you on this important initiative.



2.0 Proposed Services

SIDES is an electronic message broker for electronic communication between state agencies and employers or TPA's. A Central Broker, using Internet-based web services, manages the function-specific communications allowing states and employers/TPA's to exchange unemployment information with each other using one or more applications and established file formats.

As earlier mentioned, WFWV wishes to implement the SIDES Separation (SEP) and Earnings Verification (EV) Information exchanges. Both information exchanges allow for the electronic collection of employer UI information providing cost savings through increased speed and accuracy of determinations, and fewer improper payments.

This proposal includes development of a high quality, fully redundant, VMware/Windows/SQL Server based solution that will appropriately interpret, route, manage, report, and log SIDES and SEW requests and responses. The solution will provide a web-based portal for WFWV users and various mechanisms for sending and capturing employer/TPA information. As part of the solution, a modular platform will be architected to allow for future SIDES adapters to be developed and easily integrated. The following subsection give a high level overview of Diamond Technologies' proposed solution. It includes many of the requirements within the WV RFP but does not go into explicit detail on each. This solution will fully meet every requirement and feature within the WFWV RFP and add additional functionality that will help WFWV implement future SIDES functions.

2.1 System Features

The new system will be architected as a three (3) tiered system running on a fully redundant VMware platform. All web services consumed from SIDES will be executed within Microsoft Internet Information Server (IIS) and served via Secure Sockets Layer (SSL) to ensure the highest level of encryption of UI data.

2.1.1 WFWV SIDES Connector

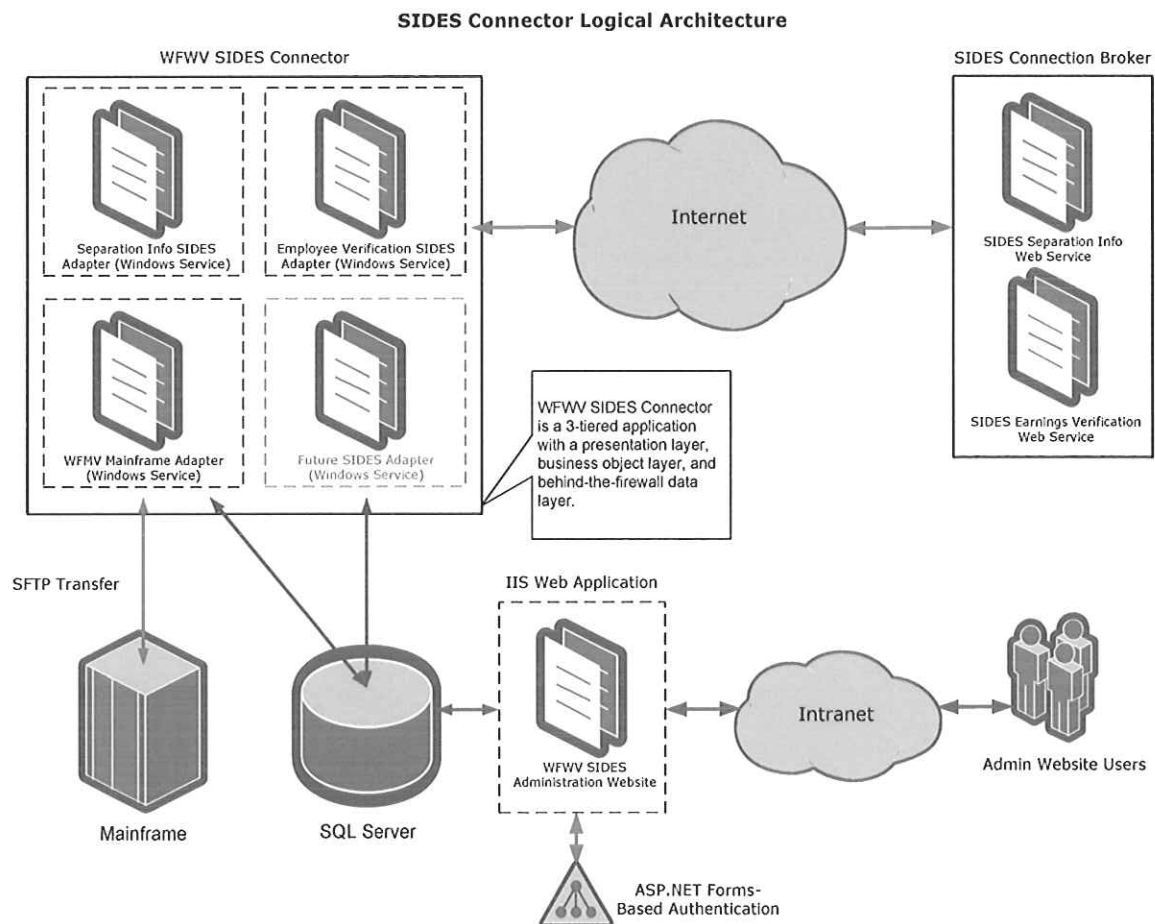
The platform for integrating WFWV mainframe-based UI data with SIDES is the WFWV SIDES Connector (the Connector). The Connector functions as a messaging broker in between the WFWV UI data and the SIDES service. Its primary tasks are:

- Send queued WFWV SEP and EV requests to SIDES.
- Optionally, send notifications to employers and TPAs to access SEW.
- Periodically query SIDES for responses.



- Receive responses from SIDES and put them into the database.
- Logically attach appropriate forms to responses.
- Maintain error information and periodically re-send any failed requests.
- Notify WFWV staff on required events via email.
- Timestamp all transactions and determine if specific transactions have expired intervals (e.g. amount of time employer has to respond to SEP request).
- Export responses to WFWV mainframe at specific intervals.

