Welcome, Robert M Ross

Solicitation Response(SR) | Dept: 0803 | ID: ESR03032200000005362 | Ver.: 1 | Function: New | Phase: Final | Modified by batch , 03/03/2022

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Procurement | Budgeting | Accounts Receivable | Accounts Payable

Header 2

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 986667

Procurement Type: Central Master Agreement

Vendor ID: VS0000037633

Legal Name: InstantServe LLC

Alias/DBA:

Total Bid: $4,044,953.71

Response Date: 03/03/2022

Response Time: 13:18

Responded By User ID: InstantServe

First Name: Simratpal

Last Name: Khela

Email: govt@iserveworld.com

Phone: 215-709-0250

SO Doc Code: CRFQ

SO Dept: 0803

SO Doc ID: DOT2200000122

Published Date: 2/24/22

Close Date: 3/3/22

Close Time: 13:30

Status: Closed

Solicitation Description: ADDENDUM NO_1 WVDOT IT Temporary Staffing Services

Total of Header Attachments: 2

Total of All Attachments: 2

Proc Folder:	986667
Solicitation Description:	ADDENDUM NO_1 WVDOT IT Temporary Staffing Services(81220053)
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2022-03-03 13:30	SR 0803 ESR03032200000005362	1

VENDOR
VS0000037633
InstantServe LLC

Solicitation Number:	CRFQ 0803 DOT2200000122			
Total Bid:	4044953.70999999999962747097015	**Response Date:**	2022-03-03	**Response Time:** 13:18:43
Comments:				

FOR INFORMATION CONTACT THE BUYER
John W Estep
304-558-2566
john.w.estep@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	Senior Mainframe Application Analyst				580288.72

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Senior Mainframe Application Analyst

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Mainframe Application Analyst				503485.80

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Mainframe Application Analyst

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Senior Application Oracle Database Administrator				708293.58

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Senior Application Oracle Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Application Oracle Database Administrator				571755.06

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Application Oracle Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Senior Application DB2 Database Administrator				674158.95

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Senior Application DB2 Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Application DB2 Database Administrator				580288.72

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Application DB2 Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	PC Programmer Analyst				426682.88

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

PC Programmer Analyst

Department of Administration

WVDOT IT Temporary Staffing Services

Centralized Request for Quote (RFQ)

RFP #: CRFQ-0803-DOT2200000122-2

March 03, 2022 01:30 PM EST

Submitted To

Department of Administration
Purchasing Division
2019 Washington st E
Charleston WV 25305
Bid Clerk: John W Estep

Submitted By

InstantServe LLC
175Strafford Avenue, Suite one# 907, Wayne, PA 19087
Website: iserveworld.com
POC: Simratpal K. Khela, President
Phone: 267-396-1433, Ext. 8007
Email: simrat.k@iserveworld.com

Cover Letter

To,   March 03, 2022
Department of Administration
Purchasing Division
2019 Washington st E Charleston WV 25305

Subject: InstantServe LLC (InstantServe) response to West Virginia Department of Transportation, Information Technology Temporary Staffing Services, RFQ # CRFQ 0803 DOT2200000122.

Dear John,

InstantServe LLC (InstantServe) is pleased to submit its proposal to West Virginia Purchasing Division for RFQ # Information Technology Temporary Staffing Services.

Introduction

Established in 2016, InstantServe is a certified Small Business Enterprise (SBE) and Minority Women-Owned Small Business Enterprise (M/WBE) Headquarters in Wayne, PA. InstantServe has over six years of experience in IT Professional Consulting Service to a diverse base of clients across various domains and locations.

Our Understanding

InstantServe can help the West Virginia Department of Transportation achieve its staffing needs by providing highly skilled & capable resources with a proven ability to fulfill the department's needs and requirements on day one; our resources will meet or exceed client expectations with minimal disruption at highly competitive rates.

We can fully fulfill your needs for full and part-time contracted human resources that will telecommute and work locally in technical disciplines for several large projects in 2022. We have established ourselves as a leader in providing highly scalable, cost-effective workforce solutions to diverse customers across various industries in the United States.

We help West Virginia to achieve their goals by providing highly skilled & capable resources with a proven ability to understand the client's needs and requirements quickly and meet client expectations with minimal interference and rework at competitive rates.

Acknowledgments

InstantServe hereby acknowledges that we have read addendum no.1 and understood the RFQ issued by Purchasing Division. InstantServe hereby accepts all terms and conditions mentioned in the Scope of Work Purchasing Division's RFQ.

If you have any questions or further requests regarding our proposed solution, or if we can be of assistance to you in any other way, please do not hesitate to reach me at Phone 267-396-1433 Ext-8007 or via e-mail at simrat.k@iserveworld.com.

Sincerely,

Simratpal K. Khela,
President InstantServe LLC

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1. Company Profile

Founded in 2016, InstantServe, LLC. is headquartered at 175 Strafford Avenue, Suite # 907, Wayne, PA 19087, and is a nationally certified SBE from the Department of Administration, State of PA, WBE from Small Business Administration (SBA). We are a leading staffing firm with a strong presence in various industry verticals and have extensive relationships with both IT and Non-IT consultants globally. InstantServe has over six years of experience in providing both Temporary & Permanent staffing solutions to our customers across various domains and locations.

Under the skilled guidance of experts with vast experience in Information Technology, Technical, Administrative, Clerical, Non-Clerical, Healthcare, HR, Administrative and Professional services, Finance, Accounting, and other specific staffing projects, InstantServe has taken progressive steps as a committed team with state-of-the-art infrastructure and best practices, ensuring timely delivery of our solutions and services much to the delight of our clients. At InstantServe, we strive to deliver cutting-edge recruitment solutions and ensure that our services add value to our clients.

InstantServe connects qualified temp staff and other professionals to opportunities for small, medium, and large customers across several industries. Our services, solutions, and methodologies are framed around leading technologies and industry best practices, leading us to provide our clients with the best services and solutions. Our success is directly dependent on the success of our clients, so we strive to use our industry expertise to make the perfect match in staffing, recruiting, and candidate placement.

Founded in 2016	SBE/ SBA Certified	500+ Employees	Number of Locations 11	125+ Current Clients	110+ Number of Recruiters

Figure 1:Company Information

Our Mission: InstantServe helps clients deliver better in a dynamic market environment. With over a decade of recruitment and staffing expertise in the Asian and North American markets, it has earned for itself a reputation for providing professional talent with the skills and expertise your business needs the best to thrive. Our mission will deliver result-oriented technology solutions with a quick turnaround time that is efficient and cost-effective for clients worldwide.

Our Vision: Delving on our varied expertise and domain knowledge, InstantServe offers its clients a wide range of IT services. Besides handling project-specific work for some of the biggest companies in the world, our primary focus is providing full-fledged IT solutions for small and medium businesses. We've dealt with implementing some significant IT projects for many fortune 500 companies worldwide.

Dedicate Account Management Team: InstanServe PM is the primary POC who manages all communications to prevent confusion at any level via phone, email, and in person. Specifically, the plan addresses keeping all parties informed of pertinent information. We identify stakeholder

roles such as Information Technologies (IT), administrative personnel, senior management at InstanServe, and functions.
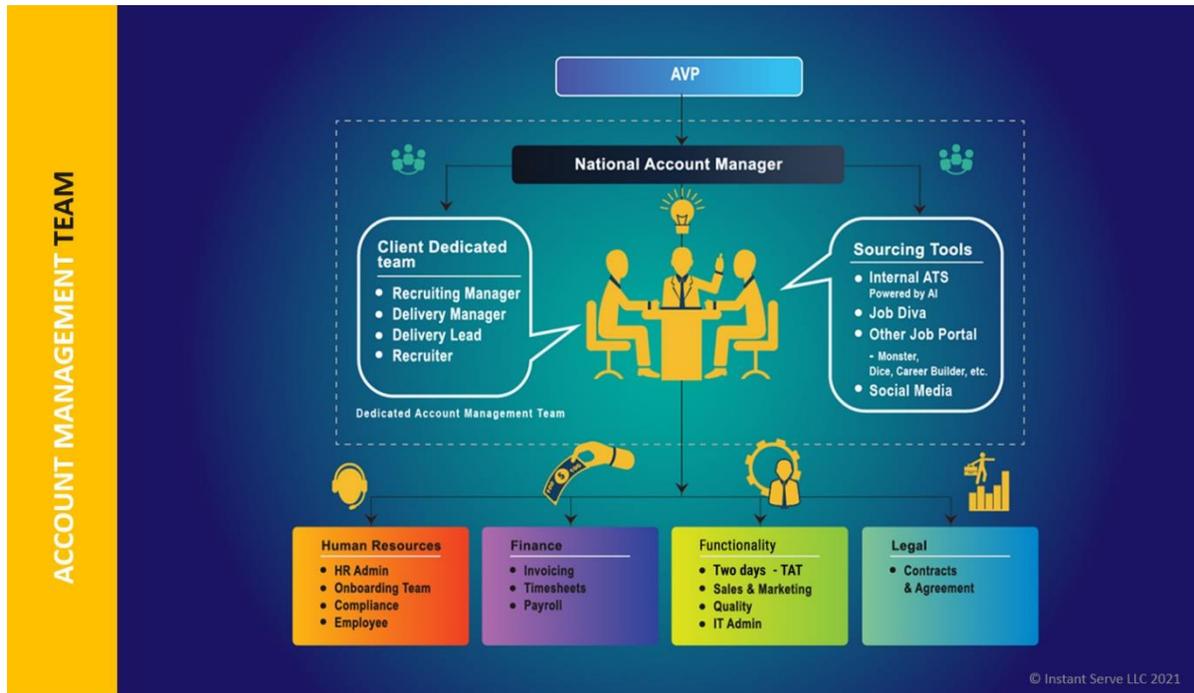

Figure 2: Account Management Process

Business Partnerships: InstantServe has built strong business relationships and forged partnerships with various premier organizations. Such partnerships always help our staff stay up-to-date with the latest and emerging technologies. All listed partners on the below table as under provide us with all the latest industrial updates and also train our staff with updated technologies that always support us in staffing following certifications with professional organizations as given below:

Partnership	Organization
Hire Right and Info cubic	
Applicant tracking system and Vendor management system	

Oracle, AWS, Microsoft	
Dell: Hardware/Software	
AT&T: Wireless	
Pearce Technologies: Managing Network site	

Awards and Honour: InstantServe has over six years of experience providing nationwide staffing and recruiting services for government and corporate sector clients. The list of Awards and Honors that InstantServe received include the following:

- Nominated as 5 Top vendors by Department of Information Technology North Carolina for 2019 – 2020.
- Nominated as 3 Top vendors by Michigan Department Technology (DTMB) for 2019.
- Rated (Inavero's) Best of Staffing- Client & Talent Satisfaction -2019, 2020, 2021.
- Workforce Logiq Proven Performer 2020,2019,2018,2017.
- 2020 Fast 100 Asian American Business Award.
- Best supplier Award– Computer Aid INC Managed service Provider– 2018, 2020.
- Featured in Silicon Valley magazine for our talent management solution.
- Inc 500 Fastest growing firms.
- Smart 100 Award.

