



# West Virginia Purchasing Division

2019 Washington Street, East  
Charleston, WV 25305  
Telephone: 304-558-2306  
General Fax: 304-558-6026  
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

## Header

 List View

## General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 38379

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0702

Vendor ID:  

SO Doc ID: TAX1500000005

Legal Name: BOURNTEC SOLUTIONS INC

Published Date: 10/15/14

Alias/DBA:

Close Date: 10/28/14

Total Bid: \$85.00

Close Time: 13:30

Response Date:  

Status: Closed

Response Time: Solicitation Description:  

Total of Header Attachments: 0

Total of All Attachments: 0



Purchasing Division  
 2019 Washinton Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State Of West Virginia  
 Solicitation Response**

**Proc Folder :** 38379

**Solicitation Description :** ADDENDUM #1 - ORACLE DATABASE ADMINISTRATOR

**Proc Type :** Central Master Agreement

Date issued	Solicitation Closes	Solicitation No	Version
	2014-10-28 13:30:00	SR 0702 ESR10211400000000646	1

**VENDOR**

000000225215  
 BOURNTEC SOLUTIONS INC

**FOR INFORMATION CONTACT THE BUYER**

Evelyn Melton  
 (304) 558-7023  
 evelyn.p.melton@wv.gov

Signature X	FEIN #	DATE
-------------	--------	------

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Temporary information technology systems or database adminis	1.00000	HOUR	\$85.00	

Comm Code	Manufacturer	Specification	Model #
80111609			

**Extended Description :** SERVICES OF AN ORACLE DATABASE ADMINISTRATOR  
 -ADDENDUM #1 ISSUED TO PROVIDE RESPONSES TO VENDORS' QUESTIONS REGARDING THE ABOVE SOLICITATION.

## PRABHU KRISHNA MATTA

### SUMMARY

As one of the outstanding Oracle Database Administrators in the industry seek opportunities to apply my expertise towards solving large, complex IT challenges. I have lead various projects in 12c/11g/10g/9i/8i using RAC and ASM for High Availability, Streams and Goldengate for replication, Dataguard for Disaster recovery, RMAN for Backup and recovery. My knowledge, experience and expertise can help you gain the efficiencies and cost saving, that organizations are demanding of their IT organizations, expenditures and budgets.

- Around 9.5 years of experience as an Oracle Database Administrator having hands on experience in database administration, production support, installation, configuration, upgrades, patches, Performance tuning, backup and recovery, cloning, space management, database security, Auditing.
- Involved in different scenarios of OLTP as well as DSS (Data warehouse) databases.
- Worked as a team member to provide 24x7 on-call production database support.
- Experience in HP-UX, AIX, SUN SOLARIS, Linux and Windows environments.
- Excellent experience in Installation and configuration of Oracle 8i, 9i, 10g,11g and 12c in UNIX/LINUX ,IBM-AIX,HP-UX and Windows environment. Particularly installation of 12C, 11g RAC on ASM.
- Planned and implemented DR & high availability solutions using Oracle 10g Standby Database using Oracle Data Guard, 9i, 10g RAC and 11g RAC.
- Management of schemas, objects & Partitioning the tables & indexes, AWR, ADDM and 10g OEM Grid Monitoring,11g AND 12c OEM Grid Control.
- Excellent knowledge in Hot/Cold Backup and Recovery and Cloning of databases using RMAN with VERITAS Net Backup & IBM TSM.
- Experienced in using 10g, 11g and 12c features of Data pump, Flash-Back Recovery, AWR, ASM, ADDM, Grid Monitoring, and RecycleBin.
- Extensive performance tuning experience, specializing in Operating System Tuning, SQL Tuning, Database/Instance Tuning.
- Delivering Oracle Database performance-tuning services for customers with EXPLAIN PLAN, TKPROF, STATSPACK, SQL TRACE, ORADEBUG, 10gOEM Grid Monitoring custom scripts troubleshooting oracle databases using sqltrace utilities.
- Experienced in Oracle Support processes for technical requests through Metalink(MOS) and other Support Procedures.
- Good experience in SQL, PL/SQL, Shell Scripting, Perl Scripting, Partitioning, Data modeling, OLAP, Logical and Physical Database Design, Backup and Recovery procedures.
- Experience in basic and advanced replication using Oracle Goldengate Classic and integrated Capture (both 11g and 12c) and experience in using OEM, TOAD, Data Migrations using export/import, benchmarking using load testing tools.
- Expertise in maintaining Database Security using security compliance auditing, expertise in loading data from flat files using external tables, SQL\*LOADER.
- Excellent Written and verbal Communication skills with a customer service oriented attitude.