The Connector will be architected in a modular fashion that allows for the creation of future adapters as SIDES implements more features. The functions implemented for this project are Employer Separation Information and Earnings Verification Information.



2.1.2 SIDES Adapters

A SIDES Adapter is a C#.NET program that is responsible for consuming the SIDES web services for a given function (SEP, EV, etc.). It will format and send information from the application database to the SIDES web service and receive responses from SIDES to store in the database as well as initiate logging, error handling, and other runtime functions.

The SIDES Adapter will use common business layer objects that can be used by all adapters (independent of function) thus promoting re-use and easy development of future SIDES functions.

2.1.3 WFWV Mainframe Adapter

A WFWV Mainframe Adapter is a C#.NET program that is responsible for extracting and transforming WFWV mainframe-based UI data for a given function (SEP, EV, etc.). It will receive data via SFTP, format the data and store the information into the application database. It will take SIDES response data from the database; format it, and SFTP it back to the WFWV mainframe. It utilizes an internal scheduling algorithm to allow WFWV to schedule when the transfers will occur via configuration file settings. The Mainframe Adapter also supports just-in-time transfers.

The Mainframe Adapter will use common business layer objects that can be used by all adapters (independent of function) thus promoting re-use and easy development of future SIDES functions.

2.1.4 Administration Portal

A web-based messaging system is always susceptible to connection and other network related problems. The Connector uses the application database to store requests and responses until they are successfully sent and received. After a configured period of time, the Connector will stop doing this automatically and will place the requests into an "error" queue. Using the Administration Portal, a WFWV staff person can view the various pending requests and manually resubmit requests in the "error" queue.

2.1.5 Staff Sign In

The security system will utilize Microsoft's built-in support for ASP.NET Form-Based Authentication (FBA) to support authentication and authorization of WFWV staff users. All credentials will be managed by a "super-administrator". The WFWV staff will



be able to access this site by supplying their email address and a password. The authentication system will require a user to change their initial password (after reset) and will block an account after three (3) invalid sign in attempts.

2.1.6 Reporting and Reconciliation

The administrator can view all of the queued requests, resubmit failed requests, and possibly re-initiate an entire transaction. A search mechanism will exist to find requests based on WFWV search criteria. All reports will include appropriate drilldown and print capabilities. Pages and reports include:

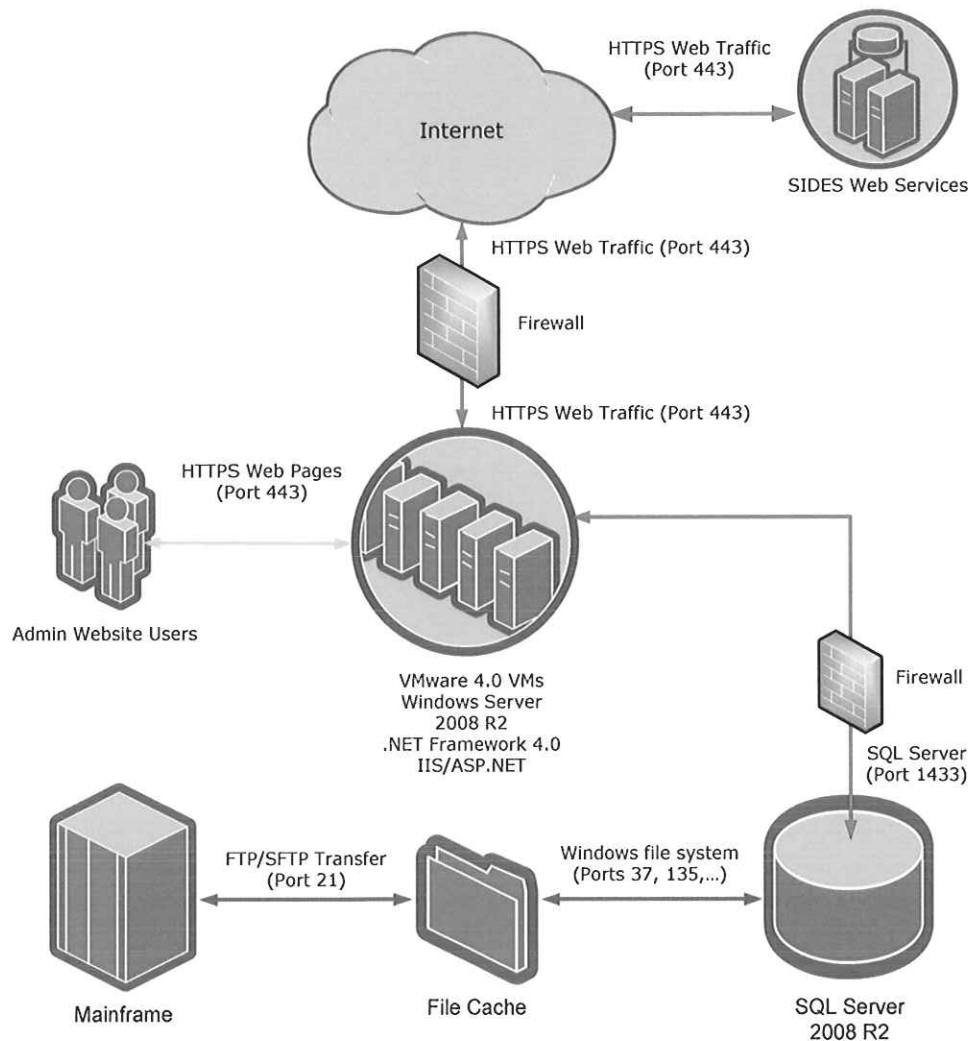
- Main Landing Page
- View Transmissions Page
- View Responses Page
- Timeliness Report
- Separation Information Cross-Match Response Report
- File Transfer Report

2.2 Technology Architecture

A solid architecture is a critical success factor of any project. Once the architecture is established, the development team will have a foundation on which to build the entire system. A solid architecture brings many benefits: high performance, extensibility, agility and maintainability. The following diagram shows the SIDES Connector technical architecture with primary components and network ports. The system will be installed on multiple VMware virtual machines within WFWV's third-party datacenter.



