



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 1

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

Procurement Folder: 1354530

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0705

Vendor ID: VS0000045664

SO Doc ID: LOT2400000011

Legal Name: Tekstad Inc

Published Date: 4/29/24

Alias/DBA: Tekstad Inc

Close Date: 5/7/24

Total Bid: \$1.00

Close Time: 13:30

Response Date: 04/25/2024

Status: Closed

Response Time: 10:35

Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing

Responded By User ID: tekstadinc

Total of Header Attachments: 1

First Name: Surya

Total of All Attachments: 1

Last Name: Potu

Email: surya@tekstad.com

Phone: 7142709376



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

State of West Virginia
Solicitation Response

Proc Folder: 1354530
Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR04252400000006376	1

VENDOR
VS0000045664
Tekstad Inc

Solicitation Number: CRFQ 0705 LOT2400000011
Total Bid: 1
Response Date: 2024-04-25
Response Time: 10:35:59
Comments:

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@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	Temporary IT Personnel Services				1.00

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

Temporary IT Staffing Services



State of West Virginia

**Title: Prequalification Agreements
IT Temp Staffing**

CRFQ # 0705 LOT2400000011

Due Date: May 07, 2024 (1:30 EST)

SUBMITTED TO -

**Attn: Toby L Welch
State of West Virginia
2019 Washington STE
Charleston WV 25305
Ph: 304-558-8802
Email: tody.l.welch@wv.gov**

PREPARED BY-

**Surya Teja Potu (CEO)
Tekstad, Inc
3533 Shady Pines LN.
Frederick, MD21704
PH: 714-270-9376
EMAIL: surya@tekstad.com**



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TRANSMITTAL LETTER

State of West Virginia
2019 Washington STE
Charleston, WV 25305

Dear Toby L Welch,

Tekstad, Inc (referred as “Tekstad”) is pleased to submit the enclosed response to the State of West Virginia (Referred as “State”), CRFQ Number: 0705 LOT2400000011, for Prequalification Agreements IT Temp Staffing.

Headquartered in Maryland, Tekstad is a certified Veteran-owned Small Business, stands as a beacon of dynamic and innovative IT and staffing services provision. Since our inception in 2019, we have remained steadfast at the forefront of technological solutions, seamlessly integrating IT staffing into our offerings. With a fervent dedication to excellence and an unwavering commitment to client triumph, we've consistently delivered top-tier services across diverse industries.

Tekstad is a natural zenith from the basic objective of providing cost effective innovative IT consulting and staffing solutions. Ever since our inception we have been providing IT consulting and staffing services by adapting to each client's agenda and becoming their partner combined with effective management understanding of their needs and goals. We have been delivering exceptional services with honesty and integrity in every day action and we make sure we are successful in doing that. Our commitment to be transparent and straightforward throughout the placement process has helped us build solid client and contractor relationships. The principle we embrace – —Customer Service first”.

Tekstad has placed over 800
IT candidates Nationwide
with public and private sector
clients

We follow ISO & ITIL methodologies, and have experienced consultants, diverse expert management team and focus on government solutions, positions us to meet State needs and requirements. Partnering with us provides clients inherent and clear advantages which result in achieving project objectives with significant cost savings. We work with our clients as partners and not just another staffing vendor. As partners we provide them extra value added with the combination of our knowledge base, our technology vendors' partnership advantage, our expert team of consultants who provide expert support to our field consultants working at client site without any extra cost to our clients. Through our company commitment and dedicated staff, Tekstad has a 100% project success rate with all of our clients, including many federal, state and county agencies.

Team Strength:

We ensure our commitment to satisfy all client requests by following these principles:

- ❖ Meeting all minimum requirements/commitments of the State
- ❖ Verifying that its staffing services meet agreed requirements
- ❖ Making provisions of quality assessment, testing & training for accepting market challenges

Below mentioned designated POC will serve as the primary contact for all CRFQ response related communications, including any requests for clarification or other communication needed between the State and Tekstad. Our point of contact Information is as follows:

Surya Teja Potu (President & CEO)	Email: surya@Tekstad.com
Tekstad, Inc	Phone: (714)270-9376
	Web: www.Tekstad.com

We request the State that, if after submitting our response, the State release any amendment, we will prefer opportunities to make the modifications in response according to the amendment. Tekstad makes the following certifications and guarantees regarding this proposal:



- All the information provided in this response is correct.
- We are acknowledging only addendum posted till date.
- We are fully comply with all terms and conditions as mentioned by the State terms and conditions exhibit

I believe that our response meets the requirements as called out in this CRFQ. If the CRFQ determines that Tekstad response is deficient in any way, Tekstad respectfully requests to be promptly notified and be given the opportunity to correct any such deficiency. Below official is authorized to bind the commitment with the State on behalf of the firm.

Sincerely,

A handwritten signature in black ink, appearing to read "P. Surya Teja Potu", with a horizontal line drawn underneath the signature.

Surya Teja Potu (President & CEO)
Tekstad, Inc.