Geographical Presence: InstantServe was incorporated in 2016 in the State of PA as an LLC. Since its inception, we have focused on Information Technology Temporary Staffing services. We have a presence not just in West Virginia states across the nation. Below are the active USA and Global locations of InstantServe.

USA LOCATIONS	
HQ- Pennsylvania	175 Strafford Avenue, Suite one # 907, Wayne, PA 19087
California	5716 Corsa Ave. Suite 110. Westlake Village, CA 91362
Virginia	7288 Hanover Green Drive Mechanicsville, VA 23111
North Carolina	176 Mine Lake Court. Suite 100. Raleigh, NC 27615
Minnesota	11575 E Laketowne Dr, Albertville, MN 55301
South Carolina	317 Ruth Vista Rd, Lexington, SC 29073
Washington	2839 W Kennewick Ave. Kennewick , WA 99336

GLOBAL LOCATION	
India	• 4th floor, Plot No. 10, Rajiv Gandhi IT Park, Netsmartz House Building Chandigarh, 160101 • 205 A Bestech Towers, Mohali Punjab 160066
Canada	3456 28 ST NW, Edmonton, AB, T6T2A5

2. Capabilities

InstantServe is fully capable of providing service to IT Temporary services requirements under this solicitation since we have established strategic processes and proven search methodology backed by the rich experience of our team over the years. Our seasoned methods provide us with a unique capability to address the prime requirements of our clients to provide not only high-quality best-suited resources but also a quick turnaround time. InstantServe's resource support activities and **capabilities** are summarized in Figure 3:

- **In-house Applicant Tracking System (ATS) – Ceipal: We use the** Ceipal ATS tool to expedite and execute our overall hiring and onboarding process**.** CEIPAL enables us to shortlist candidates with the help of artificial intelligence with an accuracy rate of at least 95% out of a database of over **8 million pre-vetted candidates** for different categories, industries, and sectors.

- **Technology Usage:** Effective technology usage to reduce error and increase productivity. Use of Robotic process automation for sourcing and recruiting quality candidates.

Figure 3 : Our Capabilities

- **Robotic Interviewer (Our unique features):** Robotic Interviewer adds value by conducting interviews with candidates as per their availability, and recorded videos are shared with hiring managers.

- **Resource Forecasting:** InstantServe's Project Manager (PM) will maintain a 3-month rolling forecast of temporary requirements that enables us to respond quickly to needs minimizing lead-time for onboarding staff.

- **Resource Database:** Ceipal is used to maintain a recruitment repository of over 250,000 qualified candidates.

- **Visibility:** Our PM uses our Ceipal Tool to display progress status dashboards that reflect resource qualifications, skill sets, IT categories, and availability dates.

- **External Recruiting Partners:** Used to facilitate niche and complicated-to-fill requirements. Also, we have filled niche roles in the past through referrals from our consultants.

- **Recruiting Scorecard:** PM has visibility to our recruiting timeline, and our recruiters are held accountable for the number of days it takes to fill a position.

- **InstantServe Process:** Recruiting Process includes a database and scorecard tools that effectively minimize the lead-time to place resources in support of requisitions. The onboarding process includes orientations, Benefits Portal, quality service focus, standards for behavior, project tailored SDLC training, mentoring, and program documentation.

3. Experience

InstantServe LLC has six years of extensive experience in providing IT Temporary Staffing Services requirements to various **public sector clients, including 26 State and 46 Government agencies**. Our constant endeavor is to help our clients accomplish their mission efficiently and effectively.

We understand the importance of the initiatives taken by the West Virginia Department of Administration, and we are committed to providing our best resources. We have pool of our bench consultants and our in-house Subject matter experts (SME's) to provide world class solutions to the department. Moreover, In order to meet urgent project requirement, in our database, we have over 8 million profiles segregated according to industries, skills, experience, and locations that match customer requirements. We have thousands of pre-vetted candidates that match the skill sets required by West Virginia in our resume pool. We have accumulated these resources by working with several public sector clients, including the local government customers. We update this database, enabling us to meet the client-req requirements on short-term notice.

We have vast experience in staffing clients with temp staffing needs that match the size and scope of the West Virginia staffing program. InstantServe clearly understands the key challenges, issues, and risks of this RFQ. We have performed various consultant tasks based on roles similar to the

***************This space is intentionally left blank*********************

West Virginia requirement. This helps us InstantServe handle all kinds of challenges most efficiently with long-term relationships.

We have been recognized by public and private sector companies for our exceptional service quality levels and for providing talented and committed professionals across various industries. Our industry knowledge, diverse experience, and continued commitment are why many clients rely on InstantServe for their placement needs. We have provided top-notch professionals because of our rich and massive databases. We have an efficient and responsive recruitment process providing flexible, customized solutions using databases to dive into suitable candidates for our clients. We believe in building long-lasting relationships with resources, offering them continuity through successive placements, training, and career development**.**

Figure 4: InstantServe Clients

InstantServe has excellent experience with esteemed organizations and had outstanding feedback and reviews concerning our delivery. InstantServe has provided Temporary Staffing Services for several projects in the past but not limited to list below:

- Department of Planning & Community Development
- Department of Procurement
- Department of Information Technology
- Department of Planning & Community Development
- Office of Communications
- Office of Constituent Services
- Office of Contract Compliance
- Office of Intergovernmental Affairs
- Office of Enterprise Assets Management
- Office of Human Services
- Office of Special Events
- Office of Resilience

Our State Clients: The State of Pennsylvania, State of Washington, State of Connecticut, State of Colorado, State of Minnesota, State of Texas, State of Virginia, State of North Carolina, Statewide, State of Michigan, State of South Carolina, State of, State of Oregon.

Our Commercial Clients: ADT, Allergan, AMN Healthcare, BIG LOTS, First Republic, Henkel, Houghton Mifflin Harcourt, Johnson Controls, Key Bank, Kraft Heinz, Lilly, Luxottica, Pepsi, Schneider, Sunovion, Teradata, Western Alliance.

Our Federal Clients: Department of Defense, Department of State, Department of Housing, National Archives and Records Administration, Department of Energy, Air National Guard

4. References

Reference 1	
Client Name	**Intellect Solutions LLC prime to Delta Airlines**
Total Value of the Project	$ 7,55,000
Name	Munish Sharma
Telephone Number	631-572-3871
Email id	munish@intellectsolutions.com
Description of Services	InstantServe has provided development services in the Mainframe environment to Intellect Solutions LLC as prime contractor for their project with Delta Airlines including project management support, Mainframe Application Services, requirements analysis, solution design, solution development, solution testing, solution deployment, and post-deployment maintenance support. Our bench consultants have provided zTPF solutions using Web Services, C/C++.

Reference 2	
Client Name	**Capital Consulting LLC DBA (Tharseo IT) prime to (**Metropolitan Washington Airports Authority)
Total Value of the Project	$ 370,000
Name	Ryan Murphy
Telephone Number	202-796-0820
Email id	Ryanmurphy@tharseoit.com
Description of the Project	Instant Serve provided Recruiting services to Tharseo IT to implement the Metropolitan Washington Airports Authority project. Performed SQL Server, Oracle, and MONGO Database and Application server administration We have completed all aspects of database administration, including installs, builds, upgrades, object sizing, object creation, users, backup/recovery, patches, monitoring, export/imports, and SQL loader. We have engaged 25 candidates professionals on-call/as-needed basis, including, but not limited to Oracle Database Administrator, Airport Planning Director, Chief Maintenance Mechanic, Mainframe Applications Analyst, Airport Facilities Director Senior-level management: Airline Affairs Manager,

Reference 3	
Client Name	**NC Department of Transportation**
Total Value of the Project	$5M
Name	Laxmi Kondapalli

Telephone Number	336.899.0774
Email id	lKondapalli@ncdot.gov
Description of the Project	InstantServe provided a complete range of IT Temporary Services, including an Oracle database administrator, systems integration engineering, Mainframe applications, and technical support to the Department of Transportation in establishing, implementing, and maintaining technical infrastructure. Determine computing resource requirements, such as execution time, resources, and priority considerations necessary to support the workload schedule – working with the team. She managed source code for different client environments using RTC for the mainframe. This includes the propagation of fixes and enhancements to and from the settings through an established promotion procedure guideline.

5. Resumes

5.1 Senior Mainframe Application Analyst - Jacob Louis

SUMMARY:

Senior Mainframe Application Analyst with more than 15 years of experience in Cobol, JCL, VSAM to develop and maintain quality software products using various IBM Mainframe technologies.

EDUCATION:

Graduate Certificate Cybersecurity, University of North Georgia, August 2019
MS, Applied Information Technology, Towson University, on hold - 18 credits completed
BA in Business Administration, Management Information Systems, History, Pace University, New York, NY
Project Management Certificate, University of North Georgia, Division of Professional and Continuing Education

EXPERIENCE:

Virginia Department of Transportation   **04/17 – Present**
Senior Mainframe Application Analyst
- Perform disaster recovery testing on a rotating basis
- Complete detailed system requirements documents and participate in phases of the SDLC from Systems Analysis and Requirements Definition to Systems Maintenance
- Research, analyze design, code, test debug and implement CICS, COBOL, MQ, IDMS, and DB2 programs
- Use MS Visio and other tools to diagram program and system flows, connections, and data requirements

- Use Serena Change Man and Compuware ISPW/ISPP to perform testing and implement program and JCL changes into production
- Use Zeke to schedule jobs for test and QA environment and create templates for a move to production
- Port Mainframe datasets to z/OS Unix System Services partitions for conversion to Gzip format and transmission to Business partner via FTP
- Use Helpdesk application to monitor problem tickets and track problem resolution
- Analyze production job streams and make enhancements to JCL and program structure to allow for more efficient processing of data
- Convert IMS program to COBOL Batch and COBOL CICS
- Write COBOL programs to format and transmit data to Business Partners, Vendors, and tools, including Data warehouse
- Write COBOL programs containing Dynamic SQL to access data for display on the screen and in reports
- Write COBOL programs to convert incoming/outgoing data from/to XML format to data files and screen display using XML Parse and XML Generate commands along with custom routines for data extract and formatting
- Use Spufi and QMF to troubleshoot SQL related issues and create ad hoc queries for data analysis and testing
- Produced ad hoc reports and files using Easytrieve
- Assist users across the Corporation in resolving application-related problems
- Provide after-hours support to resolve production batch and online problems
- Assigned special projects to extract & provide Business Partners with detailed business metrics data for Positive Train Control federal government requirement and performance tracking
- Used available tools to convert mainframe reports to PDF and transmit to SharePoint sites and external locations via email and FTP
- Work with users and Business partners to identify project requirements and define project scope
- Wrote programs to use BPXWDYN to dynamically allocate and free files depending on the number of required output
- Used XMITIP to convert mainframe files to pdf and transmit via email to users

