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## Header @ 2

List View

- General Information
- Contact
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- Document Information
- Clarification Request

Procurement Folder: 967422

Procurement Type: Central Master Agreement

Vendor ID: 000000122895

Legal Name: COMPUTER AID INC

Alias/DBA:

Total Bid: \$192,500.00

Response Date: 12/21/2021

Response Time: 10:59

Responded By User ID: compaid

First Name: Tammy

Last Name: Matranga

Email: tammy.matranga@cai.io

Phone: 309-678-6428

SO Doc Code: CRFQ

SO Dept: 0210

SO Doc ID: ISC220000009

Published Date: 12/14/21

Close Date: 12/21/21

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum #2 Program Management Services (OT22055)

Total of Header Attachments: 2

Total of All Attachments: 2



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	4.1.1.1 Program Manager	500.00000	HOUR	125.000000	62500.00

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

4.1.1.1 Program Manager

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	4.1.1.2 Engagement Manager	500.00000	HOUR	120.000000	60000.00

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

4.1.1.2 Engagement Manager

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	4.1.1.3 Project Manager	500.00000	HOUR	85.000000	42500.00

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

4.1.1.3 Project Manager

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	4.1.1.4 Support Staff	500.00000	HOUR	55.000000	27500.00

Comm Code	Manufacturer	Specification	Model #
80101600			

**Commodity Line Comments:**

**Extended Description:**

4.1.1.4 Support Staff



# State of West Virginia, Department of Administration

Program Management  
Services for West  
Virginia Office of  
Technology

Proposal

Solicitation Number:  
ISC2200000009

Submission Date: December 14, 2021  
Submitted by: CAI



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## Overview

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The West Virginia Office of Technology (WVOT) is seeking a partner to establish an open-ended contract for Program Management Services. WVOT is requesting these services to assist state agencies implementing projects. CAI is a \$875M+ business and technology services firm with a demonstrated history of supporting public and commercial clients across the U.S., specializing in consulting services and technology innovation. We have experience in providing state agencies similar to West Virginia expertise in project management, planning, administering, controlling, and tracking project work. In addition, we successfully work with our clients to craft meaningful reports to better communicate with project stakeholders and interested agencies partners on project management activities. We have provided assistance in policy development, impact analysis, requirements definition development, system design, procurement development, and testing in multiple states.

**Contact Information:**

Tammy Matranga  
Health and Human Services  
1390 Ridgeview Drive  
Allentown, PA 18104  
(309) 678-6428  
Tammy.Matranga@cai.io

CAI has been in continuous operations since 1981 and now has more than 6,350 associates who provide mission-critical business and professional services support to customers across the U.S. CAI is positioned to leverage our national presence and health care project management services to provide the State of West Virginia with a strong foundation upon which to build their future vision. CAI brings expertise across project management, health and human services (HHS), and professional staffing spectrum to provide a full range of Program Management Services to the State.

CAI is based in Allentown, Pennsylvania, with offices in 10 U.S. cities, and personnel working in multiple remote locations. We are servant leaders in providing project support and viewpoints from across the country and are a trusted business partner to numerous state and local government entities.

In support of the Program Management, we have built a team which brings strengths in project management, HHS, and IT services. Together, our team's "helping hands" bring more than four decades of supporting the public sector, providing staffing services, project management expertise, and we have delivered hundreds of projects that allow state agencies to move forward.

Our team's core competencies include:

- **Business and Professional Services Consulting.** We provide specialized services focusing on aligning leadership and stakeholders through proven techniques and practices. Our team has also provided program and technical assistance to the Commonwealth of Pennsylvania, which includes services such as grant writing, legislation analysis and implementation, governance, policy assistance, and strategic planning.

- **Staff Augmentation.** CAI's Staff Augmentation practice gives customers a custom-crafted, high-quality solution for their short-term requirements by leveraging an extensive candidate tracking database that enables us to quickly identify, screen, and place highly qualified contingent staff at competitive rates.
- **Technology Professional Services Consulting.** We assist our partners by providing significant expertise in technology services in commercial entities and public sector organizations. Our services range from managed maintenance support and application development to innovative technologies in artificial intelligence (AI), Robotic Process Automation (RPA), and the Internet of Things (IoT).
- **Value-driven Culture.** We bring a People-Centric and Service-First approach to our engagements as we recognize that the decisions made in human services organizations affect lives. We make a difference for every person, and we bring this approach to each of our interactions.