CENTRALIZED REQUEST FOR QUOTE PAGE V1

	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
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Proc Folder: 1354530		Reason for Modification:	
Doc Description: Prequalification Agreements IT Temp Staffing			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-11	2024-04-25 13:30	CRFQ 0705 LOT2400000011	1


BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000045664
Vendor Name : Tekstad Inc
Address :
Street : 3533 Shady Pines Ln
City : Frederick
State : Maryland Country : United States Zip : 21704
Principal Contact : Surya Potu
Vendor Contact Phone: 714-270-9376 Extension:

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor Signature X  FEIN# 83-3404542 DATE 04/24/2024

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



CENTRALIZED REQUEST FOR QUOTE PAGE V2

	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
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Proc Folder: 1354530		Reason for Modification: Addendum No 1 is issued to modify the bid opening date.	
Doc Description: Addendum No 1 - Prequalification Agreements IT Temp Staffing			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-22	2024-05-07 13:30	CRFQ 0705 LOT2400000011	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000045664

Vendor Name : Tekstad Inc.

Address :

Street : 3533 Shady Pines Ln.

City : Frederick

State : Maryland **Country :** United States **Zip :** 21704

Principal Contact : Surya Potu

Vendor Contact Phone: 714-270-9376 **Extension:**

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor Signature X  **FEIN#** 83-3404542 **DATE** 04/24/2024

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



DESIGNATED CONTACT

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.

(Printed Name and Title) Surya Potu, CEO

(Address) 3533 Shady Pines Ln. Frederick MD 21704

(Phone Number) / (Fax Number) 714-270-9376/630-405-1105 (Fax)

(email address) surya@tekstad.com



CERTIFICATION AND SIGNATURE

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract 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/Contract 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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Tekstad Inc
(Company) P. Surya Teja

(Signature of Authorized Representative)
Surya Teja Potu, CEO

(Printed Name and Title of Authorized Representative) (Date)

714-270-9376/630-405-1105

(Phone Number) (Fax Number)

surya@tekstad.com
(Email Address)



VENDOR MINIMUM QUALIFICATION

3.1- VENDOR EXPERIENCE PROVIDING SIMILAR SERVICES WITH EVIDENCE

Vendor shall be in business for at least five (5) years, providing similar IT staffing services. Vendors must provide documentation to indicate that their company meets this requirement prior to award.

Tekstad brings over five years of unparalleled expertise in delivering top-notch IT consulting and staffing services to a diverse range of clients in both the government and commercial sectors. With a proven track record spanning more than five years, Tekstad has established itself as a trusted partner in the ever-evolving landscape of technology staffing solutions

Copy of incorporation document as evidence:

State of Maryland
Department of
Assessments and Taxation

Charter Division



Larry Hogan
Governor
Michael L. Higgs
Acting Director

Date: 1/23/2019

SURYA TEJA POTU
3533 SHADY PINES LN
FREDRICK MD 21704

THIS LETTER IS TO CONFIRM ACCEPTANCE OF THE FOLLOWING FILING:

ENTITY NAME	: TekStad, Inc.
DEPARTMENT ID	: D19366921
TYPE OF REQUEST	: Articles of Incorporation
DATE FILED	: 1/18/2019
TIME FILED	: 7:35 PM
FILING NUMBER	: 5000000002313871
CUSTOMER ID	: 5000300186
WORK ORDER NUMBER	: I901800476

PLEASE VERIFY THE INFORMATION CONTAINED IN THIS LETTER. NOTIFY THIS DEPARTMENT IN WRITING IF ANY INFORMATION IS INCORRECT. INCLUDE THE CUSTOMER ID AND THE WORK ORDER NUMBER ON ANY INQUIRIES. EVERY YEAR THIS ENTITY MUST FILE AN ANNUAL REPORT/PERSONAL PROPERTY RETURN IN ORDER TO MAINTAIN ITS EXISTENCE EVEN IF IT DOES NOT OWN PERSONAL PROPERTY. THE RETURN IS FOUND ON THE SDAT WEBSITE.



3.1.1- GENERAL COMPANY OVERVIEW

Vendor should provide with their bid, a general company overview that must include information regarding the number of years of qualification, experience, training, and relevant professional education for each individual classification.

General Overview of TekStad:

Established in January 2019, Tekstad Inc is a certified Veteran Owned digital services firm with over five years of experience in providing innovative information technology, IT consulting, and staffing services. Our offerings span across project management, portfolio management, product engineering, agile coaching, product management, Human-Centred Design, Cloud computing, Robotic Process Automation, Data Engineering, and Data Science.

We manage the best IT talent across the US with focus on providing local professionals to its clients. We have flexible, scalable, and customizable talent optimization programs in partnership with many of the world's best-known brands. We have placed over 800 candidates in the last 12 months for our public and commercial sector client's programs and have one and half decades of experience providing Information technology staffing support services to various public and private sector entities. We are one of the top suppliers to Aroha for the last consecutive five years and have provided quality talent for the IT staffing needs including some large projects that needed multiple resources in a short turnaround time.

We maintain small business intimacy through our agility, flexibility, and personal contact with our customers while bringing depth, industry expertise, and reach back. Tekstad main focus is on customer service and satisfaction above all else. We have been recognized for pervasive excellence in service to State and Commercial customers with numerous awards and countless customer accolades.

