



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 7

List View

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Procurement Folder: 875409

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0210

Vendor ID: VS0000027455

SO Doc ID: ISC2100000031

Legal Name: SONUS SOFTWARE SOLUTIONS INC

Published Date: 5/25/21

Alias/DBA:

Close Date: 6/3/21

Total Bid: \$68,000.00

Close Time: 13:30

Response Date: 06/03/2021

Status: Closed

Response Time: 13:23

Solicitation Description: Applications Developer Ivanti Services Manager (OT21128)

Responded By User ID: Sonus@2020

Total of Header Attachments: 7

First Name: Sonica

Total of All Attachments: 7

Last Name: kommu

Email: info@sonussoftwareinc.com

Phone: 8017703133



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

**State of West Virginia
Solicitation Response**

Proc Folder: 875409
Solicitation Description: Applications Developer Ivanti Services Manager (OT21128)
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2021-06-03 13:30	SR 0210 ESR06032100000007987	1

VENDOR
VS0000027455
SONUS SOFTWARE SOLUTIONS INC

Solicitation Number: CRFQ 0210 ISC2100000031
Total Bid: 68000
Response Date: 2021-06-03
Response Time: 13:23:24
Comments:

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

Vendor 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	Hourly Rate for Applications Developer	1000.0000	HOUR	68.000000	68000.00

Comm Code	Manufacturer	Specification	Model #
81111508			

Commodity Line Comments:

Extended Description:

Hourly Rate for Applications Developer



Applications Developer Ivanti Services Manager

Department of Administration, Purchasing Division
State of West Virginia



Request For Quote: CRFQ ISC2100000031

Submitting To:

Jessica S Chambers,
Department of Administration,
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Jessica.S.Chambers@wv.gov

Submitted By:

Sonus Software Solutions, Inc.

Point of Contact:

Ann Kusuma,
Contracts Manager
504 W 800 N
Orem, Utah 84057.
info@sonussoftware
inc.com
801-770-3133.



INTRODUCTORY LETTER

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

Subject: CRFQ ISC2100000031, Applications Developer Ivanti Services Manager, Department of Administration, Purchasing Division, State of West Virginia.

Dear Jessica,

Sonus Software Solutions Inc. (SSI) FEIN: 46-3282585 is pleased to submit this Quote for Applications Developer Ivanti Services Manager, Purchasing Division.

We understand the Department needs to fulfill requirements for agency services through temporary Staffing and we are enthusiastic to present our solution. We firmly believe we can provide a Collaboration that will seamlessly supplement the Department's existing IT environment and significantly enhance the throughout the Department intends to achieve in its Applications Developer Ivanti Services Manager

SSI is a premier IT Consulting & Development Company Incorporated in the state of Utah to provide clients with talent and services that they cannot or do not want to acquire and manage internally. Our company was established in July 2013 and we have grown to support clients throughout the United States. SSI was formed in Utah and our corporate headquarters are located at 504 W 800 N, Orem, UT 84057.

SSI is a certified WBENC, WSOB, and Minority Women Business Enterprise (MWBE - M4F0026444) by the Washington State Office of Minority & Women's Business Enterprises. Since its founding in 2013, SSI has been a trusted partner in providing IT consulting and Development services for Fortune 5000 companies and public organizations throughout the United States. Our attention to recruiting skilled and professional talent ensures a highly motivated, trained and competent workforce delivering services and products on time. We value teamwork, initiative, commitment, hard work and client satisfaction.

We acknowledge and agree to all the instructions and procedures, Terms and Conditions described in all sections of the RFQ. SSI appreciates the opportunity to submit our response to Applications Developer Ivanti Services Manager, for consideration. Should you have any questions in this regard, please do not hesitate to contact me at 801-770-3133 or email to info@sonussoftwareinc.com

A handwritten signature in black ink that reads "K. Sonica". The signature is written in a cursive style with a horizontal line underneath.