### TECHNICAL SKILLS

**Operating Systems:** HP-UX 10.x, 11.x, Sun Solaris 2.5, 2.6, 8, 9, 10, AIX 5.1, 5.2, Red Hat Linux RHEL 2.1, 3.x, 4.x ,Oracle Enterprise Linux OEL 5.x and 6.x and Windows 95/98/ME/NT/2000/2003/XP.

**RDBMS:** Oracle 12c/11g/10g/9i/8i

**Languages:** SQL, PL/SQL, UNIX Shell Scripting,

**Tools:** RMAN, OEM, SQL\*Loader, SQL Server, EXP, IMP, expdp, impdp, TOAD,VB

**Tuning Tools:** TKPROF, EXPLAIN PLAN, STATSPACK,AWR,ADDM  
**Database Modeling:** Erwin 4.0, Rational rose  
**Other:** EMC, NetApp, VERITAS Net Backup, TSM, HP Data Protector  
**ETL Tool:** Informatica 5.1  
**Web Tools:** HTML,XML

## PROFESSIONAL EXPERIENCE

**CLIENT: Wells Fargo, Des Moines, IA**

**Dec-2012 – Till Date**

**Role: Sr. Oracle DBA**

Wells Fargo & Company is an American multinational banking and financial services holding company . It is the fourth largest bank in the U.S. by assets and the largest bank by market capitalization. Wells Fargo is the second largest bank in deposits, home mortgage servicing, and debit cards, Wells Fargo Home Mortgage (CORE application) IT sector includes oracle database versions of 10g, 11g and 12c databases.

### Responsibilities:

- Installation, configuration, Maintenance and Support of Oracle 11g and 12c Databases as a part new Project implementation.
- Building Oracle Stand by databases, both Active Dataguard for real-time replication and normal Dataguard for disaster recovery also referred as BCP clone purposes.
- Worked on Disaster Recovery by converting physical standby databases to SNAPSHOT standby database and opened in the read/write mode for testing purposes without interrupting the primary production database.
- Migration of Oracle databases 11g (11.2.0.4) from Linux Boxes to EXADATA machine using dataguard switchover and Export & Import.
- Implemented Oracle Goldengate (both Classic and integrated capture) and Shareplex for replicating data from Primary (OLTP system) to downstream systems such as data warehousing for reporting purposes and history databases for archival purposes.
- Worked on setting up of Goldengate 12c Integrated Capture on Exadata Servers for replication purposes from OLTP system to Downstream systems. And on Non-EXADATA servers we used separate mining database Goldengate replication and on EXADATA source databases is used as mining database too.
- Worked on Database Wallet and TDE (Transparent Data Encryption) for Encrypting the Sensitive data using column encryption and tablespace encryption, also used TDE for Goldengate replication too.
- Responsible for setting up and Maintaining the user accounts and providing required privileges for database access.
- Responsible for Backup and recovery of the databases using RMAN Tool (Recovery Manager) , and Database Flashback using GRP ( Guaranteed Restore Point ) and Export and Import (Datapump and Normal ) for restoring the specific objects at the database level.
- Implemented archive and Purge strategy for archiving the inactive data and purging the archived data from the primary database as a part of performance improvisation with minimal downtime using online redefinition.
- Responsible for installation of Oracle Clusterware (CRS) also referred as Grid Infrastructure from 11g, and 12c Oracle Re-start (standalone grid Infrastructure) and creating the RAC and Standalone databases.
- Upgraded the RAC and standalone databases from 10g (10.2.0.4 and 10.2.0.5) to 11g (11.2.0.2, 11.2.0.3 and 11.2.0.4) as part of performance improvement by utilizing the new features. Also upgraded 11g (11.2.0.3) Databases to 12c (12.1.0.1).
- Migration of databases from Non-ASM (filesystem also referred as Logical Volumes) to ASM i.e Automatic Storage Management.
- Worked on Re-Organizing the tables to convert from non-partitioned to partitioned tables using