Sage Software (Axiom Employee)   12/06 – 02/17
Temporary Employee - Peachtree Software Payroll/Year-End Support

- Received training in Peachtree software use and support
- Responded to user calls requesting help in a variety of situations
- Used Scopus software to log incoming calls and solutions to problems
- Used Scopus to record software and support plan sales
- Responded to and resolved user issues ranging from software installation of Peachtree on standalone and networked PCs to Software operation and use over the phone
- Use GoToMyPC to connect to remote workstations and resolve software related issues

5.2 Mainframe Application Analyst – Manav Choudhary

Summary
- IT professional with over seven years of extensive and progressive experience in Mainframe technologies.
- In-depth expertise in COBOL, VMS, JCL, DB2, CICS, PL1, VSAM, TSO/ISPF, SPUFI, SOA.
- In-depth expertise in tools and utility like File-Aid, INTERTEST, XPEDITOR, Star Tool, Endeavor, Changeman, RDz(Rational Developer for Mainframes), RTC(Rational Team Concert), Toad, Quality Center, Service center, Service Now, CA7, etc.
- Excellent knowledge and experience in DB2.
- In-depth knowledge of ITSM (Information Technology Service Management) processes.
- Exposure to diverse business domains like Banking and Finance, Capital marketing services, Retail, and Manufacturing for some of the fortune 500 clients like Charles Schwab, General Motors, Ally Financials, P&G (Procter and Gamble), Lowe's, etc.
- Hands-on experience across all stages of Software Development Life Cycle (SDLC), including business requirement analysis, design, development, data mapping, testing, implementation, install, and post-install support.
- Proven ability to work efficiently in both independent and teamwork environments.
- Possesses in-depth knowledge of Agile SCRUM methodologies and CMMI level 5 processes.
- Quick learner with an ability to rapidly achieve organizational goals.
- Excellent communication, interpersonal, intuitive, and analysis skills.
- Proven ability to work efficiently in both independent and teamwork environments.

Educational Qualification
- Bachelor of Engineering (Information Science and Engineering) from Visvesvaraya Technological University (VTU), 2007.

EMPLOYMENT HISTORY
Project Name VAMMIS project
Duration   April 2018 – Present
Client Virginia Department of Medical Assistance Services

Technologies COBOL, JCL, DB2, VSAM, CICS, File Aid, JEM, VIASOFT, ENDEAVOR, OPTIM, SPUFI, Z/OS.
- Description: VAMMIS project provides application development and production support for the systems and services to provide medical assistance to the eligible people in the state.
- This project supports DMAS online applications and develops and enhances the current approach to meet client requirements.
- Used COBOL, JCL, CICS, and DB2 with all IBM tools .

Project Name Cash and Stock Solutions project   Sept 2014 – Oct 2016
Employer   Wipro Technologies
Client Charles Schwab
Technologies: COBOL, JCL, DB2, VSAM, CICS, Web services, SOA, GCB, File Aid, EJCK XPEDITOR, Changeman, Toad, Z/OS.

Roles and responsibilities:
- Analysis of requirements and system implementation.
- Preparing Software Technical Specification (STS) as appropriate for the project request.
- Understanding the technical and business requirements of the project.
- Involving in a technical discussion on various requests for the project.
- Estimating effort for the assigned project.
- Application development and Unit testing.
- Coordinating with the offshore team.
- Performing design, code, and test result reviews.
- Coordinating with relevant stakeholders such as other development teams, Quality Assurance group, environment support group, and business group during the development process.
- Providing support for QA and User Acceptance Testing.
- Supporting bug fixes and issues reported.
- Performance tuning and job monitoring
- Preparing an implementation plan for the project.
- Participating in installation support and obtaining business signoff.
- Providing post-implementation support.
- Coordinating on all the technical aspects of work to complete the project.
- Preparing weekly status and monthly presentations.
- Regular communication with Internal & Customer Teams

5.3 Senior Application Oracle Database Administrator - Anshul Gupta

Summary
- Over 12+ years of experience in Information Technology.
- 9+years' experience as an Oracle DBA on Linux UNIX operating system environments.
- 3+years' experience as a Java/J2EEDeveloper.
- Providing 24/7 support of non-prod (STG, DEV, QA, INT) and PROD 19c,12c,11g/10g/9i databases on UNIX/LINUX, Windows environments, EXADATA, and AWS RDS/EC2.
- Proficient in Database Administration activities such as Upgrade, Migration, Patches, Cloning, Backup and Recovery, Performance Tuning, capacity planning, script development, and documentation.
- Excellent experience in OLTP/DSS database systems, implementing and managing very large Oracle databases as huge as 40 TB.
- Excellent experience in Oracle database installations 11g, 12c,19c in IBM-AIX, Linux, HP-UX, SUN Solaris, EXADATA machine.
- Installed, configured and expertise in Oracle Golden Gate 11g/12c.
- High level understanding of AWS products and services.
- Extensive experience in performance tuning of database, memory & I/O using tools such as AWR, ADDM, STATSPACK and analyzing queries using EXPLAIN PLAN, SQL-TRACE, TKPROF.
- Extensive experience in performing Backup policy and tested crash recoveries using RMAN.

- Expert in providing the full database dumps and schema level dumps to non-prod database environments using Data Pump Export/Import and database reorganization regularly for removing row migrations and fragmentation using export and import utilities.
- Experience of daily monitoring Oracle instances and maintenance of databases using OEM Cloud Control 13c,12c, 11g and 10g Grid monitoring tool.
- Maintained Databases by evaluating high availability options and disaster recovery plans implementing DATAGUARD with different protection modes according to business requirements.
- Experience in shell scripting for various CRON jobs to be run for automating DBA tasks.
- Proficient in SQL, PL/SQL, stored procedures, packages, triggers.
- Efficient in security administration by creating, maintaining and Auditing users with appropriate profiles, roles and privileges to access database resources.
- Provision, refresh and clone VDBs (virtual databases) using DELPHIX
- Good knowledge on NoSQL databases MariaDB, MongoDB and Cassandra.
- Experience through all parts of Software Development Life Cycle (SDLC) in developing web applications using JAVA, J2EE, JSP, Servlets, JDBC, JMS, XML, Struts and etc.

Certifications
- ORACLE Certified Professional.

Technical Skills

DataBases: SQL/NoSQL	Oracle (9i, 10g, 11g, 12c,19c), MariaDB, MongoDB, Cassandra
Operating Systems:	Sun Solaris, IBM-AIX, HP-UX, Windows 2000/2003/2008, Windows NT, Red Hat Linux.
Programming & Scripting Languages:	C, C++, C#, Java, J2EE, SQL, PL/SQL, Shell/Perl scripting.
Tools and Utilities	Oracle OEM 13c,12c Grid Control, Delphix, SQL*Loader, RMAN, Toad, SQL Developer, Erwin, LogMiner, Statspack, AWR, ADDM, ASM, TKPROF, Data-pump, DBCA, DBUA, Golden-Gate.
Application Server:	JBoss, IBM WebSphere, WebLogic, Tomcat. Apache etc.

Education
- Bachelors (Computer Science) PTU 2007
- Master of Computer Application (MCA) 2009

Professional Experience

American Tower Corporation, MA   **Nov 19 – till date**

Sr. Oracle DBA
Responsibilities

- Supported Database Version 11g,12c,19c
- Upgraded for Dev, QC, UAT, and PROD databases from 11.2.0.4 to 12.2.0.1
- Upgraded for Dev, QC, UAT and PROD databases from 12.2.0.1 to 19.3.0.1
- Applied quarterly Bundle Patches and PSU to database versions 12c,19c.
- Supporting Application team in deploying change requests.
- Created and configured CONTAINER (CDB) and PLUGGABLE (PDBs) databases.
- Managing and creation of databases in EXADATA.
- Installed and configured Oracle RAC.
- Configured Data Guard.
- Installed, configured and supporting Oracle Golden Gate
- Installed, configured and supporting MariaDB Server 10.3 and MongoDB Enterprise Server 4.2
- Creating and scheduling RMAN Full Backups, Incremental backups and Archive log backups using Shell Script in crontab.
- Performed troubleshooting of Oracle Golden Gate replication issues
- Performed DB cloning using RMAN Duplicate.
- Performed DB refresh using EXPDP/IMPDP utilities
- Monitoring the table growth, database growth, Tablespace growth and system resource usage in OEM 13c.
- Worked with tickets to resolve database issues reported by customers.
- Used ADDM, AWR, ASH and SQL Tuning Advisor to improve database performance and the SQL statements
- Provided on-call support

Environment: Oracle 11g/12c/19c, Exadata, Golden Gate 12c, Active Data Guard, RHEL 7.5, OEM Cloud Control 13c, OBIEE, ODI, MariaDB, MongoDB, Erwin

Intuit Inc, CA   **May 19 – Oct 19**
Sr. Oracle DBA
Responsibilities

- Migrated SIT, DEV, PERF and PROD databases from On-premise to AWS RDS & EC2
- Supporting Application team in code deployment.
- Configured Active Data Guard in AWS EC2 instance.
- Created MariaDB instance in AWS RDS
- Installed and configured Oracle Golden Gate software 12c (Golden Gate Hub) in AWS.
- Creating and scheduling RMAN Full Backups, Incremental backups and Archive log backups using Shell Script in crontab.
- Performed troubleshooting of Oracle Golden Gate replication issues
- Performed DB cloning using RMAN Duplicate.

