



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 5

List View

General Information | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#) | [Clarification Request](#)

Procurement Folder: 967422

Procurement Type: Central Master Agreement

Vendor ID: VS0000039381 

Legal Name: INTERNATIONAL SOFTWARE SYSTEMS INC

Alias/DBA:

Total Bid: \$227,500.00

Response Date: 12/21/2021 

Response Time: 11:17

Responded By User ID: BDGroup 

First Name: Erina

Last Name: Rajbhandari

Email: bdgroup@issi-software.com

Phone: 3019829700

SO Doc Code: CRFQ

SO Dept: 0210

SO Doc ID: ISC2200000009

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: 5

Total of All Attachments: 5

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	4.1.1.1 Program Manager	500.00000	HOUR	145.000000	72500.00

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	125.000000	62500.00

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	100.000000	50000.00

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	85.000000	42500.00

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

4.1.1.4 Support Staff

Reference #1

Contact Name: Mr. David Burns	Title: Contracting Officer
Phone #:410-966-1225 410-965-0527	Email Address: David.Burns@ssa.gov Email Address: Terry.Hemming@ssa.gov
Project Dollar Amount: \$16.5M	
Project Title & Summary: Learning Management System (Social Security Administration) Social Security Administration National LMS	
<p>ISSI provided the Social Security Administration with a Commercial-Off-the-Shelf (COTS) software product, associated licenses, maintenance, training, and support services for a Learning Management System (LMS). The LMS was first implemented on a pilot basis and then rolled out nationally.</p> <p>ISSI managed the project with:</p> <ul style="list-style-type: none">■ Program Manager■ Engagement Manager■ Implementation Specialist■ Database Administrator■ Testers■ Trainer■ Help Desk Specialists <p>ISSI delivered the SumTotal Enterprise Learning Management System as a managed service to include:</p> <ul style="list-style-type: none">■ Program and Project Management services■ SumTotal LMS software, end-user licenses, annual license renewals■ Systems Management including internet access, server hardware with Windows Server software■ Microsoft SQL Server■ Annual systems and application software upgrades■ Monthly Security scans and patches■ Learning Administrator Training■ Information Security management included Initial and Annual Risk Assessment, Security Plan, Security Policies and Procedures, and Security Monitoring.■ Bi-Directional transfer of HR and Training data between SSA HR systems and the LMS■ Tier 1 End User, Tier 2 Application, and Tier 3 System Support to 91,500 end-users <p>ISSI also engaged in:</p> <ul style="list-style-type: none">■ Processes for managing reporting status■ Standard Operating Procedures for managing the services,■ Software Customizations■ Database management, backups, recovery, and support services■ Process and Configuration Workshops and configuration of the application	

- Periodical review of new features and functionality,

The ISSI LMS Team maintained a 99.99% system availability throughout the 12-year term of the BPA.

In collaboration with SSA, ISSI performed a Security Risk Assessment to determine the risks posed by external and internal threats based on the nature of the information stored in the system. We developed, implemented, and maintained a System Security Plan and internal security audits throughout the contract. We protected Sensitive Unclassified Information transferred and maintained in the LMS using appropriate encryption techniques. We had no security breaches while providing services to the SSA.

The LMS software facilitated multi-mode training and blended learning for employees and contractors throughout the United States and its territories. Training modalities included:

- Instructor-Led Classroom Training
- Instructor-Led Virtual Training
- Interactive Video Tele-training
- SCORM and AICC Compliant E-Learning
- Skillsoft E-Learning Curricula, Books 24/7, and videos
- Knowledge Artifacts and Documents

Reference #2

Contact Name: Koren C. Turner	Title: Contract Administrator for Leidos
Phone #:443-348-2690	Email Address: koren.c.turner@leidos.com
Project Dollar Amount: \$70M	
Project Title & Summary: Information Technology System Support Contract (ITSSC)	

The Social Security Administration offers numerous online services to businesses, the government, and the public. SSA's business strategy is to draw and engage more users to conduct business online, triggering new business processes and modernization initiatives.

Enhancing customer experience relies *on a skilled workforce*, effective *use of technology*, and *streamlined policies and procedures*. As outlined in the SSA's IT Vision, the agency has made significant investments in the IT domain to re-engineer its software systems, applications, and databases, build a more robust IT infrastructure, and change how the Agency does business. The Agency Strategic Plan charts the course for SSA to sustain a high level of performance on core workloads for long-term improvement of the Agency's services to the public.

As a valuable partner to Leidos, ISSI supports the Task orders arising out of the Information Technology System Support Contracts (ITSSC) 1 and 2 Indefinite Delivery and Indefinite Quantity (IDIQ). Our Team develops highly available, scalable, and web-based systems.

The lifecycle activities for software improvement and web/interface design include design alternatives, user-centered design, development, integration, and implementation. Our technical professionals work in multi-platform environments utilizing **Agile and Waterfall SDLC methodologies** to develop, integrate, modernize, and enhance existing web systems. The lifecycle activities for software improvement and web/interface design include but are not limited to planning, business process/application analysis, requirements definition, design, development, testing/validation, user-centered testing, accessibility compliance testing, integration, implementation, and deployment. We have provided 80 qualified resources who develop **projects in agile, waterfall, and hybrid methodologies**, using current and innovative technologies to accomplish SSA's vision of making the systems more accessible, secure, and easy to use.

The team members we have provided in support of the projects include but are not limited to:

- Technical Leads
- Business Analysts
- Software Developers
- System Programmers
- Senior Enterprise Architects
- Senior Postgre SQL DBA
- Technical Writers
- Information Security Specialists
- QA Testers
- Business Analysts
- System Administrators
- Database Specialists

Reference #3

Contact Name: Gary Anastasio	Title: IT Director
Phone #: 410-537-4022	Email Address: Gary.anastasio1@maryland.gov
Project Dollar Amount: \$3.1M	
Project Title & Summary: Environmental Tracking System	
<p>CATS + is a State of Maryland Indefinite Delivery/indefinite Quantity (IDIQ) contract. ISSI was awarded the contract to support the state on Information Technology projects. ISSI is currently supporting the State on two task orders: The Maryland Department of Health (MDH) Senior Prescription Drug Assistance Program (SPDAP) and the Maryland Department of Environment (MDE) Environmental Tracking System. For both projects, ISSI Managed the Programs with technical teams to meet agency objectives.</p> <p>The primary goal of this MDE modernization effort was to replace the current user interface (UI) between the Tools for Environment Management Protection Organizations (TEMPO) permit tracking system database and the 12 MDE programs that utilize it to capture data on the various permits issued by the Agency. We integrated the existing TEMPO database with the newly developed web front-end application. The front-end application was developed using an Agile software development framework using Microsoft's .NET to allow MDE to continually grow and apply future updates and enhancements to the TEMPO application with its current development resources.</p> <p>We were tasked with streamlining UI/UX experience allowing for seamless and streamlined workflows for all 12 MDE program-specific needs. We leveraged tools such as Microsoft SQL Server 2019, Oracle 10/11G, ASP.NET and MVC, HTML5/CSS3, Information Builder's WebFOCUS, C#, JavaScript, and jQuery, DB First.</p> <p>ISSI improved the user experience by converting a legacy web-based application data to a new permit tracking application, conducting Mapping and Loading before UAT using a full dataset as determined by MDE during the planning phase.</p> <p>ISSI performed and supported testing, including functional qualification testing, regression testing, user acceptance testing (UAT), systems integration testing (SIT), and performance testing. The team also tested and conducted the necessary system changes on dependent automated information systems (AISs)/Interfaces and delivered the fully reviewed and tested modified source code according to the MDE SDLC. Provided Maintenance and Support through diagnostics, data backup, tracked performance, applied updates and upgrades.</p> <p>We managed this project with the following team:</p> <ul style="list-style-type: none">■ Project Manager■ Business Analyst■ Sr. System Architect■ Application Developers■ System Administrator	

- QA Testers
- Data Architect/Administrator

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.



(Name, Title)

Erina Rajbhandari, Director, Finance and Contract Administration

(Printed Name and Title)

7337 Hanover Parkway, Suite A, Greenbelt, MD 20770

(Address)

301-886-8904, 301-982-0500

(Phone Number)/ (Fax Number)

erajbhandari@issi-software.com

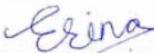
(email address)

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.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code §5A-3-62, which automatically voids certain contract clauses that violate State law.

International Software Systems, Inc.

(Company)



(Authorized Signature) (Representative Name, Title)

Erina Rajbhandari, Director, Finance and Contract Administration

(Printed Name and Title of Authorized Representative)

December 20, 2021

(Date)

301-886-8904, 301-982-0500

(Phone Number) (Fax Number)

REQUEST FOR QUOTATION
Program Management Services (OT22055)

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

Contract Manager: Erina Rajbhandari
Telephone Number: 301-886-8904
Fax Number: 301-982-0500
Email Address: erajbhandari@issi-software.com



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

Proc Folder: 967422		Reason for Modification:	
Doc Description: Addendum #2 Program Management Services (OT22055)		Addendum #2 is published to move bid opening date from 12/14/2021 to 12/21/2021.	
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
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: vs0000039381
Vendor Name : International Software Systems, Inc.
Address : 7337 Hanover Parkway
Street : Suite A
City : Greenbelt
State : Country : Zip : 20770
Principal Contact : ^{MD} Erina Rajbhandari, Director Finance and Contract Administration
Vendor Contact Phone: 301-886-8904 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor Signature X  **FEIN#** 52-1915109 **DATE** December 20,2021

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.

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	\$145.00	\$72,500.00

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	\$125.00	\$62,500.00

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	\$100.00	\$50,000.00

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	\$85.00	\$42,500.00

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

	Document Phase	Document Description	Page
ISC2200000009	Final	Addendum #2 Program Management Services (OT22055)	4

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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: International Software Systems, Inc.

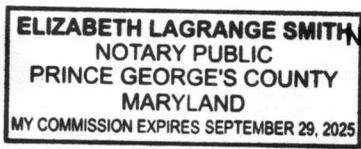
Authorized Signature: _____ Date: December 20, 2021

State of Maryland

County of Prince Georges, to-wit:

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

My Commission Expires 9/29/2025, 20 .



[Signature]

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ ISC220000009

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.

International Software Systems, Inc.

Company



Authorized Signature

December 20, 2021

Date

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