Our ability to excel is due to our most valuable asset, our employees. Whether in the back office, executive leadership positions or on contracts providing daily support, Tekstad has the agility, experience, and infrastructure to successfully transition, implement, and deliver State projects on schedule and on budget.

Tekstad will employ a CMMI and ISO-driven approach on this State project, proven successful for many customers, of which a small sample is shown in figure below:

Our Commitment:

- The Right Talent, at the Right Time, at an Affordable Price
- At the Customer, For the Customer delivery model (ACFC) ensures our team is focused on your needs

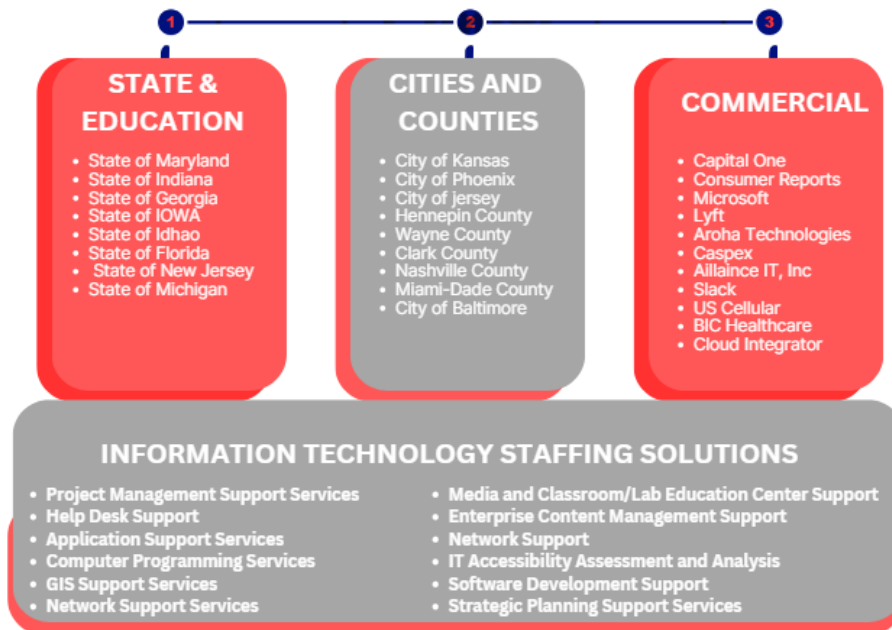
Our Experience and Strengths:

- With over five-year history, we have achieved better than industry attrition rate of less than 1.5% due to performance issues
- Prime contractor on Aroha IT Resources
- Successfully staffed over 800 resources for Federal, State and Local customers
- Maintain an internally curated resume database of over 700,000 candidates many of which map to the requirements of this job classification as section 4.2.
- We have met SLAs in providing qualified resources in as little as 4 days, or finding and onboarding resources within 10 days
- The overall average rating of the resources placed for our customers is 4 out of 5, with a significant percentage of those resources receiving ratings of 5 out of 5—100% satisfaction

Our Quality:

- Followed ISO 9001:2015 standards for a repeatable and disciplined recruitment process
- Followed ISO 10002:2015 for enhancing customer delight Standards

Please see next page



Tekstad brings proven delivery expertise to multiple Information Technology Staffing projects, where we will bid on task orders to exceed cost management, customer service, and operational reliability goals of the clients, delivering high quality services with speed and agility. Our approach to IT staffing is flexible and incorporates client feedback upon award and throughout the life of the contract to ensure we meet, if not exceed, expectations. On this contract, we will promote the following:

- **Visibility and Open Communication:** Tekstad will foster collaborative, open communications with the State throughout the duration of the contract. We will maintain a constant flow of communication and reporting. To maximize project control, we will use our ATS Portal especially designed to provide an effective and efficient update on personnel placed. This portal offers timesheets of consultant's work of hour, attendance and performance etc. We will make this accessible for State management.
- **Core personnel located onsite/offsite, providing the State with an unmatched responsive, collaborative partnership:** Tekstad is flexible to the needs of State, and will provide on-site core personnel as required to fulfil task order requirements. Should task orders require off-site work, Tekstad is also prepared to house any project staff needed to support back-end tasks such as programming and development. Our objective is to increase efficiency, productivity and enhance communication, resulting in a superior quality of deliverables and lower cost to the State.
- **Information Technology Professional Contingency Position Requirements Analysis:** Tekstad will conduct a thorough review of the position requirements outlined in the CRFQ to determine:
 - Knowledge, experience, and skills required for the position.
 - Supervisory controls associated with the position.
 - Guidelines available for the execution of the work of the position.
 - Complexity of the work.
 - Scope and effect of the position.
- **A Partner for Mission-Driven Innovation and Value:** Tekstad will introduce innovative concepts and fully leverage CMMI standards to lower operating costs while improving software quality and customer satisfaction. We will work with the State to identify, define, and implement strategies that consist of proven technology innovations, clearly defined enterprise architecture, and streamlined industry best practices in IT staffing services solutions to enable the organization and State to accomplish their missions as efficiently as possible.



EXPERIENCE:

Tekstad boasts over five years of unparalleled expertise in delivering top-tier Information Technology Staff Augmentation Services to public sector clients. With a track record encompassing more than 70 similar projects, our seasoned management team and skilled professionals have adeptly supported public and private initiatives both on-site and offsite. As a leading IT staffing and consulting firm, we cater to a diverse array of industries and functional disciplines, ensuring comprehensive coverage for all IT technology staffing needs. Drawing from best practices honed over years of managing personnel across varied roles and responsibilities, Tekstad excels in meeting the demands of large-scale IT professional requirements, no matter how complex or challenging.

Our Experience:

- *More than Five years of experience*
- *More than 800 placements*
- *More than 50 contracts*

Our Strengths:

- *100% success in filling requisitions*
- *100% achievement of SLAs*
- *Attrition rates at <1% due to performance*
- *Recruiting competencies across 45 labor categories*
- *Internally curated resume database of over 700,000 candidates*

Our experience is underpinned by meticulous long-term strategic management planning, which serves as a guiding force for the core team at Tekstad, enabling us to consistently deliver exceptional results. Tekstad has been providing IT technical support services in a variety of different areas and specialties, including:

The table below shows a summary of mapping of our experience providing IT staffing services from the last five years:

Service Area	Caspex Inc	Aroha	State of Maryland	Alliance IT	Cloud Integrator
Application Support Services	✓	✓	✓	✓	✓
Infrastructure Support	✓	✓	✓	✓	✓
IT security Support	✓	✓	✓	✓	✓
Business Analyst Support	✓	✓	✓	✓	✓
Database Management Services	✓	✓	✓	✓	✓
Desktop Support Services	✓	✓	✓	✓	✓
Electronic Commerce/EDI Services	✓	✓	✓	✓	✓
GIS Support Services	✓	✓	✓	✓	✓
Help Desk Support Services	✓	✓	✓	✓	✓
IT Business Analyst Services	✓	✓	✓	✓	✓
IT Support Staff Services (Operations)	✓	✓	✓	✓	✓
IT Technical Writer	✓	✓	✓	✓	✓
IT Training Services	✓	✓	✓	✓	✓
Network Support Services	✓	✓	✓	✓	✓
Project Management Services	✓	✓	✓	✓	✓
Quality Assurance Support Services	✓	✓	✓	✓	✓
Report Writing/Development Services	✓	✓	✓	✓	✓
Strategic Planning Support Services	✓	✓	✓	✓	✓
Technology Contract Administrator	✓	✓	✓	✓	✓
Telecommunications Services	✓	✓	✓	✓	✓
Unix Administration Support Services	✓	✓	✓	✓	✓



Website Administration and Content Management Support Services	✓	✓	✓	✓	✓
Windows Administration Support Services	✓	✓	✓	✓	✓
Wireless Networking Services	✓	✓	✓	✓	✓

Our comprehensive understanding of diverse work domains empowers us to offer holistic solutions for our clients' IT professional and outsourcing requirements. Tekstad has consistently excelled in delivering services across various **onsite and offsite** engagements, encompassing a range of crucial roles, including:

Type of Resources we placed for Onsite and Offsite	Caspex Inc	Aroha	State of Maryland	AllianceIT	Cloud Integrator
Geographic Information Systems Analyst	✓	✓	✓	✓	✓
Business Analysts	✓	✓	✓	✓	✓
DevOps Engineer	✓	✓	✓	✓	✓
Cloud Solutions Architect	✓	✓	✓		✓
Software Developers	✓	✓	✓	✓	✓
Software Architects	✓	✓	✓	✓	✓
Network Engineers/Administrators	✓	✓	✓	✓	✓
Salesforce.com Administrators	✓	✓	✓	✓	✓
Systems / Network Administrators	✓	✓	✓		✓
IT Systems Engineer	✓	✓	✓	✓	✓
Site Reliability Engineer (SRE)	✓		✓	✓	✓
Cloud Infrastructure Engineer	✓	✓		✓	✓
DevOps Consultant	✓	✓	✓	✓	✓
Cloud Operations Engineer	✓	✓	✓		✓
DevOps Specialist	✓	✓		✓	✓
Technical Writes	✓	✓	✓	✓	✓
IT Business Partner	✓	✓	✓	✓	✓
Security Analysts	✓	✓	✓	✓	✓
Database Administrator	✓	✓		✓	✓
Help Desk Technicians	✓	✓	✓	✓	✓
EDS Specialist	✓		✓	✓	✓
IT Technicians	✓		✓	✓	✓
IT Financial Analysts	✓	✓	✓	✓	✓
Computer Programmers	✓	✓	✓	✓	✓
UX Designers	✓	✓	✓	✓	✓



Training: Tekstad provides IT technology training to employees, as appropriate for their positions. Tekstad has established Tekstad internal training programs to train candidates for delivery and services, inclusive of hard skill training as well as soft side training. Tekstad offers training curriculum on a wide variety of topics such as Artificial Intelligence, Machine Learning, DevOps, Cloud, and Cyber. We differentiate ourselves from our peers by making significant training investments in our people. We have attached our internal training catalog in Appendix 1. Employees have access to a variety of training opportunities beginning with initial training during onboarding of project-specific tasks/expectations. This training includes, but is not limited to, the following:

- ✓ *TekStad invests over \$5,000 in training per employee, in addition any client-required training.*
- ✓ *We provided training to over 200 employees to become certified in the Scaled Agile Framework Enterprise (SAFe)*
- ✓ *We work with external training partners such as Learning Tree*

- Tekstad online learning platform, ThinkHR
- Tekstad boot camps—an in-house training center—designed to bring employees up to speed with the latest technologies.
- Specific skills/tool training through our partnerships (Microsoft, Oracle, Amazon)
- Virtual Technical Management Exchanges held during lunch hours so staff can interact with other technical and management team on best practices and lessons learned from other engagements.

Because of our previous experience providing IT staffing services to similar customers, we already have an extensive library of training material. For West Virginia, Tekstad will customize training materials to meet the training needs of the State under the new contract and tailor the training to each audience. We periodically hold weekend courses at Tekstad on various subjects, providing training to our employees, and contractors to become certified in the Scaled Agile Framework Enterprise (SAFe) framework. Tekstad acknowledges that payment for the time while in training is at the discretion of the client. We also agree that the cost of the course and any training materials is the responsibility of Tekstad.

Detailed Employees Training Program: Tekstad is committed to provide training to its employees and encourage certification/qualification at the individual level in ITIL processes as well as technical specialties. Tekstad provides staff with robust training opportunities. We differentiate ourselves from our peers by making significant training investments in our people. We prioritize this for two reasons: it improves job performance and staff engagement. We foster skill growth and career progression as part of our focus on long- term employee relationships. We ensure that training (unless required by our customers) does not impact the operations by scheduling the training in evening /weekend time or during lunch breaks. Tekstad offers training curriculum on a wide variety of topics, from cloud migration, agile development, and cybersecurity to ITIL, CMMI, ISO, and PMI best practices. Tekstad spends on an average \$5,000 per employee per year (hard skills, soft skills) through a combination of training on the ThinkHR platform, Tekstad inhouse training program, mandatory annual training, external training partners, and other tailored individual development plans.

Specific training plans in place for Candidates/Companies:

- Tekstad HR creates specific training plans tailored for individual resources with an Individual Development Plan (IDP) based on their job category and career goals. Our Project Manager (PM) works with the employees to ensure they attend training without affecting contract commitments.
- We provide one-on-one training for new hires on project-specific responsibilities with refresher training every six months.
- We encourage all our project managers to become PMP certified and reimburse the cost of the training and the certification.



- As our staff grows from a technical role into a management role, we conduct management training to help the team to transition into the new role
- We hold virtual Technical Management Exchanges (TMEs) during lunch hours so that our team can interact with other technical and management teams on best practices and lessons learned from other engagements.
- Tekstad offers training to bring our existing and new employees up to speed with client processes, ITIL, CMMI, ISO, Agile, and PMI best practices.
- HR organizes ongoing training to keep our candidates up to speed with technical advancements and keeping people motivated
- We use our partnerships with Microsoft, Oracle, Amazon, etc. to offer specific tool training that will be needed in performing their assignments with the State
- Tekstad has an online learning platform (ThinkHR) to help employees build their skills at their own pace
- We reimburse costs for certifications and tuitions in case of deserving candidates

Annual Training Requirements: We require all our candidates to take yearly training sessions on company ethics, non-harassment policies (sexual harassment prevention), IT security policies and manager training. Our training and continuous growth philosophy for our candidates ensures that we continue to build our workforce and provide benefits to our customers with high performing, engaged staff through the life of assignments

Relevant Professional Education for Each Job Classification:

We have provided education for individuals in the below depicted table. We placed these candidates to complete the minimum qualifications, please refer to section 3.2 question, where we have included the desired information type of candidate, his role on the project.

Job Classification	Professional Education
Business Analyst	Master's Degree with IIBA Certification
Data Analyst	Master's Degree
Data Administrator	Master's Degree with OCP Certification
IT Service Continuity Analyst	Master's Degree
Network Engineer	Master's Degree with CCNA, CCNP, CCDA, Azure Network Engineer (AZ-700) Certifications
Project Manager	Master's Degree with PMP Certification
Software Developer/Engineer	Master's Degree with AWS certification
System Administrator	Bachelor's Degree with RHCE, and RHCSA Certification

3.2, 3.2.1, 3.2.3- TYPE OF INDIVIDUAL PLACED AS PER THE SECTION 4.2

3.2 Vendor shall provide these services for each classification for bid by providing documentation to indicate they have provided staffing of at least three (3) individuals within the past five (5) years for any classification listed in section 4.2 below.

3.2.1 Documentation should include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4.

3.2.2 Vendors must provide documentation to indicate that their company meets this requirement prior to award.

3.2.3 The documentation should detail the entity, company or business to whom the individual was supplied and provide contact information for that entity.

The table below illustrates similar positions across Section 4.2, which we have filled for various clients. Providing this information helps ensure that we fulfil the minimum requirements outlined in the above-mentioned questions.