- Performed DB refresh using EXPDP/IMPDP utilities
- Monitoring the table growth, database growth, Tablespace growth and system resource usage in OEM 13c.
- Worked with tickets to resolve database issues reported by customers.
- Used ADDM, AWR, ASH and SQL Tuning Advisor to improve database performance and the SQL statements
- Provided on-call support

Environment: Oracle 11g/12c, AWS, Golden Gate 12c, Active Data Guard, RHEL 7.5, OEM Cloud Control 13c

Wells Fargo, NC   **May 17 – Apr 19**
Sr. Oracle DBA
Responsibilities

- Upgraded for SIT, DEV, UAT, PFIX and PROD databases from 11.2.0.4 to 12.1.0.2
- Migrated SIT, DEV, UAT, PFIX and PROD databases to EXADATA.
- Created and configured CONTAINER (CDB) and PLUGGABLE (PDBs) databases.
- Managing and creation of databases in EXADATA.
- Supporting 100+ Oracle Fusion Application databases.
- Experience in Architecting and Administration of AWS services & secure cloud-based services using AWS VPC, security groups, NACL's, Elastic Compute Cloud (EC2), Simple Storage Service (S3), Cloud Watch, Cloud Front, Route 53, Auto Scaling, RDS.
- Experience in creation, maintenance and configuration of user/groups/roles for DEV, QA, UAT, PFIX and PROD for EC2, RDS, to communicate with each other using IAM.
- Resolving Oracle Database compliance failures.
- Supporting Application team in code deployment.
- Created and configured Oracle KEYSTORE for 12c for Encryption.
- Creating and scheduling RMAN Full Backups, Incremental backups and Archive log backups using OEM Cloud Control 13c.
- Installed and configured Oracle Golden Gate software 12c.
- Worked extensively on Oracle Golden Gate in Uni/Bidirectional replication.
- Performed troubleshooting of Oracle Golden Gate replication issues
- Created and configured ACTIVE DATA GUARD and DATA GUARD BROKER.
- Monitoring the table growth, database growth, Tablespace growth and system resource usage in OEM 13c.
- Worked with tickets to resolve database issues reported by customers.
- Used ADDM, AWR, ASH and SQL Tuning Advisor to improve database performance and the SQL statements
- Performed Database refresh using EXPDP/IMPDP utilities
- Provided 24/7 on-call support

Environment: Oracle 11g/12c, EXADATA, AWS, Golden Gate, Data Guard, RHEL 7.5, AIX 7.2, OEM Cloud Control 13c, OBIEE, ODI, JBoss EAP 5.2.0

State of Indiana, IN   **April 16 – April 17**
Sr. Oracle DBA
Responsibilities

- Upgraded Test, Dev, QA and Prod databases from 11.2.0.4 to 12.1.0.2 in AIX
- Upgraded 3-Node RAC database from 11.2.0.3 to 11.2.0.4
- Installed and configured Oracle 12c software.
- Created and configured CONTAINER (CDB) and PLUGGABLE (PDBs) databases.
- Migrated 11g production databases from windows machine to EXADATA 12c container database.
- Migrated 12cdatabases from AIX machine to EXADATA 12c container database.
- Managing and creation of databases in EXADATA.
- Created and configured Oracle WALLETS for 11g databases for Encryption.
- Created and configured Oracle KEYSTORE for 12c for Encryption.
- Provision, refresh and clone VDBs (virtual databases) using DELPHIX.
- Creating and scheduling RMAN Full (Hot/Cold) Backups, Incremental backups and Archivelog backups using OEM Cloud Control 12c.
- Installed and configured Oracle Golden Gate software 12c.
- Upgraded and configured Golden Gate 11g to 12c
- Worked extensively on Oracle Golden Gate in Uni-directional DML replication.
- Configured Golden Gate replication processes in Integrated capture.
- Performed troubleshooting of Oracle GoldenGate replication issues
- Installed and configured Oracle GoldenGate Veridata to check data consistency between the source and the target databases
- Created and configured ACTIVE DATA GUARD and DATA GUARD BROKER.
- Monitoring the table growth, database growth, current users, and system resource usage.
- Worked with tickets to resolve database issues reported by customers.
- Monitored the operating system response in terms of CPU usage, disk space, and swap space by using various UNIX utilities like SAR, VMSTAT and TOP.
- Used ADDM, AWR, ASH and SQL Tuning Advisor to improve performance database and the SQL statements
- Performed Database refresh using EXPDP/IMPDP utilities
- Provided 24/7 on-call support

Environment: Oracle 11g/12c, EXADATA, GoldenGate, Data Guard, Delphix, RHEL 6.8, AIX 7.1, OEM Cloud Control 12c, Delphix, OBIEE

Wells Fargo, NC   **Jun 15 – Mar 16**
Sr. Oracle DBA
Responsibilities

- Installation, creation and maintenance of 11g RAC databases for SIT, DEV, UAT, PFix and PROD.
- Creation of users and assigning roles and profiles to users based on their group requirements.
- Configured RMAN to performing Backup/Recovery of all the Oracle databases.

- Worked extensively on Oracle Golden Gate in Uni-directional DML replication.
- Installed and configured Oracle Golden Gate software
- Configured Golden Gate replication processes in Classic capture and integrated capture.
- Configured High Availability for Oracle Golden Gate replication processes
- Performed Oracle GoldenGate switchover from primary to standby and vice-versa
- Performed troubleshooting of Oracle GoldenGate replication issues
- Installed and configured Oracle GoldenGate Veridata to check data consistency between the source and the target databases
- Configured Oracle Veridata Agent on database machine.
- Configured Oracle Veridata jobs and associate objects to initiate replication comparisons
- Performance tuning of the database - SQL Tuning, Used Tuning utilities like STATSPACK, TKPROF, EXPLAIN PLAN, AWR, ADDM and Tuning of SGA, distribution of disk I/O.
- Worked on Unix Shell scripting for automating startup/shutdown of databases, getting system alerts.
- Monitoring the table growth, database growth, current users, and system resource usage. Installed, configured and maintained Physical, Logical, Active standby databases supported by Data guard on Oracle 11g RAC servers for the purpose of disaster recovery procedures
- Strong skills in applying security patches (Patch set, Critical Patch Updates (CPU) / Patch Set Updates (PSU), One-off Patch)
- Setup procedure for Database statistics gathering - Frequency, Best Time of the day to execute stats gathering jobs, correct level of gathering statistics

Environment: Oracle 11g/12c, RHEL 6.6, OEM/Grid 12c

Belk Inc, NC   **Jan 14 – May 15**
Sr. Oracle DBA
Responsibilities
- Created and maintained 50 RAC Databases size of varying from 20GB to 40TB for Production, Staging, Integration, Development and Testing using Oracle 10g, 11g.
- Provided 24x7on call support for all the Production, Staging, Integration, Dev and QA databases.
- Installed and upgraded databases from 10gR2 to 11gR1/11gR2 on Linux, Sun Solaris, HP-UX, and AIX.
- Implemented and configured Oracle Enterprise manager OEM 11g and Oracle Management Server to maintain and monitor production databases.
- Applied latest PSU and One-off patches for both Oracle Grid and RDBMS homes.
- Experience in Real Application Clusters (RAC) configuration and cluster interconnection with Automatic Storage Management (ASM), configured user log on load balancing and failover on RAC database for high availability.
- Proficiency with Installation and configuration of replication tool GOLDEN GATE
- Performed Oracle GoldenGate switchover from primary to standby.
- Performed troubleshooting of Oracle GoldenGate replication issues
- Implemented shell scripts, which monitor database health check and to maintain the database activities at regular interval.

- Created and managed tablespaces monitored the datafiles space, resizing and adding new datafiles.
- Database monitoring and maintenance activities which include checking alert logs, space management, database locking issues, gathering database statistics,scheduling of jobs, creation of users, schemas, tablespaces and other database objects.
- Cloned databases and Implemented 11gR2 DATAGUARD using RMAN duplicate.
- Worked on installing the data guard on RAC databases for disaster recovery and setup the DATAGUARD broker.
- Tested and performed DATAGUARD switchover on the RAC databases manually.
- Configured and monitored RMAN backups in OEM 11g grid control and performed RMAN's DATAGUARD sync.
- Developed Oracle backup and recovery scripts using RMAN utility.
- Used Automatic Workload Repository (AWR) & Automatic Database Diagnostic Monitor (ADDM) in RAC for Performance Tuning.
- Optimization and tuning SQL queries using SQL*Trace, TKPROF, EXPLAIN PLAN
- Performed Database refresh using expdp/impdp utilities.

Environment: Oracle 10g/11g/12c, RHEL 5, AIX 6.1, OEM/Grid, Weblogic 10g

IBM India Pvt Ltd - British petroleum   **Jun 10 - Dec 13**
Oracle DBA
Responsibilities:

- Implemented advanced Oracle 10g such as Automatic Database Diagnostic Monitor (ADDM) and Automatic Workload Repository (AWR) for monitoring database performance.
- Oracle Clusterware installed to provide infrastructure for RAC and configured two node Oracle 10g RAC with ASM.
- Involved in Migration of Database from 9i to 10g and applying patches whenever required.
- Experienced in performing manual recovery using archived logs, RMAN-managed backup with or without catalog, operating system backup, cold and hot backup, full backup, incremental and cumulative backups.
- Experience in Upgrading Dev and Test instances to 11g (11.1.0.7).
- Configured 10g 4 Node RAC for Data warehouse project with ASM environment.
- Installing ASM environment and migrating database from NON-ASM to ASM.
- Configuration of the system to achieve High Availability, Load balancing, and automatic failover functionality.
- Successfully implemented Backup Recovery using , RMAN, including hot backups and Cold backups.
- Provided 24x7on call support for all the Production, Staging, and Integration and Development databases.
- Experienced in the configuration of 10gRAC on Linux and Solaris using ASM and RAW devices and Oracle CRS and Veritas Netbackup as a media management layer.
- Worked extensively on monitoring 10G grid control database, configuration of error notifications, installing listeners, and adding them to the grid control.
- Worked on configuring Oracle DATAGUARD and EMC Symmetric Remote Data Facility on production server.
- Involved in the installation of 11gR1 RAC on LINUX environment.

- Involved in Migration of Database from 9i to 10g and applying patches whenever required.
- First line Oracle support on multiple platforms (HP-UX, Linux, WIN, and AIX) with production instances 30+, development instances 100+.
- Prepared a step by step installation document for the 11g RAC on Linux operating system.
- Implemented the Oracle HIGH AVAILABILITY databases using Data guard and Oracle 11g / 10g RAC databases for various applications such as DW / OLTP on RHEL.
- Periodic data refresh from production to testing environments, Re-organizing database structures, etc.
- Applied patches using OPATCH and Patch sets using OUI.
- Periodic data refresh from production to testing environments, Re-organizing database structures using the expdp/impdp utility on a very regular basis, and Troubleshooting errors.
- Performed database cloning to set up test and development database.
- Expertise in Database Performance Tuning, Performance Monitoring and Optimization using tools such as PL/SQL, Oracle Hints, SQL Trace, Explain plans.
- Developed RMAN scripts for database backup and recovery, including hot and cold backup options for RAC and standalone instances.
- Patch and Upgrade Oracle – All the databases are patched up-to-date with the latest Oracle CPUs.
- Installed ORACLE Enterprise Manager (OEM 10g) GRIDCONTROL and configured iserver targets for a centralized monitoring system.
- Configured and monitored RMAN backups and performed DATAGUARD sync using RMAN.
- Identifying performance issues by using diagnostic pack by generating AWR and STATSPACK reports and resolved performance.
- Good experiences with UNIX shell scripting.