SIDES Connector Technical Architecture



* Firewall, network, port configuration subject to current WV IT implementations and standards

2.2.1 Proposed Hardware Platform

Due to the time sensitivity of the WV UC requests and the fact that the system is not being implemented into an existing virtual infrastructure, we recommend that a fully redundant, full failover hardware infrastructure be established to run all of WFWV's SIDES functionality.

Note – This platform describes a multi-server virtualized system consisting of a shared storage array. This platform offers the highest level of redundancy and scalability. If this level of failover is not required by WFWV, simpler systems are available at less cost.



Quantity	Name	Function
2	HP ProLiant DL360 G7 <ul style="list-style-type: none"> • 2 6-core Xeon CPUs • 32 GB memory • 2 Raid 1 internal drives • 2 SAS HBA cards • 2 Power supplies 	VMware host servers
2	HP Networking 1810G-24	1GB Network Switches
1	HP Storage P2000 G3 SAS MSA Dual Controller SFF Array System <ul style="list-style-type: none"> • 6 HP 300GB 6G Hot Plug 2.5 SAS Dual Port 10,000 rpm Enterprise Hard Drives • RAID 10 with hot swappable drives • 2 Controllers • 2 Power supplies 	Storage Array

As listed, each hardware component, either through its internal components or by installing multiple instances, offers full redundancy and failover.

Virtual Infrastructure

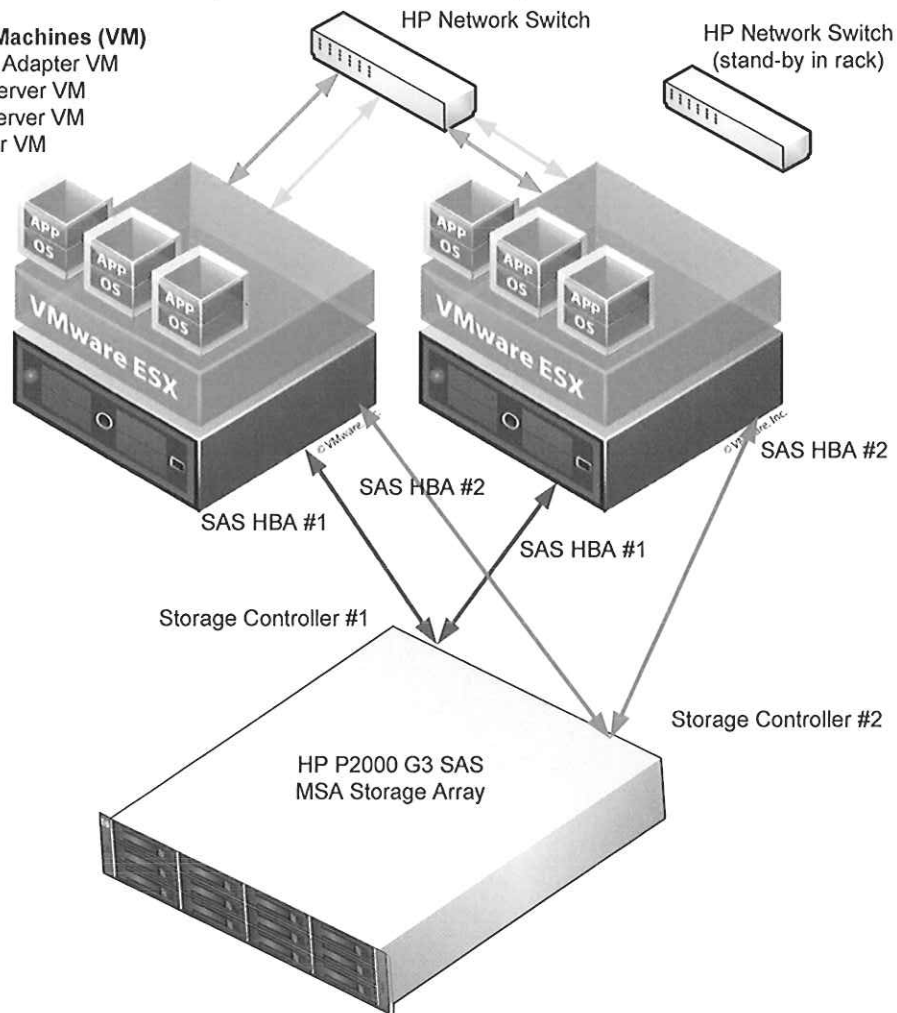
To support the goal of 100% redundancy and failover, the solution will be virtualized using VMware EssentialsPlus with vCenter, HA, and vMotion. The virtual infrastructure allows the virtual machines to seamlessly migrate from one host server to another and, since, the virtual machines are file-based, they can be easily backed up in their entirety. The following diagram shows the virtual infrastructure:



VMware EssentialsPlus (w/ vCenter, HA, vMotion)

Virtual Machines (VM)

- SIDES Adapter VM
- Web Server VM
- SQL Server VM
- vCenter VM



2.2.2 Proposed Software Platform

The proposed system will be designed and developed using state-of-the-art Internet technologies from proven industry leading software vendors. This will include the following software products and tools:

- VMware 4.0 Essentials Plus with vCenter
- Windows Server 2008 R2
- IIS 7.0
- Microsoft .NET Framework Version 4.0
- SQL Server 2008 R2 Standard
- ASP.NET and other related technologies as appropriate



Regarding specific software product versions, prior to beginning development, Diamond Technologies and WFWV will work together to ensure that the solution developed will run successfully in WFWV's environment and that all software purchases will be made using WV IT licensing agreements where applicable.



3.0 Project Approach

This section describes Diamond Technologies' proven project approach that will be applied to the development, implementation and ongoing support for WFWV's Sides solution proposed herein.

3.1 Project Requirements (Business & Technical)

Diamond Technologies was provided the following documents and/or links to relevant materials, which in turn, Diamond used to derive the scope of work provided here:

- WFWV Sides RFP # WWV12022
- Addendum #1 for WWV12022
- ITSC website with links to any and all necessary documentation
- SIDES developer website for development guides & documentation

This material provided all the necessary information for Diamond Technologies to provide a fixed price solution for WFWV.

3.2 Project Methodology

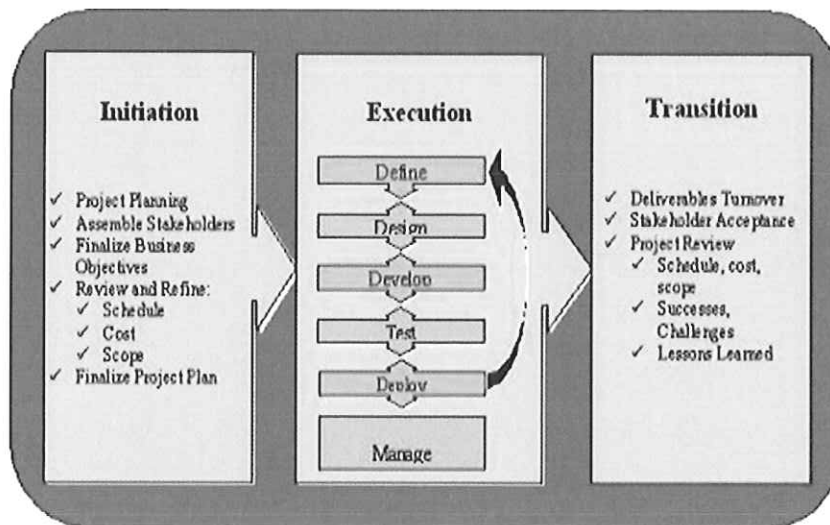
Diamond Technologies project management methodology consists of industry standard best practices, consistent with the Project Management Book of Knowledge (PMBOK). The Diamond Delivery Framework is a project delivery approach that encompasses the RAD (Rapid Agile Delivery) software development methodology. It is designed to be flexible so that the best practices of RAD, MSF (Microsoft Solutions Framework) and CMM (Capability Maturity Model) are utilized to provide the best approach for the client solution.

- Small, high-powered teams, with short, phased timeframes
- Simultaneous (rather than sequential) team assignments
- Building block orientation: incremental analysis, design, development, and implementation cycles Commitment to flexible, realistic, high quality solutions using a best practices approach
- Time definite deliveries
- Understanding and mastering an ever changing environment

The Diamond Delivery Framework reflects the new realities in business today: Speed, quality and value are combined to provide maximum competitive advantage from



your IT solutions. The following graphically illustrates the Diamond Delivery Framework methodology.



Diamond Technologies is well equipped to manage this implementation for two main reasons:

- Deep DOL industry experience, including SIDES
- Industry veteran Project Manager with extensive DOL & SIDES experience

3.3 Project Plan (Phase I & II)

Per the requirements defined in the RFP, the project has been organized into two phases. Phase I is focused on the implementation of SIDES and the State Employer Website (SEW), also known as the E-Response component that enables communication and transmission of unemployment compensation (UC) separation information. Phase II is focused on the implementation of SIDES that will enable communication and transmission of UC Earnings Verification Information.

Project Phase I	Duration (Days)
Initiation (Project Kickoff Meeting) <ul style="list-style-type: none"> • Identify stakeholders and responsibilities • Review project scope • Review schedule, milestones, critical success factors • Review status meeting and reporting schedule 	~ 1



Analysis and System Design <ul style="list-style-type: none"> • Refine functional requirements • Refine technical requirements • Preliminary database design • Stakeholder review 	13
Development / System Testing	~ 48
QA/UAT/SIDES Testing <ul style="list-style-type: none"> • Comprehensive Integration Testing – All Features • Issue resolution • Regression testing and resolution 	~ 31
Help/Documentation/Training <ul style="list-style-type: none"> • Create documentation as proposed • Stakeholder review • Training 	10
Production Readiness	1
Project Acceptance and Sign Off	0
Estimated Elapsed Time	~ 103 Days

Note: Given a July 2, 2012 start date Diamond is prepared to have SIDES /SEW with Separation Information in production before September 30, 2012. Our target date is tentatively set for September 15, 2012. The exact date will be finalized upon award and mutual agreement between WFWV and Diamond Technologies.