Systems Administrator Candidate 1			
Candidate Name	Mounika Martineni		
Period of Performance	07/11/2022 to Ongoing		
Client Name	Centene Corporation/Navtech Inc		
Contact Name	Tina Anne, HR Manager	Telephone Number	(224) 296-3551
Email ID	hr@navtechusa.com		
Individual Qualifications:	Bachelors in Engineering with RHCE, and RHCSA Certification		
Project Name	Supporting IT Consulting project		
Description of Consultant's role and responsibilities	<ul style="list-style-type: none">• Administering Linux servers with focus on automation along with shell scripting.• Working with Scrum technique in a team environment with attention to source management, quality and code documentation.• Work through Process improvements and help deliver these improvements for the benefit of the team and the organization.• Facilitating Improvement around customer satisfaction (Line of Business satisfaction) by creating a workflow to monitor incoming requests along with identifying and resolving.• Outliers along with creation of PAC Macros for meeting SLAs defined for the team.• Creating Dry Run Change Events for BCP Simulation across all Enterprise Global sites of the Bank.• Drive Change Management functions for efficiently communicating, tracking, remediating out of support infrastructure and patching vulnerable systems, without loss in desired capacity needed by the application teams and addressing any outliers noticed during the• Change management windows.• Organizing production support, patching and release management teams and enabling these teams to consistently deliver with high quality throughput.• Efficiently communicating, tracking, remediating out of support infrastructure and patching vulnerable systems, without loss in desired capacity needed by the application teams and• addressing any outliers noticed during the Change management windows.• Working with the management to create Ideation projects (SAVE) to assist with Cost Optimization (Shrinkage) along with effective team utilization by seeking to automate repetitive tasks freeing up the resources to be made available for complex and critical• infrastructure needs.• Creating a workflow to monitor incoming requests along with identifying and resolving outliers along with creation of PAC Macros for meeting SLAs defined for the team.• Working on ITIL process implementation, Service Delivery, PMO/ IT Governance processes.		

Software Engineer Candidate 2	
Candidate Name	Akshit Reddy Mukkala
Period of Performance	03/31/2022 to Ongoing



Client Name	Newt Global Consulting LLC		
Contact Name	Nantha Kumar	Telephone Number	972-887-3159
Email ID	USHR@newtglobalcorp.com		
Individual Qualifications:	Masters Degree		
Project Name	Supporting Software Development Project		
Description of Consultant's role and responsibilities	<ul style="list-style-type: none"> • Participate in planning and analyzing to provide high-level DevOps strategies and solutions utilizing functional and technical expertise. • Responsible for Configuration of Applications and Infrastructure using Azure to different environments like Production, UAT, QAT and Development. • Perform daily meetings with vendors to ensure the product implementation road map is right in place. • Involve in application testing with Fed and get certification for Go live. • Creating a real time analytics solution using Dynatrace and Splunk. • Proactively take measures for support operations, maintain system integrity and uptime. • Contribute to Configuration reviews and software recommendations as necessary. • Creating documentation for new and existing applications or procedures (operations, user, and programmers) Writing clear instructions to SRE regarding problem resolutions. • Analyze Technical and function specification and Operational documents related to applications, recommend solutions to business users, and produce solution documentation. • Optimize the existing documents to improve the performance of response time for business users. • Estimate the timelines and create subtasks which are key to reach the predefined metrics. • Conducted regular technical meetings within the team for technical design and implementation. 		

Database Administrator Candidate 3			
Candidate Name	Madhusudhan Khamban		
Period of Performance	08/15/2022 to Ongoing		
Client Name	Caspex Inc		
Contact Name	Ruchika Sinha	Telephone Number	510-378-1964
Email ID	ruchikas@caspe.com		
Individual Qualifications:	Master's Degree		
Project Name	Supporting IT consulting project		
Description of Consultant's role and responsibilities	<ul style="list-style-type: none"> • Understanding the business requirements and creating the documents about strategy and plan. Conduct and execute the quality assurance program based on the given requirements for the standard quality deliverables. 		