- Online Re-definition (with minimal impact to live system ) , CTAS(create table as select ) , exp/imp and creating the table with new DDL and direct insert sql.
- Pro-Active Monitoring of the Databases using 11g and 12c Enterprise Manager and fixing the issues , also working on Root Cause Analysis and documenting the issue resolution steps for future reference.
  - Applied the Clusterware (GI), Database (RDBMS) Patches i.e PSU patches and one-off patches (for Bug resolution) using opatch.
  - 24 X 7 Production database administration, support and monitoring to ensure a proactive problem recognition and resolution of database issues.
  - Capacity Planning and requesting the storage required by analyzing the database growth.
  - Customization and development of K- shell scripts required for monitoring space usage , backup jobs , stats gathering , Goldengate Process Monitoring etc.
  - Cloned and refreshed development and staging databases from production for development and testing.
  - Responsible for optimizing sql queries and tuning the long running queries as a part of performance improvisation.
  - Providing the Go-live and Post –golive Support for the database performance related issues and Ensure that all the work is documented for future reference.
  - Determine time estimates and schedule for own work and resolve issues in timely manner.
  - Providing assistance in activities such as knowledge sharing and knowledge transfer.
  - Management of schemas, objects partitioning the tables & indexes.
  - Actively participating in the meetings with application team for process improvement, Oracle Server Space Management, Capacity Planning, Backup & Recovery, Disaster Recovery, Database Performance Tuning, Memory Tuning, Application Tuning.
  - Worked on Database Characterset conversion from Universal Characterset (AL32UTF8) to Western European (WE8ISO8859P1) and Vice-versa.
  - Working with Server Admin to resolve the server level issues.

**Environment:** LINUX, IBM-AIX ,Oracle 10G, 11G and 12c, OEM 11G and 12c, UNIX, SQL, Oracle Auditing, Oracle Partitioning, GoldenGate ,Shareplex, Physical Standby (Active Dataguard , normal standby) ,LogMiner, Oracle 12c ,11gR2 and 10g R2 RAC and Standalone.

**CLIENT: Johnson Controls Inc., Milwaukee, WI**

**Nov'2010 –Dec'2012**

**Role: Oracle DBA**

Johnson Controls, Inc. (JCI) is a global company offering products and services to optimize energy and operational efficiencies of buildings, automotive batteries and interior systems for automobiles. It is a Fortune 500 diversified, multi-industrial company with 162,000 employees in more than 1,300 locations across six continents. JCI's IT sector includes Oracle databases of versions 9i, 10g and 11g.

**Responsibilities:**

- 24 X 7 Production database administration, support and monitoring to ensure a proactive problem recognition and resolution of database issues.
- Migration of Oracle Databases from Non-RAC to RAC, Non-ASM to ASM and from Dmax to Vmax disks on ASM.
- Database Upgrades Using OUI (Oracle Universal Installer) from 10g to 11g.
- Installation of OEM agent(Both for 10g and 11g) and OEM grid (Oracle Enterprise Manager), Monitoring tool for oracle databases.
- Database patching using opatch perl script.
- Installation, Configuration and Maintenance of RAC(both 10g and 11gr2(GRID)) and Non-RAC databases including standby databases.
- Implementation of Database Replication using Dataguard (Physical Standby) and Oracle Goldengate.
- Involved in the Disaster Recovery Exercise(DR) and recovered Production Databases with backups from tape (TSM).