Sincerely,

Sonica Kommu
President



CAPABILITY STATEMENT



Company Overview

Sonus Software Solutions Inc., (Sonus) is a certified WBENC and Minority Women Business Enterprise (MWBE - M4F0026444) by the Washington State Office of Minority & Women’s Business Enterprises. Since its founding, Sonus has been a trusted partner in providing IT Consulting & Development Services for Fortune 5000 companies, Federal and State agencies throughout the United States. Sonus was established in 2013 in the State of Utah and our corporate headquarters are located at 504 W. 800 N, Orem, Utah.

Codes

DUNS: 079961999

CAGE: 7FR54

NACIS Codes:

541511- Custom Computer Programming Services

541512- Computer System Design Services

561320- Temporary Help Services

541513-Computer Facilities Management Services

NIGP Codes:

91871 – IT Consulting

92040- Programming Services

92004- Application Software

92000 – Data Processing, Computer Programming, Software

Core Competencies

- ✦ Software Development
- ✦ Infrastructure and Networking
- ✦ Database Design, Development and Administration
- ✦ Quality Assurance/Testing
- ✦ Systems Integration
- ✦ Application Design & Development
- ✦ IT Staff Augmentation
- ✦ Cloud Computing
- ✦ Big Data Analytics

Past Performances



Key Differentiators

Sonus has completed numerous projects on time, within budget and in-scope. Backed by our knowledgeable and dedicated team, we are the best choice when it comes to receiving the highest potential value from a software investment or consulting service to maximize your business’s performance. Key differentiators between Sonus and its competitors are:

- We focus on the project with a business approach our client’s satisfaction
- We collaborate as a team to provide support throughout the project
- We focus to serve with senior level skill sets having broad project technology experience
- We focus on concluding 70% project ahead the schedule

Contact Person
Sonica Kommu

Contact Number
801-770-3133

Email
info@sonussoftwareinc.com

504 W 800 N, Orem Utah 84057 | www.sonussoftwareinc.com





COMPANY INFORMATION

Sonus Software Solutions Inc. (SSI) is software solutions and staff augmentation firm established in July 2013. Sonica Kommu is the Owner and President with 100% ownership. Our corporate headquarters are located at 504 W 800 N Orem, Utah 84057. SSI is a Utah-based S Corp company. It is a Woman-owned/Minority-owned Small Business.

Corporate Structure:

SSI Utah-based headquarters staff manages all corporate administration and client relations while most sales and marketing activities are outsourced to our offices in India with management oversight from our Utah office. All SSI consultants are based in the United States and work onsite at customer properties or remotely depending on the requirements of the client.

Utah-based Board of Directors:

- Sonica Kommu, Owner and President
- Edmund Rose, Director of Business Development
- Monica Kommu, IT Director

SSI is a certified WBENC, and Minority Women Business Enterprise (MWBE- M4F0026444) by the Washington State Office of Minority & Women's Business Enterprises.

Since its founding in 2013, SSI has been a trusted partner in providing IT consulting and development services for Fortune 5000 companies and public Sector organizations throughout the United States. Our attention to recruiting skilled and professional talent ensures a highly motivated, trained, and competent workforce delivering services and products on time. We value teamwork, initiative, commitment, hard work and client satisfaction. Currently, SSI is in the processing of getting NYMWBE certification.

Our Understanding of the Scope of Work

SSI understands that the Department of Administration, Purchasing Division is soliciting bids to contract for IT services as needed to fulfill a variety of information technology staffing roles. Per the Quote request, SSI is submitting solutions and a pricing schedule. We understand that the need for Information Technology Contracting Resources will vary in the types and quantities of resources required and the duration of the engagements. We understand that if we are the, or one of, the awardees, we will need to submit qualified candidates and billing rates for review and selection.



Our Approach

SSI is built upon a framework of support services that is perfectly matched for the type of IT staffing services the Department requires. With senior staff that have over 20 years of experience in IT staffing solutions and with a pool of professionals with expertise in a wide range of technologies, the Department would join the ranks of satisfied clients that have relied on SSI to fulfill staffing within their budgets.

While some staffing firms provide limited solutions to particular technologies, SSI's team consists of a broad base of talent in trending technologies, and ancillary and legacy systems. SSI's support teams in the United States and India are experienced recruiters with the ability to identify specific client needs and access a large contingency of experienced contractors that will meet those needs.

SSI's team consists of highly skilled Information Technology and personnel with decades of experience handling technology staffing support and consulting services for large, public-sector clients such as the Department of Administration, Purchasing Division. We have extensive experience in the government sector and our teams have held a wide range of roles in various industries which have given them access to best practices from a diverse field of technology services. With SSI, you also have the benefit of a highly integrated team that works to ensure that the client's specific needs are addressed with the skills and professionalism of our employees.

SSI has the knowledge and experience to enhance and enable the Department's information technology needs. We are pleased to be considered as an IT Contract Staffing resource and believe that our history of performance providing information systems solutions combined with our respectable client reference list reflects the expected qualities of an organization that is capable of delivering the support you require.

SSI's client's partner with us not just to acquire the temporary skills and production a contract employee can provide but to eliminate the challenges of employee management. We provide direct employment and supervision of the personnel that are placed within our clients' organizations. Our team leadership constantly monitors and provides support to our employees to ensure their needs and performance managed so our clients can focus on their own internal teams.



EXPERIENCE

SSI has experience in both the public and large corporations in the private sectors. However, SSI has worked directly with the Department of Administration, Purchasing Division in the past, Our Vendor Number is VS0000027455. Below is a list of some of our clients with experience relevant to Department of Administration, Purchasing Division Request for Quote.

Our Clientele:

Agency	Office of the State Treasurer , Charleston, WVA
Project Title	Temporary IT Staffing - AMA STO2100000002 Database Administrator Services
Contract Term	2020 - Ongoing
Description of Services provided	SSI has been providing SQL Server DBA services for their Treasury Department.

Agency	WVDHHR/OMIS, Charleston, WVA
Project Title	Temporary IT Staffing for WVDHHR/OMIS, CRFQ-0511-MIS2100000002
Contract Term	2021 - Ongoing
Description of Services provided	SSI has been providing Technical Supporting Services for their ongoing Projects. Currently providing Database Administrator Services to WVDHHR/OMIS Department.

Agency	New York State Department of Education,(DIIT) NY
Project Title	Senior SQL DBA/Developer
Contract Term	2012-2014(Successfully Finished)
Description of Services provided	SSI has provided Senior SQL Database Administrator/Developer services.

Agency	Los Angeles Unified School District, LA
Project Title	IT Temp Staff Augmentation Services
Contract Term	2017 - Ongoing



Description of Services provided	An SSI Developing Web Developer/Java Developer services with a web-based application that provides LAUSD administrators with reports and dashboards that consists of student and LAUSD data.
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Agency	State of Louisiana, LA
Project Title	IT Temp Staff Augmentation Services
Contract Term	2019 - Ongoing
Description of Services provided	Our Software Engineer/Business Analyst works in the Office of Juvenile Justice in the Department of Public Safety & Corrections. The project is to modernize the state's electronic tracking system using UI framework and application design requirements, strategy, and planning. Tools used are SQL,ETL,Figma,DB2 And other legacy systems.

Agency	Equinix, Inc., San Jose, CA
Project Title	IT Temp Staff Augmentation Services
Contract Term	2017 - Ongoing
Description of Services provided	SSI has been supporting Equinix for there Data Center operations.

Agency	Health Care Triangle Inc (formerly8Kmiles)
Project Title	IT Software Consulting Services
Contract Term	2018 - Ongoing
Description of Services provided	Our services are to provide project management support to a company development initiative.