	<ul style="list-style-type: none"> Installing, maintaining and configuring the Big data tools such as Hadoop for storing the data as HDFS (Hadoop Distributed File System), Hive and Impala for querying the HDFS using Hive queries, Apache Spark for fast transformation of the structured or unstructured data into business requirement. Python for data analysis, visualization and automating the test. Developing the Structure Query Language (SQL), Scripts and programs in Hive, Impala, Oracle, Python and Unix to perform the quality assurance validation in various transformation data layers (such as source, Raw Hadoop, Interim Hadoop and Publish Hadoop layer) over the loaded business data. Loading the various source data from relational database to big data Hadoop file system in system Integration environment using Apache Sqoop and Oozie scheduler. Executing the developed SQL, scripts and programs against the ELT (Extract, Load and Transform) business data using Apache Spark in the target environment to ensure the data as per the business requirement with the required high quality. Creating the defects and tracking the execution of the quality assurance test in HP ALM which helps to provide periodic updates on the quality of the code created to the business and also to correct or fix the code for high quality deliverables. Developing the automate framework using Python and Apache Spark to fully automate the quality assurance program which helps to reduce the cost and time and increase in the high-quality deliverable and fast execution. Join hands support with Users during the execution of User acceptance testing on the final generated Tableau reports over the business metadata in Hadoop.
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Data Analyst Candidate 4			
Candidate Name	Kranthi Kumar Nallapu		
Period of Performance	02/01/2022 - 03/08/2024		
Client Name	Capital One/YOH Group		
Contact Name	Scott Keller	Telephone Number	610-322-8261
Email ID	scott.keller@yoh.com		
Individual Qualifications:	Master's Degree		
Project Name	Supporting IT consulting project		
Description of Consultant's role and responsibilities	<ul style="list-style-type: none"> Design and implement data transformation, ingestion and curation functions on GCP cloud using GCP native or custom programming. Design and build production data pipelines from multiple source ingestion to consumption within a hybrid big data architecture, using Java, Python, Airflow, GCP, etc. Perform detailed assessments of current state data platforms and creating an appropriate transition path to GCP cloud. Analyze, re-architect, and re-platform on-prem data warehouses to data platforms on GCP cloud using GCP/3rd party services. Mentor and lead other inexperienced engineers by performing code reviews, analyzing their task productivity and provide feedback for improvement. Optimize data pipelines and refine views used in downstream reports to improve performance of the application software and reduce querying cost for large scale data lakes. Utilize Google Cloud Platform (GCP) in all the big data products: big query, Cloud DataProc, Google Cloud Storage, Composer (Air Flow as a service) to 		



	<p>orchestrate data pipelines maximizing the utility of various Airflow operators and integrating Python for dynamic data handling.</p> <ul style="list-style-type: none">● Familiarity with all stages of the product development cycle. Lead in maintaining engineering best practices, including defect tracking, design reviews, test cases and production deployments ensuring compliance with company guidelines.● Demonstrates problem-solving ability that allows for effective and timely resolution of end-end system issues, including but not limited to production outages.● Demonstrates appropriate technical and interpersonal skills to manage and produce deliverables in a fast-paced environment with aggressive timelines.● Partners with end users to correlate business and application requirements to technology product solutions.
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IT Service Continuity Analyst Candidate 5			
Candidate Name	Prashanth Belde		
Period of Performance	01/23/2023 - 01/19/2024		
Client Name	Infojini Group		
Contact Name	Venkat Krishnamurthy	Telephone Number	201-374-7631 Ext:563
Email ID	venkat.k@infojiniconsulting.com		
Individual Qualifications:	Master's Degree		
Project Name	Supporting IT consulting project		
Description of Consultant's role and responsibilities	<ul style="list-style-type: none">● Working on all phases of the Software Development Lifecycle.● Performing end-to-end implementations of AEM 6.3 or later.● Working across multiple products in Adobe Experience Cloud – primarily Adobe Experience Manager and Adobe Analytics.● Performing Relational Database Management System (RDBMS) such as Oracle, DB2, SQL Server, PostgreSQL, or MySQL.● Mentoring hands-on workflows, Sling servlet, REST, JSON, Lucene indexing is a must.● Understanding of core AEM components such as oak, sling and dispatcher.● Involving in Continuous Integration and Automated test execution and building tools such as Jenkins, Hudson, Selenium or Maven.● Performing scripting/web development background and familiarity with HTML, JavaScript and CSS as needed along with PHP programming.● Integrate Adobe Experience Manager (AEM) with sales, service, and marketing automation platforms.● Integrating with AEM form and services, Salesforce, Adobe Sign, DocuSign, Print Vendor, Fax Vendors, and E-mail Service Providers.● Developing AEM Forms (XDP, PDF), Fragments, Data Models (JSON/XSD), JavaScript, XDP, and integrating the developed Forms with Render Form PDF, Output, Assembler, Foundation, and eSign Services.● Working with Business Users, System Analysts, Developers, API Gateway, Technical Architects, AWS Cloud Infrastructure, Storage, Network, Information Security, Automation Engineers (CI/CD), QA, and Product Release Masters..		



Network Engineer Candidate 6			
Candidate Name	Parixit Patel		
Period of Performance	07/08/2023 - 12/20/2023		
Client Name	Cloud Integrator Inc		
Contact Name	Anil Atyam, CEO	Telephone Number	703-828-5140
Email ID	anil.atyam@cloudintegrator.com		
Individual Qualifications:	Master's Degree with CCNA, CCNP, CCDA, Azure Network Engineer (AZ-700) Certifications		
Project Name	Supporting Network Infrastructure Services		
Description of Consultant's role and responsibilities	<ul style="list-style-type: none">• Design, implement, and troubleshoot network and IT infrastructure technologies and solutions.• Manage daily tasks and projects related to the installation of Firewalls, Routers, Switches, and wireless devices.• Configure internet routing protocols such as BGP, OSPF, ECMP, MPLS, and EIGRP.• Configure and maintain Application Performance Monitoring (APM) and End User Monitoring (EUM) tools for infrastructure monitoring.• Review network health using APM data metrics and develop dashboards and alerts for proactive monitoring.• Monitor capacity utilization per location/PoP and correlate it with network performance and business transactions.• Create technical specifications and Bill of Materials (BoM) for network elements involved in projects.• Collaborate with vendor Technical Assistance Center (TAC) and High Touch Technical Support (HTTS) teams.• Coordinate with internal stakeholders such as ICMs, OPM/TPMs for regular sync and timely deliverables.• Automate processes using Python scripts to streamline workflows and reduce manual effort.• Test the performance and functionality of network, optical gear, and applications.• Work with internal ticket systems for day-to-day ticket resolution and updates.• Collaborate with colocation (PoP) and data center technicians globally to address network and optical gear issues.• Analyze new technical challenges, assess their impact and risks, and prepare design and implementation plans..• Working with Business Users, System Analysts, Developers, API Gateway, Technical Architects, AWS Cloud Infrastructure, Storage, Network, Information Security, Automation Engineers (CI/CD), QA, and Product Release Masters.		