- Checking Database Backups periodically and ensuring they were successful, Fixing the failed backups .
- Cloned/Refreshed Oracle Databases and Oracle Applications for development and testing.
- Provide accurate and complete answers to general use and environment questions in a timely manner.
- Responsible for optimizing the queries and application tuning.
- Used RMAN for backup and recovery. Performed backup validations using RMAN.
- Implement Hot, Cold and Logical backup plans.
- Customization and development of K- shell (Korn Shell) scripts.
- Management of schemas, objects partitioning the tables & indexes.
- Automation of data load using Korn shell scripting and SQL\*Loader.
- Responsible for setting and managing user accounts, Granting required privileges to users.
- Defining and Implementation of backup and recovery strategies.
- Actively participate in analyzing and evaluating emerging software and hardware technologies/standards.
- Oracle Database monitoring, troubleshoot and resolve the issues.
- Management of schemas, objects partitioning the tables & indexes.
- Extensive Performance Tuning, Memory (SGA) Tuning, Net backup, EMC (Time finder and SRDF), RAID, RAW Devices
- Providing Go live and post Go- live Support for Database performance related issues.
- Ensure that all the work is documented for future reference.
- Determine time estimates and schedule for own work and resolve issues in timely manner.
- Providing assistance in activities such as knowledge sharing and knowledge transfer.

**Environment:** HP-UX (itanium 64 bit) ,IBM-AIX Oracle 9i, 10G, and 11G, OEM, UNIX, SQL,TOAD 9.7 /10.6 Oracle Auditing, Oracle Partitioning, Oracle Replication, Hot Standby, Oracle 11g/10g R2 RAC.

**Awards:** Won MERIT Service Award for best Go –Live support of National Service Application for FY - 2011

**CLIENT: Cricket Communications, Sandiego, CA**

**Mar 2009 – Nov 2010**

**Role: Oracle DBA**

Cricket Communications is a major wireless service provider across California .Cricket has about 800,000 customers. Cricket is upgrading SAP R/3 4.6C to ECC6 applications and Oracle 10g to 11g Databases, monitoring Oracle database performance and the data integration and interface files of both production and development environments.

**Responsibilities:**

- 24 X 7 Production database administration, support and monitoring to ensure a proactive problem recognition and resolution of database issues.
- Migration oracle databases from windows to Linux.
- Database dot release upgrades using oracle universal installer and catpatch.sql.
- Database patching using opatch.pl Perl script.
- Proactive database monitoring using 11g grid monitoring tool.
- SQL tuning using statspack and explain plan, tkprof.
- Developer Environment Setup, Support, Cloning and Refreshes.
- Performed database cloning to setup test and development database.
- Installation, Configuration and Maintenance of RAC, Stand by database.
- Conducting sizing & capacity planning for Oracle databases.
- Upgrading development and production databases to Oracle 11g.
- Applied patches to Oracle Databases and Oracle Applications.
- Applied Oracle Applications and database patches.
- Cloned/Refreshed Oracle Databases and Oracle Applications for development and testing.

- Responsible for optimizing the queries and application tuning.
- Perform SQL tuning and assist developers with coding PL/SQL.
- Provided support to Application Database Administrators in designing the database.
- Installed and Implemented Backup & Recovery procedures.
- Used RMAN for backup and recovery. Performed backup validations using RMAN.
- Implement Hot, Cold and Logical backup plans.
- Customization and development of Korn shell scripts.
- Management of schemas, objects partitioning the tables & indexes.
- Automation of data load using Korn shell scripting and SQL\*Loader.
- Responsible for setting and managing user accounts, Granting required privileges to users.
- Defining and Implementation of backup and recovery strategies.
- Perform other regular DBA activities including space management and performance monitoring.
- Involved in process improvement, Oracle Server Installations / Upgrades/Patches, Space Management, Capacity Planning, Backup & Recovery, Disaster Recovery, Database Performance Tuning, Memory Tuning, Application Tuning, Security Administration, Data Warehousing, Data Guard, Oracle Advanced Replication, Real Application Clusters, Oracle Standby.
- Oracle Database monitoring, troubleshoot and resolve the issues.
- Management of schemas, objects partitioning the tables & indexes.
- Extensive Performance Tuning, Memory (SGA) Tuning, Net backup, EMC (Time finder and SRDF), RAID, RAW Devices

**Environment:** Sun Solaris 5.10, Oracle 9i, 10G, and 11G, OEM, UNIX, SQL, Oracle Auditing, Oracle Partitioning, Oracle Replication, Hot Standby, Oracle 11g/10g R2 RAC

**CLIENT: Apple Inc., Cupertino, CA**

**Jan 2008 – Feb 2009**

**Role: Oracle DBA**

Apple Inc. Formerly Apple Computer Inc., is an American multinational corporation with a focus on designing and manufacturing consumer electronics and closely related software. Oracle database platform includes installation, configuration, maintenance, and performance tuning of Oracle instances on Oracle 10g, Oracle RAC, Grid Control, Streams, and Data guard.

**Responsibilities:**

- Installation and creation of 10g and 11g databases for Testing, Development and Production.
- Installation of Oracle version 10g Release2 64 Bit on Solaris 10 and HP-UX11.
- Creating and Managing Tablespaces with different block-sizes to prevent row chaining.
- Performance tuning for optimized results using tools like EXPLAIN PLAN, SQL\*Trace and TKPROF, STATSPACK.
- Continuous Performance monitoring and tuning of the databases and application using OEM Tuning Pack, Diagnostics Pack, and STATSPACK.
- Data Refresh from Production to Test and Development environments using RMAN Duplicate Database.
- Developing and Implementing Disaster Recovery (DR) Plan.
- Setup of Standby Database using Data guard for faster Disaster Recovery.
- Load balancing, Databases/Schema/Table Re-Organization for faster performance using export/import & Move procedures.
- Upgrade and Migration of Database from 9.2.0.6 to 10.2.0.2 and applying patches whenever required.
- Daily Health Check Up of the Database using statspack, AWR, ADDM.
- Rebuilding of Indexes for better performance, maintenance of Oracle Database.
- Monitoring and Troubleshooting of Database Replication issues.
- Performance tuning of Oracle Database Objects by fixing row chaining.
- Experience in monitoring and tuning system resources associated with the database

- performance, hit ratios, I/O, lock, and latch contention.
- Experience in Identifying performance bottlenecks on high volume transaction systems. Analyze SQL statements, reorganize database objects and design indexes to improve response of queries.
- Taking periodic Backup of the Database and the software using RMAN and VERITAS Netbackup.
- Written shell scripts for digitization the process.
- Handling Database storage.
- Scheduling jobs through Oracle Job Scheduler.
- SQL Tunings for Performance of Objects.
- OS level activities like space monitoring of Mount point.
- Reading Alert Log and User trace Files and Diagnosing the Problem.
- Automation of Startup Shutdown on all Production and Development Database.
- Scripts for Startup and Shutdown, Health Check of Databases, Analyzing of Tables and Rebuilding of Indexes.
- Monitor CPU usage, I/O contention, memory paging on UNIX server. Identify resource and performance bottleneck. Provide technical direction to system administrators.
- Recovery of Database (Recovering from Media Failure, Recovering tables dropped accidentally, Recovering data files, Recovering from Block Corruption).
- Installation and configuration of Oracle Client software and Tools.
- Automated the process of analyzing tables every night.
- Write SQL scripts to monitor tablespace and extent growth.
- Performance tuning which includes creating indexes, analyze, explain plan, optimizer hints.
- Space Management which includes table space creation, adding new datafiles.

**Environment:** Oracle 11g/10g R2 RAC, Sun Solaris 5.10, ASM, ERWIN, GRID, AWR, ADDM, OEM, Data Guard, Reflection, Shell TSM and Perl Scripts.

**CLIENT: Masonite, Greenville, Texas**

**Jan 2007 – Dec 2007**

**Role: Oracle DBA**

Masonite previously named as Masonite International is a manufacturing firm, one of the world's leading manufacturers of interior doors, entry doors, French doors, glass doors, patio doors & steel doors. It uses Plan, design, enhance, and maintain decision support database solutions using Oracle EE, Oracle EE RAC and Netezza Technologies. Implement, manage and support production infrastructure using some of the following technologies: Oracle 10g EE, Oracle 10g RAC. Database development using SQL, UNIX Shell scripts, Perl or Java.

