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## Header 2

 List View

## General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 242226

Procurement Type: Central Master Agreement

Vendor ID: 000000192076



Legal Name: DIAMOND TECHNOLOGIES INC

Alias/DBA:

Total Bid: \$1,056,908.66

Response Date: 01/03/2018



Response Time: 10:41

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Status: Closed

Solicitation Description: Addendum 3- Four Years of Support-Maintenance for IVR/WR

Total of Header Attachments: 2

Total of All Attachments: 2



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

**State of West Virginia  
 Solicitation Response**

**Proc Folder :** 242226

**Solicitation Description :** Addendum 3- Four Years of Support-Maintenance for IVR/IWR

**Proc Type :** Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2018-01-03 13:30:00	SR 0323 ESR01031800000002951	1

VENDOR
000000192076 DIAMOND TECHNOLOGIES INC

**Solicitation Number:** CRFQ 0323 WWV1800000001

**Total Bid :** \$1,056,908.66      **Response Date:** 2018-01-03      **Response Time:** 10:41:19

**Comments:** Thank you for the opportunity to bid on this engagement.  
 Outlined in our proposal under Section 5: Cost - we've provided a 10% discount under the condition, client may receive a 10% discount on the total price for all services if they elect to pay for the four years of service up front.  
 Outlined in our proposal under Section 5: Cost - we've highlighted an alternative consideration for WFWV to review and consider regarding support for the commercial software.

**FOR INFORMATION CONTACT THE BUYER**  
 Jessica S Chambers  
 (304) 558-0246  
 jessica.s.chambers@wv.gov

<b>Signature on File</b>	<b>FEIN #</b>	<b>DATE</b>
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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	Please see the attached Pricing Page "exhibit A"				\$1,056,908.66

Comm Code	Manufacturer	Specification	Model #
43230000			

**Extended Description :** Support/maintenance of Agency's IWR, IVR, and Disaster Recovery System per the specifications attached herein.


diamond  
technologies



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To Provide:

Maintenance and Support Services for IVR/IWR Predictive

Dialer/Auto System

WorkForce West Virginia

CRFQ # 0323 WWV1800000001

**Presented To:**

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

**By:**

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**Date:** January 3, 2018

STATE OF WEST VIRGINIA  
Purchasing Division

**PURCHASING AFFIDAVIT**

**CONSTRUCTION CONTRACTS:** Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

**ALL OTHER CONTRACTS:** 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: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, 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: Diamond Technologies, Inc

Authorized Signature: [Signature] Date: 1/2/2018

State of DELAWARE

County of NEW CASTLE, to-wit:

Taken, subscribed, and sworn to before me this 1 day of JAN, 2018.

My Commission expires 4-12-19, 20  .

**AFFIX SEAL HERE**



**NOTARY PUBLIC**

[Signature]  
Purchasing Affidavit (Revised 07/07/2017)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated 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.

Diamond Technologies, Inc.

\_\_\_\_\_  
(Company)

  
\_\_\_\_\_  
(Authorized Signature) (Representative Name, Title)

James Garrity, Chief Operating Officer

\_\_\_\_\_  
(Printed Name and Title of Authorized Representative)

1/2/2018

\_\_\_\_\_  
(Date)

302-691-0203 / 302-656-6058

\_\_\_\_\_  
(Phone Number) (Fax Number)

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## 1.0 Diamond Technologies Company Profile

Diamond Technologies is a privately-owned IT consulting firm that has been serving leading Fortune 1000 and public-sector organizations since 1996. Our objective is to optimize client business value and return on IT investment by combining innovation and cutting-edge expertise enhanced by tailored quality personal service. The company provides services to clients in both the corporate and public sectors throughout the Mid-Atlantic region. Diamond Technologies prides itself in developing long term, mutually beneficial relationships with its clients.

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.

Diamond Technologies was founded in 1996, over our 22-year history we have 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 Outsourced IT Managed Services, Mobility Solutions, Business Intelligence, Web Portals (including Microsoft SharePoint), Cloud Services, Salesforce Implementations, Software Development and Integration, and CIO Guidance. For additional information about our company, services and culture, please visit [www.diamondtechnologies.com](http://www.diamondtechnologies.com).



## 2.0 Background

WorkForce West Virginia (WFWV) has expressed the desire to acquire four years of maintenance, support, and enhancement of the Agency's existing IVR/IWR system. Diamond Technologies, Inc. (Diamond) is uniquely qualified to fill this need with extensive IWR/IVR experience and having supported WFWV's solution over the past three years.

In 2013, the State of West Virginia was using an unemployment system with limited functionality and little automation. With a 7% state unemployment rate and an average of 1.1 million inquiries per year, the state recognized that a high functioning IVR/IWR was imperative. Given Diamond's experience and expertise in providing similar solutions, Diamond was awarded the opportunity to develop, configure, and implement a new IVR/IWR system for WFWV. The goal for Diamond was to provide WFWV with a complete turnkey, unified system and solution, streamlining the filing process, while automating weekly unemployment benefits payments. Additionally, this system allows a citizen to file interstate claims, inquire about the status of unemployment benefit claims, and obtain general unemployment information. Furthermore, Diamond constructed a predictive dialer/auto dialer system built upon the IVR/IWR system to handle the collection of overpayment and delinquent taxes. Once implemented, Diamond provided on-going 24/7/365 production support and maintenance through our Diamond Edge Service offering.

With WFWV seeking an extension of ongoing support for this IWR/IVR solution, Diamond feels uniquely positioned to provide this service to WFWV based on our technology understanding of this solution and our partnership with WFWV. The remaining sections of this document describe Diamond Technologies' proposal to WFWV to continue enhancing, supporting, and maintaining the current IVR/IWR solution for WFWV. We appreciate the opportunity to bid on this RFQ and look forward to continuing our partnership on this important initiative.



## 3.0 Qualifications

Per Section 3 of the CRFQ, Diamond Technologies has experienced staff that meet or exceed all the requested qualifications. For this project, we are proposing two senior level staff members that, not only possess extensive technology experience, but also possess specific US Department of Labor experience. Their technical knowledge, paired with a keen understanding of IVR/IWR business processes, will be indispensable for maintaining, enhancing, and supporting the existing WFWV system. Below are high level summaries for our Technical Leaders, including Tony Tancredi, Chip Watkins and other members of our Diamond Technologies team that will have an active role in WFWV's IVR/IWR engagement (Refer to Appendix A: Staff Resumes for more details).

### **Tony Tancredi — Director of Technology**

Tony has over 30 years of advanced architecture, design, development and management experience on diverse platforms including mobile, cloud, server and mainframe. Prior to joining Diamond Technologies, he co-founded various Internet startup companies and spent 10 years managing product teams and designing software for Computer Associates, Inc. Tony has significant IVR/IWR experience including architecting, application development and support for the current IVR/IWR system in place today at WFWV.

### **Chip Watkins – Senior Consultant**

Chip has been a senior consultant with Diamond Technologies for over 15 years. He has extensive Java and Microsoft web architecture experience and a strong knowledge of object oriented, multi-tier architectures. Additionally, he has excellent database design and implementations skills. Beyond Chip's impressive technical skills, he is also Diamond's lead IWR/IVR developer and works closely with its partners. He has been developing and maintaining IVR/IWR systems for multiple Diamond clients (including WFWV) for over four years.

### **Robert Fernatt – PMO & Solution Architect**

Robert has 25 years of experience with information technology in both the private and public sectors. He has spent over 15 years in state government working as an information systems manager in West Virginia public health, unemployment, and



employment services agencies. He has worked on multimillion dollar information technology procurements and federal grants. Robert enjoys working with other professionals to design and deploy technology solutions that solve problems, automate manual processes, reduce costs and errors, improve security, and generally empower users. At Diamond, Robert primarily manages state agency technology projects, works with the Diamond software development team. Robert will be Diamond's Project Manager for this support engagement.

### **Duncan Bachen – Director of Technology**

Duncan has over 20 years of experience in the IT field. His background is extensive in enterprise Windows and Linux systems administration, architecture, cryptography, datacenter management, and network security. Duncan is also experienced in Data Analytics, Reporting, Data Warehousing, Database administration, Disaster Recovery, and CISO advisory services.

After starting his own consulting company while still in college, he first worked as the Director of IT for a real estate developer in southern New Jersey. From there, he became the Director of IT for Parking Company of America Airports, the largest off-airport parking company operating nationally under the brands of FastTrack and Avistar, before being acquired by The Parking Spot. More recently, Duncan was the Director of IT for WeBuyAnyCar.com, a US startup based on an existing UK company. He was with them on day one and was responsible for their US rollout, IT operations, and several datacenter moves.

Duncan is a Technical Director and part of the Diamond Technologies leadership. Formerly, he was the Director of Managed Services and Solutions Architecture, running the Diamond Edge division. Diamond Edge provides high quality IT support and helpdesk services to a wide variety of public, government and nonprofit organizations.

*3.1 Minimum of seven (7) years of Software Development Lifecycle (SDLC) experience.*

Diamond Technologies' staff exceed this requirement based on their extensive software development experience. Please refer to the resumes of our Diamond team found in Appendix A for further details.



*3.2 Minimum of five (5) years of experience with Microsoft ASP.NET (Version 4.5 of the .NET Framework, jQuery, JSON, JavaScript, VOXEO (CXP & Prophecy), Microsoft ISS, Presence Technology Customer Service and Dialer applications, Simple Object Access Protocol (SOAP) Web Services, Windows Service Programming.*

Diamond Technologies' staff exceed this requirement based on their experience supporting the existing IVR/IWR implementation in West Virginia and additional experience with other projects. Please refer to the resumes of our Diamond team found in Appendix A for further details.

*3.3 Minimum of (3) years of experience with HP DL360p G8 servers, HP P2000G3, Barracuda Backup Server 690, SonicWALL NSA220 (Firewall), Microsoft Windows Server 2012 (Standard), Microsoft Windows Server 2012 (Enterprise).*

Diamond Technologies' staff exceed this requirement based on their experience supporting the existing IVR/IWR implementation in West Virginia and additional experience with other projects. Please refer to the resumes of our Diamond team found in Appendix A for further details.

*3.4 Minimum of three (3) years of experience with Storage Area Network (SAN) hardware, VMware, Ethernet switching hardware, routers, and firewalls.*

Diamond Technologies' staff exceed this requirement based on their experience supporting the existing IVR/IWR implementation in West Virginia and additional experience with other projects. Please refer to the resumes of our Diamond team found in Appendix A for further details.



*3.5 Compliance with experience requirements will be determined prior to contract award by the State through references provided by the Vendor with its bid or upon request, through knowledge or documentation of the Vendor's past projects, or some other method that the State determines to be acceptable.*

The vendor should provide a current resume which includes information regarding the number of years of qualification, experience and training, and relevant professional education for each individual that will be assigned to this project.

Vendor must provide any documentation requested by the State to assist in confirmation of compliance with this provision. References, documentation, or other information to confirm compliance with this experience requirement are preferred with the bid submission, but may be requested after bid opening and prior to contract award.

Diamond developed the existing IWR/IVR solution for WFWV and has been supporting this environment for the past three years. To maintain consistency with this solution for WFWV, Diamond will keep the existing support team members in place. Key team leads for this ongoing support effort include:

- Tony Tancredi (Director of Technology)
  - Architected, application development and ongoing support roles for current WFWV IWR/IVR solution for past 3 years.
  - Experience with other State Labor agencies (Delaware, Vermont, Oregon)
- Chip Watkins (Tech Lead)
  - Tech Lead, application development and ongoing support roles for current WFWV IWR/IVR solution for past 3 years.
  - Experience with other State Labor agencies (Delaware, Vermont, Oregon, IOWA)
- Robert Fernatt (Contract/Project Manager)
  - Project Manager within our PMO, responsible for managing numerous State IT initiatives, including WFWV projects.
  - Experience with other State Labor agencies (Delaware, Oregon, IOWA)
  - Significant experience and understanding of WFWV



Upon WFV's request, Diamond can provide references for WFV's review and consideration.

## 4.0 Mandatory Requirements

Diamond Technologies has been responsible for supporting and maintaining the West Virginia IVR/IWR implementation for the past three years. In that time, Diamond Technologies has assisted the agency in responding to system issues, upgrading software (as needed), and monitoring the system to ensure that it performs reliably. The Diamond team, responsible for building and supporting WFV IVR/IWR, will continue to play a major role in ongoing support and maintenance. We look forward to continuing this track record of reliable support and maintenance.

*Mandatory Contract Services Requirements and Deliverables: Contract Services must meet or exceed the mandatory requirements listed below.*

*The vendor must provide individuals with the following technical experience to provide the Contract Services requested.*

*4.1 The vendor must provide at least two (2) individuals with a minimum of two (2) years of experience in multi-tiered systems developed for the sole purpose of administering the unemployment compensation program by utilization of both an Interactive Voice and Web Response System as well as a Predictive/ Auto Dialer System.*

Diamond's Technologies' staff exceed this requirement based on their experience supporting the existing IVR/IWR implementation in West Virginia and additional experience with other projects. Please refer to the resumes of our Diamond team found in Appendix A for further details.

*4.2 The vendor must be able to support, repair, and/or modify the system including commercial software and customized software in a manner that ensures the system maintains its full operational capacity and that the system functions at an optimal performance level.*



As reflected over the past three years, the Diamond team will continue to support, repair, and/or modify the commercial & customized software in a manner that ensures the system maintains its full operational capacity and performs at an optimal performance level.

*Note: Diamond does not have the access to make any changes to the commercial software source code, however, Diamond will work with the commercial software vendor to ensure all software changes, patches, updates get applied into the WFWV solution.*

*4.3 The vendor must be able to maintain the existing software infrastructure that is located in the West Virginia's Office of Technology Data Center, 1900 Kanawha Blvd. East, Charleston, WV 25305. This may require either onsite or remote support via secure VPN connection at the Vendor's preference or ability. Vendor must not depend on Agency staff availability to carry out onsite support functions. (See Exhibit B for diagrams of both primary and secondary systems as well as system architecture.)*

As reflected over the past three years, Diamond will continue to provide ongoing support (whether it's remote or onsite support) to support this WFWV solution. Today, the Diamond team provides most of the WFWV support through the Diamond Edge Managed Support Center. Our technical team VPNs into the WFWV environment, providing remote support and application enhancements as needed. From time to time, Diamond has been asked to come onsite to provide technical support for the environment. Diamond is available to come onsite to resolve issues or implement changes that cannot be implemented via VPN. Diamond will depend on the Agency for physical access to the Office of Technology Data Center as needed (and approved), and Diamond will be in charge of carrying out onsite support functions following the granting of access. Refer to Appendix F: IVR IWR Production & Configuration Diagrams for details on the current environment.

*4.4 The vendor must patch and/or upgrade all commercial software and firmware that comprises the system per each manufacturers' recommendation every 14 calendar days. Software/firmware patches that are considered critical for the security of the system's components must be completed within 7 calendar days of the release by respective manufacturers.*

Diamond agrees to patch commercial software and firmware that comprises the system every 14 calendar days, upon approval of WFWV and WVOT. Updates that have





not been approved by WFWV and WVOT will be placed on the schedule for the next change management window. Diamond believes that any major software enhancements to Aspect Voxeo Software will need to be planned and may require more than 14 calendar days to execute. Diamond will coordinate this upgrade closely with WFWV to ensure its successful implementation. The extra planning and testing windows are necessary to confirm that the service offering to WV constituents does not experience downtime or degraded performance.

Diamond will work to provide critical software or firmware patching is completed within 7 days of the public release of critical patches by respective manufacturers.

*4.5 The vendor must ensure that the system and its components are compliant with NIST SP 800-123 (July 2008 edition) and 800-44 (Version 2 September 2007 edition) standards.*

*Please reference <http://csrc.nist.gov/publications/PubsSPs.html> for more information.*

*This precludes any section of these standards that reference items beyond the Vendor's reasonable control (e.g. physical or network security of the state data center).*

Diamond will ensure that the system and its components are compliant with NIST SP 200-123 and SP 800-44.

*4.6 The vendor must be responsible for any costs to maintain the commercial software throughout the supported life of the software of the complete three-tiered system.*

As reflected over the past three years, Diamond will continue to provide ongoing support to WFWV solution, including working with the commercial software vendor to keep their software up to date. Diamond further acknowledges the cost's associated with keeping the commercial software up to date are including in our ongoing support cost. Refer to Cost information found in Excel sheet "Revised IWR IVR Cost Sheet December\_locked12192017.



*4.7 The vendor will work cooperatively with the West Virginia Office of Technology (WVOT) to maintain the complete EDMS and abide by the WVOT Contractor Management Policy (PO1012) and its attachments. Note: This policy and its attachments have been included with this document. See Exhibit B.*

Diamond Technologies agrees to work cooperatively with West Virginia Office of Technology (WVOT) to maintain the complete EDMS and abide by the WVOT Contractor Management Policy (PO1012) and its attachments. Please reference Appendix D & E for completed forms.

*4.8 The vendor will work cooperatively with the Agency and WVOT to implement audit log functionality ensuring integrity of system logs through appropriate system security mechanisms or log by shipping to a server within the state's control.*

Diamond Technologies agrees to work cooperatively with the Agency and WVOT to implement audit log functionality ensuring integrity of system logs through appropriate system security mechanisms or log by shipping to a server within the state's control. Diamond will work with WVOT to log ship all log information to a system(s) designated by WVOT.

*4.9 The vendor must submit a proposed maintenance schedule to the Agency every six (6) months detailing when routine maintenance of the primary systems will occur.*

Diamond Technologies agrees to submit a proposed maintenance schedule to the Agency every six (6) months detailing when routine maintenance of the primary system will occur.

*4.10 The vendor shall test and apply all changes, updates, and patches for any system components to both the primary and secondary systems, starting with the secondary system, in accordance with the Agency's approved maintenance schedule.*

Diamond Technologies will continue to test and apply all changes, updates, and patches for any system components to both the primary and secondary systems, starting



with the secondary system, in accordance with the Agency's approved maintenance schedule.

*4.11 The vendor will keep all system documentation current during the life of the contract. This documentation will reflect all changes that may occur to the system whether initiated by the vendor or Workforce West Virginia or any entity with a relationship to this system (e.g., the US Department of Labor, commercial software providers, etc.) This includes, but is not limited to, interface design documents, automated processes, system diagrams, etc.*

Diamond Technologies will continue to keep all system documentation current during the life of the contract. This documentation will reflect all changes that may occur to the system whether initiated by the vendor or WFWV or any entity with a relationship to this system. This includes, but is not limited to, interface design documents, automated processes, system diagrams, etc.

*4.12 All materials including, but not limited to, system documentation, training materials, or any other deliverables will be provided to Workforce West Virginia electronically in an editable Microsoft application format such as Word, Excel, PowerPoint or Visio.*

Diamond will continue providing all materials to WFWV electronically and in an editable format such as Microsoft Word, Excel, PowerPoint or Visio.

#### *4.1 Support Requirements*

*4.1.1 For the life of this contract, the vendor must provide a single point of contact and/or help desk that is available 24/7/365. Due to the time sensitivity nature of this system and the fact that most activity occurs between late Saturday night and 5:00 p.m. EST Sunday, it is necessary that the Agency has continuous support. This support can be a remote operation but should include technical support including hardware/infrastructure, application, and Chief Information Officer Guidance*

Diamond Edge Support service provides the day to day IT support required to keep our client's business operating as needed. The Diamond Edge Support Team is comprised



of customer focused, IT industry professionals with a diverse skill set, resulting in day to day service delivered with confidence knowing that no matter what the issue is, Diamond can resolve it.

#### Level I Team

The Diamond Edge Level I team provides the first line of defense and initial contact point for our customers. These team members possess outstanding communication and troubleshooting skills, and provide the initial intake and triage for all client issues. It is the Level I representative's job to quickly diagnose/fix/resolve the issue, or to quickly escalate the issue to the Diamond Edge Level II team. As a general guideline, Level I targets no more than 10-15 minutes for either issue resolution or escalation to Level II. As a metric for Diamond 70% of the issues logged are resolved by our Level 1 team.

#### Level II Team

The Diamond Edge Level II team consists of experienced System, Network, Storage, and Virtualization Engineers, with an average of 15 years of industry experience across the team. Our Level II team members are equipped to handle all issues escalated from Level I either remotely, or can be deployed onsite when needed. Diamond has invested in multiple support tools that allow for easy remote access to servers as well end user machines, as long as the machine in question is on and accessible via the internet.

#### Level III Team

The Diamond Edge Level III team consists of senior level (10+ years of experience) application developers, database administrators, and analysts. This team is one of the primary aspects of the Diamond Edge Support offering that sets Diamond apart from the competition. Our Level III team handles all line of business application support requirements as needed by our clients. This team is adept in troubleshooting, debugging, and assessing software and database related issues that arise related to line of business software applications depended on by our clients. This team has a diverse skill set and can handle almost any software related environment (i.e. Microsoft .Net/C#, Java, SQL, and related SQL databases).



### Managed Services Director

This role serves as a direct escalation point for all clients, and is ultimately responsible for day-to-day service delivery and customer satisfaction for our Managed IT Support Service. Our Managed Support Team Level I, II, III teams report directly to this Director of Managed Services.

Diamond has an established Service Level Agreement (SLA) for our Diamond Edge customers. In reviewing WFWV's requirements, our SLA's meet the requirements of WFWV's performance expectations. Refer to Appendix B, for details on our SLA.

*4.1.2 The vendor's system support must include three contact methods: phone, email, and Web.*

Diamond Technologies support service can be reached in the ways outlined below 24 x 7 x 365. No additional charges are incurred for "after hours" or weekends.

By Phone: (302) 656-6050, Option 1

By Email: support@diamondtechnologies.com

By Web: Support Central Portal: [www.diamondtechnologies.com](http://www.diamondtechnologies.com)

Refer to Appendix B, Diamond Edge Support Service SLA for more details.

*4.1.3 The vendor's Support/Help Desk must utilize a trouble ticket tracking System that will document ticket reporting, work and final disposition.*

Diamond's Edge support team uses a product called Zendesk for our ticket system ([www.zendesk.com](http://www.zendesk.com)). Our Zendesk ticketing system is used for standard issue reporting/ticket generation, status reporting, and ticket analysis for operational improvement recommendations.

Diamond can provide direct access to WFWV to ticket data and tracking through our Support Central client portal. Support Central will provide real time access to all tickets, their current status, and ad hoc query functions.



*4.1.4 The vendor must acknowledge receipt of trouble tickets. This acknowledgement will be sent via email, the address provided upon award of the contract. Due to this system being mission critical, each trouble ticket should be acknowledged within a minimum of 15 minutes during regular business hours or maximum 30 minutes after business hours. The vendor must provide an estimate of the time required to resolve the issue in a trouble ticket acknowledgement.*

Diamond's ticketing solution includes an automatic email notification feature. This notification is sent automatically to the requestor for any new ticket or any change in ticket status. Diamond further acknowledges that we will meet the response time requirements outlined above. As requested, Diamond will provide an estimate on the time required to troubleshoot and resolve each ticket, on a ticket by ticket basis.

Refer to Diamond's Edge Support Service Level Agreement (SLA) in Appendix B for more details on response times and our escalation process.

*4.1.5 The vendor's expected response time for system issues must be under 15 minutes during regular business hours which is 8:00 a.m. thru 5:00 p.m. EST Monday through Friday and under 30 minutes after business hours which is 5:00 p.m. through 8:00 a.m. EST Monday through Friday and 24 hours on Saturday and Sunday.*

Diamond acknowledges this support requirement and will meet these requirements. Refer to Diamond's Edge Support Service Level Agreement (SLA) in Appendix B for more details on response times and our escalation process.

*4.1.6 Workforce West Virginia staff must authorize in writing or via email the acceptance of the vendor's resolution to the ticket before the ticket can be classified as closed. This authorization from the agency will include the ticket number, the date, and confirmation that the issue has been resolved to the agency's satisfaction.*

Diamond agrees that WFWV staff must authorize in writing or via email the closure of a trouble ticket once it is resolved. This functionality is already provided in Diamond's Edge Support process using Zendesk. In the event, after seven (7) days of requesting a confirmation to close a ticket there is no response from WFWV, the ticket will be closed automatically. If seven days isn't an adequate amount of time, Diamond will work with WFWV on an agreeable duration that works for both organizations.



*4.1.7 The vendor must provide onsite technical support for problems that cannot be resolved via telephone or remote access within 24 hours, beginning at the time the agency has reported the problem.*

Diamond will provide onsite technical support within 24 hours if a problem has no ability to be resolved via telephone or remotely. Diamond will require WFWV to provide the staff necessary to gain access to the WVOT data center within thirty (30) minutes of Diamond personnel arriving onsite in Charleston, WV.

#### *4.2 Disaster Plan (Secondary System)*

*Disaster Plan Requirements outlined in the initial RFQ - 4.2.1, 4.2.2, 4.2.3, 4.2.4, 4.2.5 (note addendum #3 removed all these requirements) – All these requirements have been removed since WVOT has agreed to maintain the secondary system. However, the agency would expect the vendor to notify the agency of any updates made to the primary system that could potentially affect the secondary system, thus ensuring both systems remain compatible.*

Diamond acknowledges that support for the secondary system will be the responsibility of WVOT. Diamond will make sure any changes to the production system are planned and communicated with WFWV and WVOT to ensure the secondary system remains compatible throughout the duration of this engagement.

#### *4.2 Custom Programming*

*4.2.1 Vendor must be able to extend the customization of the IWR/IVR and Predictive Dialer as directed by the Agency utilizing the requested annual custom development/programming hours.*

Diamond will support, repair, modify, and/or extend the custom IWR/IVR and Predictive Dialer software as directed by WFWV utilizing the annual custom development hours included within the cost proposal. At the time of the development request, Diamond would estimate the number of hours required to deliver the requested functionality. Diamond would then work with WFWV to agree upon project tasks and deliverables, milestones, user acceptance testing criteria, and other project specifics before starting any



work. This process follows Diamond PMO process. Diamond requests that a designated WFWV representative authorize the work in writing and sign off upon acceptance.

*4.2.2 The Vendor will provide 300 hours of custom development work, additional training, or other work during the first contract year, 150 hours during the second contract year, 150 hours during the third contract year, and 150 hours during the fourth contract year.*

Diamond will provide contract hours as requested above throughout the duration of this support engagement. Diamond will compile a report on a quarterly basis showing how many hours have been used and what services were performed. Diamond also agrees that any unused hours from one maintenance year will roll into the following year if the contract is renewed.

*4.2.3 The vendor must provide Spanish translation for any changes to the system that involve modifications or alterations of the prompts utilized in the functionality of the system.*

Diamond will continue to provide Spanish translation for any changes to the system that involve modifications or alterations of the prompts utilized in the functionality of the system.

*4.2.4 The vendor must provide a Project Manager for any customized work that is requested by the Agency.*

Diamond's Project Manager to oversee any custom/project work will be:

Project Manager: Robert Fernatt, PMO

Telephone Number: 304-741-8160

Fax Number: 302-656-6058

Email Address: [rfernatt@diamondtechnologies.com](mailto:rfernatt@diamondtechnologies.com)





*4.2.5 The vendor's Project Manager must track all work tasks and deliverables, provide status reports, handle meetings between the vendor and Agency, and ensure that the work performed is tested by the development team and is functioning properly before the change is placed into production.*

Robert Fernatt will oversee tracking all work tasks and deliverables, provide status reports, handle meetings between the vendor and Agency, and ensure that the work performed is tested by the development team and is functioning properly before the change is placed into production.

*4.2.6 The vendor must provide a testing environment, so Agency staff can perform acceptance testing to verify the customized work has been completed to specifications and is ready to be placed into production.*

Diamond will provide a testing environment and will ensure the agency staff agency staff can perform acceptance testing to verify the customized work has been completed to specifications and is ready to be placed into production.

*4.2.7 Vendor must ensure that no data in its custody will be used for any circumstances other than those agreed to in this contract.*

Diamond will continue to ensure that no data in its custody will be used for any circumstances other than those agreed to in this contract.

*4.2.8 Vendor must include in their bid the cost of optional annual renewals for years 2, 3, and 4 Commercial & Customer Software Maintenance/Support and Custom Work. These optional sequential Annual renewals will be initiated by an agency's request which will be processed as a Change Order authorized by the West Virginia Purchasing Division. This request for renewal must be agreed to by both the agency and the vendor before the Change Order is initiated.*

Diamond has outlined the support costs for Year 1 and subsequent years 2,3,4 in our Cost spreadsheet. Diamond acknowledges that the years of support and maintenance beyond year one is optional and will be processed via the official Change Order process.



Refer to Excel Cost Worksheet, "Revised IWR IVR Cost Sheet December\_locked12192017" for cost related details.

*4.2.9 Vendor must review the documentation and sign the Acknowledgement page in Attachment B: Notice of State of West Virginia - Confidentiality Policies and Information Security Accountability Requirements. This signed document must be submitted with the proposal.*

Please reference the signed acknowledgement page in Appendix C.

*4.2.10 Vendor must review Exhibit B: "State of West Virginia Office of Technology Policy: Contract Management" document and complete all the forms. These completed forms must be submitted with the proposal, but may be requested prior to award.*

It is important to note that the forms in Exhibit D of the CRFQ seem to apply to onsite contract employees that are assigned to projects within a West Virginia state facility on a regular or recurring basis. Furthermore, Attachment A of Exhibit D appears to be something completed by the "contractor manager," WFWV in this instance. This contract is for services to maintain and support the existing IVR/IWR software using remote Diamond staff members on an as needed basis. It is possible that onsite work may be required on a rare occasion, but it would only be under the supervision of a WFWV staff member within the WVOT data center facility where the IVR/IWR system is located for very brief periods of time. As such, we do not believe that these attachments are applicable. However, Diamond has completed Attachment B of Exhibit D to the extent practical (see Appendices D & E of this proposal). Since most information is not yet known or does not apply, we welcome further discussion on the applicability of this form prior to the issuance of a purchase order.



11 Miscellaneous

11.1 Contract Manager: During its performance of this Contract, Vendor must designate 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.

Diamond acknowledges the requirements and responsibilities of our Contract Manager throughout this engagement.

Contract Manager: Robert Fernatt  
Telephone Number: 304-741-8160  
Fax Number: 302-656-6058  
Email Address: [rfernatt@diamondtechnologies.com](mailto:rfernatt@diamondtechnologies.com)

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

*Robert Fernatt*

\_\_\_\_\_  
(Name, Title)

Robert Fernatt, Manager

\_\_\_\_\_  
(Printed Name and Title)

221 West 9<sup>th</sup> St, Suite 200, Wilmington, DE 19801

\_\_\_\_\_  
(Address)

304-741-8160 / 302-656-6058

\_\_\_\_\_  
(Phone Number) / (Fax Number)

rfernatt@diamondtechnologies.com

\_\_\_\_\_  
(email address)



## **5.0 Cost Proposal and Terms & Conditions**

### **5.1 Cost Proposal**

Please reference the Cost Sheet provided separately in the requested Excel format (Exhibit A), titled "Revised IWR IVR Cost Sheet December\_locked12192017".

### **5.2 Year 1 Costs and Alternate Considerations**

Although Diamond Technologies has responded to this CRFQ in a manner that meets all specifications, WFWV should be aware that there is substantial additional cost in year one for General Software related to Aspect Software's Voxeo product. Because the agency chose not to renew support for this product in April 2017, there is a significant penalty. Diamond Technologies has attempted to negotiate with Aspect Software regarding this matter, but without success. If the agency would choose to eliminate the requirement to support the Voxeo software, it would result in a significant reduction in cost as evidenced by the difference between years one and two, but with additional risk to the agency. Please note that removing Voxeo from the roster of supported commercial system software would also necessitate a change to the specifications expressly removing Voxeo as a supported software package.

The agency should also be aware that Aspect Software has encountered financial difficulty in the recent past and filed for Chapter 11 bankruptcy protection. It has since emerged from a restructuring process, but Diamond has concerns about a long-term commitment to the Voxeo product. As a result, it may become necessary to consider a replacement product or a different approach (e.g., cloud-based) in subsequent years of this maintenance and support agreement. Any such future change may incur unforeseen costs and may require a change order to this contract.

### **5.3 Terms and Conditions**

Unless specifically stated otherwise in this proposal document, the following terms shall apply to the proposed services:

1. Type of Contract – Other than stated charges, services will be delivered on a fixed price basis, at the total cost quoted in the attached proposal. The time and cost provided for the proposed services are based on information provided to Diamond Technologies by the client, and Diamond Technologies' understanding of the task at hand at the time of proposal preparation. Unless specifically stated otherwise in this



proposal, the cost quoted in no way guarantees a fixed schedule for delivery of the proposed services.

2. Payment Terms – WFWV will be invoiced in accordance with the completion of milestones as outlined above. Payment terms are net due.

**Maintenance and Support for the General Software for the System**

General Software invoices will be net due (upon invoice receipt) for the year for software that will be rendered at the start of the year.

**Maintenance and Support of Custom Software for the System**

Custom Software invoices will be net due (upon invoice receipt) for the year for custom software that will be rendered at the start of the year.

**Price Consideration**

Client may receive a 10% discount on the total price for all services if they elect to pay for the four (4) years of service upfront.

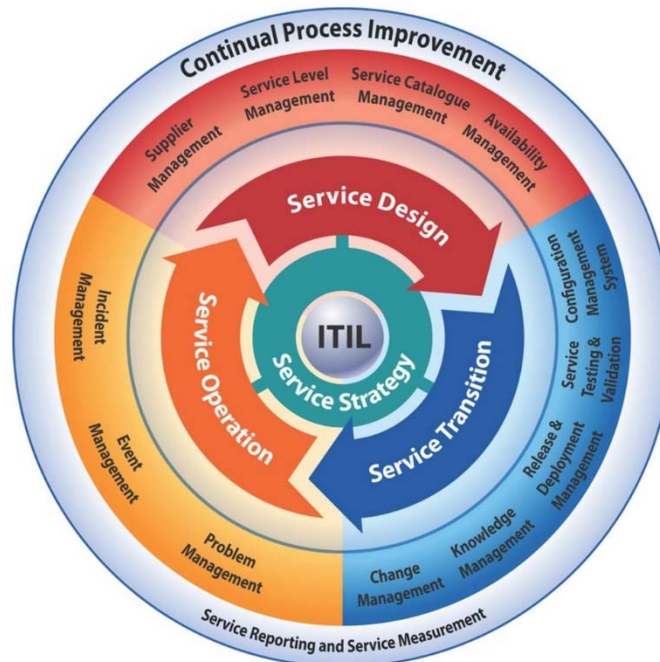
Diamond Technologies will charge a 1.5% late fee per month for any invoices that are not paid within 30 days.

3. Non-Solicitation - At all times during the proposal and delivery of the proposed services, and for a period of 1 year beyond the conclusion of delivery of the proposed services, Diamond Technologies and the client agree to refrain from soliciting or employing, directly or indirectly, any employee from the other firm without the express written consent of the other party. In the event that an offer of full time employment is agreed upon by both parties, extended to the Diamond employee, and accepted in writing by the Diamond employee, a fee in the amount of 20% of the employee's base salary will be payable to Diamond Technologies commensurate with the start date of employment with the client.
5. New projects presented from WFWV to Diamond Technologies may require more resources and increased support fees. These fees will be discussed and agreed upon by both WFWV and Diamond Technologies before putting into production.
6. Contract Termination – In the event Diamond Technologies is not performing according to the service proposed, WFWV agrees to provide Diamond Technologies with written notification of the non-performance, and Diamond Technologies has 30 days to cure the performance issue or work with the client on a mutually agreeable alternative workaround or resolution. Should Diamond Technologies not cure the performance issue within the 30-day timeframe, WFWV may terminate the agreement with no additional contractual obligation outside of data and service transition costs for moving data back to WFWV or WFWV's newly elected provider.



## 6.0 Diamond Edge - Our Support Approach

Diamond Technologies adheres to best practices around IT Service Management (ITSM) including the *Information Technology Infrastructure Library*, or “ITIL”, for product and service strategy, design, and delivery. A high-level summary of the aspects (or phases) of the ITIL methodology is Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. An important point of clarification regarding ITIL, and how it applies to any of our customers, is that not all aspects (or phases) of ITIL are engaged (or needed) always. We understand that many services within Client are already established and many of the technology practices already performed. However, no matter what state a system is in when Diamond Technologies begins support, we will apply ITIL best practices from that point forward.



### Service Strategy

Diamond Technologies works with key stakeholders to ensure the company’s objectives are aligned with budgetary, schedule, security, and policy considerations. We document the entire process so service deliverables are clearly defined, linked to the business outcomes they support and provide alignment for the rest of the service lifecycle. The key objective is to ensure the service’s value is delivered as defined.

Our team of analysts, architects, and engineers provides IT strategy and consultation across a wide range of disciplines including:



- Network Topology
- Network Design and Planning
- Virtualization
- Cloud computing
- Systems/Network Performance Analysis & Support
- Storage
- Custom applications
- Database architecture
- Third party solutions
- Business continuity and disaster recovery

We have successfully partnered with many agencies and companies in formulating business cases for their IT projects. We are very familiar with the documentation process and experienced in defining solutions that exceed Company's standards and policies. All documentation and service artifacts will be stored and accessible in each customer's service portfolio site called Support Central. All strategy, design, configuration, helpdesk ticket information, and monitoring metrics (if required) are available through the Support Central portal with appropriate authentication.

### **Service Design**

Once the plan is outlined from a service strategy perspective, Diamond Technologies' architects and engineers begin designing and engineering the service in accordance with the Service Strategy defined in the previous step. Our team will lead the stakeholders in understanding the purpose, objectives, and scope of the service design. We will design how the service will be run and managed, when it is operational and continually verify that the design works efficiently, and fulfills the business requirements in terms of capacity, continuity, availability, and security.

We strive to design services around five (5) ITIL aspects. These can be remembered easily by thinking of the acronym STAMP. The five aspects are as follows:

1. The *Solution* that is designed that fulfills the business requirement and enables the business process to take place.
2. The management information systems and *Tools* that ensure that the right information is available when required to support the service.
3. The technical *Architecture* that underpins the solution.
4. The *Measurements* that will be taken to ensure the service is operating as it should.



5. The *Processes* that will need to be developed, both business processes and service management processes.

It is during this phase that Service Level Agreements (SLAs) will be targeted and agreed upon. Service level management is about discussing, negotiating and agreeing with the customer about what IT services should be provided and ensuring that objective measures are used to determine whether that service has been provided to the agreed level. Our team will work closely with the Customer and outside vendors to ensure that all SLAs are established and the appropriate measurement and reporting tools are deployed to monitor the service.

### **Service Transition**

After the design phase, it is time to set up the test/development/UAT systems (User Acceptance Testing) so that the design may be thoroughly tested, quality assured, and updated prior to going into production. At this point in the process, Diamond Technologies will set up a configuration management database which will show Diamond Technologies and the customer every single hardware and software component that makes up the system at hand. This will give us great insight as to what components are being updated and which components most consistently fail (so we can remediate the failures permanently). Additionally, Diamond Technologies will implement its change management process for this customer's environment and train the customer on the benefits of this process in making sure that we reduce and eliminate issues and outages due to change.

### **Service Operations**

Now that the transition phase is complete, it is time for Diamond Technologies to put the customer's environment into production and begin supporting their users. The customer will have access to the Diamond Edge Support Portal, which gives the customer the ability to submit service related tickets, see their monitoring systems, review Key Performance Indicators (KPIs), review key architecture and design document and share information between the customer team and the Diamond Edge team.

Service issues are handled through our support team and are categorized as either an incident or a problem. The two processes of incident and problem management are among the most important of all the ITIL processes. They are often the first to be implemented by an organization that has decided to adopt the ITIL framework. Diamond Technologies has adopted both of these processes to improve our service and service management.





Effective incident management improves availability, ensuring that users are able to get back to work quickly following a failure. Problem management improves the overall quality and availability of services (and as such works in conjunction with continual service improvement); it also makes best use of our IT staff, who are freed from resolving repeat incidents and are able to spend time preventing them instead. The Diamond Edge Support team is responsible for incident and problem management; as well as event, request, and access management.

## 6.1 Location of Diamond Resources

The Diamond Edge support team is comprised of local team members, stationed in downtown Wilmington, Delaware. Diamond Edge prides itself in providing high quality service, with all team members being full time employees of Diamond as we do not outsource (or “off shore”) any aspect of our managed services. This results in our teams (Level 1, 2, 3) being accessible to WFWV as needed.

## 6.2 Net Promoter Score (NPS)

When trying to determine the effectiveness of our IT Service Management Approach, we constantly measure our client satisfaction in all phases of the ITSM cycle. Whether we are measuring the effectiveness of our Engineering or Analyst teams or we are assessing our quality or operational teams, we survey customers consistently to see how we can consistently track the satisfaction of our customers and invest in new methods and services to ensure that they remain satisfied at all times.

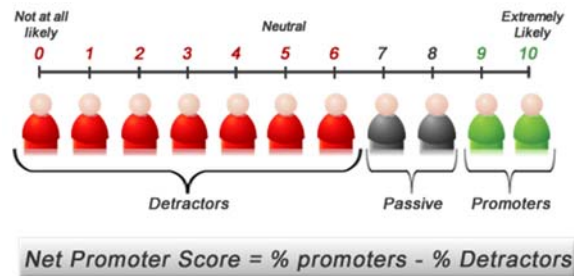
The Net Promoter Score, or NPS, was established in 2003 by Bain & Company to help companies evaluate customer loyalty. The goal was to find a simple and straightforward way to measure how well an organization was treating the people whose lives it affected. The survey is based on the fundamental perspective that every company’s customers can be divided into three categories: Promoters, Passives, and Detractors. By asking one simple question — *How likely is it that you would recommend Diamond Technologies to a friend or colleague?* — You can track these groups and get a clear measure of your company’s performance through your customers’ eyes. Customers respond on a 0-to-10 point rating scale and are categorized as follows:

- **Promoters** (score 9-10) are loyal enthusiasts who will keep buying and refer others, fueling growth.
- **Passives** (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.

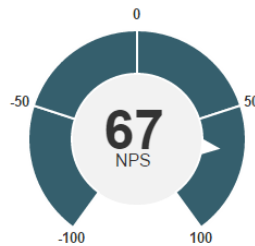


- **Detractors** (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.

To calculate your company's NPS, take the percentage of customers who are Promoters and subtract the percentage who are Detractors.



Diamond Technologies is proud to have a current NPS of 67!



For context, the average NPS score for companies in Diamond Technologies' industry, location, and size is a 27! For further context into the NPS score, one of the most admired, loved companies in history, Apple Computer, has a current NPS of 72! Diamond Technologies surveys our client base on a quarterly basis.



## 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: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_  
Date

### State of West Virginia

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_  
Date



## **Appendix A: Staff Resumes**



**Chip Watkins**  
221 West 9th Street  
Wilmington, DE 19801  
302.656.6050



**TECHNICAL SKILLS:**

**Development tools:** Java, J2EE, Java Server Pages (JSP), Servlets, Enterprise Java Beans (EJB), JMS, JDBC, BEA WebLogic 6.1 and 7.0, Resin 3.0.8, Tomcat 3.2.3, Struts, IntelliJ IDEA 3.0, JBuilder 4.0 Enterprise, VisualCafe 4.0 Enterprise, VoiceXML 2.0, Together 4.2, Visual SourceSafe 6.0, Allaire HomeSite 4.5, JavaScript, Active Server Pages (ASP), VBScript, Visual Basic, Internet Information Server (IIS), Visual J++ 6.0, HTML, Distributed Systems, UML, COM, ADO, SQL, Inetsoft StyleReportPro, BFO PDF Generator  
**Databases and Related:** Relational Databases, Microsoft SQL Server 6.5, 7.0, and 2000, Oracle 8.1.7, ERWin 4.1  
**Operating systems:** Windows XP, Windows 2000, Windows NT

**Education:**

University of Delaware, Newark, DE 1995  
Bachelor of Science in Computer and Information Sciences

**EXPERIENCE:**

**Sr Consultant at Diamond Technologies, Inc. Nov 2000 - Present**

**Client: State of Delaware (Commissioner of Elections Office)**

- Technologies: Java, J2EE, Java Server Pages (JSP), Servlets, JDBC, Caucho Resin 3.0.8, IntelliJ IDEA 3.0, Visual SourceSafe 6.0, SQL, Oracle 8.1.7, ERwin 4.1, BFO PDF Generator
- Technical project lead for the development of the application. The application serves the following purposes:
- Allows candidates to submit financial data, as well as other necessary forms, over the Internet.
- Allows the Commissioner of Elections Office's staff to perform administrative functions of the submitted data.
- System is designed as a J2EE application running on Caucho Resin 3.0.8 that interacts with an Oracle 8.1.7 database.
- Responsible for all aspects of the project development including system and database design, development, testing and deployment support.
- Responsible for client relations.

**Client: State of Delaware (DeIDOT) – Safety Data Management (SDM)**

- Technologies: Java, J2EE, Java Server Pages (JSP), Servlets, EJB, JDBC, BEA WebLogic 7.0, IntelliJ IDEA 3.0, Visual SourceSafe 6.0, SQL, Oracle 8i, ERwin 4.0, Inetsoft StyleReportPro 1.1
- Technical project lead for the development of the application. The application serves the following purposes:



- Retrieves crash data from the Delaware State Police's SQLServer database and puts the data into DeIDOT's SDM Oracle database.
- Allows DeIDOT personnel to add, edit, browse, and perform studies on the crash data through a browser-based application.
- System is designed as a J2EE application running on BEA WebLogic 7.0 that interacts with an Oracle 8.1.7 database.
- Responsible for all aspects of the project development including system and database design, development, testing and deployment support.
- Responsible for client relations.

**Client: State of Delaware – Delaware Technology Atlas**

- Technologies: Java, J2EE, Java Server Pages (JSP), Servlets, JDBC, Bluestone total-e-server 7.3, Struts, JBuilder 4.0 Enterprise, VoiceXML 2.0, Allaire HomeSite 4.5, Visual SourceSafe 6.0, SQL, Oracle 8i, ERwin
- Technical project lead for the development of the application. The application allows the public use the telephone to get information about public Internet access points in the State of Delaware.
- System is designed as a J2EE application in Bluestone total-e-server 7.3 that interacts with an Oracle 8i database. The system renders VoiceXML that is sent to a remote VoiceXML interpreter, and the interpreter uses the VoiceXML to present information to the caller.
- Responsible for all aspects of the project development including system and database design, development, testing and deployment support.
- Responsible for client relations.

**Client: State of Delaware, Department of Labor – Outlook**

- Technologies: Java, RMI, JDBC, Microsoft SQLServer 6.5, Erwin
- Outlook - An application written for the Delaware Department of Labor that automates the maintenance of Labor Market Information.
- It is a 3-tier GUI application written entirely in Java that uses Remote Method Invocation (RMI).
- The application communicates with a Microsoft SQLServer 6.5 database using JDBC.



**Tony Tancredi**  
221 West 9th Street  
Wilmington, DE 19801  
302.656.6050



Technology leader with over 30 years of research, design, development, business, and management experience within diverse technologies such as mobile, cloud, server, networking, and mainframe. A problem-solver skilled in visualizing the big picture, designing, developing and delivering enterprise-level solutions while collaborating closely with business executives, project stakeholders, and technical staff. Successfully communicates IT concepts, strategies, and guidance to public audiences, small businesses, government agencies, educational institutions, and Fortune 500 corporations. Recognized for developing and motivating highly focused teams that successfully meet and exceed both organizational and customer objectives. U.S. Patent inventor.

- Technology Architecture
- CIO Guidance & Business Alignment
- Software Development
- Datacenter Construction & Operation
- Databases & Data Warehousing
- Networking
- Strategic Planning
- Technical Sales & Presales
- Budgeting & Cost Control
- Organization and Staff Development
- Public Speaking & Training
- Technical Writing

**TECHNICAL SKILLS:**

**Development Tools:** Visual Studio.Net (2008/20053), .Net Framework, .Net Compact Framework, Microsoft Team Foundation Server, Eclipse, Java, Windows Mobile SDKs, Blackberry SDKs, Android SDKs, Crystal Reports, SQL Server Reporting Services, SQL Server Integration Services.

**Languages:** C#.Net VB.Net., ASP.Net, Java, AJAX, Visual Basic 6.0, JavaScript, C++, VBA, Perl, SQL, Windows internals, MVS Assembly.

**Databases:** SQL Server, Access

**Systems:** Windows Mobile, Blackberry, Android, Microsoft Windows, Windows Server, Microsoft IIS, Microsoft Exchange, Microsoft Office Communications Server, Active Directory VMware, Microsoft Virtual, PC, IBM Mainframe, (some) Linux

**Miscellaneous:** Networking (Cellular, Wi-Fi, Firewalls, Routing, Switching, Wiring), Hardware installation and deployment, Microsoft Office.

**Experience:**

**Chief Technology Officer, Diamond Technologies, Wilmington, DE 2007 – Present**

- One of four company officers that define and implement the company's vision, mission, strategy, budget, and tactics. Meet weekly as a leadership team to address business issues within the company.
- Collaborated and succeeded in pivoting Diamond Technologies, Inc. from a primarily staffing company to one that does application development, systems integration, cloud applications, and managed IT.
- Responsible for engaging clients of differing industries and size, at the C-Level, to strategize in aligning IT with their business goals.



- Spearhead the entire life-cycle of projects including pre-sales, architecture, estimation, proposal generation, presentation, developer management, development, testing, and deployment. Work closely with project management team to ensure projects are on time and on budget. Fixed price projects consistently achieve 30% - 55% profit margin.
- I am the “CIO” for Diamond’s CIO Guidance offering as part of its managed IT service, offering organizations from 10 – 500 employees strategic and design guidance at the C-Level.

**Founder at WorldExtend, LLC, Mount Laurel, NJ  
2005 – 2007**

Designed, developed, and deployed SecureIDA, a remote access security platform. The enterprise-level, Windows 2003 system utilizes a multitude of load balanced IIS 6.0 web servers, application servers, fully clustered SQL Server 2005 database servers, on a fiber SAN storage backbone, with thousands of Windows agents installed in small business networks.

- An original founder of the company and helped raise 1.6 million dollars of angel funding. Travelled the country to sell the product to major cable companies and value-added resellers.
- Awarded U.S. Patent No. 8,572,254 for the methodology behind the WorldExtend connection establishment platform.
- Built a multi-rack, highly redundant server farm to process the web service requests to the security broker.
- Responsible for managing the development team and level 2 support staffs.

**VP of Technology at Forward Tech Solutions, Mount Laurel, NJ  
2002 - 2005**

Technology consultant to small-to-medium businesses.

- Worked with business owners to create technology/ROI plan.
- Installed and maintained business systems and software.
- Wrote custom applications to create workflows and tie disparate LOB software together.
- Create custom websites for small businesses.
- Utilized VB/C#.Net 2005, SQL Server, Crystal Reports, ASP.NET, Microsoft Office

**VP of Technology at Velcero, Moorestown, NJ  
1999 - 2002**

An original founder of the company and developer of Instant Page Builder, a web-based, e-commerce web site publishing system.

- Utilized HTML, JavaScript, Perl, ASP, Visual Basic 6.0 COM+ objects, C++ COM+ objects, C++ ISAPI filters, and SQL Server 2000 Stored Procedures.
- Major clients included American Express, New Jersey AFL-CIO, and the National Black Chamber of Commerce.

**Sr Developer at Cims Lab, Mount Laurel, NJ  
1997-1999**

CIMS, a performance monitoring system for IBM mainframes.

- Responsible for software development, technical support, and on-site consulting.
- Utilized OS/390 Assembler and COBOL.

**Technology Owner, Computer Associates, Inc. (CA)  
1990 – 1997**





Responsible for all of CA's output management (printing) development including staff management, project management, technical direction, and product design. Worked way up from level 2 support, to developer, to developer manager, to Technology Owner.

- Managed a team of 25 developers, technical support staff, and QA staff.
- Engaged in executive level meetings to provide a technical vision and product direction. Was responsible for gaining approval and collaborating with other product areas.
- Travelled the country in both an account management and technical pre-sales role. Engaged with CIO's and other executives of many Fortune 500 companies.
- As a developer, had extensive experience with IBM mainframe internals and assembly programming language.

**EDUCATION:**

Rutgers University, New Brunswick, NJ, 1983  
BS - Computer Science



**Robert Fernatt**  
221 West 9th Street  
Wilmington, DE 19801  
302.656.6050



**TECHNICAL SKILLS:**

I have 25 years of experience with information technology in both technical and management roles. This includes networking, desktop/server support, IT and project management, and software development management. I hold Scrum credentials for both Certified Scrum Master (CSM) and Certified Scrum Product Owner (CSPO). I have served as a liaison with county, state, and federal agency officials in various capacities to implement technology projects that benefited the citizens of West Virginia during my tenure with state government.

**EDUCATION:**

Marshall University  
Master of Science (MS), Technology Management 2001 - 2006

West Virginia University Institute of Technology  
Bachelor of Science (BS), Printing Management 1991 – 1995

**EXPERIENCE:**

**Manager, Solution Architecture at Diamond Technologies, Inc.**

December 2015 - Present (1 year 9 months)

I represent Diamond Technologies as a solution architect in both private and public-sector projects. Diamond excels in providing managed IT services (e.g., custom/COTS application and network/PC support), software development (e.g., web/mobile apps, SharePoint, etc.), IT staffing, and consulting (e.g., CIO guidance, assessments, etc.).

**Director of Information Systems at WorkForce West Virginia**

July 2011 - December 2015 (4 years 6 months)

I was responsible for managing agency information systems and worked closely with another state on a nearly \$95 million consortium project to modernize the agency's legacy unemployment insurance system. In this role, I also managed the implementation of a new unemployment IVR/IWR system for the agency.

**Information Systems Manager at WorkForce West Virginia**

January 2009 - July 2011 (2 years 7 months)

Responsible for managing development and operations for the agency's employment services system (MACC). The MACC is one of the largest state controlled and fully web-based systems supporting thousands of job seekers, employers, and training providers.



**Information Systems Manager at West Virginia Dept of Health & Human Resources**

February 2003 - December 2008 (5 years 11 months)

Served as the electronic disease surveillance system project manager and was responsible for system procurement, implementation, and deployment activities as well as administering a portion of the federal grant funding for the project.

**Director of Technical Services at Acordia Employers Service**

January 1999 - September 2002 (3 years 9 months)

Managed information technology personnel, systems, processes, and budgets. Worked with the company to mitigate Year 2000 risks, replaced an aging AS/400, and modernized the company's LAN and WAN infrastructure.



**Michael Duncan Bachen**

221 West 9th Street  
Wilmington, DE 19801  
302.656.6050



**TECHNICAL SKILLS:**

I have 25 years of experience with information technology in both technical and management roles. This includes networking, desktop/server support, IT and project management, and software development management. I hold Scrum credentials for both Certified Scrum Master (CSM) and Certified Scrum Product Owner (CSPO). I have served as a liaison with county, state, and federal agency officials in various capacities to implement technology projects that benefited the citizens of West Virginia during my tenure with state government.

**TECHNICAL KNOWLEDGE/CERTIFICATIONS:**

Certification: Microsoft 2008 MCSE, MCSA, MCP  
Databases: Microsoft SQL, Microsoft Access, MySQL, Oracle 9i  
Languages: T-SQL, Visual Basic, VBA, PHP, JavaScript, C#, ASP.NET  
Software and OS: Specifics available upon request.

**NATIONAL AFFILIATIONS:**

Mensa International—International high IQ society  
Society for Creative Anachronism—Historical recreation of the Middle Ages



**Experience:**

**Manager, Solution Architecture at Diamond Technologies, Inc.**  
Sept. 2015 - Present



**Appendix B: Diamond Technologies Edge Support  
Service Level Agreement**



## **Diamond Edge Support Service Level Agreement**

### Support Coverage

Coverage Type	Hours of Coverage
Standard Coverage	7am to 6pm Monday through Friday
Expanded Coverage	6pm to 7am Monday through Friday, Saturday/Sunday (24 hrs./day)

### Incident Levels & Status Updates – With Support line available during coverage windows

Incident Priority Level	Definition	Initial Phone Response Time	Follow-up Incident Response	Status updates to Customer
Low	Minor problem, not causing a disruption of business flow. Work around exists.	0 to 15 minutes (Standard) 30 to 60 minutes (Expanded)	4 hours	Every 48 hours until resolved
Medium	Incident causing slight disruption to business process or individual workflow. Workaround exists but business needs the issue address quickly.	0 to 15 minutes (Standard) 30 to 60 minutes (Expanded)	2 hours	Every 8 hours until resolved
High	Total system outage, or incident has otherwise halted business flow in some way. No workaround, need correction ASAP.	0 to 15 minutes (Standard) 30 to 60 minutes (Expanded)	15 minutes	Every 4 hours until resolved
Service Request	Request for new functionality, new software, new hardware, new device setup, and new user setup. New enhancement request.	0 to 15 minutes (Standard) 30 to 60 minutes (Expanded)	1 business day	Every 24 hours until completion
Maintenance	Updates and patches required to sustain the computing environment at an operating level that delivers continual uptime, availability and performance.	0 to 15 minutes (Standard) 30 to 60 minutes (Expanded)	As needed	Every 24 hours until completion

### Contact Methods

Method	Detail
Phone	(302) 656-6050 option #1
Email	support@diamondtechnologies.com
Web	<a href="http://www.diamondtechnologies.com">www.diamondtechnologies.com</a> link



# Appendix C: Addendum Acknowledgement Form

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: 0323 WWV180000001**

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: Thereby 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 checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input checked="" 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.

Diamond Technologies Inc

Company

*Jason Ballance*

Authorized Signature

January 3rd, 2018

Date

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




# Appendix D: Notice of State of West Virginia Confidentiality Policies and Information Security Accountability Requirements Form

Notice of State of West Virginia  
Confidentiality Policies and Information Security Accountability Requirements  
Page 4 of 5

## Acknowledgement

My signature certifies that I understand and will abide by the statements contained in this document.

Jim Garrity  
Vendor Employee (Print Name)

  
Vendor Employee (Signature)

1/2/2018  
Date





**Appendix E: State of West Virginia Office of Technology  
Policy:  
Contract Management Forms**



**Attachment B:  
Contract Employment Confirmation Form**  
*Issued by the CTO*

Policy No: WVOT-PO1012

Page 1 of 1

This form is to be used for all contracted individuals providing IT services within the Executive Branch, and must be completed by the Contractor Provider and submitted every thirty (30) days to the WVOT. All fields must be completed.

Date January 2, 2018

Name of Contractor Diamond Technologies, Inc.

Name of Contractor Manager (state employee) To Be Determined

Agency/Bureau/Division WorkForce West Virginia

State Contractor Manager Email To Be Determined

State Contractor Manager Phone To Be Determined

P.O. # of Contract To Be Determined

Date of Last Confirmation Not Applicable

Expiration Date of Contract Unknown

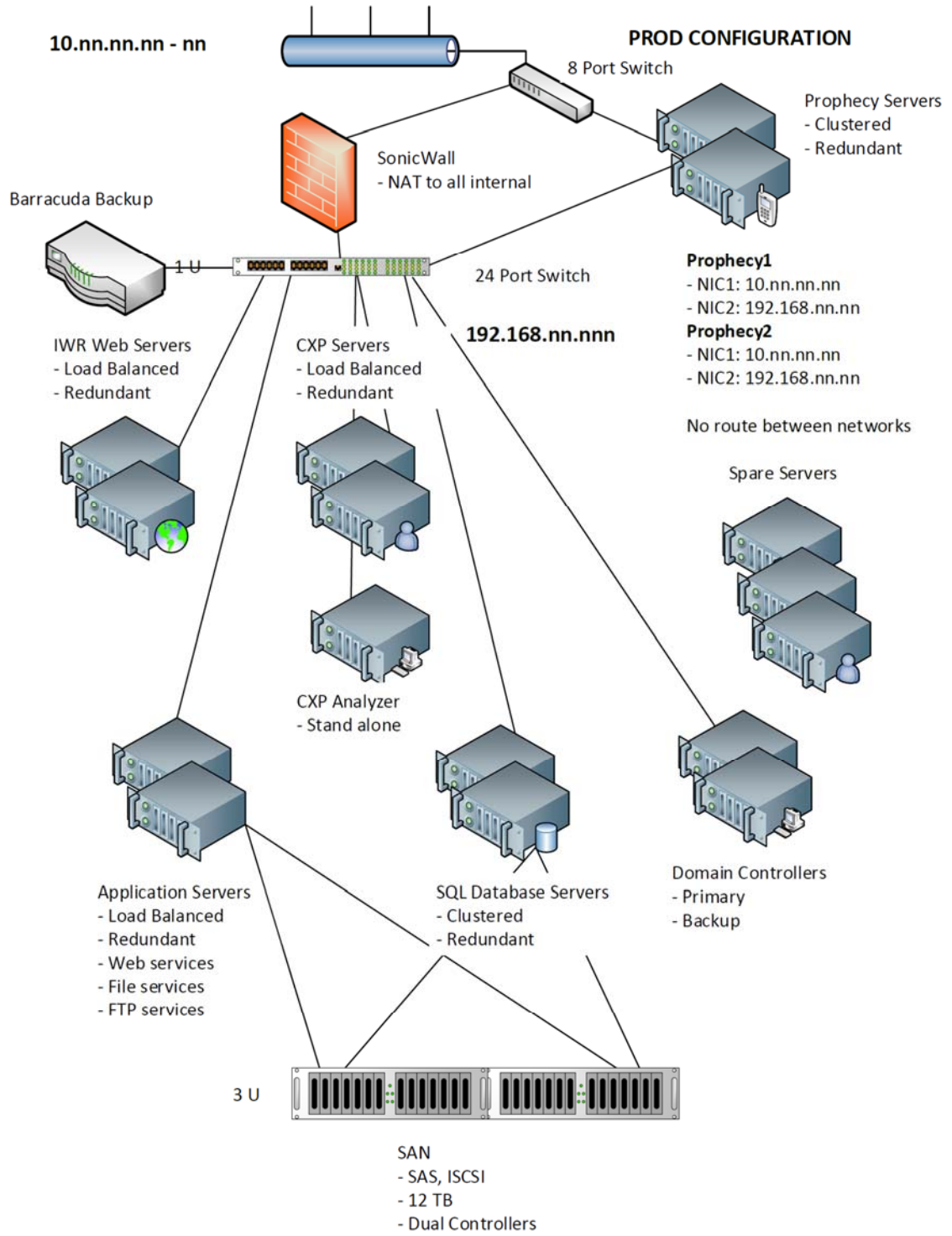
By signing this form, I acknowledge that the abovementioned individual is currently employed with the State of West Virginia.

Jim Garrity  
Contractor Provider Name (Print)

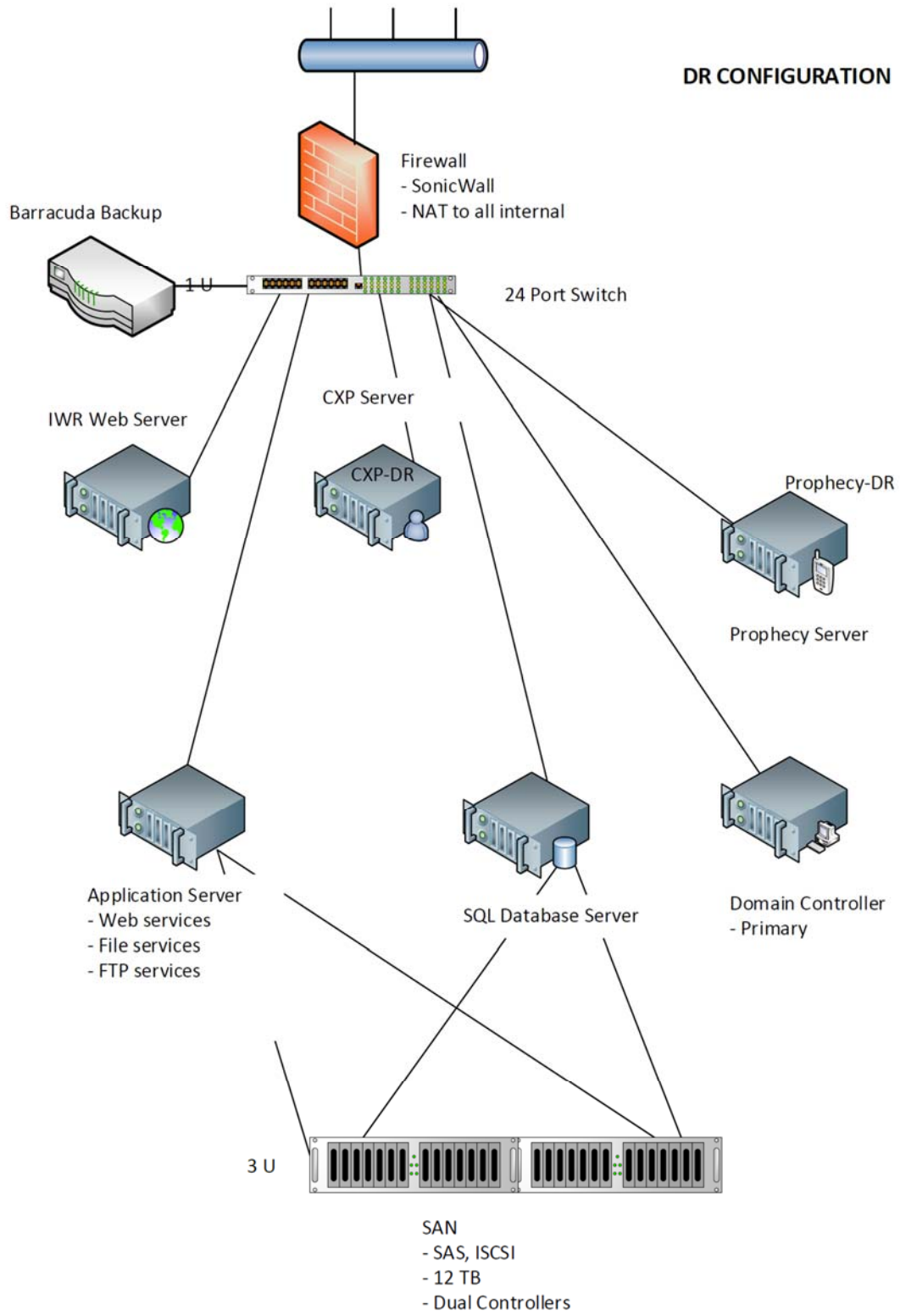
 1/2/2018  
Contractor Provider Name (Signature) Date



# Appendix F: IVR/IWR Production and Configuration Diagrams



# DR CONFIGURATION



**EXHIBIT A**

**Cost Sheet for Maintenance and Support Services on Software**  
**for the a Three Tiered System Encompassing an Interactive Web Response (IWR) System, Interactive Voice Response (IVR) System, and Predictive Dialer/Auto System**

Revised 01/03/2018 14:04

ITEMS INVOLVED IN THE SOFTWARE MAINTENANCE AND SUPPORT FOR THE SYSTEM				
<i>NOTE: Qualifications under 4 in the RFQ apply to Maintenance and Support of Software as well as the Custom Programming.</i>				
Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
<b>Maintenance &amp; Support for the General Software for the System - Reference the RFQ Sections 4 &amp; 4.1</b>				
Maintenance & Support - Year 1	each	1	\$ 280,370.10	\$ 280,370.10
Maintenance & Support - Year 2		1	\$ 85,367.80	\$ 85,367.80
Maintenance & Support - Year 3		1	\$ 85,367.80	\$ 85,367.80
Maintenance & Support - Year 4		1	\$ 85,367.80	\$ 85,367.80
Subtotal for A. Maintenance & Support for Production System				\$ 536,473.50
<b>Maintenance &amp; Support of Custom Software for the System - Reference the RFQ Sections 4 &amp; 4.1</b>				
Maintenance & Support - Year 1	each	1	\$ 122,000.00	\$ 122,000.00
Maintenance & Support - Year 2		1	\$ 95,880.00	\$ 95,880.00
Maintenance & Support - Year 3		1	\$ 97,797.60	\$ 97,797.60
Maintenance & Support - Year 4		1	\$ 99,757.56	\$ 99,757.56
				\$ 415,435.16
<b>Custom Programming pertains to development work, additional training, or other work on an annual basis. - Reference the RFQ Section 4.2</b>				
Custom Programming - Year 1	hours	300	\$ 140.00	\$ 42,000.00
Custom Programming - Year 2		150	\$ 140.00	\$ 21,000.00
Custom Programming - Year 3		150	\$ 140.00	\$ 21,000.00
Custom Programming - Year 4		150	\$ 140.00	\$ 21,000.00
Subtotal for C. Custom Programming				\$ 105,000.00
<b>GRAND TOTAL FOR ALL AREAS OF MAINTENANCE &amp; SUPPORT</b>				<b>\$ 1,056,908.66</b>

*Instructions for completing the above Cost Sheet. The excel spreadsheet has been formatted to automatically provide the Subtotals and Grand Total. You will enter the cost associated with each Section as well as each year (1-4). Please make sure you have entered costs in each line.*

**All costs provided above shall be fixed and cannot be modified after bid submission. No other fees will be allowed that are not included on Exhibit A.**

**Do not alter this cost sheet or provide any additional pricing not specifically requested hereinabove. Doing so may result in disqualification of your bid.**