The CAI team has been a Trusted Partner in providing Public Sector and HHS professionals across the nation. Our Helping Hands Model aids states in achieving quality outcomes for those most in need. At our core, we operate by a set of values that transcend all our engagements.

- **Service-First.** CAI has a long history of working with Federal, state, and local organizations. We understand and appreciate the services these organizations provide day-in and day-out to serve the greater public and work side-by-side with our customers to deliver quality outcomes.
- **People-Centric.** System, organizational, and business transformations are all difficult initiatives in and of themselves. We recognize that the foundation of successful program management is the ability to bring collaboration and support in a structured manner that achieves the project objectives to the benefit of West Virginians.
- **Stewardship.** The CAI team has a deep appreciation of the level of trust state place in the vendors they are engaging along their transformation journey. We operate with the same sense of responsibility and ownership when performing tasks for our customers.
- **Collaboration.** We believe strongly in working together with all team members to deliver value for our clients. This requires a “check the logo at the door” approach during multi-vendor engagements. The State of West Virginia should expect the CAI team to collaborate at the highest levels with the best interest of the state.



- **Communication.** The importance of open and honest communication cannot be overstated. Whether it be providing routine project status or raising risks and potential solutions, prompt and clear communication is critical to the success of the State of West Virginia’s program and project management process.

## Project Support Services

CAI recognizes the challenges that the State is facing, such as availability of quality resources and the ability to be flexible to changing needs. Having a partner with a solid approach to address project support services is critical. Our team’s Helping Hands Model is based on a repeatable framework that we have used in multiple engagements. It is centered around our Core Values, our working relationship, and CAI personnel that we will bring to assist the State. Our Values serve as the heart of what we do and frames the approach with our customers.

Within our Helping Hands Model, our Staffing Management Approach is guided by the industry standard project management framework components of Plan, Execute, and Control. The Plan Phase covers the activities necessary to respond to project work, including scoping the response, identifying the right skillsets and the right staff, and developing a comprehensive plan to meet the objectives of the project. The Plan Phase is the most important in achieving the vision as it provides the first opportunity for failure if done improperly. If the staff has the wrong skills, wrong experience, or wrong abilities, the project could end up off-track and cause delays or rework, thereby impacting the outcome of the engagement.

When selected to proceed with a project, we will move to the Execute Phase of our Helping Hands Model. During this phase, we will deliver and implement in accordance with the project scope. We will engage with State on the established timeline and move forward with a kickoff meeting.

In the Control Phase, our focus is on Quality Assurance (QA). These steps validate project direction and alignment consistency with the State to deliver the right work the first time. As part of this phase we will promote reviews of core deliverables internally within the CAI team and externally with the State to provide a consistent process for communicating reports and progress.

The State can expect a consistent and proven pattern and partner experience. No matter the scope of the project, the CAI team will bring the right knowledge, people, and Core Values, leveraging the Helping Hands Model.

## Purpose-driven Diversity and Inclusion

Lastly, as a purpose-driven organization, CAI fosters a work environment to support persons with disabilities. For decades, this has included providing accommodation for persons with physical disabilities, e.g., mobility and hearing impairment. Since 2013, we have focused on working with partners to provide training and career opportunities for people with autism spectrum disorder (ASD) or other forms of neurodiversity. In 2020, we became an original signatory of the “CEO Letter on Disability Inclusion” and

registered to participate in the Disability Equality Index (DEI). Sponsored by the American Association of People with Disabilities (AAPD) and Disability:IN, the DEI is a benchmarking tool designed to measure corporate programs and policies that enable persons with disabilities to be effective in the workplace. As a signatory, we committed to participating in the DEI index in the years to come; maintaining a positive impact on the unemployment and underemployment of people with disabilities; and continuing to disseminate disability-inclusion information and its impact on business performance so that employees and other employers understand the value individuals with disabilities bring to the workplace. In 2021, the DEI included 319 U.S. firms, including 58 technology companies. We are pleased to note that we achieved the maximum 100 percent score on the DEI index. Companies scoring 80 or above are recognized as a “Best Place to Work for Disability Inclusion.”

In the next section, we are providing three references who can speak to our commitment to our clients and to furthering the goals of their organizations through providing resources with the knowledge, skills, and experience to deliver successful outcomes in all our engagements.

## References

STATE OF INDIANA COMPREHENSIVE CHILD WELFARE INFORMATION SYSTEM (CCWIS) PROJECT MANAGEMENT OFFICE	
<b>Contact Information</b>	<p>Troy Barnes            Director of IT Product Delivery            317-233-7278  <a href="mailto:Troy.barnes@dcs.in.gov">Troy.barnes@dcs.in.gov</a></p>
<p><b>Summary</b></p> <p>The Indiana Department of Child Services (DCS) selected CAI to serve as PMO for the project beginning in September 2020; this is a three-year contract with two one-year extensions. The client desired an external firm to provide oversight to ensure timely and accurate deliverables. Our methodology leveraged best practices from the Project Management Body of Knowledge (PMBOK), Six Sigma continuous improvement processes, and relevant Federal standards for working in HHS initiatives. Our solution included developing the standards, templates, and tools to support a quality PMO that follows best practices and enables stakeholders to successfully manage the triple constraints of time, cost, and quality. The system is being developed on the Salesforce platform following an Agile methodology.</p> <p>CAI currently provides multiple project managers and scrum masters to help oversee the multi-year implementation. As part of our daily responsibilities, the CAI team provides the following services:</p> <ul style="list-style-type: none"> <li>• <i>Communication and Coordination.</i> CAI serves as the enterprise PMO and consolidates feedback from the organizational design vendor, the development vendor, and the state for a comprehensive status report. CAI also facilitates bi-weekly compliance meetings to review Federal policies and internal lean initiatives to determine project impacts, and/or support the state in the identification of new changes. CAI leads the Communication Alignment team in stakeholder outreach, content creation, and organizational change planning.</li> <li>• <i>Project Reporting and Monitoring.</i> CAI works jointly with DCS and their vendors to maintain a single integrated master schedule. We facilitate weekly discussions to analyze schedule variances and escalate as necessary. The PMO team analyzes data from development progress to project estimated schedule impacts for decision making.</li> <li>• <i>Project Execution Support.</i> CAI provides project managers, scrum masters, requirements analysts, testing analysts, documentation specialists, and communication specialists. Together in partnership with the state and its vendors, we serve to provide impact analysis on changes, budgeting, and tracking for Advanced Planning Documents, project forecasting, requirements confirmation, and user acceptance testing.</li> </ul>	

- *Project Support Tools.* As part of our contract, CAI helps administer the JIRA and Confluence sites for the project. This includes the management and creation of a Jira system to track project decisions, risks and issues, change control, and dashboard reporting. Confluence provides the document repository for agendas, minutes, and other project documentation. The team leverages Microsoft Teams for project groups, rosters, and project calendars.

PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES	
<b>Contact Information</b>	Diane Brannon-Nordtomme 717-705-4196 jbrannonno@pa.gov
<p><b>Summary</b></p> <p>CAI provides project management services including support for project initiation, planning, and execution. CAI monitors and controls project activities including:</p> <ul style="list-style-type: none"> <li>• Developing project plans and work plans</li> <li>• Facilitating regular project status meetings</li> <li>• Tracking project plan tasks through completion</li> <li>• Developing and tracking a risk and issues register for the project to track all issues/risks to resolution in close coordination with our client program lead</li> </ul> <p>The Agreement Alignment project for the Children’s Health Insurance Program (CHIP) is the implementation of its new contract through the Request for Agreement procurement. As directed by Department of Human Services (DHS) executives, CHIP is aligning its quality measures for Managed Care Organizations (MCOs) to improve performance including VBP, P4P, subrogation, complaint and grievance processing, and eligibility review. CHIP’s internal documents need adjustments, including amendments to the CHIP State Plan, policy clarifications, and the master agreement. As part of the RFA process, the MCOs will be required to submit proposals for DHS review.</p> <p>One of the key challenges for this project is aligning our project activities with the CHIP IT Transition process. As CHIP moves from its current technology platform, known as CAPS, to a new platform, called eCIS, we must coordinate our activities to the PROMISe Transition process.</p> <p>The project requires coordination of various program offices to ensure continuity of requirements as well as coordination of vendors such as Deloitte, Mercer, and Gainwell. Mercer, Deloitte, and Gainwell are assisting CHIP to move out of its current application system (CAPS) into eCIS (MA system) and move its claims processing into PROMISe.</p>	