Project Phase II	Duration (Days)
Initiation (Project Kickoff Meeting) <ul style="list-style-type: none"> • Identify stakeholders and responsibilities • Review project scope • Review schedule, milestones, critical success factors • Review status meeting and reporting schedule 	~ 1 day
Analysis and System Design <ul style="list-style-type: none"> • Refine functional requirements • Refine technical requirements • Preliminary database design • Stakeholder review 	1
Development / System Testing	~ 15
QA/UAT/SIDES Testing <ul style="list-style-type: none"> • Comprehensive Integration Testing – All Features • Issue resolution • Regression testing and resolution 	~ 20
Help/Documentation/Training <ul style="list-style-type: none"> • Create documentation as proposed • Stakeholder review 	10



• Training	
Production Readiness	1
Project Acceptance and Sign Off	0
Estimated Elapsed Time	~ 48 Days

3.4 SIDES Testing and Responsibility Matrix

Diamond Technologies brings valuable SIDES implementation experience to WFWV. There are important federally mandated SIDES driven tasks and documentation that Diamond will ensure WFWV is lead through. One area of focus involves testing. The standard implementation testing tasks (unit, system, acceptance) are outlined above in our methodology and project plans. For this project surveys, certifications tests, etc., are required by the Federal Government and ITSC. A summary of the key steps and documents is outlined below, along with an indication of the responsible party. Even for tasks that Diamond is not directly responsible for, Diamond will ensure they are completed.

 <p>State of West Virginia uSIDES Implementation uSIDES Timeline Responsibility Matrix</p>				
Date	Task	WFWV	Responsible Party Diamond	TPA
6/16/2012	Complete Non-Automation Notebook	X		
	Complete E-Response Notebook	X		
7/14/2012	Pre-Test State Questions	X		
7/28/2012	Pre-Test Meeting with State & TPA	X	X	X
8/18/2012	State logo for E-Response sent to SIDES Team	X		
	Operations POC List sent to SIDES Team	X		
8/25/2012	Initiate End-to-End testing with TPA	X	X	X
	Dry-run Certification test	X	X	X
9/1/2012	Production Certification sent to SIDES Team	X	X	X
	Complete End-to-end testing with TPA	X	X	X
	production Planning Meeting with State & TPA	X	X	X
9/8/2012	Formal Certification Testing	X	X	X
	Production Certification Test	X	X	X
	Signed SIDES Agreement	X		X
	"Go or No Go" Meeting with State and TPA	X	X	X
9/15/2012	STATE IN PRODUCTION	X	X	X

3.5 Project Team

Diamond Technologies will pull together a complete project team to implement SIDES for WFWV. This team will include a project manager, developer(s), infrastructure engineer(s), and business analysts. Our team will all be members of Diamond Technologies, as we're not planning on using any outside subcontractors for this engagement.

Diamond's project manager will be responsible for understanding the details of the project's objectives, developing and managing the project plan, managing and coordinating all project resources and activities, and working closely with WFWV's project coordinator to ensure the timely and successful completion of the project.

3.6 Status Meetings / Reporting

Diamond Technologies believes in promoting and facilitating a high degree of communication with all concerned parties throughout the course of the project. Diamond Technologies believes in an open style of communication, so that all stakeholders and project team members are equally informed and "on the same page" at all times throughout the project. Diamond Technologies recommends a weekly status meeting, or conference call between the appropriate stakeholders to ensure the success of this project. These status meetings will be a combination of remote (conference calls) and onsite meetings. The exact schedule will be created upon award.

Diamond Technologies will provide WFWV with a written status report on a weekly basis. The status report will identify the work completed in the prior period, work planned for the coming period, identify any and all outstanding issues, and coincide with status meetings (or conference calls). The purpose of the status report is to provide written documentation of activities, and is not meant to replace status meetings or verbal communications.

3.7 Training

As part of its "turnkey" solution, Diamond will conduct the following training activities:

- "Train-the-trainer" session with WFWV staff as determined by WFWV. Diamond will produce a training guide and any related materials deemed necessary as part of the implementation. Diamond will also make these materials available in electronic format.



- System Administration training for the designated WFWV staff who will be responsible for administering the system.
- Technical Training for key technical WFWV staff for maintenance of the application, interfaces, etc.

3.8 System Documentation

Diamond will provide the following materials in support of the delivered system:

- User Manual
- System Design Documentation
- Database Diagrams
- Implementation Status Reports

WFWV will have the right to reproduce all documentation and distribute as they deem needed.

3.9 Ongoing Support & Maintenance

Diamond Technologies is extremely confident in the systems we develop and we are prepared to stand behind our work. In order to provide WFWV with a high degree of confidence in our abilities and our proposed solution, Diamond Technologies will provide WFWV with a two-tier support plan for its SIDES Solution, consisting of a Warranty Period (at no cost) and a Maintenance Period. Each of these is described in the following sub-sections.

3.9.1 SIDES Solution - Warranty Period (1 year)

Software warranty is provided in accordance with the following terms:

- The duration of the software warranty period is 1 year.
- The warranty period begins immediately after the system is in production and the final project completion milestone is signed off, as described in this proposal.
- WFWV agrees to sign a document acknowledging the Project Acceptance milestone and the beginning of the warranty period.
- The warranty shall apply to all software developed by Diamond Technologies as part of the proposed system, including system integration work. For purposes of this warranty, such software shall be referred to as "*custom software*".



