



# 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

## General Information

## Contact

## Default Values

## Discount

## Document Information

Procurement Folder: 126543

Procurement Type: Central Purchase Order

Vendor ID: 000000101332

Legal Name: PCC TECHNOLOGY GROUP LLC

Alias/DBA:

Total Bid: \$12.00

Response Date: 10/07/2015

Response Time: 22:54

SO Doc Code: CRFQ

SO Dept: 1600

SO Doc ID: SOS1600000004

Published Date: 9/14/15

Close Date: 10/8/15

Close Time: 13:30

Status: Closed

Solicitation Description: maintaining the voter regr. system to a cloud app

Total of Header Attachments: 0

Total of All Attachments: 0



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

**State of West Virginia  
 Solicitation Response**

**Proc Folder :** 126543

**Solicitation Description :** maintaining the voter regr. system to a cloud app

**Proc Type :** Central Purchase Order

Date issued	Solicitation Closes	Solicitation No	Version
	2015-10-08 13:30:00	SR 1600 ESR10071500000001507	1

**VENDOR**

000000101332  
 PCC TECHNOLOGY GROUP LLC

**FOR INFORMATION CONTACT THE BUYER**

Frank Whittaker  
 (304) 558-2316  
 frank.m.whittaker@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	3.1.2 SLA for On-going Maintenance and Support of the Enviro	12.00000	MO	\$1.000000	\$12.00

Comm Code	Manufacturer	Specification	Model #
81110000			

**Extended Description :** The West Virginia Purchasing Division, for the West Virginia Secretary of State's Office, is soliciting bids for on-going support and maintenance of the WVSOS' cloud environment, Azure (IaaS) per the attached specifications and terms & conditions contained herein.



STATE OF WEST VIRGINIA  
SECRETARY OF STATE OFFICE

SERVICE LEVEL AGREEMENT FOR  
MAINTENANCE AND SUPPORT IN  
AZURE

***TECHNICAL PROPOSAL***

Response to RFQ Solicitation No. SOS1600000004  
Date: October 8, 2015 @ 1:30 p.m. EDT

Submitted by:

PCC Technology Group  
100 Northfield Drive, Suite 300A  
Windsor, CT 06095

RFQ Contact:

Kelly Farr  
kelly.farr@pcctg.com  
ph: 678.654.3262

PCC TECHNOLOGY GROUP, LLC  
100 Northfield Drive, Suite 300A • Windsor, CT 06095  
860.242.3299  
www.pcctg.com

October 2, 2015

Frank Whittaker  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

RE: Request for Quotation Solicitation No. SOS1600000004

Dear Mr. Whittaker:

The West Virginia Secretary of the State (WVSOS) knows PCC Technology Group, LLC (PCC). The WVSOS has long been a very important and strategic partner for PCC. Since the successful implementation the *ElectioNet* Solution in 2003, we have provided ongoing maintenance and support to include, most recently, Tier 1 support for all West Virginia counties. There is not another partner that is as knowledgeable about supporting the WVSOS or as well prepared to respond to the needs of the agency as PCC. With PCC as a partner in this next endeavor, the WVSOS will not have to worry about a ramp-up period or vendor education as we stand ready to work on Day One.

Please read on and learn how we are best applicant to provide these services to the WVSOS. We have a successful track record in providing hosting services to other Secretary of State offices across the United States, and we look forward to providing that same great service to the WVSOS.

Sincerely,



Joe Singh  
President

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# RESPONSE TO SCOPE SPECIFICATIONS

**PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Secretary of State Office (WVSOS) for a service level agreement (SLA) for on-going support and maintenance of the environment specified below in WVSOS' cloud environment, Azure (IaaS). To be billed on a monthly basis in the rears.

The IaaS environment includes the following:

- Two front-end application servers (Azure D2 VM – 1 core, 1.75 gb RAM, Windows OS), load balanced, running Windows Server 2012 R2.
- One database server (Azure D3 SQL Server VM – 4 cores, 7 gb RAM, Windows OS), running Windows Server 2012 R2 and SQL Server 2014.
- One report server (VM – 2 core, 3.5 gb RAM, Windows OS), Windows Server 2012 R2.
- One UAT server (VM – 1 core, 1.75 gb RAM, Windows OS), Windows Server 2012 R2.
- VPN (Azure Static/Dynamic Routing VPN) Site-to-Site.

Due to the criticality of this application, it is imperative that the successful vendor communicate by phone, (304) 558-6000 and e-mail the WVSOS Information Technology (IT) staff, [ITSupport@wvsos.com](mailto:ITSupport@wvsos.com), any/all proposed changes, in order to make certain the application functions correctly in the IaaS environment.

PCC agrees to provide a service level agreement for on-going support and maintenance in the environment specific to the needs of the West Virginia Secretary of State (WVSOS).



# RESPONSE TO GENERAL REQUIREMENTS

## GENERAL REQUIREMENTS:

### 3.1 Mandatory Contract Item Requirements:

#### 3.1.1 Viability and Prior Experience

3.1.1.1 Vendor must provide their Dun & Bradstreet number within 24 hours of request.

3.1.1.2 Vendor is required to include **two references** in their bid response or 24 hour as request for providing support and maintenance experience in working with servers in a cloud environment.

## 1 VIABILITY AND PRIOR EXPERIENCE

PCC Technology Group, LLC (PCC) is a US-based information technology services company with a successful track record of providing software solutions and hosting services to State and Local Governments and Fortune 1000 companies. It has always been our goal to innovate and develop high performance, cost-effective solutions and services for our clients.

Incorporated in Connecticut in 1995 as a limited liability company, PCC was started with the goal of enabling state agencies with improved technology solutions and services. Twenty years later and a client base of agencies from 24 states, PCC has grown to provide **“large company capabilities with small company culture and value”**—our motto that reminds us that every client is our greatest asset.

PCC Technology Group has successfully implemented hosted applications for the following states:

State	Application	Year Implemented
Vermont	Corporations Division Integrated Document Management & Electronic Filing System	2013
Georgia	Centralized Voter Registration System	2014
Texas	Centralized Voter Registration System	2015
Vermont	Elections Administration Platform	2015

### 1.1 DUN AND BRADSTREET NUMBER

Our Dun and Bradstreet number is 05-400-9704.



## 1.2 REFERENCES

### 1.2.1 GEORGIA SECRETARY OF STATE

Tim Fleming

214 State Capitol, Atlanta, GA 30334

Phone: (404) 463-1076

Email: tfleming@sos.ga.gov

### 1.2.2 VERMONT SECRETARY OF STATE

Steve Mattera

128 State Street, Montpelier, VT 05633

Phone: (802) 828-2491

Email: steve.mattera@sec.state.vt.us

#### 3.1.2 SLA for On-going Maintenance and Support of the Environment (IaaS)

3.1.2.1 Monitor and manage the environment 24 X 7, 365 days a year for operations, including any outages, suspicious activity, or other possible concerns affecting the operation and availability of ElectioNet.

## 2 SERVICE LEVEL AGREEMENT SPECIFICATIONS

### 2.1 RESPONSE TO REQUIREMENT 3.1.2.1

PCC shall monitor and manage the environment 24 hours a day, seven days a week, and 365 days a year. Under our management, we shall monitor for outages, suspicious activity, and any other possible concerns affecting the operation and availability of ElectioNet. PCC shall not be liable for Microsoft Azure Gov Cloud downtime or general non-availability during regular and critical election periods out of our control.

Currently, PCC provides this service to several of our election clients, including Georgia, Vermont and Texas.

#### 3.1.2 SLA for On-going Maintenance and Support of the Environment (IaaS)

3.1.2.2 Vendor must provide a Point of Contact for working with WVSOS for any type of communications prior to contract award.

## 2.2 RESPONSE TO REQUIREMENT 3.1.2.2

PCC shall provide a point of contact for all communications prior to contract award. The services of this contract would be managed by our maintenance and managed services team under the direction of Keval Patel, who has worked with the WVSOS for nine years.

### 3.1.2 SLA for On-going Maintenance and Support of the Environment (IaaS)

3.1.2.3 Vendor must coordinate any system maintenance with WVSOS.

## 2.3 RESPONSE TO REQUIREMENT 3.1.2.3

PCC shall coordinate all system maintenance with the WVSOS; all regular, scheduled system maintenance will be done during non-working hours, such as on weekends in the middle of the night. With our experience as the *ElectioNet* maintenance partner, PCC will bring the knowledge of working with the WVSOS to coordinate any system maintenance.

### 3.1.2 SLA for On-going Maintenance and Support of the Environment (IaaS)

3.1.2.4 Vendor must maintain and apply operating system updates and SQL server patches only after receiving approval from WVSOS.

## 2.4 RESPONSE TO REQUIREMENT 3.1.2.4

It is a standard operating procedure for PCC to request approval from our clients before applying impending updates and patches.

PCC scans for vulnerabilities in the information system on a weekly, monthly, and quarterly basis or when significant new vulnerabilities affecting the system are identified and reported. We use the current scanning tools, including SolarWinds, Site 24x7, and Qualys, in order to maintain a database of vulnerability levels for PCC solutions. We assess and mitigate any vulnerabilities identified by the tools, and these products run 24 hours a day, seven days a week in order to evaluate the security posture of workstations and servers in the environment. PCC updates these tools weekly or as needed when major changes are recommended by current events. The tools include the capability to report the list of information system vulnerabilities scanned. By using the scanning tools, we can examine systems using the worst case scenario if an attacker gains access to a local network. In addition, PCC also runs scans from different network locations assess the exposure through different routing paths. Periodically, PCC deploys our “Red Teams” to evaluate systems.