Environment: Oracle 9i/10g/11g, Solaris 9, Red Hat Enterprise Linux 4, HP-UX, RAC, Windows 2003, Grid Control, TOAD, and SQL developer.

NESS Technologies - Standard & Poor's,   **June 07 – May09**
Oracle DBA
Responsibilities:

- Database Administrator for Production, Development, and UAT databases and provided on-call production database support.
- Configured Physical Standby Databases.
- Installed ORACLE 9i/10g software's on Windows and Unix Platforms.
- Involved setup and Upgrade ORACLE 8i to 9i databases and ORACLE 9ito 10g databases.
- Wrote Stored Procedures and Packages in PL/SQL that is called by Java code to perform back-end processing.
- Creating primary database storage structures (tablespaces, rollback segments, etc.)
- Developed new PL/SQL programs – Triggers, Functions, Procedures, and Packages to manage various business functionalities.
- Involved in process improvement, Oracle Server Installations/Upgrades/Patches, Space Management, Capacity Planning, Backup & Recovery, Disaster Recovery, Database Performance Tuning, Memory Tuning, Application Tuning, Security Administration, Data Warehousing, DATAGUARD, Oracle Advanced Replication, Real Application Clusters, Oracle standby services.
- Design and development of Database Objects and Users as per the business needs.

- Maintained control files, log files, data files, tablespaces, and rollback segments.
- Performed Database Tuning using STATSPACK and SQL trace utility.
- Scheduled cron jobs and database updates for reports generation, statistics collection, and database backups.
- Designed and implemented hot backups using a combination of incremental differential and full backups using RMAN and Hot/Cold.
- Created tables, indexes, tablespaces, users, integrity constraints, and supported all phases of a development cycle.
- Contributed to team effort by accomplishing related results as needed.
- Monitored Alert log and wrote scripts for quick health check of the databases.
- Responsible for optimizing the queries and application tuning.
- Controlling and monitoring user access for new and existing databases.
- Involved in numerous Shell Scripting about the activities of the DBA.
- Using SQL*Loader, Export, import to Extract and Load Data.
- Worked with database export & import scripts to backup database structures and automation procedures.
- Generated daily, weekly and monthly reports regarding total revenue management.

Environment: Oracle 9i/8i, Sun Solaris, AIX, Windows 2003, TOAD, RMAN, OEM, ERwin Designer.

NESS Technologies - M&T Bank   **June 2004 - May 2007**
Java/J2EE Developer
 Responsibilities:

- Used UML for the design phase of the Controllers (Use cases, class diagrams, and sequence diagrams).
- Involvement in supporting customer as required.
- Analyzed CRs (Change Requests) and prepared the impact & design document.
- Developed Hibernate Queries for the DAO module.
- Integration and deployment of EAR in Trifrok AS and OC4J.
- Maintained version control through CVS.
- Used Eclipse IDE for the development.
- Developed JSP pages and Struts for the GUI module.
- Worked extensively in HTML, JavaScript, and CSS.
- Done code reviews, bug tracking, and defect solving.
- Used Log4j for logging the application errors and messages.
- Developed build scripts u
- sing ANT
- Used IntelliJ IDEA 8.0 IDE for the development.
- Developed JSP pages for the GUI module.
- Worked extensively in HTML, JavaScript, AJAX, and CSS.
- Done code reviews, bug tracking, and defect fixing.
- Used CVS 2.1.1 for version control.
- Done deployments of Web Applications developed in J2EE technologies in Web Logic 8.1 Server.

Environment: Java, J2EE (JSP, Servlets), Struts, Hibernate, Oracle 9i, Log4J, VSS, JavaScript, WebLogic 8.1, Eclipse, Windows XP/Solaris 5.8.

5.4 Application Oracle Database Administrator - Yogender Dutt

SUMMARY

7+ years of experience as Database Administrator with ORACLE in installation and configuring different tools, replications, migrations, backup, recovery, performance, and monitoring different databases.

- Expertise with planning, creation, administration, and troubleshooting of Oracle 19c/18c/12c/11g/10g, OLTP (multiple instances)/OLAP databases in production.
- Managed users, privileges, profiles, schemas using Grid Control of Oracle Enterprise Manager and was Registered a database in grid control.
- Monitoring of the databases using Oracle Enterprise Manager (12c).
- Responsible for Monitoring 24/7 Production Support and Performed upgrades from Oracle 11g to 12c and applied patches.
- Hands-on experience in implementation & administration (Oracle Cluster ware setup and configuration, RAC installation using .02 on 11g/12c).
- Expertise in troubleshooting cluster ware startup issues.
- Designed and implemented the high availability solutions (RAC, Golden gate, and Data guard).
- Experience in Data Replication using Snapshot, Materialized views, import/export, and Oracle Golden gate & Data guard.
- Implemented disaster recovery databases using Data guard & configured physical standby on 11g/12c.
- Oracle Golden Gate installation, configuration, troubleshooting Golden Gate Extract, and Replicate files.
- Extensive experience in Data guard Configuration, Implementing and Maintaining Standby Databases ,I.e., Active Data guard & Snapshot Standby.
- Configured Data guard broker for both RAC and standby databases in the environment and Maintained Data guard Server and troubleshooting issues
- Installed Oracle Cluster ware to provide infrastructure for RAC and configured two node Oracle 11g RAC with EMC.
- Experience in setting up/installing and configuring release 11g RAC/10g R1 RAC with EMC Storage.
- Solid experience in Database backup concepts and options such as user-managed backup, RMAN-managed backup, operating system backup, cold and hot backup, full backup, incremental, cumulative backup, and implementing backup and recovery strategies. Implemented database security using Transparent Data Encryption.
- Supported mission-critical application databases as part of 24x7 support team

Core Skills

Operating Systems	Oracle Linux, HP UNIX(HP-UX) 11i, Red Hat Enterprise Linux (RHEL), Sun Solaris, Windows XP/2003/2008, IBM-AIX 6.1.

Programming Languages	SQL, PL/SQL, Unix Shell Scripting.
RDBMS	Oracle 19c, 18c, 12c, 11gR2, Oracle 11gR1, Oracle 10gR2, Oracle 9i.
Oracle Products	Real Application Cluster, Golden Gate, Data guard, Import and Export, Data pumps, Oracle Wallet Management, Automatic Storage Management, Oracle10g/11g/12c (Grid Control), RAC, RMAN, OEM 11g/13C, Transparent Data Encryption,
Other Tools	SQL Trace and SQL tuning Advisory, SQL* plus, ADDM, DBCA, Log Miner, BMC Remedy, Red gate, TKPROF, AWR, ASH, Toad, Putty, ERWIN, ETL tool, SQL Developer, TOAD.
Web Related and Other Tools	HTML, XML, JSP, HTTP, TCP/IP, FTP, SFTP, SCP, EMC Storage, Metal ink.

EMPLOYMENT HISTORY
Client: Fiserv,   **2018-Present**
New York, NY.
Role: Sr. Oracle DBA

Responsibilities:
- Upgraded RAC Cluster from 12.1.0.2 to 12.2.0.1 and Applied Patches.
- Upgraded Oracle 11G RAC databases to 12C RAC with Zero downtime method using Golden Gate.
- Installed, configured, and maintained Oracle 12cr1 databases.
- Create High Availability 11g and 12c RAC Linux clusters (ranging from 2 to 6 nodes) utilizing Data Guard in compliance with Oracle's Maximum Availability Architecture (MAA).
- Upgraded to 19C 18C 12c Grid Infrastructure from 12C.
- Migrated from 12cR2 to 19c and upgraded dev, test databases.
- Experience with Oracle 18c, 12c, 11gRACInstallation, Administration, Monitoring, Maintenance, Performance Tuning, Database Backup, and Recovery.
- Applied patches on Oracle 11g, 12c and 18c.
- Build 18c, 12c RAC Clusters.
- Applied the Grid Infrastructure patches using O Patch Auto utility.
- Applied the database patches to the Oracle Home using O Patch apply utility.
- Configured Physical Standby for Stage and Production databases and converted Physical standby to ACTIVE data-guard.
- Implemented Data Guard Broker and performed various operations like Switchover, Stop, and Start MRP.
- Performed Zero-Down Time migration from AIX to RHEL.
- Applied PSU Patches and security patches whenever required to make the database software up to date.
- Daily Health Checkup of the Database using AWR, ADDM.
- Perform Daily Monitoring of Oracle Instances, monitor users, Tablespaces, Memory Structures, Logs, and Alerts.

- Troubleshoot Database performance issues using Automated Workload Repository (AWR) and Automatic Database Diagnostics Monitor (ADDM) reports.
- Provided support for the Oracle database system backups using Oracle RMAN, including backup validation through database restoration testing.
- Scheduled all backup jobs in Control-M.
- Performed performance tuning and monitoring in different oracle servers 11gR1/11gR2/12c
- Implemented Golden Gate Replication 11g/12c on ACFS and configured for Automatic failover of Golden Gate process and upgraded Golden Gate from v11 to v12. Configured Integrated Extract, integrated replicate, and coordinated replicate on Oracle multitenant database 12.1.0.2.
- Migrated databases using Golden Gate from AIX, UNIX to RHEL environments and applied patches to Golden Gate environment 12.1.0.2.
- Restored prod database backup on a stage environment.
- Performed Mass deployment of OEM agents on Linux servers and registered the databases on those hosts to the OEM for monitoring.
- Re-Configured oracle application express (APEX) with application team on non-production databases after migration from AIX to RHEL.
- Created shell scripts for automated tasks and alerts.
- Automate daily monitoring like tablespace growth, file system growth, invalid objects, and Database services availability using shell scripts.
- Documented all technical work, including installation plans and standard operating procedures, and enhanced existing documentation.
- Worked on performance tuning using OEM SQL Tuning advisor, ASH, AWR, ADDM reports.
- Handled the Production issues for 24X7 mission-critical databases.
- Coordinated with Oracle support for SR/Tar to resolve Oracle bugs
- Backup and restore of tables/Databases.
- User Management and troubleshooting access issues.

Environment: OEM13C, Oracle 11gR2/12C/19C, Linux, OEM, RAC, ASM, Data guard 11g/12c, Golden gate, SQL developer, putty, RMAN, Explain Plan, AWR, ADDM, RAC, ASH, Flashback, Data pumps.