- Diamond Technologies warrants that all custom software developed is free of defects or imperfections that *prevent a user from performing the intended function of the system*.
- Such defects and imperfections in custom software found during this period will be fixed at no cost.
- The warranty does not cover operating system, database, and other packaged software (i.e. Microsoft Windows, SQLServer, etc.). It is expected that the software package vendors will provide warranty for their products.

3.9.2 SIDES Solution - Maintenance Period (2 years)

Diamond Technologies will provide software maintenance in accordance with the following terms:

- The duration of the software maintenance period is 2 years.
- The maintenance period begins immediately upon conclusion of the warranty period.
- WFWV agrees to sign a document acknowledging the conclusion of the warranty period and the beginning of the maintenance period.
- Software maintenance will be provided for all software developed by Diamond Technologies as part of the proposed system, including system integration work. For purposes of this maintenance agreement, such software shall be referred to as "*custom software*".
- Diamond Technologies will provide modifications to custom software as required to support software upgrades, revisions, new versions and patches to any packaged software that comprise the system.
- Software maintenance does not cover operating system, database, and other packaged software. It is expected that the software package vendors will provide maintenance for their products.

3.9.3 Standard / Enhanced Support

As part of this "turnkey" solution, Diamond will provide on-going production support for SIDES/SEW solution for WFWV. Diamond will provide the ongoing support and maintenance through its urSphere service offering. Refer to Attachment D – urSphere Support for a detailed description of our SLA's.



3.9.4 Maintenance Plans

This section documents the planned backup procedures and disaster recovery options supported by the technical architecture described in this document.

Backups

Name	Level	Utility
Virtual Machine Backup	Nightly snapshots of VMware virtual machines	vCenter
SIDES Application Database	Nightly backup of SQL database with transactions.	SQL Agent Job
Application File Backups	Nightly backup of SIDES application folders and files (e.g. export folder, log folder, configuration files, binaries, etc.)	Windows Backup or WVOT supplied utility

Recovery Mechanisms

With the failover and redundancy features built into the hardware platform, the majority of non-catastrophic hardware problems will be handled by the platform with sub-minute downtime.

Name	Estimated Recovery Time and Restore Level
Virtual Machine Backup	Since the backups occur nightly, any restore will roll back VM instance changes one (1) day. This event is unlikely since the .vmd files are stored on the SAN utilizing RAID 10.
SIDES Application Database	With Full Logging enabled, a restore from a nightly backup with roll forward of the transaction logs will restore the database up to the time of the failure. Estimated time to recover is approximately 2 hours (to allow for testing).
Application File Backups	Depending on the file requiring restore, the most amount of downtime will be due to a broken application. Restore of the application files will be instantaneous but will be one day behind.



4.0 Responsibilities of WFWV

4.1 Assumption – Project Start

In order to meet the requirement of SIDES Phase I being in production by September 30, 2012, it is imperative that this engagement begin no later than July 2, 2012. Any delays to the beginning of the project, could impact Diamond's ability to deliver the system on time.

4.2 Project Coordinator (WFWV)

It is important for WFWV to appoint a project coordinator to serve as the single point of contact for Diamond Technologies. The project coordinator is a key member of WFWV's steering committee and is responsible for acceptance of system scope, features and functionality. The project coordinator is responsible for providing timely response to requests for information from Diamond Technologies, or for any other item that could delay or impede progress toward meeting the project schedule. Additionally, the project coordinator is directly responsible for receiving the services of Diamond Technologies and is authorized to approve milestones & payments for these services as outlined in our Cost Proposal.

4.3 Project Steering Committee

Diamond Technologies recommends that WFWV assembles a project steering committee to be comprised of key stakeholders from the business and technology units relevant to this project. The project steering committee will provide high-level project direction and coordination for the project.

4.4 User Community

WFWV agrees to accept responsibility for assigning WFWV staff to work with Diamond Technologies as required for the successful completion of the proposed services. WFWV will assist Diamond Technologies in scheduling meetings, conferences, etc., with WFWF staff, as requested by Diamond Technologies.

4.5 System Testing and Acceptance

WFWF is responsible for identifying individuals from the user community to test the systems developed by Diamond Technologies. WFWV acknowledges that timely testing and acceptance of the developed systems is critical to the successful completion of the project.

4.6 Facilities



It is envisioned that the majority of the proposed services will take place remotely (off-site) at Diamond Technologies Wilmington, Delaware location. Most of the development will be completed at Diamond's headquarters in Wilm, De. It is expected that some activities including (but not limited to), some requirements gathering, system reviews, testing, user training and the like will take place on-site at WFWV location. To the extent that services are provided on-site at WFWV's location, WFWV will provide the necessary facilities for Diamond Technologies team members, including office space (desks, telephones, standard office equipment, etc.).

4.7 Production Hardware, Software and Networking

The SIDES solution will be residing within WVOT's 3rd party room of the Data center located in building 6 of the Capitol complex in Charleston, WV. Diamond Technologies will be providing infrastructure & application SIDES support as part of our proposed engagement, thus, will need 24x7 access to this facility. Diamond Technologies needs WFWV to assist in getting the necessary access to this facility and key contacts from WVOT's.



5.0 Price and Terms

All project costs are provided under separate document, "*Cost Proposal to Provide a SIDES Implementation & Support Solution for WorkForce West Virginia*", dated May 30, 2012.



6.0 About Diamond Technologies, Inc.

Diamond Technologies is a high caliber technology consulting firm that assists organizations in achieving their business objectives through the implementation of leading information technologies. Our core competencies are technology integration and the development of customized information solutions, with a range of services that includes comprehensive management of the entire project life cycle to providing specialized resources to complement our client's teams. We provide a comprehensive range of services including project management, business process/requirements analysis, systems architecture design, software design & development, and systems implementation & support.

At the heart of the company is a dedicated staff of IT professionals committed to providing service excellence. Unlike many of our competitors, we employ our technical staff on a full time basis and provide them with a comprehensive benefits package that includes ongoing professional training. We believe that in the long run this approach results in higher quality products and solutions for our clients. Diamond Technologies currently employs a full time staff of 50+ professionals.

Diamond Technologies was named to the Inc 500, Inc. Magazine's list of the 500 fastest growing privately held companies in America. In addition, Diamond Technologies was named to the Philadelphia 100 list of the regions fastest growing privately held companies. In 2001, the company was recognized as Delaware's Small Business of the Year by the United States Small Business Administration; and recognized by Delaware Today magazine as one of the Best Places to Work in Delaware.

Over its 12-year history Diamond Technologies has experienced a sea of technology changes and has continually adapted to meet the needs of our clients. Today, we are focused on assisting our clients with state-of-the-art technologies including Custom Microsoft Solutions, Mobility Solutions, Business Intelligence, Web Portals (including Microsoft SharePoint), Cloud Services and Infrastructure Management.

For additional information about our company, services and culture, please visit www.diamondtechnologies.com.

6.1 Our SIDES Solution Experience

Diamond Technologies was selected in November 2011 by State of Delaware, Dept of Labor to implement SIDES. The project is currently on schedule and on budget with a production date in August 2012. Here are some specifics regarding this project:



Client: Delaware Dept of Labor

Contacts: **Heather Comstock**, (IT Manager & primary contact)
Heather.comstock@state.de.us
 (302) 761-8360

Thomas MacPherson, Dir. Division of Unemployment Insurance
Tom.macpherson@state.de.us
 (302) 761-8350

Vince Borrelli (Diamond - Project Manager)
vborrelli@diamondtechnologies.com
 (302) 656-6050 x-222

Location: Delaware (combination of remote and onsite)

Functions: SIDES Implementation (underway)
 Separation Information (underway)
 Earnings Verification Information (planned)
 Employer Portal – Unemployment Insurance Online Employer Services (planned)

Status: On schedule and on budget – target August 2012

6.2 Client References

Contact	e-mail	Phone
Tara Honold, IRM State of Delaware, Dept of Transportation	tara.honold@state.de.us	(302) 760-2600
James Sills, CIO State of Delaware, Dept of Technology	jim.sills@state.de.us	(302) 739-9629
Carol Jones, IRM State of Delaware, Dept of Insurance	Carol.jones@state.de.us	(302) 674-7329
Governor Jack Markell State of Delaware	jmarkell@state.de.us	(302) 744-4101
Lt Governor Matt Denn State of Delaware	matthew.denn@state.de.us	(302) 744-4333

6.3 Sampling of Other Project Experiences

The following table provides a sampling of our team's proven experience in delivering quality solutions similar in scope and nature to the SIDES Solution. For purposes of brevity, detailed descriptions have not been provided for the projects listed



in the table. Upon request Diamond Technologies would be happy to provide WFWV with additional information on any of these projects or other projects descriptions.

Client	Solution	Summary
Delaware (DE) Dept of Labor	Continued Claims Solution	Cloud-based (Azure) solution using VoiceXML; replaced old IVR Solution, web-based, ASP Solution
DE Dept of Labor	Unemployment Benefits Overpayment Solution	Web-based Microsoft solution; Process & manage overpayment payments issues
DE Dept of Education	DEEDS – Delaware Educator Data System	Internet-based educator certification system, Microsoft solution.
DE Dept of Transportation	DelDOT Information Subscription System	Internet based electronic information subscription system.
DE Dept of State	Access Delaware Project	Voice-enabled (VoiceXML) Internet content delivery project.
DE Dept of Technology and Information	Middleware Technology Migration	Migration of the State's EDEE integration broker platform from BEA Weblogic to IBM WebSphere.
DE Dept of Transportation	www.deldot.org	Dynamic content, database driven Internet site.
Intracorp (Division of Cigna)	Integrated Case Management System	A web-based tool that allows nurses nationwide to manage cases and perform utilization review
Rockwood Programs (Solution developed for The Travelers Insurance)	Web-Based EPLI Rating Engine	Web-based rating tool that provides indications and quotes for Employment Practices Liability Insurance (EPLI)
J.P. Morgan Chase	Electronic Transaction Capture System (eTCAP)	Intranet-based application that JPMC Treasury uses to manage capture and bill for treasury charges both domestically and internationally.
County Bank	Web-Based Banking Applications	Developed and manage a series of applications to facilitate on-line corporate and trading-partner banking.
Trustar Retirement Services (A division of the Principal)	Internet Account System	Internet based application based on IBM WebSphere that Trustar uses to provide account information to brokers and investors worldwide
Bancorp	On-line Banking System	Designed a B2B online banking solution employed by Bancorp clients nationwide.
The Hay Group	Paynet System Enhancements	Internet based solution enabling Hay Group clients to upload HR survey data via the Internet.



7.0 Proposal Acceptance

By signing below, WFWV signifies its acceptance of the service proposal, assumptions, cost, and payment terms contained herein, and authorizes Diamond Technologies to begin work on the services selected above. Diamond Technologies will begin work on the proposed services at a date mutually agreed upon by Diamond Technologies and WFWV.

Diamond Technologies, Inc.