Specific scanning activities and vulnerability protection activities that has been implemented are described below:

1. Anti-Virus updates during maintenance window
2. Patches and upgrades on all environments, such as test, training, production, and disaster recovery monthly
  - a. Operating System Patches
    - i. IIS Application Server
  - b. Database Patches for MS SQL Server
  - c. jBoss Application Server
    - i. Java runtime updates
3. Vulnerability patch from Microsoft is updated weekly
4. Qualys Network Vulnerability Scan is performed monthly for both production and disaster recovery environments.
5. Qualys Web Application Scan is performed after every release in UAT and quarterly in the production environment
6. Qualys PCI Compliance Scan is performed after every online release in UAT and quarterly in the production environment.
7. Web Application Firewall updates are performed weekly.

### 3.1.2 SLA for On-going Maintenance and Support of the Environment (IaaS)

3.1.2.5 Vendor is responsible for configuring any access controls as required by WVSOS.

## 2.5 RESPONSE TO REQUIREMENT 3.1.2.5

PCC agrees with this requirement.

### 3.1.2 SLA for On-going Maintenance and Support of the Environment (IaaS)

3.1.2.6 Vendor is responsible for resolving any server issues that affect the environment. Incidents are to be documented, including activity, course of action, and resolution. Within 15 minutes, vendor is to notify WVSOS IT by e-mailing [ITSupport@wvsos.com](mailto:ITSupport@wvsos.com) and calling (304) 558-6000.

## 2.6 RESPONSE TO REQUIREMENT 3.1.2.6

PCC agrees with this requirement and proposes to use our proprietary Web-based online tracking tool for all issues and incidents. PCC would like to use the same tools that are already familiar to the WVSOS for currently tracking *ElectioNet* maintenance issues; we would configure the tools to support any server issues.

### 3.1.2 SLA for On-going Maintenance and Support of the Environment (IaaS)

3.1.2.7 Vendor is to continually monitor VPN connectivity and report any interruption in service within 15 minutes following detection directly to WVSOS IT staff by e-mailing [ITSupport@wvsos.com](mailto:ITSupport@wvsos.com) and by calling 304-558-6000.

## 2.7 RESPONSE TO REQUIREMENT 3.1.2.7

PCC agrees with this requirement. We shall notify the WVSOS within 15 minutes upon discovery of any interruption that impacts the system. PCC adopts the following three level of monitoring:

### Application and Infrastructure Monitoring

1. System Alert Monitor
  - a. Database Performance Alerts
  - b. Query Execution Time
  - c. Due to Indexes
  - d. Long Running Queries
  - e. Stored Procedures
  - f. Deadlocks
2. Load Balancer Request Monitor
3. Firewall Activity Monitor

### System and Networking Monitoring using Site 24x7 and SolarWinds

1. Website Performance Monitoring
2. Web Application Monitoring
3. Web Page Analyzer
4. Services Monitoring
5. Real User Monitoring
6. Application Performance Monitoring
7. Database Monitoring

### Audit Logs Monitoring

IIS Server logs, database transaction logs, database logs, application logs, event viewer, commands, and folder access.

# EXCEPTIONS AND CLARIFICATIONS

**EXCEPTIONS AND CLARIFICATIONS:** The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

**CONTRACT AWARD:**

4.1.1 Vendor submitting different terms and conditions **MUST** provide them in writing prior to award of the contract.

PCC takes no exceptions to the terms and conditions.

# FORMS

**ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgement Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

## 3 ADDENDUM ACKNOWLEDGEMENT FORM

No addendum was released for this RFQ.

**The rest of this page is intentionally left blank.**

## 4 CERTIFICATION AND SIGNATURE PAGE

We provide the signed *Certification and Signature Page* following this page.

**The rest of this page is intentionally left blank.**



**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.

PCC Technology Group, LLC

(Company)



Joe Singh, President

(Authorized Signature) (Representative Name, Title)

(860) 466-7223; (860) 219-0615; 10/05/2015

(Phone Number) (Fax Number) (Date)

## 5 CRFQ 1600 SOS1600000004 FORM

We provide the signed *CRFQ 1600 SOS 1600000004 Form* following this page.

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

State of West Virginia  
 Request for Quotation  
 21 – Info Technology

Proc Folder: 126543

Doc Description: maintaining the voter regr. system to a cloud app

Proc Type: Central Purchase Order

Date Issued	Solicitation Closes	Solicitation No	Version
2015-09-14	2015-10-08 13:30:00	CRFQ 1600 SOS1600000004	1

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US


**VENDOR**

Vendor Name, Address and Telephone Number:

PCC Technology Group, LLC  
 100 Northfield Drive, Suite 300A  
 Windsor, CT 06095  
 (860) 242-3299

**FOR INFORMATION CONTACT THE BUYER**

Frank Whittaker  
 (304) 558-2316  
 frank.m.whittaker@wv.gov

Signature X  FEIN # 06-1494044 DATE 10/05/2015

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

**ADDITIONAL INFORMATION:**

The West Virginia Purchasing Division, for the West Virginia Secretary of State's Office, is soliciting bids for on-going support and maintenance of the WWSOS' cloud environment, Azure (IaaS) per the attached specifications and terms & conditions contained herein.