3.3 Vendor must possess all licenses, permits, and certifications required to perform this contract before the start date of service.

Tekstad maintains all requisite licenses and certifications to operate within the IT consulting and staffing industry. We adhere to stringent regulatory standards and best practices, ensuring compliance with all applicable laws and regulations. Our commitment to transparency and accountability means that upon request, we are readily prepared to present our licensing and certification documentation to the State authorities.



In the event of being awarded a contract by the State, Tekstad will promptly establish a robust presence within the State of West Virginia. We will ensure that our operations are in full compliance with local regulations and requirements, including registering with the appropriate state agencies. By maintaining good standing and upholding the highest standards of integrity and professionalism, Tekstad aims to foster positive relationships within the community and contribute to the economic growth and development of the region.

3.4 Lottery shall require resources to hold current certification for target technologies, the certifications would include but not limited to cybersecurity or vendor-specific certifications as Cisco and Microsoft.

Please see below depicted table for required technologies and certification:

Role	Client Details	Relevant Certifications
Business Analysts	Caspex Inc	<ul style="list-style-type: none">• Certified Business Analysis Professional• PMI Professional in Business Analysis (PMI-PBA)• Certified Scrum Product Owner (CSPO)• Six Sigma Green Belt Certification• ITIL Foundation Certification
Data Analysts	Capital One/Yoh Services	<ul style="list-style-type: none">• Microsoft Certified: Azure Data Scientist Associate• AWS Certified Data Analytics• Cloudera Certified Associate (CCA)• Google Data Analytics Professional Certificate• IBM Data Science Professional Certification
Database Administrator	Caspex Inc	<ul style="list-style-type: none">• Oracle Certified Professional• Microsoft Certified: Azure Database Administrator Associate• MySQL Database Administrator Certification• AWS Certified Database – Specialty
Helpdesk Support	Caspex Inc	MS Azure Administration & Architecture, AWS Certified Cloud Practitioner
Network Engineer	Cloud Integrator	CCIE written, CCNP (Route and Switch), CCIP (Service Provider), Infoblox DDI Professional.
Software Developer	Chubb Insurance	AWS Associate Architect
Project Manager	Cloud Integrator	PMP, SAFE 5.0, Scrum Master
Systems Administrator	Centene Corp	Red Hat Certified Engineer, Red Hat Certified System Administrator



MISCELLANEOUS

11.1 Manager: Prequalified vendors must designate and maintain a primary manager responsible for overseeing Vendor's responsibilities under the Prequalification Agreement. The manager must be available during regular business hours to address any customer service or other issues related to the agreement. The Vendor shall supply contact information for the designated Manager upon request.

Below personnel will be designated as a primary point of contact for State account

Primary Manager	
Name	Surya Teja Potu
Title	Account Manager/Contract Manager
Telephone Number	(714)270-9376
Email	surya@tekstad.com

11.2 Emergency Contact: Prequalified vendors must designate and maintain an emergency contact responsible for any staffing issues that may arise outside of regular business hours. The emergency contact number must be answered or responded to within two (2) hours on any given day or time, including weekends and holidays. In addition, Prequalified Vendors shall supply contact information for the emergency contact upon request.

Contract Manager: Surya Teja Potu, CEO
Telephone Number: (714) 270-9376
Fax Number: (630) 405-1105
Email Address: surya@tekstad.com



ATTACHMENT 2- PRICING SHEET

S. No	Position Title	Hourly Rates
1	Business Analyst	\$55 - \$95
2	Data Analyst	\$58 - \$105
3	Database Administrator	\$ 60- \$98
4	Help Desk Support	\$45 - \$75
5	IT Service Continuity Analyst	\$56 - \$100
6	Network Engineer	\$60 - \$110
7	Project Manager	\$60 - \$120
8	Quality Assurance Analyst	\$45 - \$75
9	Security Analyst	\$55 - \$110
10	Software Developer/Engineer	\$55 - \$110
11	Systems Administrator	\$55 - \$100
12	Technical Writer	\$45 - \$75



ACKNOWLEDGMENT OF ADDENDUMS

ADDENDUM 01

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ LOT24*011

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

Tekstad Inc

Company


Authorized Signature
04/24/2024

Date

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