By: _____

Name: Greg Ballance

Title: President

May 30, 2012
Date

State of West Virginia

By: _____

Name: _____

Title: _____

Date



Attachment A – Vendor Response Sheet

Provide a response regarding the following: firm qualifications and experience in completing similar projects; references; descriptions of all USDOL SIDES/SEW implementation project completed within the past five (5) years – entailing the location of the project, project manager name and contact information.

Response - Please refer to Section 6.0 "About Diamond Technologies" section page 22 for a description of Diamond Technologies' qualifications, references, and an explanation of our SIDES Implementation experience & contacts.

Describe how you would meet all requirements and specifications contract in the RFP for Phase 1: SIDES and SEW Separation Information?

Response - Please refer to Section 2 "Proposed Services" and Section 3 "Our Approach" for a detailed description of Diamond Technologies' plan to implement Phase I.

Describe how you plan to identify and supply the Hardware & Software (refer to 2.4.9):

Response - Please refer to Sections 2.2 Technology Architecture for hardware, software, and network infrastructure details. Diamond Technologies will work with WFWV & WVOT and validate all the necessary equipment and appropriate ways to license the software. Diamond Technologies will then acquire the necessary HW / SW and install the infrastructure in the 3rd party data center with assistance from WFWV and WVOT.

Describe how you would meet all requirements and specifications contract in the RFP for Phase 2: SIDES and SEW Earnings Verification?

Response - Please refer to Section 2 "Proposed Services" and Section 3 "Our Approach" for a detailed description of Diamond Technologies' plan to implement Phase II.



Attachment B – Mandatory Specification Checklist

- 2.5.1 (Changed via Addendum #1 to read) The vendor must have complete at least one US DOL SIDES/SEW implementation project within the past (5) years which is similar in or must currently be implementing a US DOL SIDES/SEW project which is similar in scope to the requirements of this RFP. If the vendor is currently implementing a similar project, the project must be on schedule to be completed by 9/30/2012. The vendor must provide contact information for the completed or on-going project used as referenced.

Response – Diamond Technologies is in compliance here with this requirement, we are currently implementing SIDES/SEW for Delaware Dept. of Labor will be in production in August 2012. Refer to Section 6.0 for specific DE project details.

- 2.5.2 The vendor must provide the SIDES and SWE system specified herein in compliance with the requirements and timelines provide in the Unemployment Insurance Program (UIPL) number 26-11, attached hereto as "exhibit 1".

Response – Diamond Technologies agree and will implement SIDES & SEW solutions in compliance with the requirements and timelines addressed in UIPL 26-11.

- 2.5.3 The vendor must meet/provide all of the testing requirements specified in 2.4.18 of this RFP.

Response – Diamond Technologies agrees and will meet all the testing requirements outlined in Section 2.4.18 of the RFP. For details on our approach to testing please refer to Sections 3.2, 3.3, and 3.4 of this proposal.

- 2.5.4 The vendor must meet all the of the Project Management and Implementation Schedule provided in 2.4.15 of the RFP.

Response – Diamond Technologies agrees and will meet all the PM and Implementation Schedule requirements outlined in Section 2.4.15 of the RFP. For details on our Project methodology refer to Section 3.2. For details on our Implementation Schedule refer to Sections 3.3.

- 2.5.5 The vendor must implement Phase 1 by no later than September 30, 2012.

Response – Diamond Technologies agrees to implement Phase 1 by no later than September 30, 2012.

- 2.5.6 The vendor must implement Phase 2 by no later than September 30, 2013.

Response – Diamond Technologies agrees to implement Phase 2 by no later than September 30, 2013.

I certify that the proposal submitted meets or exceeds all the mandatory specifications of this Request for Proposal. Additionally, I agree to provide any additional documentation deemed necessary by the State of West Virginia to demonstrate compliance with said mandatory specifications.

Company:	Diamond Technologies, Inc.
Representative Name, Title:	<u>Greg Ballance</u> , Greg Ballance, President
Phone / Fax:	ph: (302) 656-6050 x201 fax: (302) 656-6058
Date:	<u>May 30, 2012</u>





Attachment D - Diamond Support



Support Coverage

Coverage Type	Hours of Coverage
Standard Coverage	8am to 5pm Monday through Friday
Expanded Coverage	5pm to 8am Monday through Friday, Saturday/Sunday (24 hrs/day)

Contact Options

Method	Detail
Phone	(302) 656-6050 option #1
Email	support@diamondtechnologies.com
Web	www.diamondtechnologies.com <support portal> link

Support Contact Options

Option	Coverage Type	Expected Response Time	Details
Phone	Standard	15 minutes	Support line available during coverage windows defined above.
Phone	Expanded	30 minutes	Same as above
Email	Standard	15 minutes	Same as above
Email	Expanded	30 minutes	Same as above
Website	Standard	15 minutes	Same as above
Website	Expanded	30 minutes	Same as above

Support Levels, Type & Status Updates

Incident Priority Level	Definition	Type	Operational Level Agreement
Low	Minor problem, not causing a disruption of business flow. Work around exists.	Incident	4 hours to 72 hours
Medium	Incident causing slight disruption to business process or individual workflow. Workaround exists but business needs the issue address quickly.	Incident	2 hours to 48 hours
High	Total system outage, or incident has otherwise halted business flow in some way. No workaround, need correction ASAP.	Incident	15 minutes to 8 hours
Service Request	Request for new configuration, new software install, new hardware, new device setup, and new user setup.	Service Request	30 minutes to 14 days
Maintenance	Required work tasks to sustain the computing environment at an operating level that results in continual uptime, availability and performance.	Maintenance	8 hours / month