**Responsibilities:**

- Worked on a 24x7 basis as a production support DBA on a primary/ secondary pager rotation; and supported on holidays, weekends and beyond regular working hours
- Extensive experience in RMAN recovery testing, RAC and standalone database.
- Recovered huge Database (1 Terabyte) when UNDO tablespace got corrupted in RAC.
- Created a Clone Database using RMAN on remote Server and used SRVCTL commands for RAC Databases.
- Restructured the File system where we had to migrate the Datafiles from one Filesystem to Many file systems as per Oracle standard in Production state for Database Of size 1 Terabyte.
- Performed tuning the queries using OEM and also set up base lines from OEM.
- Worked on Streams Database where Schema level Replication is done.
- Used OEM extensively and set up Rules for alert notification and schedule RMAN backups with Failure notification.
- Wrote shell scripts for purging trace files, alert log and network log files in Sun Solaris.
- Boxes which is uses as standard script across all the databases.
- Supported 6 applications at the same time and coordinated with application team for any Changes.
- Installed the Oracle software using silent feature and also created databases.

- Supported & maintained the Production/Development databases on various servers.
- Extensively worked on setting up auditing in many databases we supported.

**Environment:** Windows NT / 2000, HPUX, AIX and Linux, MS SQL Server, Oracle 8i/9i and 10g, TOAD 7.5.0.0/7.6 Database Tools/Utilities, Enterprise Manager, Aqua Data Studio 3.7, Query Analyzer, Oracle Fail Safe.

**CLIENT: Sprint Nextel, Wichita, KS**

**August 2005 – Dec2006**

**Role: Oracle DBA**

Sprint Nextel Corporation is a telecommunications company based in Overland Park, Kansas. The company owns and operates the third largest wireless telecommunications network in United States, with 48.1 million customers Responsibilities. Sprint Nextel Manages multiple Oracle databases with different Oracle Database Enterprise versions (9i, 10g, RAC and non-RAC) on AIX UNIX in production, training, development, and test environments.

**Responsibilities:**

- Provided technical support for Oracle Server to customers for Production Database
- Supported customers including international customer to install the developed application on different operating system e.g. windows, UNIX of all flavors on Oracle Database (8i, 9i, 10gR1)
- Also provided support to customers to manage their operational data ranging from GB to TB in Oracle database, solving of space problem, data loading problem Experience with building, installation, upgrade, and patching of Oracle.
- Worked on in house installation of Oracle on different platforms, loaded user data to reproduce the problem, applied new Oracle patch, managed database backup using RMAN, upgraded Oracle database, prepared Oracle database environment for the application analyst.
- Analyzed SQL queries causing performance problems.
- Supported Oracle DB backups (online/offline), logical backups and UNIX scripts, created clone databases, configured standby database, performed DBA day-to-day activities
- Involved in design and enforcing of standards in place to ensure that all application design and code is produced with proper integrity, security and performance
- Refreshed schema using Export/Import. Created the database, tablespace, tables, indexes, set privileges and user logins
- Monitored and performed database sizing, tablespace management and rollback tablespace management, transaction management and security administration.
- Managed Veritas Cluster for HA, I2 Implementation.
- Provided OS (RAM, I/O, CPU) tuning for Oracle Database.
- Worked on Unix Shell scripting in csh, ksh for automating startup/shutdown of databases, getting system alerts etc.
- Applied patches both Server side and Client side.
- Worked on setting up new environments (Development, Production etc).
- Supported the Upgradation from Oracle Server 8i and then to 9i/10g.
- Implemented OLAP on Oracle platform using Oracle Express (OLAP server), Relational Access Administrator (RAM), Oracle Sales Analyzer (OLAP front-end) in Oracle 8i / 9i environment, Data Migration as part of enterprise data warehouse project. Logical and physical data modeling using Erwin, Dimensional / OLAP Data Modeling, Relational / OLTP modeling.
- Worked extensively on Performance Tuning, Memory (SGA) Tuning, Net backup, EMC (Time finder and SRDF), RAID, RAW Devices
- Cloned databases using scripts as well as RMAN. Installation, setup and configuration of Data guard.
- Used PL/SQL, SQL Loader as part of ETL process to populate the operational data store.
- Performed scheduling Control-m for scheduling jobs
- Supported Security User Management, Privileges, Roles, Auditing, Profiling, Authentication.
- Used Oracle Advanced replication feature to set up multi-master replication, dealt with conflict resolution and performance issues.