Client: Nuance,   (July 2017 - October 2018)
Role: Sr. Oracle Database Administrator
Responsibilities:
- Installed and configured Oracle 11g on windows.
- Provided 24x7 support and On-Call rotation when needed for extensive databases.
- Performed migration of database from 10g to 11g in development, testing, and a production environment.
- Configured two node RAC in System Test and Production.
- Created ASM, ACFS, and OCFS file systems.
- Done migration from non-ASM to ASM environment.
- Managed daily online backups (Level-0 and Level-1) and Archive Backups using RMAN.
- Involved in migration of databases from 10g to 11g using export/import and data pump export/import utilities.
- Setup of Jobs using the Oracle Enterprise Manager (OEM) database control

- Performed database refresh activities for business requirement and tuning purposes.
- Had a good experience in migrating data using Exp, Imp, Expdp, and Impdp.
- Successfully configured Oracle Golden Gate for synchronizing databases.
- Configured parameters for DDL and non DDL support for data replication.
- Had a good experience in resolving the issues while replication with golden gate.
- Implemented Data Guard physical standby database in 11g for disaster recovery.
- Suggested storage requirements for all the environments.
- Performed RMAN Incremental and Cumulative backups and also developed backup strategies.
- Performed logical backups using both classic and Data Pump methods.
- Had a very good experience with the Spatial Data like building spatial indexes, creating metadata, etc.
- Performed Patching on Oracle databases using O Patch utility.
- Worked on creation of users, granting privileges to users and also table space management.
- Performed daily monitoring of Oracle databases from Oracle Enterprise Manager and alert log files.
- Installed Oracle Client in order to access to the oracle databases.
- Performed performance tuning of database by using AWR, SQLT, and EXPLAINPLAN.
- Maintained database security using security compliance auditing and profile management, password complexity in order to control access to database.

Environment: Oracle 10g, 11g, RAC, Golden gate, Data Guard, TOAD, ASM, Resource Manager, Oracle Cloud Control.

Client: HomeAway   (January 2016 -June 2017)
Role: Sr. Oracle Database Administrator
Responsibilities:
- Performed Upgrades, Bug fixes, Enhancements, and regular maintenance to system by researching, planning, as well as applying patches to databases and E-Business suite to keep them up to date.
- Provided Technical support and issue resolution to Enterprise applications, hardware, networks, and databases by root cause analysis, assessment, development, and implementation of solutions that meet the needs of users and kept them productive with minimal disruption.
- Kept databases, applications, and operating systems up to date through assessing, planning, and implementing upgrades and patches.
- Improved the database integrity and increased data accuracy for end-users and management by proficiently using SQL language to troubleshoot, query, insert, update, and delete table data.
- Installation, configuration and maintenance of Oracle 10g and 11g database on OEL.
- Supported more than 130 production and development databases.
- Upgraded the Oracle 10g database to 11g version and also applied patch set and interim patches whenever required to make the database software up to date.
- Monitoring Day-to-Day Backups, Log's & recovering them as per the requirement.
- Successfully implemented Backup & Recovery using RMAN, Hot and Cold backups.
- Taking the RMAN incremental and cumulative backups.
- Scheduling the databases backup using Cron tab and VERITAS net backup.
- Extensive experience in RMAN recovery in RAC and standalone database.

- Implemented Data guard with maximum availability, protection and performance configurations and worked with Data guard Fail over and Switch over cases at the times of up gradation and migration.
- Managed and monitored the Oracle Real Application Cluster (2 node RAC) running on VERITAS storage.
- Developing conceptual, logical and physical data models using data modeling software including the facilitation of modeling sessions.
- Performed Tuning, coding and Monitoring for Oracle Real Application Clusters (RAC) nodes, Production Standalone Servers via Toad.
- Implemented DRP (Disaster recovery plan) for critical databases using Streams.
- Provided Instance level performance monitoring and tuning for Event Waits, Sessions, Physical and Logical I/O and Memory Usage.
- Always monitoring the Oracle Instances, Users, Tables, Tablespaces, Memory structures, and Rollback segments, Redo logs, Archived Redo logs and Alerts.
- Created, monitoring database objects like Tables, Indexes, Views, Users, and DB Links etc.
- Zero Downtime Migration to Oracle Exadata with Oracle Golden Gate
- 24x7 remote support and on call Database support for Database developers & end-users.
- Configured Goldengate extract and replicate during the database character set conversion.
- Configured Goldengate Data pump extract to move the trail files from source database server to target database server.
- Installed Goldengate Director to have a web view of all the Goldengate implemented servers.
- Implementing necessary monitoring scripts for Golden gate in Unix/Perl scripting.
- Responsible for capacity planning, recovery planning and installing patches.
- Worked extensively on monitoring 10G grid control database, configuration of error notifications, installing listeners, and adding them to the grid control.
- Assisted users with performing their job functions more efficiently by installing, configuring, problem solving, maintaining, and uninstalling software on servers and laptops.

Environment: Oracle 9i, 10g, 11g, SQL, PL/SQL, Oracle Grid Control, Oracle Enterprise Manager, Goldengate, Data guard, Database Control, TOAD, SQL Developer, SQL*Loader, NT, Red Hat Enterprise Linux, ASM.

Client: FARMERS Insurance   (February 2013 - November 2014)
Wipro Technologies, Bangalore, India

Responsibilities:
- Managed and monitored the Oracle Real Application Cluster (2 node RAC)
- Supporting more than 80 production and development databases 10.2.0.4.
- Created and maintained failover logical standby database.
- Implemented High availability using Golden Gate replication. Implemented bi-directional replication using Golden Gate.
- Migrated databases from 9i to 10g using transportable table space and data pump.
- Involved in migration of databases from standalone (ASM) to cluster Environment.
- Using Automatic Shared Memory Management (ASMM) for optimal use of available SGA memory.
- Using SQL Tuning Advisor and SQL Access Advisor to fix the SQL statements.

- Installed and configured Oracle Enterprise Manager 10g Grid Control.
- Worked on Performance Tuning Oracle DBA (11g &10g) on Solaris 10, AIX 5.2.
- Installed and upgraded Oracle 10.2.0.1 database to 10.2.0.4.
- Developed a bunch of Index monitoring scripts in order to sort out the unused space occupied in table spaces.
- Implemented advanced features of Oracle 10g such as Automatic Database Diagnostic Monitor (ADDM), Automatic Workload Repository (AWR) for monitoring database performance. Modified and updated the Performance tuning scripts.
- Performed Tuning, coding and Monitoring for Oracle Real Application clusters (RAC) nodes, Production Standalone Servers via Toad.
- Creation of materialized views and fine-tuned them for better performance.
- Working Experience with latest TOAD having new features like PLSQL & SQL Script Debugger, Database Health Checkup, ASM Manager, Diagnose Extents, Segment Advisor, SGA Trace, Query Builder.
- Tuning SQL statements using Explain Plan and STATSPACK.
- Modified SQL*Loader control scripts for example to eliminate spaces generally used for data loading.
- Configured Physical and Logical Standby database for reporting environment.
- Performed administrative maintenance, monitoring on Oracle database systems in a global 24x7 operational environment.

Environment: Oracle 11g/10g RAC on Solaris/Linux, RMAN, Data Guard, UNIX Shell Scripting, Quest Performance Analysis, Quest Space Management tool, DB Artisan, Toad, PL/SQL Developer, OEM, Windows NT/XP.

Education
- Bachelor's degree, Amrita School of Engineering, Bangalore, India.

5.5 Senior Application DB2 Database Administrator - David Powell

Professional Profile
Mr. Powell has extensive experience as Senior Database Administrator and Technical Engineer/Architect from Big 5 consulting firms working internationally with Fortune 100 companies. David is a self-motivated, well-organized individual with proven expertise in multi-platform architecture design, integration and database administration. Mr. Powell is a creative problem solver with outstanding performance tuning skills. He is also a collaborative team leader with customer-focused attitude, thriving in a dynamically challenging technical work environment.

Professional History

- Capital One Bank Richmond VA
- December 2019 – Present
- DB2 DBA
- Performed DB2 z/OS database design, creation and maintenance
- Designed, developed and tested DB2 COBOL and SQL stored procedures

- Performed monitoring and tuning
- Trained personnel in DB2, Omegamon/DB2 and Query Monitor
- Developed remote database access strategy
- Performed data modeling utilizing Erwin tool
- Designed and developed RRS Attach resusable batch COBOL programs and subprograms

State Agency of New Jersey   **October 2008 – April 2019**
Lead DB2 DBA
- Migrated and tested the migration of all DB2 subsystems from V7 to V8 on z/OS.
- Migrated and tested DB2 V8 on z/OS V1.5 to z/OS V1.9.
- Enhancements to the existing COBOL/MF COBOL, DB2, CICS programs.
- Involved in translation of EDI data (from OCD) to Mainframe files.
- Created and implemented z/OS Unicode conversion tables to support DB2 V8.
- Implemented DFSORT in support of DB2 V8 in Syncsort environment.
- Converted DB2 CCSIDs in 2 DB2 subsystems and application tables.
- Modified DB2 ZPARMS in all DB2 environments for performance enhancements.
- Performed monitoring and tuning of DB2 EDM Pool, bufferpools and SQL for batch, Java, J2EE and CICS transactions.
- Created and tested DB2 Application WLM environments for all DB2 subsystems.
- Converted DB2 stored procedures from DB2 managed to WLM managed.
- Performed DB2 Health Check for test and production DB2 subsystems on z/OS.
- Installed and tested DB2 LUW on Windows platform for package application.
- Installed and implemented DB2 Connect on Windows for connectivity to DB2 z/OS.
- Upgraded Omegamon II for DB2 from V5.2 to V5.4.

Major Life Insurance Company   **October 2008 – October 2008**
Lead Database Architect
- Developed Project Plan for migrating DB2 subsystems to Data Sharing.

State Agency of Kentucky   **May 2008– September 2008**
Lead Database Architect

- Migrated and tested the migration of all DB2 subsystems to V8.
- Migrated all DB2 subsystems to QMF810.
- Converted DB2 CCSIDs in 4 DB2 subsystems and application tables.
- Modified DB2 ZPARMS in all DB2 environments for performance enhancements.
- Performed monitoring and tuning of DB2 bufferpools and SQL.
- Created and tested DB2 WLM environments for all DB2 subsystems
- Converted DB2 stored procedures from DB2 managed to WLM managed.

Major Automobile Manufacturer   **March 2008 – April 2008**

Lead Database Architect
- Performed SOX compliance review of all production DB2 databases on z/OS and Unix platforms.

Ohio State Department of Child and Family Services   **January 2008 – March 2008**
Lead Database Architect
- Performed DB2 systems, database design and SQL performance review for ERIC project.
- Designed, coded and tested DB2 SQL stored procedures for ERIC project.