Agency	Fidelity Investments, NH
Project Title	Staff Augmentation Services
Contract Term	2018 - Ongoing
Description of Services provided	SSI has been supporting ETL/SQL/Oracle Developer services for their ongoing projects



QUALIFICATIONS

SSI was established in 2013. Our headquarters are in Utah and we maintain ancillary offices in India. We pursue clients in the Fortune 500 and other large corporations, and in government agencies, particularly at the state level. Since 2017, Equinix has been our largest client with several staffing placements throughout the organization.

SSI has not participated in any mergers or acquisitions since its incorporation. It is privately held with no plans to change hands at any time in the foreseeable future. Our contracts range in length from six months to ongoing. Our headquarters are located at 504 W 800 N, OREM, UT 84057.

We have a pool of consultants/resources that we place at our clients' offices or remotely depending on the requirements. We are preferred vendors with Equinix with a Tier 1 Vendorship ranking. We are a primary vendor/contractor to the State of West Virginia, State of Alaska, Community Transit-WA, Treasurer's Office, Guaranteed Returns, and Health Care Triangle. We also subcontract with various firms like KFORCE, Randstad, Robert Half Technology, Judge Technical staffing, Tata Consultancy Services, Cognizant Technology Services, Virtusa and Vertitude, among others.

Our company has a recruiting team that constantly works with recruitment platforms like DICE, LinkedIn, Monster, Indeed, Tech fetch, Career Builder, etc. We also bring in work force through the Utah Department of Labor and provide immigration sponsorship for eligible qualified candidates. Our aim is to identify, interview, evaluate and hire certified IT Professionals that meet the specific needs of our clients while also providing management. We are classified as a small business with less than 50 employees. Our staff consists of W2 and Corp-Corp candidates which we subcontract from other staff firms.

Some of our key specializations include information technology, computer programming, Software development, and cloud computing. Our employees and contractors are selected. Based on extensive experience in the technology requirements of our customers. We do not use untrained staff or non-specialists.



Products and Services

Staff Augmentation

- IT Supplemental and Contingency staffing
- Project staffing
- Flexible Work force Solutions
- Vendor Management (VMS /VMO/MSP)
- Recruitment Process Outsourcing (RPO)

Remote DBA Services

- Installation Configuration and Upgradation
- Backup and Restore
- Data Migration
- Performance Monitoring and Tuning
- 24/7 Production Support

IT Professional Services and Consulting:

- Application Development and System Integration
- IT Infrastructure and Database Management
- ERP Configuration, Implementation and Support
- Business Analysis and Project Management

Our objective is to provide resources and personnel to Fortune 5000 companies and government agencies in the United States. We implement a technology integration practice to help IT organizations solve business challenges by leveraging IT as discrete services and/or comprehensive solutions.

SSI is also registered with the Simplified Acquisition Program and Small Business Administration in order to access federal government contracts and sub-contracting opportunities with states and municipalities.

SSI engages technology services experts/consultants to optimize clients' businesses and organizations with comprehensive IT services:



Project Consulting	Enhancing client production and performance. Project consulting is one of the most valued by our clients. We improve organizational performance through analysis and development of technology, processes, and strategy. After a thorough project analysis, we choose the most effective development model, such as agile, waterfall, incremental, etc., that will allow us to efficiently meet each client's time constraints, as well as their flexibility, economical and innovational needs. Typically, we provide all project managers, software engineers, testers, and any other necessary pieces to complete the project at the highest possible Quality.
Cloud Services	Reinventing business with the power of cloud computing.
Data Center Services	Building and managing highly efficient data centers that respond To Change and drive innovation.
IT Outsourcing	Partnering to drive innovation, speed time to market, attracts customers and foster innovation.
Managed Services	Driving growth, eliminating downtime, scaling operations, and improving application availability with the proactive management Of IT resources.
Mobility Services	Planning the approach, managing devices, end-user applications and Related network infrastructure.
Networking Services	Designing, implementing, and managing integrated communications and networking environments.
Security Services	Protecting the enterprise from complex IT security threats while Reducing costs.
Technical Support Services	Simplifying management and streamlining maintenance of multi-Vendor environments.