FLORIDA DEPARTMENT OF FINANCIAL SERVICES	
<b>Contact Information</b>	Carlton Bassett, Deputy Director Office of Enterprise Financial Support Services 850-413-2300 Carlton.Bassett@myfloridacfo.com
<p><b>Summary</b></p> <p>CAI plays a key role in providing a stable technology environment for the Florida Department of Financial Services (DFS). Our program manager ensures the key Florida Accounting Information Resource (FLAIR) system remains updated and prepared to handle DFS’ needs while the State prepares to implement an entirely new ERP system over the span of 10 years.</p> <p>We provide project leadership over enhancement projects and routine maintenance services. CAI is responsible for:</p> <ul style="list-style-type: none"> <li>• Defining contract roles and responsibilities</li> <li>• Planning, initiation, execution, and control of system changes including testing and implementation to the production system</li> <li>• Monitoring all SLAs and project metrics</li> <li>• Providing regular status updates to DFS leadership as well as recommendations on future enhancements and changes</li> </ul> <p>As DFS moves its staff to the new ERP project, DFS will rely on CAI to maintain and support FLAIR while the state IT staff participate in design, development, and implementation of the new ERP system. The seven-year base contract is \$14.6 million (2019-2026), with seven optional one-year renewals.</p> <p>CAI has a team of 13 resources who perform applications support for these mission-critical systems. The Florida DFS is responsible for financial management of the state’s \$101 billion budget, accounting systems, and treasury. It accomplishes this using a custom-built system known as FLAIR. The original system was built using mainframe technology in the 1980s and has evolved significantly over the decades. The environment includes “Central FLAIR” within DFS and separate instances of the application executing independently at each state agency, i.e., Department FLAIR.</p> <p>The system manages all accounting transactions for the state’s budget. The system includes more than 9,000 modules and 5,000 batch jobs. FLAIR processes several hundred thousand file imports and exports each year from internal and external partners. In addition to Central FLAIR and the Departmental FLAIR components, there is a separate data warehouse and a Payroll component.</p>	



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  
 Info Technology

<b>Proc Folder:</b> 967422		<b>Reason for Modification:</b>	
<b>Doc Description:</b> Addendum #2 Program Management Services (OT22055)		Addendum #2 is published to move bid opening date from 12/14/2021 to 12/21/2021.	
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2021-12-13	2021-12-21 13:30	CRFQ 0210 ISC2200000009	3

**BID RECEIVING LOCATION**

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

**VENDOR**

**Vendor Customer Code:** 804155153  
**Vendor Name :** Computer Aid, Inc.  
**Address :**  
**Street :** 1390 Ridgeview Drive  
**City :** Allentown  
**State :** PA **Country :** US **Zip :** 18104  
**Principal Contact :** Mark Fahnstock  
**Vendor Contact Phone:** (717) 418-0259 **Extension:** N/A

**FOR INFORMATION CONTACT THE BUYER**

Jessica L Hovanec  
 304-558-2314  
 jessica.l.hovanec@wv.gov

**Vendor Signature X**   
 D. Abraham Hunter, EVP

**FEIN#** 23-2180878

**DATE** 12/21/2021

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

**ADDITIONAL INFORMATION**

Addendum #2 is published to move bid opening date from December 14, 2021 to December 21, 2021. Bid opening time remains the same at 1:30 PM EST.

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The WV Purchasing Division is soliciting bids on behalf of the WV Office of Technology to establish an open-end contract for Program Management Services per the Terms & Conditions as attached hereto.

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	4.1.1.1 Program Manager	500.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80101600			

**Extended Description:**  
4.1.1.1 Program Manager

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
2	4.1.1.2 Engagement Manager	500.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80101600			

**Extended Description:**  
4.1.1.2 Engagement Manager

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
3	4.1.1.3 Project Manager	500.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80101600			

**Extended Description:**  
4.1.1.3 Project Manager

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
4	4.1.1.4 Support Staff	500.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80101600			

**Extended Description:**  
4.1.1.4 Support Staff

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Technical Questions due by December 3, 2021 at 10:00 AM EST	2021-12-03

# SOLICITATION NUMBER: CRFQ ISC2200000009

## Addendum Number: 2

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The purpose of this addendum is to modify the solicitation identified as CRFQ ISC2200000009 (“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:

**1) To move bid opening date from Tuesday, December 14, 2021, to Tuesday, December 21, 2021.**

**2) Bid Opening time remains the same at 1:30 PM EST**

**No Other Changes**

**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.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ ISC2200000009**

**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 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.

Computer Aid, Inc.

Company



D. Abraham Hunter, EVP

Authorized Signature

12/21/2021

Date

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