State Agency of New York   **January 2008–January 2008**

Lead Database Architect
- Performed DB2 health check on DB2 V8 test and production subsystems.
- Performed database design review of the License Relational Database.

Electric Boat Corporation   **November 2007–December 2007**
Lead Database Architect
- Installed, configured and tested DB2 Connect V9.1 gateway on AIX V5.3 servers.
- Installed, configured and tested DB2 Connect V8.3 gateway on AIX V4 and V5 servers.
- Installed, configured and tested DB2 Connect V9.1 and 8.3 runtime clients on AIX V4 and V5 servers.

State Agency of New York   **October 2007-December 2007**

- Lead Database Architect
- Installed UDB V9, and installed DB2 Federation Server for UDB V9. Eliminated the need for Lotus Enterprise Integrator.

State Agency of New York   **August 2007- November 2008**
Lead Database Architect
- Migrated and tested the migration of the Development, Test and Production subsystems to DB2 V8. Migrated from Star DB2 to DB2 Connect for the distributed platforms to the mainframe.

State Agency of New York   **June 2007- September 2007**

Lead Database Architect
- Migrated and tested the migration of the Development, Test and Production subsystems to DB2 V8. Implemented DB2 Connect from the distributed platforms to the mainframe.

Fifth Third Bank, Cincinnati, Ohio   **September 2003 – June 2007**
Principal Data Architect
- EDM Project Lead for large transactional 24X7 applications. Responsible for logical and physical database design as well as performance monitoring and tuning of large DW, reporting and OLTP tables.
- Performed migration and testing of the Development, Test and Production subsystems for DB2 V8.
- Led the creation of new DB2 V8 NFM data warehouse subsystems for Test and Production.

- Designed star schema for multi-billion row fact tables for DB2 z/OS data warehouse platform utilizing DB2 star joins to dimension and snowflake tables.
- Performed monitoring and tuning of multi-billion row OLTP applications running SQL and COBOL stored procedures utilizing Omegamon/DB2, Strobe, Query Monitor and SMF data.
- Designed SMS pools for 16 terabyte DB2 z/OS production database platform.
- Designed purge strategy for multi-billion row OLTP and reporting tables in DB2 z/OS.
- Designed migration process for SQL and COBOL stored procedures.
- Designed WLM architecture for SQL and COBOL application and system stored procedures.
- Developed architecture for 24X7 availability of multi-billion row OLTP and reporting tables utilizing IBM and BMC parallel online backups, reorganizations and loads.
- Developed key performance indicators for management reporting around DB2 activity and storage.

Education and Background

- B.A. Computer Science & Accounting, Western Illinois University - Macomb, IL
- IBM Certified Solutions Expert, DB2 V11 Database Administration for z/OS,
- DB2 V11 DB2 Systems for z/OS

5.6 Application DB2 Database Administrator - Satyajit Pulapakuri

Professional Summary
- IT professional with over 8 years of industry experience which include experience in Database Design, Administration, Support, Maintenance and Application development using DB2 LUW on Distributed systems. Planned and managed work activities of different teams working closely in conjunction with business teams.
- Expertise in DB2 LUW Administration involving database design, Performance Tuning, backup and recovery, space management, disaster recovery and maintenance.
- Perform DB2 LUW administrative tasks including installing and upgrading db2 products, creating maintenance plans, and creating database objects.
- Designing and running system load/stress testing; escalating application problems to vendors.
- Standardize and manage Database Administrator procedures for monitoring database performance, testing, archiving, and optimizing.
- Collaboration with the operations team on deploying, migrating data, monitoring, analyzing, and tuning db2 applications.
- Configured, optimized and supported high availability (Q-Replication).
- Involved in creating and maintaining Materialized Query Tables, Range by Partitioning and Multi-dimensional clustering.
- Experience in pureScale DB2 cluster management, installation, monitoring and maintenance of DB2 LUW pureScale cluster environment.
- Installation of TSAMP (TSA for Multi-platform) on HA (High Availability) servers.
- Involved in setting up Qreplication between Operational Database and Reporting database and troubleshooting issues associated with Qrep control and source tables.
- Involved in setting up SQL Replication between sources and reporting databases.
- Performed QReplication and SQL Replication bypass procedures to avoid full refresh of data whenever needed with data consistency.

- Involved in taking the exports of the table data and pushing the same to TSM into different archive classes.
- Performed migration from older to newer versions in DB2.
- Managed DB2 databases efficiently using IBM tools, installed administered & configured IBM ITM.
- Involved in the Application of the various fix packs.
- Involved in FULL and INCREMENTAL Back up of Database.
- Database backup and recovery experience with online full and incremental backups, online and offline transaction log archiving, restore and roll-forward (including redirected restore), and recover database utilities.
- Instance and database monitoring and tuning experience using the DB2 Health Center, Snapshot and Event monitors to monitor and optimize instance and database configuration parameters, table spaces, and buffer pools.
- Ability to work within cross-functional teams. IBM Problem management, and resolution (PMR) experience with DB2 diagnostic log facility, administration notification log, trace facilities, db2 inspect, DB2 database analysis reporting tool (db2dart) and the IBM DB2 Lab.
- 24X7 production support and oncall support.

TECHNICAL SKILLS LIST
Project Management Tools: MS Project, MS Visio, MS Office, Waterfall, Agile techs, Jira, Rally, Confluence, Slack.
RDBMS: DB2 UDB EE/EEE, DB2 pureScale.
NoSQL: MongoDB
Operating Systems: LUW, OS/390
ETL: AbInitio, Informatica.
EMPLOYMENT HISTORY
Walmart, Alexandria, VA   **November 2018 – Present**
DB2 UDB/LUW DBA

Responsibilities:
- Assists all development work on DB2. This includes helping with application development, designing and creating database
- Objects, Migrating from test to production, and implementing batch schedules with the appropriate DB2 utilities
- Administer the data server on which DB2 resides: monitor disk space and the DB2 log, backups, protect the integrity of the data.
- Upgraded from version 11.1 to 11.5
- Applying the security patches recommended by IBM to upgrade from 11.1.3.3 to 11.1.4.4
- Experience working on DB2 hosted on Azure Cloud VMs
- Extensive experience working on setting up HADR on multiple nodes
- Working with IBM to report and find fix with TSA
- Proficient in performance tuning using Data Studio, DB2TOP, DB2PD, Monitor Traces
- Configured HADR and TSA for Automatic Replication failover.
- Implemented HADR and Qreplication from different data centers.
- Assisting with monthly maintenance activities.

- Monitoring table space size, Increasing or adding table space size when it's required.
- Performing full version Upgrades and applying Fix packs when necessary.

Capital One, McLean, VA   **August 2017 – October 2018**
DB2 UDB/LUW DBA

Responsibilities:
- Maintenance of the Data warehouse environment.
- Successful implementation of various new features at the time from IBM DB2 UDB.
- Apply Fix packs on DB2 V11.x, 10.x, 9.x on HADR, PureScale and standalone environments.
- Along with Business Systems Services, installs and maintains software used for supporting and monitoring DB2.
- Used Utilities like DB2look, Export, Import, runstats, Reorg.
- Applying upgrades along with Business System Services to DB2 in test and production.
- Strong experience with SQL tuning.
- High availability (HA) and disaster recovery (DR) experience with DB2 HADR, offline transaction log shipping, split mirror images, data replication.
- Extensive experience automating database maintenance and monitoring with shell scripts including automating system event logging, e-mail alert notification, and reporting using the DB2 utilities.
- Assists all development work on DB2. This includes helping with application development, designing and creating database objects.
- Migrating from test to production, and implementing batch schedules with the appropriate DB2 utilities
- Serve as an overall DB2 resource and keep abreast of new developments in the DB2 world through journals, newsgroups, the Web.
- Administer the data server on which DB2 resides: monitor disk space and the DB2 log, backups, protect the integrity of the data.
- Tickets handling based upon the Priority (Like High, Medium, Low).
- Proficient in performance tuning using Data Studio, DB2TOP, DB2PD, Monitor Traces.
- Troubleshooting and monitoring of various issues.

Freddie Mac. Reston, VA   **March 2015 – February 2016**
DB2 UDB/LUW DBA

Accomplishments:
- Maintaining the Data warehouse environment.
- Successful implementation of various new features at the time from IBM DB2 UDB.
- Backup of the databases before and after the Upgrade.
- Preparation of the complete DB2 upgrade plan for Aix 6.1.
- Configured HADR and TSA for Automatic Replication (IBM CDC) failover.
- Monitoring table space size , Increasing or adding table space size when it's required.
- Implemented database policy for backing up data on daily basis.
- Implementing and managing HADR on Multiple production environments.
- Performed Database Replication on LDAP servers using HADR.

- Reviews all data models for technical accuracy. This includes the enforcement of all modeling and naming standards.
- Perform all structural changes to DB2 databases.
- Cataloging Databases on various nodes.
- Monitor database performance and recommend improvements for operational efficiency.
- Perform database recovery and backup tasks on daily and weekly basis.
- Helped IBM do R&D of various issues after the launch of new features which led to IBM coming up with various fix packs.

Bank of America, Hyderabad, India   **Jan 2013 – Nov 2014**
DB2 DBA
Accomplishments:

- Install DB2 UDB software on Linux and Windows environment.
- Provide database backup and recovery support, used TSM API to backup db2LUW databases.
- Involved in Performance tuning the databases
- Involved in creating and configuring the databases.
- Upgraded database from db2 LUW 9.7.4 to db2 LUW 10.1.3.
- Upgraded instance and databases from 10.1.3 to 10.5.4
- Supported db2 LUW on both enterprise and work group
- Performing full version Upgrades and applying Fix packs when necessary.
- Generated reports of database structure using DB2LOOK Utility.
- Recovered data to a prior point in time using ROLLFORWARD command.
- Developed Capacity Planning strategy for all UDB databases.
- Working with Instance and Database configuration parameters to automate tasks such as logging, memory management and Database storage.
- Involved in converting multiple database to automatic storage
- Wrote a script to monitor automatic storage tablespaces, monitor will alert if threshold is reached.
- Worked on physical and logical designing, performance monitoring, maintenance, query analysis, optimization, backup, recovery, replication and migration.
- Experience in working on quarterly database health checks
- Involved in running REORGCHK, REORG, REBIND, RUNSTATS, LOAD utilities against the large database.

Wells Fargo EBS, Hyderabad, India   **May 2011 – Jan 2013**
PL/SQL Developer

Accomplishments:

- Supporting Day-to-Day Activities related PL/SQL packages and UNIX Schedulers to automate production Jobs.
- Involved in requirements gathering process and assisted business analysts in understanding the functional specifications and various scenarios.
- Got a good experience using database objects like tables, views, sequence, synonym, indexes, partitions, and sub queries.
- Provided the production support for the applications developed/maintained by views team.