SSI Methodology:

1) Client and Employee Satisfaction:

Our staffing expertise incorporates a joint objective of ensuring our customers' needs are met while staff enjoys high quality employment:

- The ideal candidate for our client is matched to the list of job requirements as given by the client.



- The ideal job offer for our candidate matches the expectations of our candidate.

2) Study and Understanding of Job Requirement:

- Prior to placement, we perform a thorough study to fully understand the job requirements:
- Basic requirements: job title, skills, experience, education, location, pay rate, bill rate, type of job (whether contract, work authorization, etc.), and duration (if it is a contract).
- Specific requirement: keywords for search, key/unique skills, tools, domain, certifications, licenses, awards etc.

3) Candidate Sourcing:

Our thorough candidate sourcing reaches out and carefully selects professionals from a wide resource pool prior to placement. Sourcing begins with identifying a few ideal candidates for submission to the client review and interview process. The candidates' work experience is a primary factor in vetting potential employees. Afterwards comes the key skills and domain knowledge assessment followed by a review of education and other skills and talents. We perform a preliminary discussion and interview specific to the job. Sourcing continues to the submission of selected candidate profiles for client review and/or interviews and continues to be active until a candidate is placed in the project.

4) Customer and Employee Support:

The client is serviced by submitting the ideal candidate for the job and contracting in mutually beneficial service terms. Client support for any future inquiries is also provided. The provided employee services are candidate contract, benefits, oversight and support. The differentiating strategy for candidate sourcing is to be a bridge to fill the gap between the job requirement and the ideal candidate.

We pride ourselves on our repeat business success. Our client and employee care philosophy contribute to the success of the projects and frequently opens opportunities for repeat projects or extensions of contracts.

5) Support Services:

Outsourced IT and other technology support services are supplemental offerings we provide when clients need a comprehensive project that they do not wish to manage in-house. We provide client services in all aspects of IT and technology support including software development, database administration, data mining, up skilling, network maintenance, and more. These services are provided through our office in India and managed by our corporate office in Utah.



Objectives and Services

SSI acknowledges that for the purposes of this Quote, Department of Administration, Purchasing Division is seeking support to provide services in the area of Information Technology. The Department has provided in its Scope of Services specific functions that it anticipates requiring that support, although the scope is not limited to those functions.

On the broader scope of the requested functional areas, SSI understands the needs of organizations in the public and private sectors as they relate to effective information technology projects. Our services are based on years of experience supporting organizations like the Department of Administration, Purchasing Division we intend to provide talented and experienced consultants that can help the Department effectively navigate specific projects.

From the Request for Quote, we understand that Department is looking for consultants that will integrate directly with the existing staff and participate integrally with the teams we are required to support. To that end, Sonus will provide consultants that have the ability to participate in the required meetings and submit performance reports per the individual project's parameters. Because the County is looking for the support to fulfill needs for a variety of projects and tasks rather than looking for the full development of an Information Technology and its implementation, we are proposing the allocation of one of our candidates to fulfill the County's requirements. We have proposed excellent candidates to provide the necessary support. We also understand the reporting and team participation requirements. Our Quote is to provide services in full compliance with those requirements.

Pre-screening process:

SSI does Verifications and Go Background to perform application and background checks on selected candidates. Through this screening, we are also able to verify a candidate's education and previous employment. All the forms will be extensively reviewed and verified by our Account Managers, prior to on boarding the candidate. We use E-Verify (Employee Eligibility Verification program), which is an Internet-based system, that allows businesses to determine the eligibility of their employees to work in the United States. SSI team pays special attention to verify past experience and personality traits of a candidate. We check candidate's references make sure the candidate has good technical and social skills.