**Environment:** Solaris 8.0/9.0/10.0, OAS 10g HP-UX, AIX, Linux Red Hat, Windows 2000/2003 Oracle 8i (8.1.6/8.1.7), Oracle 9i/10gR1, Oracle Enterprise Manager, Oracle Partitioning, Oracle Replication, Hot Standby, SQL\*Plus, PL/SQL, SQL\*Loader, SQL Server 2000, Toad 8, ERWIN 3.6.

**CLIENT: HDFC Bank (India), Hyderabad, INDIA.**

**Sept 2004 – June 2005**

**Role: Jr.Oracle DBA**

HDFC Bank Ltd is a major Indian financial services company based in Mumbai, incorporated in August 1994, with 100,000 valuable customers by 1999. And one of the top private sector bank in India. Advanced expertise in stored procedure programming, data modeling, replication, performance monitoring and optimization, and database administration. Experiencing with building, installation, upgrade, and patching of Oracle

**Responsibilities:**

- Installation and configuration of Oracle database 8i (8.1.7), 9i (9.0.2) on various OS platforms like HP-UX, Linux, and Windows NT, 2000.
- Monitored Customer Databases, physically located in U.S and Remote administration of fifteen Production Databases in UNIX environment
- Performance tuning of application and database, identification and resolution of contention, defining and implementing Backup Recovery policy, and day-to-day monitoring of the Production database
- Worked on the physical and logical designing of the database, which includes the distribution of data- files on different disks
- Controlled and monitored user access to the database. Optimized the performance of the database. Tuned SGA data dictionary and set database parameters
- Defined and implemented database backup and security strategies, tested the backups periodically for consistency and reliability
  
- Identified long-running database queries, refining queries for better performance, and working with end- users to implement changes
- Created primary database objects (tables, views, indexes) once application developers have designed an application
- Worked with Oracle Diagnostics tools such as Explain Plan, SQL Trace, TKPROF Used to analyze timing and execution plan for SQL query to tune the SQL statements
- Reorganized data files, identified and eliminated contention factors like I/O, buffers and locks
- Allocated the separate rollback segments for the Batch processing jobs in order to speed up processing
- Reorganized data files, identification and elimination of contention factors like I/O, buffers.

**Environment:** Oracle 8i, SQL, PL/SQL, SQL plus, TOAD, Oracle Enterprise Manager, Windows.

**EDUCATION**

- **Bachelor of Technology in Electrical Engineering, JNTUniversity, HYD, INDIA.**

## Personnel Experience

Qualification Details Number	Minimum Qualifications	Experience Required	Years Experience
1	Experience maintaining and managing Oracle database systems	5 Years	9
2	Bachelor of Science Degree from accredited college or university (provide documentation)	NA	
3	Experience in optimizing SQL execution for Oracle SQL procedures, functions, packages, and triggers. (provide documentation to support)	5 Years	9
4	Experience writing and maintaining UNIX/LINUX shell scripts in HP UNIX and/or RedHat Linux environment. (Provide documentation to support)	5 Years	8
5	Experience in Data Modeling	5 Years	8
6	Experience with utilization and administration of Oracle Warehouse Builder and Oracle Forms and Reports	2 Years	2
7	Experience in utilization of Oracle backup to include full and incremental backups and cloning a database	5 Years	8
8	Experience in support and administration of a JAVA Platform on Oracle SOA Suite	1 Years	1
9	Experience in fine grain access control in an Oracle database	2 Years	2
10	Experience with large scale enterprise level application	5 Years	8
11	Must pass background criminal record check and fingerprint check prior to starting contract	NA	