INVOICE TO		SHIP TO	
CFO SECRETARY OF STATE BLDG 1 STE 157K 1900 KANAWHA BLVD E CHARLESTON US	WV25305-0770	SUPPLY CLERK SECRETARY OF STATE BLDG 1 STE 157K 1900 KANAWHA BLVD E CHARLESTON US	WV 25305-0770

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	3.1.2 SLA for On-going Maintenance and Support of the Enviro	12.00000	MO		

Comm Code	Manufacturer	Specification	Model #
81110000			

**Extended Description :**

The West Virginia Purchasing Division, for the West Virginia Secretary of State's Office, is soliciting bids for on-going support and maintenance of the WWSOS' cloud environment, Azure (IaaS) per the attached specifications and terms & conditions contained herein.

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Technical Question Deadline	2015-09-22

SOS1600000004	<b>Document Phase</b> Final	<b>Document Description</b> maintaining the voter regr. sy stem to a cloud app	<b>Page 3</b> <b>of 3</b>
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**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

**PURCHASING AFFIDAVIT:** In accordance with West Virginia Code § 5A-3-10a, all Vendors are required to sign, notarize, and submit the Purchasing Affidavit stating that neither the Vendor nor a related party owe a debt to the State in excess of \$1,000. The affidavit must be submitted prior to award, but should be submitted with the Vendor's bid. A copy of the Purchasing Affidavit is included herewith.

## 6 PURCHASING AFFIDAVIT

We provide the signed, notarized *Purchasing Affidavit* form following this page.

**The rest of this page is intentionally left blank.**

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 exceeds 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: PCC Technology Group, LLC

Authorized Signature:  Date: 10/05/2015

State of CT

County of Hartford, to-wit:

Taken, subscribed, and sworn to before me this 05 day of October, 2015.

My Commission expires March 31, 2020.

AFFIX SEAL HERE

**KIRSTEN WESCHLER**  
NOTARY PUBLIC OF CONNECTICUT  
My Commission Expires 3/31/2020

**PREFERENCE:** Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § 5A-3-37 and the West Virginia Code of State Rules. A Vendor Preference Certificate form has been attached hereto to allow Vendor to apply for the preference. Vendor's failure to submit the Vendor Preference Certificate form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.

**SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:** For any solicitations publicly advertised for bid, in accordance with West Virginia Code § 5A-3-37(a) (7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority-owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

## 7 VENDOR PREFERENCE CERTIFICATE FORM

We provide the signed *Vendor Preference Certificate* form following this page.

**The rest of this form is intentionally left blank.**



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: PCC Technology Group, LLC

Signed: 

Date: 10/05/2015

Title: President



STATE OF WEST VIRGINIA  
SECRETARY OF STATE OFFICE

SERVICE LEVEL AGREEMENT FOR  
MAINTENANCE AND SUPPORT IN  
AZURE

***COST PROPOSAL***

Response to RFQ Solicitation No. SOS1600000004  
Date: October 8, 2015 @ 1:30 p.m. EDT

Submitted by:

PCC Technology Group  
100 Northfield Drive, Suite 300A  
Windsor, CT 06095

RFQ Contact:

Kelly Farr  
kelly.farr@pcctg.com  
ph: 678.654.3262

# COST PROPOSAL

**Purpose and Scope:** The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Secretary of State Office (WVSOS) for a service level agreement (SLA) for on-going support and maintenance of the environment specified below in WVSOS' cloud environment, Azure (IaaS). To be billed on a monthly basis in the rears.

## Term Contract

**Initial Contract Term:** This Contract becomes effective upon award and extends for a period of one year.

**Renewal Term:** This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed thirty six (36) months in total. Automatic renewal of this Contact is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases. Attorney General approval may be required for vendor terms and conditions.

**Delivery Order Limitations:** In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery may be extended beyond one year after this Contract has expired.

**PRICING:** The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.

For the initial contract term, PCC charges \$4,100 per month, which is billed on a monthly basis in arrears. After the third year, we increase the price by three percent (3%) in order to stay abreast with inflation, increases in Microsoft's pricing, and resource rates for managed services.

	First Year	Second Year	Third Year	Fourth Year
Monthly	\$4,100	\$4,100	\$4,100	\$4,225
Annually	\$49,200	\$49,200	\$49,200	\$50,700