Relevant Project Experience

Project 1:

Customer/client name	West Virginia State Treasurer Office, WV
Reference name/Project Manager	Rex Crouser, CIO
Email address	rex.crouser@wvsto.com
Description of the project	SQL Server DBA Services Production Support DBA, Overseeing SQL Server 2012 through 2016 on a large-scale environment. Providing Server and Database level support to Application Developers and Users. Installing, Configuring, and Managing SQL Server 2008 R2, 2012, 2014, 2016 in Development, Test, and Production environment. Installing, Configuring and Maintaining HA/DR Solutions using Clustering, Always On, Mirroring, Replication and Log Shipping. Configuring and Maintaining Always on Availability Group using SQL Server 2016/2014/2012
Project schedule performance, including adherence to Contractors schedule of deliverables, and timely execution and completion of the Project work	This is an ongoing project. The candidate continues to complete his work within scheduled timelines.

Project2:

Customer/client name	WVDHHR/OMIS, Charleston, WVA
Reference name	Shovik R. Sengupta
Email address	shovik.r.sengupta@wv.gov
Project Status	Started in 2021 (Project is ongoing)



Staff provided services	Services for Senior SQL Database Administrator
How did staff provided services or deliverables contribute to project out comes?	<p>SSI has provided Senior Database Administrator services for State of WV with the operation, maintenance, and implementation of Microsoft SQL Server database (SQL Server 2008 and higher). This experience must include the candidate being proficient in T-SQL and package creation (stored procedures) and utilization and Creation of databases and database primary objects in SQL Server.</p> <p>Backup and recovery of SQL Server databases. Migrating prior versions of SQL Server to SQL Server 2012 on Windows servers. This must include the conversion of DTS packages to SSIS and Installing, implementing, and monitoring SSIS and SSAS for SQL Server 2008 and command line Data Definition Language (DDL) operations and scripting.</p>

Project 3:

Customer/client name	DPS-OJJ Office of Juvenile Justice (OTS), State of Louisiana, LA
Reference name /Project Manager	Amit Chabukswar, Statewide Deputy Director - Office of Technology Services (OTS)
Email address:	amitc@optimasolutions.us
Description of the project	Information Technology Consulting Services
Project schedule performance, including adherence to Contractor's schedule of deliverables, and timely execution and completion of the project work	This is an ongoing project. The candidate continues to complete his work within scheduled timelines.

<p>Scope of Services and deliverables</p>	<ul style="list-style-type: none"> • Evaluate Business Requirements and process flows to meet and support business users. • Co-ordinate, manage reports, Preparing Functional Requirement’s Document. • Working with database objects using current data architecture. • As a BSA with Software Engineer expertise, use MS SQL, SSRS, Tableau to create and Evaluate Business Requirements and process flows to meet and support business users. • Co-ordinate, manage reports, Preparing Functional Requirement’s Document. • Working with database objects and on Data Architecture for Data mapping. • Able to document and conduct thorough Data analysis on the Data Warehouse side • Produce designs and rough estimates, and implement features based on product requirements • Prior healthcare experience to track Issues for resolution process. • Determine testing success criteria, Testing and validating results • Have good communications skills to facilitate meetings with the Business users, technical team and Quality Assurance teams while test plans developed as listed in FDD Specifications. • Must be business focused but will need to have experience writing SQL queries. • Regular review of changes to reference meta-data specifications and provide Regulatory SME input to data standards, data quality, and data modeling teams
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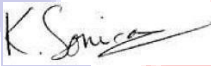


Project 4:

Customer/client name	Equinix, Inc.
Reference name	Rumi Bordoloi
Email address	rbordoloi@equinix.com
Staff provided services	Lab Test Engineer, Network Engineers, Software Engineers
How did staff provided services or deliverables contribute to project outcomes?	SSI has provided Equinix with seven employees. The relationship with Equinix is one of our most integrated. SSI is heavily involved in the progress of the contract and holds regular meetings to Maintain project advancement.

SSI appreciates the opportunity to submit our response to the consideration. Should you have any questions in this regard, please do not hesitate to contact me at 801-770-3133.

Signature and title of a person authorized to obligate the firm.



Name: Sonica Kommu

Title: President





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

State of West Virginia
 Centralized Request for Quote
 Consulting

Proc Folder: 875409
Doc Description: Applications Developer Ivanti Services Manager (OT21128)
Proc Type: Central Master Agreement

Reason for Modification:

Date Issued	Solicitation Closes	Solicitation No	Version
2021-05-10	2021-05-27 13:30	CRFQ 0210 ISC2100000031	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000027455
Vendor Name : Sonus Software Solutions Inc
Address :
Street : 504 W 800 N
City : OREM
State : UTAH **Country :** USA **Zip :** 84057
Principal Contact : Ann Kusuma
Vendor Contact Phone: 801-770-3133 **Extension:** 104

FOR INFORMATION CONTACT THE BUYER

Jessica S Chambers
 (304) 558-0246
 jessica.s.chambers@wv.gov

Vendor Signature X 

FEIN# 46-3282585

DATE 05/27/2021

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

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Office of Technology (WVOT) to establish an open-end contract for an Applications Developer to be used to design, optimize and configure the Ivanti Change Management and Configuration Management features and to design, develop, optimize and automate more than fifty as-is WVOT business processes into service request, fin the WVOT-owned Ivanti ITSM platform. The WVOT is transitioning to Ivanti ITSM Service Manager and will be using the Self-Service Mobile interface to utilize self-service request creation in order to streamline and automate its workflow process, approvals and tracking, with the goal of creating a more efficient platform for its customers and staff per the terms and conditions and specifications as attached.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Hourly Rate for Applications Developer	1000.00000	HOUR	\$ 68.00	\$ 68,000

Comm Code	Manufacturer	Specification	Model #
81111508			

Extended Description:
Hourly Rate for Applications Developer

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	TECHNICAL QUESTION DEADLINE	2021-05-19

	Document Phase	Document Description	Page
ISC2100000031	Final	Applications Developer Ivanti Services Manager (OT21128)	3

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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

State of West Virginia
 Centralized Request for Quote
 Consulting

Proc Folder: 875409			Reason for Modification: Addendum No. 01 is to extend the bid opening a week to give the agency time to address all technical..... See Page 2 for complete info
Doc Description: Applications Developer Ivanti Services Manager (OT21128)			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2021-05-25	2021-06-03 13:30	CRFQ 0210 ISC2100000031	2

BID RECEIVING LOCATION


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

VENDOR

Vendor Customer Code: VS0000027455
Vendor Name : Sonus Software Solutions Inc
Address :
Street : 504 W 800 N
City : OREM
State : UTAH **Country :** USA **Zip :** 84057
Principal Contact : Ann Kusuma
Vendor Contact Phone: 801-770-3133 **Extension:** 104

FOR INFORMATION CONTACT THE BUYER

Jessica S Chambers
 (304) 558-0246
 jessica.s.chambers@wv.gov

Vendor SignatureX  **FEIN#** 46-3282585 **DATE** 05/27/2021

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

Reason for Modification:

Addendum No. 01 is to extend the bid opening a week to give the agency time to address all technical questions received.

No other changes.

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Office of Technology (WVOT) to establish an open-end contract for an Applications Developer to be used to design, optimize and configure the Ivanti Change Management and Configuration Management features and to design, develop, optimize and automate more than fifty as-is WVOT business processes into service request, fin the WVOT-owned Ivanti ITSM platform. The WVOT is transitioning to Ivanti ITSM Service Manager and will be using the Self-Service Mobile interface to utilize self-service request creation in order to streamline and automate its workflow process, approvals and tracking, with the goal of creating a more efficient platform for its customers and staff per the terms and conditions and specifications as attached.

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DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Hourly Rate for Applications Developer	1000.00000	HOUR	\$ 68.00	\$ 68,000

Comm Code	Manufacturer	Specification	Model #
81111508			

Extended Description:
Hourly Rate for Applications Developer

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	TECHNICAL QUESTION DEADLINE	2021-05-19

SOLICITATION NUMBER:
Addendum Number:

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, 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.



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

State of West Virginia
 Centralized Request for Quote
 Consulting

Proc Folder: 875409		Reason for Modification:	
Doc Description: Applications Developer Ivanti Services Manager (OT21128)		Addendum No. 2 is being issued to address all technical questions received.	
Proc Type: Central Master Agreement		No other changes.	
Date Issued	Solicitation Closes	Solicitation No	Version
2021-05-25	2021-06-03 13:30	CRFQ 0210 ISC2100000031	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name : Sonus Software Solutions Inc

Address :

Street : 504 W 800 N

City : OREM

State : UTAH **Country :** USA **Zip :** 84057

Principal Contact : Ann Kusuma

Vendor Contact Phone: 801-770-3133 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Jessica S Chambers
 (304) 558-0246
 jessica.s.chambers@wv.gov

Vendor
 Signature X

FEIN# 46-3282585

DATE 05/27/2021

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

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Office of Technology (WVOT) to establish an open-end contract for an Applications Developer to be used to design, optimize and configure the Ivanti Change Management and Configuration Management features and to design, develop, optimize and automate more than fifty as-is WVOT business processes into service request, fin the WVOT-owned Ivanti ITSM platform. The WVOT is transitioning to Ivanti ITSM Service Manager and will be using the Self-Service Mobile interface to utilize self-service request creation in order to streamline and automate its workflow process, approvals and tracking, with the goal of creating a more efficient platform for its customers and staff per the terms and conditions and specifications as attached.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV US		WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Hourly Rate for Applications Developer	1000.00000	HOUR	\$ 68.00	\$ 68,000

Comm Code	Manufacturer	Specification	Model #
81111508			

Extended Description:
Hourly Rate for Applications Developer

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	TECHNICAL QUESTION DEADLINE	2021-05-19

SOLICITATION NUMBER:
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2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, 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.

ATTACHMENT A

CRFQ ISC2100000031

Technical Questions

- Is West Virginia Office of Technology (WVOT) looking for a single resource/contractor or an established organization which includes multiple qualified resources to fulfill this project?

A single resource.

- Is WVOT looking for only SCCM integration or contractor to also provide SCCM consulting and administration?

Only SCCM integration

- Was the original implementation for WVOT of Ivanti ISM Service Manager completed by Ivanti Software's direct professional services organization or a 3rd party services partner and if so, can you name the organization?

Yes, however, the name of the partner is not relevant for purposes of this solicitation.

- 1) Can you please confirm the submission of the response to the proposal is Postal or Email?

Please see "instructions for vendors submitting bids" #6 Bid Submission in the file labeled "Complete Solicitation Documents" available for download via wvOasis.

- Can the developers work remotely and does the applicant need to be a US Citizen? I look forward to your answers.

Please see Specification 4.1.1.8

Employee must be authorized to work in the United States in accordance with all applicable laws, policies, and regulations.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: _____

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Sonus Software Solutions Inc

Company



Authorized Signature

05/27/2021

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Revised 6/8/2012

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: _____

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.

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Addendum Numbers Received:

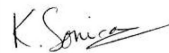
(Check the box next to each addendum received)

- | | |
|--|--|
| <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 type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
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Sonus Software Solutions Inc

Company



Authorized Signature

05/27/2021

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Revised 6/8/2012

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

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 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: Sonus Software Solutions Inc.

Authorized Signature: *K. Souch* Date: 05/20/2021

State of UTAH

County of UTAH, to-wit:

Taken, subscribed, and sworn to before me this 20 day of MAY, 2021.

My Commission expires 05/26, 2024

AFFIX SEAL HERE



NOTARY PUBLIC

[Signature]
Purchasing Affidavit (Revised 01/19/2018)