Balance of page left intentionally blank

## Mandatory Requirements

Requirements Details Number	Database Administrator Duties and Abilities	Met / Not Met
1	Must be able to install and upgrade the Oracle Server and application Tools	Met
2	Allocate system storage and plan future storage requirements for the database system	Met
3	Create Primary database storage structures (tablespaces) after application developers have designed an application	Met
4	Create primary objects (tables, views, indexes) once application developers structured an application	Met
5	Modify the database structure, as necessary, from information given by application developers	Met
6	Be able to enroll users and maintain system security	Met
7	Control and monitor user access to the database	Met
8	Able to monitor and optimize the performance of the database	Met
9	Able to plan for backup and recovery of database information	Met
10	Train other database administrators or programmers when necessary	Met
11	Able to back up and restore the database	Met
12	Perform routine daily troubleshooting of killing locked sessions and increasing space when necessary	Met
13	Familiar and able to use the Oracle database on HPUX 11.31	Met
14	Familiar with and able to effectively work in Oracle Version 10g Enterprise, Release 10.2.0.4.0 - 64 bit	Met

# 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 Vendor Preference, if applicable.

**1. Application is made for 2.5% vendor preference for the reason checked:**

- 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% vendor preference for the reason checked:**

- 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% vendor preference for the reason checked:**

- 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% vendor preference for the reason checked:**

- 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% vendor preference who is a veteran for the reason checked:**

- 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% vendor preference who is a veteran for the reason checked:**

- 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.

**7. Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with West Virginia Code §5A-3-59 and West Virginia Code of State Rules.**

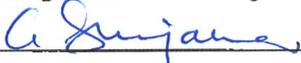
- Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

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: Mirage Software Inc DBA Bourntec Solutions Inc

Signed: 

Date: 10/27/2014

Title: President

REQUEST FOR QUOTATION  
TAX150000005 Oracle Database Administrator

---

**10. VENDOR DEFAULT:**

**10.1.** The following shall be considered a vendor default under this Contract.

- 10.1.1.** Failure to perform Contract Services in accordance with the requirements contained herein.
- 10.1.2.** Failure to comply with other specifications and requirements contained herein.
- 10.1.3.** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
- 10.1.4.** Failure to remedy deficient performance upon request.

**10.2.** The following remedies shall be available to Agency upon default.

- 10.2.1.** Immediate cancellation of the Contract.
- 10.2.2.** Immediate cancellation of one or more release orders issued under this Contract.
- 10.2.3.** Any other remedies available in law or equity.

**11. MISCELLANEOUS:**

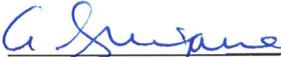
**11.1. Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

**Contract Manager:** Sri Surya  
**Telephone Number:** 224-588-1466  
**Fax Number:** 847-805-6392  
**Email Address:** ssurya@bourntec.com

**CERTIFICATION AND SIGNATURE PAGE**

By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Mirage Software Inc DBA Bourntec Solutions Inc  
(Company)

 Srujana Gudur / President  
(Authorized Signature) (Representative Name, Title)

224-232-5090 / 847-805-6392 / 10- 27-2014  
(Phone Number) (Fax Number) (Date)

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: TAX1500000005**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2            | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further 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.

Mirage Software Inc DBA Bourntec Solutions Inc  
Company



\_\_\_\_\_  
Authorized Signature

10/27/2014

\_\_\_\_\_  
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.  
Revised 6/8/2012

STATE OF WEST VIRGINIA  
Purchasing Division

**PURCHASING AFFIDAVIT**

**MANDATE:** Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

**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.

**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"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.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: Mirage Software Inc DBA Bourntec Solutions Inc

Authorized Signature: *A. Guiana* Date: 10/27/14

State of Illinois

County of Lake, to-wit:

Taken, subscribed, and sworn to before me this 27 day of October, 2014

My Commission expires 04/06/2015, 20  .



NOTARY PUBLIC

*Becky Block*