- Developed Triggers and Stored Procedure in SQL and PL/SQL for database activities for various database schemas and business logic using SQL Developer.
- Developed Procedures, Functions to keep track of the eligibility details of the beneficiary.
EDUCATION:
- Bachelors of technology, Computer Science Engineering, JNT University,2011

5.7 PC Programmer Analyst - JaNelle Horne

Summary
Experienced IT professional with knowledge of database development and administration. Working knowledge of database fundamentals with a focus on relational databases. Highly focused and results-oriented with a great ability to quickly grasp new concepts and technologies. Strong communication, problem solving and interpersonal skills with a reputation as a committed team player. A natural talent for developing positive relationships with customers and other departments.

Experience
VDOT Richmond VA Programmer Analyst III - Ecommerce Data Team August
2012 - Present (9 years 8 months)

Design and develop stored procedures · SQL query creation and performance tunings · Develop, manage and maintain data dictionary and or metadata. · Ensure compliance of standards and conventions in developing programs. · Translate business requirements into software applications and models. · Resolve and troubleshoot complex issues. · Perform and execute data extraction, transformation and loading using ETL tools such as Pentaho Kettle. · Maintain and manage all versions of data models for production, testing and developing databases. · Understand and evaluate UNIX, SQL and/or Data Modeling.

Education
- Strayer University Strayer University
- Master of Science, Information Systems; Decision Support Systems Master of Science, Information Systems; Decision Support Systems
- Virginia Commonwealth University logo
- Virginia Commonwealth University Virginia Commonwealth University
- Bachelor of Science, Information Systems

6. Page 1 of this RFQ document

	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 Service - Prof	

Proc Folder:	986667		Reason for Modification:
Doc Description:	ADDENDUM NO_1 WVDOT IT Temporary Staffing Services(81220053)		Addendum No_1 Vendor Questions and responses Attach revised Pricing Page with Formulas
Proc Type:	Central Master Agreement		

Date Issued	Solicitation Closes	Solicitation No	Version
2022-02-24	2022-03-03 13:30	CRFQ 0803 DOT2200000122	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name :   InstantServe, LLC

Address :   175 Strafford Avenue, Suite one # 907, Wayne PA 19087

Street :   175 Strafford Avenue, Suite one # 907

City :   Wayne

State :   PA   Country : USA   Zip : 19087

Principal Contact :   Simratpal K. Khela

Vendor Contact Phone: 267-396-1433   Extension: 8007

FOR INFORMATION CONTACT THE BUYER
John W Estep
304-558-2566
john.w.estep@wv.gov

Vendor
Signature X   FEIN# 81-1087691   DATE 03-03-2022

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

7. Designated Contact & Certification and signature

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.

Simratpal K. Khela, President
_____
(Name, Title)
Simratpal K. Khela, President
_____
(Printed Name and Title)

175 Strafford Avenue, Suite one # 907, Wayne, PA 19087

(Address)
267-396-1433 Ext-8007
_____
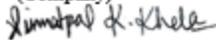(Phone Number) / (Fax Number)

simrat.k@iserveworld.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 certif that I understand this Conti act is subsfect to the provisions of West Kirzinia CoJe8 SA-3-62, which autoniatical ly voids certain contract clauses that violate State law.

InstantServe, LLC
(Company)

Simratpal K. Khela   Simratpal K. Khela , President

(Authorized Signature) (Representative Name, Title)
Simratpal K. Khela , President
(Printed Name and Title of Authorized Representative)
03-03-2022
Date
267-396-1433 Ext-8007
(Phone Number) (Fax Number)

8.   Addendum Acknowledgement

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DOT2200000122

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.
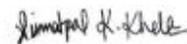
Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[ ]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	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.

InstantServe, LLC
_____
Company

_____
Authorized Signature

03-03-2022
_____
Date

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

9. State of West Virginia Purchasing Division Purchasing Affidavit

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 exceed 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: InstantServe, LLC

Authorized Signature: *Simratpal khela*   Date: 03-03-2022

State of ___Texas___

County of ___mclennan___, to-wit:

Taken, subscribed, and sworn to before me this 28 day of ___February___, 2022.

My Commission expires _____, 20___.

AFFIX SEAL HERE   GARRETT TURNER
Notary Public
STATE OF TEXAS
ID# 132538609
My Comm. Exp. June 15, 2024   **NOTARY PUBLIC** *Garrett Turner*

Purchasing Affidavit (Revised 01/19/2018)

10. West Virginia Ethics Commission Disclosure of Interested Parties to Contracts

West Virginia Ethics Commission

Disclosure of Interested Parties to Contracts

Pursuant to *W. Va. Code* § 6D-1-2, a state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of $1 million or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract. In addition, the business entity awarded a contract is obligated to submit a supplemental Disclosure of Interested Parties reflecting any new or differing interested parties to the contract within 30 days following the completion or termination of the applicable contract.

For purposes of complying with these requirements, the following definitions apply:

"Business entity" means any entity recognized by law through which business is conducted, including a sole proprietorship, partnership or corporation, but does not include publicly traded companies listed on a national or international stock exchange.

"Interested party" or *"Interested parties"* means:

(1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors;
(2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract. (This subdivision does not apply to a publicly traded company); and
(3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency. (This subdivision does not apply to persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.)

"State agency" means a board, commission, office, department or other agency in the executive, judicial or legislative branch of state government, including publicly funded institutions of higher education: Provided, that for purposes of W. Va. Code § 6D-1-2, the West Virginia Investment Management Board shall not be deemed a state agency nor subject to the requirements of that provision.

The contracting business entity must complete this form and submit it to the contracting state agency prior to contract award and to complete another form within 30 days of contract completion or termination.

This form was created by the State of West Virginia Ethics Commission, 210 Brooks Street, Suite 300, Charleston, WV 25301-1804. Telephone: (304)558-0664; fax: (304)558-2169; e-mail: ethics@wv.gov; website: www.ethics.wv.gov.

Revised June 8, 2018

West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts
(Required by *W. Va. Code* § 6D-1-2)

Name of Contracting Business Entity: InstantServe,LLC   **Address:** PO Box 2011 Waco, Texas 76703

Name of Authorized Agent: Simrat K.Khela   **Address:** PO Box 2011 Waco, Texas 76703

Contract Number: CRFQ 0803 DOT2200000122   **Contract Description:** **WVDOT IT Temporary Staffing Services (81220053)**

Governmental agency awarding contract: Department of Administration Purchasing

☑ **Check here if this is a Supplemental Disclosure**

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below *(attach additional pages if necessary)*:

1. **Subcontractors or other entities performing work or service under the Contract**
   ☑ Check here if none, otherwise list entity/individual names below.

2. **Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)**
   ☑ Check here if none, otherwise list entity/individual names below.

3. **Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)**
   ☑ Check here if none, otherwise list entity/individual names below.

Signature: *Simratpal khela*   **Date Signed:** 03-03-2022

Notary Verification

State of _____ Texas _____, County of _____ mclennan _____:

I, Simratpal K. Khela _____, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this _____ 28 _____ day of _____ February _____, 2022.

_____
Notary Public's Signature

To be completed by State Agency:
Date Received by State Agency: _____
Date submitted to Ethics Commission: _____
Governmental agency submitting Disclosure: _____

GARRETT TURNER
Notary Public
STATE OF TEXAS
ID# 132538609
My Comm. Exp. June 15, 2024
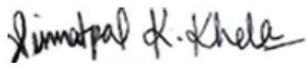
Revised June 8, 2018

11. Pricing

Exhibit A - Pricing Page
WVDOT Information Technology Staffing Services RFQ(81220053)

Contract Item	Description	Est. Qty.	Unit of Measure	Year 1 Unit Cost	Year 2 Unit Cost	Year 3 Unit Cost	Year 4 Unit Cost	Extended Cost
4.1.1	Senior Mainframe Application Analyst	2080	EA	$68.00	$69.63	$70.68	$70.68	$580,288.72
4.1.2	Mainframe Application Analyst	2080	EA	$59.00	$60.42	$61.32	$61.32	$503,485.80
4.1.3	Senior Application Oracle Database Administrator	2080	EA	$83.00	$84.99	$86.27	$86.27	$708,293.58
4.1.4	Application Oracle Database Administrator	2080	EA	$67.00	$68.61	$69.64	$69.64	$571,755.06
4.1.5	Senior Application DB2 Database Administrator	2080	EA	$79.00	$80.90	$82.11	$82.11	$674,158.95
4.1.6	Application DB2 Database Administrator	2080	EA	$68.00	$69.63	$70.68	$70.68	$580,288.72
4.1.7	Programmer Analyst	2080	EA	$50.00	$51.20	$51.97	$51.97	$426,682.88
						Grand Total		**$1,006,971.60**

Contract will be evaluated on all lines but only awarded on first year. Renewal options for years 2, 3, and 4 will be initiated by the Agency, agreed to by the Vendor and processed by the WV Purchasing Division as Change Orders for subsequent years.

The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

_____
Vendors Signature:

Exhibit A - Pricing Page

WVDOT Information Technology Staffing Services RFQ(81220053)

Contract Item	Description	Est. Qty.	Unit of Measure	Year 1 Unit Cost	Year 2 Unit Cost	Year 3 Unit Cost	Year 4 Unit Cost	Extended Cost
4.1.1	Senior Mainframe Application Analyst	2080	EA	$68.00	$69.63	$70.68	$70.68	$580,288.72
4.1.2	Mainframe Application Analyst	2080	EA	$59.00	$60.42	$61.32	$61.32	$503,485.80
4.1.3	Senior Application Oracle Database Administrator	2080	EA	$83.00	$84.99	$86.27	$86.27	$708,293.58
4.1.4	Application Oracle Database Administrator	2080	EA	$67.00	$68.61	$69.64	$69.64	$571,755.06
4.1.5	Senior Application DB2 Database Administrator	2080	EA	$79.00	$80.90	$82.11	$82.11	$674,158.95
4.1.6	Application DB2 Database Administrator	2080	EA	$68.00	$69.63	$70.68	$70.68	$580,288.72
4.1.7	Programmer Analyst	2080	EA	$50.00	$51.20	$51.97	$51.97	$426,682.88
						Grand Total		**$1,006,971.60**

Contract will be evaluated on all lines but only awarded on first year. Renewal options for years 2, 3, and 4 will be initiated by the Agency, agreed to by the Vendor and processed by the WV Purchasing Division as Change Orders for subsequent years.

The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Simratpak K. Khela

Vendors Signature: