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Header 1

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Procurement Folder: 1354530


Procurement Type: Central Master Agreement

Vendor ID: VS0000017442 

Legal Name: CALIFORNIA CREATIVE SOLUTIONS INC

Alias/DBA: CCS GLOBAL TECH

Total Bid: \$0.00

Response Date: 05/07/2024 

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Responded By User ID: MBEprogram 

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

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Total of All Attachments: 1



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 ESR05072400000006821	1

VENDOR
VS0000017442
CALIFORNIA CREATIVE SOLUTIONS INC

Solicitation Number: CRFQ 0705 LOT2400000011
Total Bid: 0
Response Date: 2024-05-07
Response Time: 12:37:19
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				0.00

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

Temporary IT Staffing Services



CRFQ 0705 LOT2400000011

Prequalification Agreements IT Temp Staffing

SUBMITTED TO:

**State of West Virginia Purchasing Division on
behalf of the West Virginia Lottery Commission**

SUBMITTED BY:

California Creative Solutions

(Dba CCS GLOBAL TECH)

13475 Danielson St. Suite 230,

Poway CA, 92064

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SECTION 3: VENDOR QUALIFICATIONS



RESPONSE TO SECTION 3.1





3.1.1 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.

With **over 26 years** of industry expertise, California Creative Solutions dba CCS Global Tech is positioned as a trusted partner in providing skilled IT professionals proficient in cutting-edge technologies. CCS Global Tech is a Minority Business Enterprise (MBE) and a Microsoft Solution Partner (Data & AI, Azure), Denodo Silver Partner, and Snowflake Partner IT Consulting firm headquartered in **Poway (CA)**. We have eight primary offices across four continents and several offices across the nation. Our commitment extends beyond mere placements; we are dedicated to fostering enduring relationships, delivering quality talent, and ensuring that the Lottery's IT projects thrive. We have an internal database with over **120K** prequalified candidates for different positions (**of which over 4K are West Virginia resources**). We have successfully placed more than **7000 consultants across various positions** with less than a 9% attrition rate.

We understand that The West Virginia Purchasing Division is soliciting bids on behalf of the Agency, West Virginia Lottery Commission (Lottery), to establish vendors from which the Lottery may request bids for Information Technology (IT) Staff such as Network Engineer, Project Manager, Quality Assurance Analyst, etc. Due to our in-depth understanding of the IT industry and past engagements on numerous IT staffing contracts, CCS is uniquely qualified to support the needs of the Lottery.

CCS' Key Differentiators:

	<p>Internally curated resume database, talent pipelines, and hotlists:</p> <ul style="list-style-type: none"> ✓ Offer unmatched access to local talent through our dedicated recruiters and nationwide partner network. ✓ Internal database of 120,000 consultants (out of which 4K+ are from West Virginia). ✓ 30K+ Resumes on LinkedIn RPS. ✓ Provides quick access to a pool of pre-vetted and qualified candidates to support surge support and replacement requirements.
	<p>Versatility to adjust our strategies and tactics with the market changes:</p> <ul style="list-style-type: none"> ✓ Monitor the market: We stay informed about trends and changes in the job market and the industries we serve. This helps us anticipate changes in demand and adjust our strategies accordingly.

	<ul style="list-style-type: none"> ✓ Communicate with clients: We are proactive and ask clients about their hiring plans and any changes in their business that may affect their staffing needs. ✓ Creativity: When demand for certain types of roles drops, we brainstorm creative ways to market those roles and attract candidates. ✓ Stay connected with candidates: Even if there is a decrease in demand for certain roles, we keep in touch with candidates who can be valuable in the future. Building and maintaining relationships with candidates helps us to quickly fill roles when demand increases again.
	<p>A rigorous and effective candidate screening and vetting process, including in-depth interviews with SMEs and technical recruiters:</p> <ul style="list-style-type: none"> ✓ Ensures that every candidate is qualified, fully screened, vetted, and meets all the contract requirements. ✓ The Recruiting Process includes a database, dashboard, and scorecard tools that effectively minimize the lead time to place resources quickly. The onboarding process includes orientations, a benefits portal, quality service focus, standards for behavior, project-tailored training, mentoring, and program documentation.
	<p>An advanced and integrated applicant tracking system (ATS) utilizes customer-specific analytics to track candidate pipelines and SLA:</p> <ul style="list-style-type: none"> ✓ Leverage CEIPAL (our Applicant Tracking System) to integrate, automate, track, and report the entire staffing lifecycle—from candidate identification and qualification through performance management and roll-off. ✓ Technology allows us to use AI/ML features to quickly identify and recruit only the best-qualified candidates. ✓ Saves us time in coordination, tracking, reporting, and documentation to provide more time for candidate screening.
	<p>Team Participation:</p> <ul style="list-style-type: none"> ✓ The entire team participates in submitting personnel, ensuring the best personnel are staffed to fill positions.
	<p>Visibility:</p> <ul style="list-style-type: none"> ✓ We use our CEIPAL Tool to display progress status dashboards that reflect resource qualifications, skill sets, labor categories, and availability dates.



	<p>Leverage industry best practices to enhance processes and continually improve recruiting, execution, and quality for the Lottery across the staffing lifecycle:</p> <ul style="list-style-type: none"> ✓ Our best practices include ongoing user and candidate satisfaction surveys, program key performance indicator (KPI) assessments, and Continuous Improvements (CI) to optimize business processes.
	<p>A customer-specific communication plan to build upon our strategic partnership, including customer satisfaction, quarterly reviews, and regular face-to-face visits:</p> <ul style="list-style-type: none"> ✓ Improves customer engagement, which ascertains client satisfaction by frequent meetings as needed. ✓ Transparency and efficiency throughout the staffing lifecycle. ✓ We measure customer satisfaction through surveys (Monkey Survey) for each of our clients.

Exhibit 1 below shows our partial list of clients where we are providing/have provided similar staffing services:

State & Government Clients	
<ul style="list-style-type: none"> ✓ State of Montana ✓ State of Minnesota ✓ State of South Carolina ✓ State of Vermont ✓ State of Oklahoma ✓ State of Kansas ✓ Miami Dade County, FL ✓ City of Tacoma, WA ✓ City of Redmond, WA ✓ Dallas Fort Worth International Airport, TX ✓ Broward Sheriff's Office, FL ✓ Maryland Health Benefit Exchange, MD ✓ Goodbuy Purchasing Cooperative, TX ✓ Metropolitan Council of Government, WA ✓ METRA, IL ✓ League of Oregon Cities, OR. ✓ Wayne County Airport Authority, MI ✓ EdgeMarket, NJ ✓ Lansing Board of Water and Light (LBWL), MI ✓ Jefferson County Public Schools, CO ✓ St. Charles Community College, MO ✓ School Board of Volusia County, FL 	<ul style="list-style-type: none"> ✓ State of Florida ✓ State of Washington ✓ State of Texas ✓ State of Maryland ✓ State of Ohio: DBITS ✓ State of Mississippi ✓ State of Louisiana ✓ Hennepin County, MN ✓ Campbell County, VA ✓ County of Ramsey, MN ✓ County of Westchester, NY ✓ City of Phoenix, AZ ✓ City of Miami Beach, FL ✓ City of Chesapeake, VA ✓ City of Milwaukee, WI ✓ Community Transit, WA ✓ Washington Department of Corrections, WA ✓ City Colleges of Chicago, IL ✓ University of Washington, WA ✓ Fort Bend Independent School District, TX ✓ School Board of Miami Dade County, FL ✓ Baltimore County Public Schools, MD

<ul style="list-style-type: none"> ✓ School Board of Broward County, FL ✓ University of Oklahoma, OK ✓ Texas Region 8 Education Service Center, TX ✓ California Public Employees' Retirement System (CalPERS), CA ✓ California State Teacher's Retirement System, CA ✓ City and County of San Francisco, CA ✓ County of Santa Clara, CA ✓ City of Los Angeles, Department of Transportation, CA 	<ul style="list-style-type: none"> ✓ Metropolitan Nashville Public Schools, TN ✓ Texas A&M University, TX ✓ County of San Mateo, CA ✓ Judicial Council of California, CA ✓ Metropolitan Water District of Southern California, CA ✓ Los Angeles Unified School District, CA ✓ County of Sacramento, CA ✓ Santa Clara Valley Transportation Authority, CA
Commercial Clients	
Capital Insurance Group, Thomson Reuters, Phone.com, Mission Staff, KPMG, Apex Systems, Cap Gemini, Crescent solutions, TEKsystems, Eliassen, GDH, DISYS, VPsie, Accion Labs, Modis, NTT Data, Palmer Group, Paragon IT Professionals, Randstad, Beacon Hill Technologies, Sogeti USA, Hyundai Capital, Toyota, Mazda, Toyota Financial Services, Deutsche Bank, Capital Group, CU Direct, Ocean Media, CenterPoint Energy, Infosys, LabCorp, Edwards Lifesciences, Cryoport System, Beachbody on demand, BECU Credit Union, T-Mobile, Dell, DocuSign, Compunnel, Eteam, McDermott Bull, Wisemen.	

Exhibit 1: CCS Clientele

Our experience can be proven by the more than 7000 IT placements we have done throughout our years of business. Our extensive experience allows us to provide an adequate number of qualified and trained professionals and the best available high-level resources. We have a dedicated staffing team to source qualified consultants and a rich database of locally available qualified consultants. **Exhibit 2** below summarizes our successful program outcomes in the last year on our Staffing contracts and demonstrates our ability and range of experience in providing Staff Augmentation Services.

Location	No. of Placements	Roles of Consultants
Virginia	10	IT Support Engineer, Service Desk Analyst, Technical Writer, Project Manager, Business System Analyst, etc.
California	46	Service Desk Analyst, Sr. Project Manager, Web Developer, SQL Developer, Business Analyst, Power BI Developer, IT Solutions Architect, Salesforce Developer, IT Support Analyst, QA Lead, etc.
Washington	30	Service Desk Analyst, Sr. Project Manager, Web Developer, Business Analyst, IT Solutions Architect, Salesforce Developer, IT Support Analyst, QA Lead, SQL BI Developer, Solution Architect, Data Modeler, Data Analyst, Data Architect, etc.
Florida	19	SQL BI Developer, Service Desk Analyst, System Analyst, GIS Developer, Data Architect, Salesforce Administrator, Business Analyst, IT Project Manager, etc.

Texas	23	IT Support Analyst, Service Desk Analyst, Database Developer, ETL Developer, Snowflake Developer, Sr. Project Manager, Business Analyst, IT Solutions Architect, QA Lead, etc.
Maryland	16	Network Architect, Server Administrator, Network Engineer, Cloud Architect, ETL Developer, SQL Developer, Power BI Developer, Sr. .NET Developer.
Arizona	11	Cloud Engineer, Business Analyst, Enterprise Architect, Information Architect, QA Lead, Data Architect, SQL/SSIS Developer, etc.
Georgia	8	Data Architect, PBI developer, Sr. Web Developer, IT Project Manager, QA Analyst, Business Analyst, etc.
Illinois	14	Desktop Support Technician, Service Desk Analyst, Compliance Analyst, Power BI Analyst, SQL BI Developer, Forensic Analyst, Quality Assurance Analyst, Business Analyst, Project Manager, etc.
Connecticut	10	Desktop Support Engineer, Data Architect, Sr. Business Analyst, Sr. .NET Developer, Network Architect, Server Administrator, etc.
Michigan	9	Cloud Architect, Cloud Engineer, Business Analyst, Enterprise Architect, Solutions Architect, BI Developer, etc.
New York	15	Desktop Support Engineer, IT Support Analyst, System Analyst, Solutions Architect, BI Developer, Reporting Analyst, Power BI Developer, Business Analyst, etc.
North Carolina	12	Data Architect, Tableau developer, Sr. Web Integrator, IT Project Manager, QA Analyst, Business Analyst, etc.
Pennsylvania	18	PBI Developer, SQL Developer, Sr. Business Analyst, Quality Assurance Analyst, Sr. Data Architect, Lead Project Manager, etc.
Massachusetts	12	BI Engineer, IT Support Analyst, Database Developer, Service Desk Analyst, SQL BI Analyst, Data Engineer, Power BI Developer, QA Analyst, Programmer Analyst, etc.
Minnesota	10	IT Trainer, Solution Architect, Data Engineer, Business Analyst, etc.
Tennessee	8	Tableau Developer, System Analyst, Solution Architect, Project Manager, etc.

Exhibit 2: Recent Placements in the last 1 year

By aligning our expertise with the specific requirements of the Lottery, **Exhibit 3** illustrates our commitment to delivering high-quality staffing solutions that drive success and facilitate growth in a rapidly evolving landscape spanning over 5 years:

Exhibit 3: CCS Contracts

Client Name	City and County of San Francisco
Contract Name	Tiers 1 and 2 of the Technology Marketplace 2.0.
Contract Duration	2020-Present.
Services Provided	In our contract with the City and County of San Francisco (California), we successfully placed more than 50 consultants under a single contract for 55 of their departments.
Client Name	Thomson Reuters
Contract Name	Information Technology Staffing Services.
Contract Duration	2012-Present.
Services Provided	CCS has been providing IT Staff augmentation services to Thomson Reuters for various positions, including Project Managers, Business Analysts, Software Engineers, etc.

Our similar IT Staffing contracts in **Exhibit 4** represent the foundation of our success story. Through attention to client needs and an unwavering dedication to quality service, we have forged lasting partnerships with businesses across various industries. These contracts not only reflect our ability to understand and fulfill client requirements but also signify their trust and confidence in our capabilities.

Exhibit 4: CCS' Ongoing Contracts

Contract Name	Client Name
Deliverables Based Information Technology Services (DBITS)	State of Ohio, Department of Administrative Services
Consulting and Technical Services + (CATS+) Expansion	State of Maryland
IT Consulting and Technical Support Services Indefinite Delivery, Indefinite Quantity (IDIQ)	Maryland Health Benefit Exchange
University of Washington - Contingent Staffing	University of Washington
IT Staff Augmentation Services	School Board of Miami, Dade County, FL
Technical Staffing and Consulting Services	School Board of Broward County, Procurement and Warehousing Services, FL
IT specialized Staffing Augmentation	Jefferson County Public Schools, Information Technology, CO
IT Staffing and Consulting Services	University of Oklahoma
ITS Staffing Services	Metro Nashville Public Schools, TN
IT Consolidated Bench	Los Angeles Unified School District (LAUSD)
Project Management and Information Technology Consulting Services	Fort Bend Independent School District (FBISD)
IT Staffing Services	State of Texas
1. IT Consulting Services 2. Technology, Digital, and Data Consulting Master Service Agreement	State of California

Contract Name	Client Name
Information Technology Temporary Staffing Services	State of Kansas, KA
IT Professional and Technical Services	State of Minnesota
Master Contract for IT Services - Adding IT Service Providers	State of Montana
Multi years Staffing Contract	State of Louisiana
Retainer Contract for IT Services	State of Vermont
Tiers 1 and 2 of the Technology Marketplace 2.0	City and County of San Francisco, CA
Information Technology Consultants Services	Miami Dade County, FL
IT Consulting Services Program	Hennepin County, MN
IT Contingency Staffing	County of San Mateo, CA
Information Technology Professional Consultant Services	County of Westchester, NY
Temporary Staffing Master Services	City of Tacoma, WA
IT Professional Services	City of Milwaukee, WI
City-Wide IT Services, Software, Hardware, and Support	City of Chesapeake, VA
Information Technology Professional Services (ITPS)	State of Washington
IT Professional Services	County of Santa Clara
On-Call Consultant Professional Services	City of Los Angeles (LADOT)
Senior Reports Developers	California State Teachers' Retirement System
Technology Consultancy Services	Campbell County, VA
On-Call IT Consulting Services	Community Transit, WA
Information Technology Consultants Spring – Fed Pool	California Public Employees' Retirement System (CalPERS)
IT Staff Augmentation Services	State of South Carolina
IT Supplemental Staffing Program	State of North Carolina
Library of Professional IT Services	Broward Sheriff's Office, FL
IT Consulting Managed Services	Judicial Council of California
Microsoft Office 365 Software Development and Data Management	Bay Area Air Quality Management District, CA
Deliverables Based Information Technology Services (DBITS)	Department of Information Resources (DIR), TX
Information Technology Professional Consultant Services	County of Westchester, NY
Temporary Information Technology Staff Augmentation Services	State of Oklahoma, Office of Management and Enterprise Services
Information Technology Consulting Services	Northeast Illinois Regional Commuter Railroad Corporation, IL (METRA)
On-Call Information Technology Services	Metropolitan Water District of Southern California

Contract Name	Client Name
Microsoft Share Point-Power BI-Office 365 Development and Support A-Hoc Services	Lansing Board of Water and Light (LBWL) Information Technology Department
IT Consulting Services Program	State of Florida, Department of Management Services
Recruitment Services	State of Washington, Department of Corrections
Information Technology Temporary Staff Augmentation Services	County of Los Angeles, Superior Court of California
Information Technology Professional Staff Augmentation	Wayne County Airport Authority
Staffing/HR Services	Goodbuy Purchasing Cooperative, TX
Data Analytics Services	City of Phoenix, AZ
Salesforce, Business Intelligence & Web Development, and Design Staff Augmentation Services	City Colleges of Chicago
IT Tier 1 Professional Services	Clark County, NV

RESPONSE TO SECTION 3.2

Find below the referential evidence of placements over the past 5 years:

Position Classification: Business Analyst
Reference 1: Candidate Placed (Name): Aarzoo Sharma Client Name: San Francisco Assessor-Recorder Contact Person: Wendy Ngo Contact Person Title: Functional Team Lead Email: wendy.ngo@sfgov.org Phone Number: (415) 300-6826 Dates of service: 5/16/2022 to 7/31/2024
Reference 2: Candidate Placed (Name): Antoinette Edge Client Name: County of Santa Clara Contact Person: Carlos Austin Contact Person Title: Vendor Management Office (VMO) Email: Carlos.Austin@isd.sccgov.org Phone Number: (408) 918-3342 Dates of service: 5/31/2023 to 11/31/2024
Reference 3: Candidate Placed (Name): Richa Yadav Client Name: County of Santa Clara Contact Person: Louay Toma Contact Person Title: Sr. Emergency Manager Email: Louay.Toma@oem.sccgov.org Phone Number: (408) 808-7800

Dates of service: 1/9/2023 to 6/30/2023

Position Classification: Network Engineer

Reference 1:

Candidate Placed (Name): Clint Wynn
Client Name: San Francisco Department of Technology
Contact Person: Wilfred Dere
Contact Person Title: Shared Services and Contracts
Email: wilfred.dere@sfgov.org
Phone Number: (628) 652-5057
Dates of service: 3/8/2022 to 8/31/2023

Reference 2:

Candidate Placed (Name): Shruti Sadanand
Client Name: San Francisco Department of Technology
Contact Person: Wilfred Dere
Contact Person Title: Shared Services and Contracts
Email: wilfred.dere@sfgov.org
Phone Number: (628) 652-5057
Dates of service: 7/11/2023 to 9/29/2023

Reference 3:

Candidate Placed (Name): Vijay Edla
Client Name: St. Charles Community College
Contact Person: Tim Davison
Contact Person Title: Director of Network Computing
Email: tdavison@stchas.edu
Phone Number: (636) 922-8520
Dates of service: 1/17/2023 to 8/31/2023

Position Classification: Project Manager

Reference 1:

Candidate Placed (Name): Gil Doron
Client Name: San Francisco Human Services Agency
Contact Person: Alexander Leontiev
Contact Person Title: IT Manager
Email: alexander.leontiev@sfgov.org
Phone Number: (415) 408-8782
Dates of service: 12/15/2022 to 1/31/2024

Reference 2:

Candidate Placed (Name): Naveed Khokhar
Client Name: County of Santa Clara
Contact Person: Carlos Austin
Contact Person Title: Vendor Management Office (VMO)
Email: Carlos.Austin@isd.sccgov.org
Phone Number: (408) 918-3342
Dates of service: 10/2/2023 to 6/30/2024

Reference 3:

Candidate Placed (Name): Ahmed Hasan
Client Name: San Francisco Assessor-Recorder
Contact Person: Wendy Ngo
Contact Person Title: Functional Team Lead
Email: wendy.ngo@sfgov.org
Phone Number: (415) 300-6826
Dates of service: 12/21/2020 to 4/26/2022

Position Classification: Quality Assurance Analyst

Reference 1:

Candidate Placed (Name): Apeksha Srivastava
Client Name: San Francisco Assessor-Recorder (ASR)
Contact Person: Wendy Ngo
Contact Person Title: Functional Team Lead
Email: wendy.ngo@sfgov.org
Phone Number: (415) 300-6826
Dates of service: 5/23/2022 to 7/31/2024

Reference 2:

Candidate Placed (Name): Harpreet Kaur
Client Name: San Francisco Assessor-Recorder (ASR)
Contact Person: Wendy Ngo
Contact Person Title: Functional Team Lead
Email: wendy.ngo@sfgov.org
Phone Number: (415) 300-6826
Dates of service: 5/16/2022 to 5/31/2024

Reference 3:

Candidate Placed (Name): Prashanthi Tatineni
Client Name: State of Texas - Health and Human Services Commission
Contact Person: Adam Fairbarin
Contact Person Title: Project Manager
Email: Adam.Fairbarin@hhs.texas.gov
Phone Number: (210) 740-5759
Dates of service: 2/27/2023 to 6/30/2024

Position Classification: Software Developer/Engineer

Reference 1:

Candidate Placed (Name): Naveen Kallepalli
Client Name: State of Louisiana
Contact Person: Deitra George
Contact Person Title: Project / Resource Manager
Email: Deitra.George@LA.GOV
Phone Number: (225) 342-8965
Dates of service: 10/20/2021 6/30/2024

Reference 2:

Candidate Placed (Name): Jagasweth Reddy Pesaru
Client Name: Los Angeles Unified School District (LAUSD)

Contact Person: Venu Singh
Contact Person Title: Technical Specialist
Email: venu.singh@lausd.net
Phone Number: (213) 241-1195
Dates of service: 2/27/2023 to 6/30/2024

Reference 3:

Candidate Placed (Name): Alejandro Acevedo
Client Name: San Francisco Board of Supervisors
Contact Person: Edward DeAsis
Contact Person Title: Deputy Director of Admin and Finance
Email: edward.deasis@sfgov.org
Phone Number: (415) 554-7704
Dates of service: 7/7/2021 to 6/30/2024

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.

SALESFORCE DATA/BUSINESS ANALYST: AARZOO SHARMA.
Current Location: San Francisco, CA.

Professional Summary:

Aarzoo is a Microsoft **Scrum Master** with over 16 years of experience as Techno-Functional Analyst in supporting enterprises across various industry domains. She is a Program Management Professional (**PGMP**) and is Certified in ITIL, **SQL Server**, **Oracle 10g** and **JIRA**. She is well-versed in facilitating JAD sessions for requirement analysis, risk analysis, adaptability and feasibility studies to identify business critical and high-risk areas of applications. Aarzoo brings along hands on experience in creating Business Requirements Document (BRD) using Requisite Pro. She also displays proficiency working projects based on **Salesforce** platform, which required lots of data and field customizations and multiple applications/platform support. She has extensive business knowledge and customization experience on various **Salesforce.com** standard objects like Accounts, Contacts, Opportunities, Products and Price Books, Cases, Leads, Campaigns, and Forecasting.

Education & Certification:

- ✓ Bachelor's Degree in Information Technology.
- ✓ Certified Program Management Professional (PGMP).
- ✓ JIRA Certified Professional.
- ✓ Certification in SQL Server.
- ✓ Certification in Oracle 10g.
- ✓ ITIL Certified.
- ✓ Microsoft Certified Scrum Master.
- ✓ HPQC Admin Certification Res.

Technical Skills:

Software	Salesforce Personas; Customer Object, Field, integration/configuration/development; JIRA, Confluence, Splunk, IBM Lotus Notes, Microsoft (PowerPoint, Project, Visio); NetSuite, SAP, Crystal Reports, Rational Rose, MicroStrategy, Tableau, WebLogic, Apache, SCCM, HP Quick Test Pro.
Business/Data Analysis	Gap Analysis , User Acceptance Testing (UAT), System Integration testing (SIT), SWOT analysis; DML Data Logic; Functional Specifications; Rules Logic ; ODP/ MDM/IDQ Data ; Fetching/Verifying Data Sets; Data Access Flows ; Data Cataloging ; DDL Identification, Data Modification requirements, Salesforce Data Integration ; Interfacing, fetching, performance testing; Data Query & Dashboards (Tableau); Data Modeling, Data Integrity, Bug Mgmt./Triaging; Business Process Models; Test Automation; Automated Test Scripts, Test Cases/Scenarios; Project Charter, BRDs/FRDs, Project Plans/Schedules, Risk Analysis, Cost Benefit; creating fields, workflow rules, custom reports, and dashboards.
Cloud	AWS Azure, AWS Clouds Services , Data Cloud Storage, Cloud Partitioning.
Operating Systems	Microsoft Windows XP/NT, UNIX.
Databases & Tools	MS SQL Server 2008, MS Access, Toad and Oracle 10g, 11i, Squirrel.
Languages	SQL, VBScript, Java, .Net, Perl, UNIX, UML.
Web Technologies	HTML5, CSS3, XML, HTTP/ HTTPS.
Web Services	XML, JSON, REST, APIs Services.
Quality Management	Quick Test Professional, Quality Center, Test Director and Bugzilla, Jira.

Professional Experience:

Client	City & County of San Francisco, Office of the Assessor-Recorder (ASR).
Position	Salesforce Business Analyst.
Duration	May 2022–March 2024.

Responsibilities:

- ✓ Provide support to the ASR Functional Lead in strategizing, planning, prioritizing and executing functional track deliverables, such as: identifying requirement gaps, design review, QA test review, testing and bug management, sprint acceptance testing, and UAT.
- ✓ Provide support/consultation to Product Owners (POs), plus work w/ development team to ensure gaps are closed where story definition & acceptance criteria are not well defined nor ready for build. Track requests for new stories if needed, i.e. new requirements exist, requirements have changed.

- ✓ Support Data Extract, Mapping, Migration, and Reconciliation activities which will include reviewing and approving Technical Design Documents.
- ✓ Ensure QA and UAT test scripts provide end to end testing scenarios that includes migrated data and reconciliations of the migrated data.
- ✓ Assistance with performing Sprint level User Story Testing in Salesforce.
- ✓ Assist with Data Transformation reviews; preferred use with Talend.
- ✓ Support Data Reconciliations & reviews; writing Salesforce reports/queries and integrations to/from Salesforce.
- ✓ Providing review of Testing and QA Scripts for Custom Applications.
- ✓ Supporting Salesforce Testing (custom applications) and data migrations.
- ✓ Providing support for Data Modeling, i.e. build data models for Salesforce custom objects.
- ✓ Performing sample testing (based on sprint user stories).
- ✓ Reviewing QA scripts and providing feedback to the vendor.
- ✓ Reviewing functional designs and providing feedback to the vendor.
- ✓ Performing UAT test execution in Salesforce and logging defects.

Client	Bank of America, San Francisco, CA.
Position	Senior Business FCRM Analyst/Product Manager.
Duration	July 2020–April 2022.

BOFA is a leading global financial services leader banking firm in Retail and commercial and investment banking, financial services for consumers services. We are working on CECL Data Reports/ LFI 2024 Reporting structure for the Government to verify/track efforts and investment process coming through via Multiple's hoops. **AWS Clouds services** to holding/updating DML Data Logics; running Java & Microservices updates for APIs services.

Responsibilities:

- ✓ Established Calls for data integration fetches via **Splunk** & created **Data Catalog** in Collibra for Data Governance.
- ✓ Financial Crimes Risk Management (FCRM) Product Owner Contributor Financial Crimes SME role that works with a wide range of cross-functional (Wealth and Treasury Management) and teams to ensure projects and initiatives meet their stated objectives on time and prospective budgets.
- ✓ Gather requirements/Develop security matrix for **Personas in Salesforce**; engaged field level Security Detailed Doc.
- ✓ Participated in all levels of the **Salesforce lifecycle** including planning, **configuring** and **developing custom objects, fields and integrations** with other business applications.
- ✓ Involved in outlining the organization hierarchy as well as profile & role creation accordingly in **Salesforce**; worked on visibility and security settings around them as required by the business.
- ✓ Conduct **Gap Analysis**, User Acceptance Testing (**UAT**), System Integration testing (**SIT**) and SWOT analysis.
- ✓ Completed projects for all **PII Phases**.
- ✓ Prepare software training materials; develop training structure to meet objectives & work to implement/understand **Rules Logic**. Building FCRM team to build **Rule & Business Logics**

about data to protect **PII** Information, sending data to compliance via Data Validation for Accuracy & Integrity by querying database (**SQL/Oracle Queries**).

- ✓ AWS Azure services for data cloud storage and cloud partition services.
- ✓ Working on ODP/MDM/IDQ **Data platforms** to **fetch** and **verify** data sets
- ✓ Created dashboards access for multiple users for **Data Access Flows**.
- ✓ Built plans for AWS services update process for planning, support and improvements.
- ✓ Support identifying, prioritizing & executing innovative improvement initiatives towards deliverable development.
- ✓ Documented project details in Project Charter.
- ✓ Identified impacts, process/**data flowing**, business/functional requirements, project plans/schedules, issues log, risk analysis, cost benefit analysis, lessons learned, and project closure documentation.
- ✓ Wrote policies and procedures that streamlined processing.

Environment: JUnit, Salesforce, Java, HTML, MS SharePoint, Confluence, IDQ, MDM, ODP, Tableau, Cognos, SQL Server, Oracle 10g, XML, QC 10.0, Collibra, Splunk, UNIX, Windows XP.

Client	Wells Fargo, San Leandro CA
Position	FCRM Tech Analyst/ Product Manager
Duration	April 2019 – July 2020

Responsibilities:

- ✓ Supported Manual & Functional executions of various consumer applications (customer onboarding, Periodic Reviews, Authorized Reps & Tableau reporting), to build underwriting and Capital Management process.
- ✓ Completed projects for all phases of Chase Software Development Life Cycle (**SDLC**).
- ✓ Mapped interfaces for ERP and **Salesforce CRM systems**; identified DDL changes & **data modification** requirements to integrate **Salesforce CRM Data** into address verification; pre-adjudication web applications.
- ✓ Worked on minor **enhancements** to **Salesforce.com** applications required by business users from time to time.
- ✓ Established & validated XMLs sources and **Data Interfaces** in between different applications.
- ✓ Assist project implementation & control monitoring process related to QA and **User Acceptance Testing (UAT)**.
- ✓ **Data Integration fetch** establishment calls via **Splunk**.
- ✓ Hands-on experience in Treasury Management and **performance testing**.
- ✓ Running the **Data Query** and building **dashboards via Tableau** and **fetching data**.
- ✓ Debug and resolve issues if any end-users face issues while staging loans through Assure.
- ✓ Develop/Maintain **Test Automation** frameworks, solutions & automated **Test Scripts** with HP Quick Test Pro.
- ✓ Participate in defining **Automation strategy** and apply appropriate automation technologies to meet short/long-term goals of Retail Automation in Mortgage banking.

Environment: JUnit, Salesforce, Java, SQL, Oracle, 10g, HTML, MS SharePoint, Tableau, Cognos, SQL Server, XML, QC 10.0, UNIX, Windows XP, HP Quick Test Professional, UAT, Splunk, DDL, SDLC,

Client	Macy's, San Francisco, CA.
Position	Business Systems Analyst/UAT Advisor (PMO).
Duration	February 2018–April 2019.

Responsibilities:

- ✓ Gather/Document business requirements by conducting sessions with clients/users for selecting proper stock options.
- ✓ Used cases design based on **Data Integrity Flow** and gathered data from different mediums.
- ✓ Worked with internal users for **bug management** and **bug triaging**.
- ✓ Created **Data Models** & business process models using Rational Rose.
- ✓ Created the KPIs for customers; sharing them via Video and Cloud sources.
- ✓ Designed and revised configurations/customization of **NetSuite** to meet evolving needs, including **creating fields, workflow rules, custom reports, and dashboards**.
- ✓ Worked with **Suite App** companies for implementation and maintenance.
- ✓ Worked with SME's, Business users, brainstorming scenarios, and participated in testing with them in UAT.
- ✓ Experience implementing projects on data centers with help of Web Logic, Apache, SCCM.
- ✓ Wrote use cases and functional specifications to enable design and solution based on SAP.
- ✓ Created WBS, negotiated Triple Constraints, wrote RFPs, and evaluated proposals.
- ✓ Developed functional specifications for **Crystal** and **MicroStrategy** reports and evaluation processes.
- ✓ Followed top down leveled technique for building the Business Process Models.

Environment: JIRA, Oracle, Rational Rose, Requisite Pro, UML, SOX Audits, NetSuite, Adobe, Use Cases, Vantage, SAP, MS-Visio, MS-Excel, MS-Access, Microsoft Project, Oracle 10g, Agile, Java, .Net, UNIX, SQL Server 2008, mainframe jobs, Mercury Suite.

Client	First Republic Bank (FRB), San Francisco, CA.
Position	Business/Data Analyst.
Duration	February 2015–February 2018.

Responsibilities:

- ✓ Gather/Document business requirements by conducting sessions with clients/users for selecting right stock options.
- ✓ Investigate potentially suspicious activity in Wire Transfers Review Exceptions generated via ECS Application.
- ✓ Apply business knowledge & customization expertise on various **Salesforce.com standard objects** (i.e. Accounts, Contacts, Opportunities, Products/Price books, Cases, Leads, Campaigns, Forecasting, etc.).

- ✓ Wrote **Use Cases** and **Functional Specifications** to enable design and solution based on **Salesforce**.
- ✓ Conducted **User Acceptance Testing** (UAT) and verifying performance, reliability and fault tolerance.
- ✓ Troubleshoot issues that arise during configuration sessions during executing the NetSuite Profiles.
- ✓ Validating **Data**, **Data Accuracy** and **Data Integrity** testing by **querying** the database using **SQL** and **Oracle** Queries to check data tables on server.
- ✓ Improve collaboration across vendors, managers, employees, and customers.
- ✓ Handling all the HPQC details orientations for various **integrated projects**.
- ✓ Member of Account Resolution Committee, responsible for scheduling & participating in monthly meetings.
- ✓ Identify reportable transactions & accurately file all required reports (i.e. SARs, CTRs & CTR exemptions. Banks should consider centralizing the review and report-filing functions within the banking organization).
- ✓ Provide for dual controls and the segregation of duties to the extent possible.
- ✓ Established the transaction processing and complaining for LIBOR Process.

Environment: JIRA, Salesforce, SQL, Oracle, UAT, SFDC Standard Objects, Rational Rose, Requisite Pro, CRM, UNIX, NetSuite, SQL Server 2008, mainframe jobs & Mercury Suite.

Client	JPMorgan, San Francisco, CA.
Position	Business System Analyst.
Duration	March 2011–January 2015.

Responsibilities:

- ✓ Gather/Document business requirements by conducting sessions with clients/users for selecting right stock options.
- ✓ Investigate potentially suspicious activity in Wire Transfers Review Exceptions generated via ECS Application.
- ✓ Member of Account Resolution Committee, responsible for scheduling and participating in monthly meetings.
- ✓ Identify reportable transactions & accurately file all required reports (i.e. SARs, CTRs & CTR exemptions. Banks should consider centralizing the review and report-filing functions within the banking organization).
- ✓ Wrote **Use Cases** and **Functional Specifications** to enable SAP based design and solution.
- ✓ Implemented the Residential Lending and commercial lending projects via **Salesforce (SFDC) Net Oxygen**.
- ✓ **Validated data**, data accuracy and provided **Data Integrity testing** by querying database using **SQL** and **Oracle**.
- ✓ Queries to check data tables on server & improved collaboration across vendors, managers, employees & customers.
- ✓ Handled all HPQC details orientations for various integrated projects.

- ✓ Led workstream teams to define target state process & implement Net Oxygen mortgage loan origination system. The suite includes: **eMO** (award winning) Enterprise Mobile Origination application (mobile POS); B2B correspondent lending **interface module**; B2C web based, customer driven, **loan application module**; and Net Oxygen a highly configurable, core, end-to-end **Loan Origination Solution** integrated.
- ✓ Created the debt-based funding arrangement between a business and a financial institution via commercial loan, typically used to fund major capital expenditures/cover operational costs that company otherwise cannot afford.
- ✓ Provide for dual controls and the segregation of duties to the extent possible. For example, employees that complete the reporting forms (such as SARs, CTRs, and CTR exemptions) generally should not also be responsible for the decision to file the reports or grant the exemptions.
- ✓ Provide sufficient controls and monitoring systems for the timely detection and reporting of suspicious activity.

Environment: JIRA, Salesforce, Rational Rose, Requisite Pro, Netoxigen, SharePoint 2013, Doc Control, IDS, OnBase, FileNet, NetSuite, OpenAir, MS-Visio, MS-Excel, MS-Access, Microsoft Project, Oracle 10g, Agile, Java, .net, UNIX, SQL server 2008, mainframe jobs & Mercury Suite for testing.

Client	California State Relocation Service Inc, Sacramento, CA
Position	System/Business Lead
Duration	March 2004 – February 2011

The objective of this project is to facilitate the Loan Modification/Short sale Feasibility study to verify banks, real estate brokers, and investors to assess the amount of bad debt, from which percentage is Loan modifiable, what percentage is a candidate for short sales, and sure foreclosures. Banks can find out their profit and loss and take the proper business decision based on the project strategy.

Responsibilities:

- ✓ QA Analyst responsible for coordinating and performing **System Integration, functional, and data-related** testing.
- ✓ Writing **Test Cases** and **Test Scenarios** based on **Functional Specification & Technical Specification** and documented in Mercury Quality Center.
- ✓ Develop, execute, and document highly complex Test Plans & Cases for business-related applications running on multi-tiered platforms.
- ✓ Build and manage the overall test process, according to the Agile Scrum methodology.
- ✓ Involved in the review of requirements with functional manager and technical specialists.
- ✓ Involved in **Oracle SQL, PL/SQL, SQL*Plus, SQL*Loader**, Query performance tuning, Created DDL scripts, created database objects like Tables, Views Indexes, Synonyms, and Sequences.
- ✓ Identify and report project risks.
- ✓ Used Mercury Quality Center to track, analyze and document the **Test Plan**.

- ✓ Primary liaison with Customer Service, Business, QA and Development teams for major releases, recreation of customer issues, subsequent patch testing and successful release of patches and service packs to clients.
- ✓ Plan, coordinate, and monitor project levels of performance/activities, ensuring project completion on schedule.
- ✓ Hands on experience in the Wily Intro scope and Dyna Trace methodologies.
- ✓ Application is based on E-Commerce Domain and Web Based technologies; developed in ASP.Net 3.5, VB Script, C#, JavaScript, SQL Server 2008, Web Services, WCF, WPF & QTP 9.2, Load Runner Applications, and QC 9.0.
- ✓ Participated in various meetings and discussed Enhancement and Modification Request issues.

Environment: Quick Test Professional 9.2, Quality Center 9.0, XML, Load Runner 9.2, Cognos, AS400, DB2, Site Scope, Oracle 10g, Teradata, VB script, BPT, SQL 2008, Windows XP, HTTP, ASP.NET.

BUSINESS SYSTEMS ANALYST: ANTOINETTE EDGE.

Current Location: New York City, NY.

Professional Summary:

Antoinette is an experienced Business Analyst with over 10 years of professional IT experience. Throughout her professional career, she has worked with clients like **WellLife, Natural Prodigies LLC, the Institute Community Living, and the Consumer Health Services New York**. While working with the WellLife, a Netsmart myAvatar shop, she worked to troubleshoot all modules of MyAvatar (**PM, RADplus, CWS, MSO and CFMS**), created forms in **Crystal to import and export to MyAvatar**. She developed her experience in modeled forms according to regulations and clinical needs. She has created workflows for various departments and train on new functionality as well as onboarding to myAvatar. Antoinette has also performed custom consoles and widgets, monitored myAvatar via guardian and created unit tests and scripts for upgrades from UAT to LIVE, along with, necessary patches. She reviewed the RCM workflow (quick billing, electronic billing, call follow-up and processing 835 and 837), created and maintain frontend functionality (workflow bundles, rollup definitions and clinical pathways). In regard to SQL, she has created reports from SQL Server repository and excel reports to measure physician RVUs, productivity, DSRIP, PQRS, PCMH, and claims on the G/L, while she was responsible for SQL Server Data warehouse maintenance of three hospitals.

Education and Certifications:

- ✓ Master's in Information Assurance & Cybersecurity, Capella University, 2024.
- ✓ B.S Business Information Technology Management, Western Governors University, 2016.
- ✓ Foundations: Data, Data, Everywhere certificate.
- ✓ Technical Support Fundamentals certificate.
- ✓ ISC2 CISSP Course Completion certificate, 2022.
- ✓ CompTIA Project+, 2016.
- ✓ Six Sigma Black Belt Certification–Westchester Community College, 2014.

Technical Skills/Applications:

- ✓ Cerner/Anasazi 219.
- ✓ E-Clinical 9.0 and v10.
- ✓ Meditech 6.x.
- ✓ Excel.
- ✓ SQL Server 2005- 2014.
- ✓ LSS.
- ✓ Ingenius Med, MicroMd.
- ✓ Cerner/Anasazi.
- ✓ Icentrix.
- ✓ Netsmart (myAvatar).
- ✓ Precision Care Business Analytic Dashboards.
- ✓ Emedny, Emdeon.
- ✓ Visual Studio Shell.
- ✓ Power BI.

Professional Experience:

Client	County of Santa Clara.
Position	Business System Analyst–myAvatar.
Duration	July 2023–Present.

Responsibilities:

- ✓ Address the County’s needs for myAvatar Managed Services Organization (MSO2) and myAvatar California Practice Management (Cal-PM3) modules.
- ✓ Complete an in-depth assessment of the current County Netsmart myAvatar Platform to identify technical issues for the Netsmart myAvatar Platform.
- ✓ Complete an in-depth assessment of the County processes for support ticket requests for the Netsmart myAvatar Platform.
- ✓ Recommend a technical build to address the Technical Issues identified in the assessment.
- ✓ Recommend workflow improvements for support ticket requests for the Netsmart myAvatar Platform.
- ✓ Implement and test County approved updates to the Netsmart myAvatar Platform to address the Technical Issues and Workflow improvements.
- ✓ Document Updates to the Netsmart myAvatar Platform as they are completed.
- ✓ Complete assigned support tickets including documenting the resolution. Resource will comply with the County’s support ticket processes.
- ✓ Provide ongoing “look-over-the-shoulder” training for designated County employees to ensure a continuous knowledge transfer to the County of the Updates.
- ✓ Document the Updates to ensure that the County has the necessary documentation to maintain the updates to the Netsmart myAvatar Platform.
- ✓

Client	WellLife, Queens, NY.
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Position	Director of EHR (remote)/Deputy Director of IT/Sr. EHR System Administrator.
Duration	August 2016–June 2023.

Responsibilities:

- ✓ System administration of the organization's Electronic Health Record system and related applications.
- ✓ Full cycle project rollout of an EHR system (Precision care).
- ✓ Security administration of the organization's Electronic Health Record system and related applications.
- ✓ Developed project plan, schedules, and budgets.
- ✓ Setup and maintenance of electronic billing systems and related EDI.
- ✓ Ensured system compliance with federal and state regulations.
- ✓ Managed EDI and related interfaces to Health Information Exchanges and related parties.
- ✓ Created and modified Crystal Reports in support of the EHR.
- ✓ Created weekly status reports and schedules to maintain timelines and accommodate change management.
- ✓ Tested, installed, and documented system patches and software upgrades.
- ✓ Served as liaison with Managers to define roles and tasks for each project phase.
- ✓ Interfaced with system vendors to resolve software issues and implement new functionality.
- ✓ Provided support to end-users in relation to the EHR and related applications.
- ✓ Traveled to various company and third-party locations as required.
- ✓ Maintained confidentiality at all times and completed other tasks and responsibilities as assigned by supervisor.
- ✓

Client	Institute Community Living, New York City, NY.
Position	Director of Application Support.
Duration	November 2014-July 2016.

Responsibilities:

- ✓ Contributions: Increased revenue by 13% per claim due to claim optimizations.
- ✓ Created, QA, maintained and designed dashboard analytics for MU, DSRIP, and management staff.
- ✓ Managed the data warehouse (SSIS updates, ETL process from several sources, Analysis Service creation, and KPI maintenance for management).
- ✓ Created workflow analysis, design, configuration, evaluation, testing, implementation, training, end-user support, and maintenance of the EHR system.
- ✓ Managed and monitored a broad portfolio of projects through an end-to-end delivery process.
- ✓ Proactively engage cross-functional teams and various lines of business to understand and communicate status, priorities, risks, and issues.
- ✓ Converted, maintained, and updated EMR ICD 9 to ICD 10 diagnosis reporting.
- ✓ Created and managed the deployment of new applications, systems software, and/or enhancements to existing applications throughout the enterprise.

- ✓ Ensured that development projects met business requirements and goals, fulfilled end-user requirements, and identify and resolved system issues.
- ✓ Collaborated with vendors, analyst designers, and end users in testing of new software programs and applications.

Client	Jersey Health Alliance, Jersey City, NJ.
Position	Project Manager/Clinical Analyst.
Duration	August 2012-October 2014.

Responsibilities:

- ✓ Contributions: Rolled out Patient Portal for Meaningful Use 2 in two hospitals.
- ✓ Content Manager for corporate training intranet.
- ✓ SQL Server Data warehouse maintenance of three hospitals. (ETL, BIDS, and Analysis Server).
- ✓ Created reports from SQL Server repository and excel reports to measure physician RVUs, productivity, DSRIP, PQRS, PCMH, and claims on the G/L.
- ✓ Developed training materials and coordinate all aspects of training, including but not limited to reserving training space, preparing training space, food delivery, materials, and scheduling of attendees.
- ✓ Revenue Cycle optimization of claims, insurance trends, and monitoring physician upcoding.
- ✓ Built eCW v10 progress notes, meaningful use of compliant structured data fields, workflows, and user security 24x7 support of Meditech in three hospitals for Patient Portal, Physician module, elbow support, and application support.
- ✓ Managed integration projects that consist of electronic interfaces that enhance data exchange between the Electronic Health Record, Practice Management System, and various ancillary clinical and financial systems.
- ✓ Oversees projects through all phases of the project life cycle, including initiation, requirements and specifications, design, construction, testing, installation, and post-implementation review to scope and schedule.
- ✓ Oversaw the ADT creation between Meditech and eCW as well as other public vendors (HL7 integration software Cloverleaf).

Client	Consumer Health Services, New York, NY.
Position	Clinical Business Analyst.
Duration	November 2010-August 2012.

Responsibilities:

- ✓ Contributions: Streamlined Credentialing and Medical Billing on E-Clinical for Physicians and medical staff.
- ✓ Contributions: Trained Physicians and medical staff on E-Clinical. 13-Medical office locations with 24 staff.
- ✓ Manage assigned projects through the full project lifecycle. Evaluated and acted on corrective

- actions to stay on schedule for projects.
- ✓ Created and maintained PCMH reports, Dashboards/Pivot tables for clinical staff using SQL Server and Cognos.
 - ✓ Provides operational support for break/fix and continual enhancements. Maintain and enhanced existing Electronic Health Software(E-Clinical).
 - ✓ Provide Production support for EMR systems.
 - ✓ Evaluate issues and/or new business requirements per government regulations.
 - ✓ Trained End users on new enhancements or functionality as required and developed user manuals and documentation.
 - ✓ Monitor and Streamline the Electronic medical billing cycle per Meaningful Use and Health Laws.
 - ✓ Maintain current industry knowledge of development concepts, practices, and procedures.
 - ✓ Tested/Created coding customizations as needed.

BUSINESS ANALYST: RICHA YADAV.

Current Location: San Jose, CA.

Professional Summary:

Richa is an experienced Senior Business Analyst, she is Scrum Product Owner Certified and holds a Master of Science Degree. She is adept at working with Stakeholders, business partners, development teams, Cross-functional teams in Waterfall/Agile environments, and she has great expertise in gathering, analyzing, and articulating business and system requirements within digital organizations. She was also involved in writing and reviewing Test Cases during application development based on User Stories. While she was working at Kaiser Permanente, she gathered COVID and Pediatric care path requirements per the FDA guideline and creating workflow and data testing related to COVID enhancements for new implementation per FDA guidelines. She also maintained COVID and Pediatric requirements in JIRA for tracking and testing purposes. She has worked Emergency COVID portfolio to implement the solutions for the FDA guidelines related to COVID Vaccination and also worked with business stakeholders on emergency changes of the requirement and worked closely with Emergency response team. She is very good at providing ongoing support for team engineers, dependent teams, QA engineers, and leadership throughout the feature delivery process. While she was working at Lululemon, she did procurement of phone through Twilio based of area code of County, City and states. For SaaS Solutions she has worked on delivering services and warranty for best buy.com.

She is very experienced in conducting Business requirement sessions, delegating work to development teams, supporting product, development and QA teams throughout SDLC. She also has outstanding knowledge in data integration involving privacy and compliance. Additionally, she has good experience in Business Process Redesign sequences and interactions. She has great expertise writing Test Cases and Test Plans for related and assigned scripts as per test strategies defined in project and testing team guidelines in Quality Center, and she has also tested websites on multiple browsers.

Education & Certification:

- ✓ Master of Science in Information Technology.
- ✓ Certified Scrum Product Owner.

- ✓ Certified Cisco Security Ninja Green Belt & White Belt.

Professional Experience:

Client	County of Santa Clara, Office of Emergency Management, San Jose, CA.
Position	Senior Business Analyst.
Duration	January 2023–Present.

Responsibilities:

- ✓ Working with Emergency operations and concepts in terms of regional and federal policies and standards.
- ✓ Apply analytical capabilities (planning, problem solving, critical thinking, organization, attention to detail) to resolve complex functional/technical problems, design & document business processes and models.
- ✓ Coordinate Sponsor and Stakeholder engagement in process solution definition and implementation.
- ✓ Communicate effectively both verbally and in writing, maintain effective customer relationships.
- ✓ Produce reports, documentation, research for the purpose of addressing customer needs.
- ✓ Engage with stakeholders, understand, and respond to their needs in rapidly changing environments.
- ✓ Effectively manage and prioritize work assignments.

Client	Lululemon, San Jose, CA.
Position	Senior Business Analyst.
Duration	November 2021–December 2022.

Responsibilities:

- ✓ Working on gathering, analyzing, and articulation of business and system requirements within digital organization.
- ✓ Working on prioritizing business and technical requirements with the Product Owners and Development team.
- ✓ Working on defining the required engineering work to begin the development by creating user stories, tasks, and subtasks in JIRA and Confluence with specs, business, and technical requirements details, acceptance criteria, Figma designs, and quality assurance specifications.
- ✓ Leading cross-functional team collaboration to ensure development, business and release dependencies for small to large scale projects are in sync.
- ✓ Working on analyzing application usage and performance tracking metrics.
- ✓ Done procurement of phone through Twilio based of area code of County, City and states.
- ✓ Utilizing artifacts such as JIRA, Confluence and Business Process Documentation to document and facilitate requirement alignment.
- ✓ Providing ongoing support for team engineers, dependent teams, QA engineers, and leadership throughout the feature delivery process.

- ✓ Environments: Jira, Confluence, MS Office, Figma, Twilio.

Client	Kaiser Permanente, Oakland, CA.
Position	Technical Business Analyst.
Duration	May 2021-October 2021.

Responsibilities:

- ✓ Gathered COVID and Pediatric care path requirements per the FDA guidelines.
- ✓ Worked on creating workflow and data testing related to COVID enhancements for new implementation per FDA guidelines.
- ✓ Worked on Emergency COVID portfolio to implement the solutions for the FDA guidelines related to COVID Vaccination.
- ✓ Worked with business stakeholders on emergency changes of the requirement and worked closely with Emergency response team.
- ✓ Maintaining COVID and Pediatric requirements in JIRA for tracking and testing purposes.
- ✓ Created process workflows for clear understanding of business and development team handoff for multiple care paths.
- ✓ Provided ongoing support for team engineers, dependent teams, QA engineers, and leadership throughout the feature delivery process.
- ✓ Environment: JIRA, Confluence, MS Office, Domain specific tools.

Client	BestBuy, San Jose, CA.
Position	Technical Business System Analyst.
Duration	October 2020-March 2021.

Responsibilities:

- ✓ Responsible for the gathering, analyzing, and articulation of business and system requirements within our digital organization.
- ✓ Proactively performed assessment of feature ideas for dependencies and possible impediments, sharing assessments with Product Managers.
- ✓ Delivered services and warranty for best buy.com.
- ✓ Provided ongoing support for team engineers, dependency teams, QA engineers, and leadership throughout the feature delivery process.
- ✓ Incorporated effective process from UX Design to development hand-off.
- ✓ Involved in sprint product planning, daily stand-up, refinement sessions, estimation sessions, release planning.
- ✓ Tracked and maintained Development metrics using Jira-sprint tickets progress, burndown chart, velocity matrix.
- ✓ Environment: JIRA, Confluence, MS Office, Swagger.

Client	Cisco Systems, San Jose, CA.
Position	Business System Analyst.
Duration	March 2018–September 2020.

Responsibilities:

- ✓ Refined business requirements, prioritize, and break down requirements into user stories with specs, technical, and quality assurance specifications to start the development.
- ✓ Added and updated product detail/images/videos/documents/pricing from CMS content management system to display in various environments for different user personas.
- ✓ Provided faster resolution of issues with right prioritization and active participation of business users.
- ✓ Involved in sprint product planning, daily stand-up, design sessions, estimation sessions, release planning.
- ✓ Performed analysis and provided technical solutions for audio/video device ordering via a web/mobile app.
- ✓ Hands-on running jerkin builds to deploy code in development, stage, UAT, production environment.
- ✓ Environment: MS Office Suite, Jenkin, Visual Studio, Service Now, MS Visio, MS Access, CMS content management system, UML, JIRA, Business Objects, Swagger.

Client	GE, San Ramon, CA.
Position	Business Systems Analyst/Scrum Master.
Duration	December 2016–February 2018.

Responsibilities:

- ✓ Responsible for gathering and developing Business Requirements and writing User Stories, Documentation, and Test Plans.
- ✓ Conducted Sprint Planning and Sprint Review Meetings.
- ✓ Coordinated with the Business and Development Team to convey business needs and end-user sentiments.
- ✓ Performed GAP Analysis, and Feasibility Studies for web service call response and UI Display.
- ✓ Involved in writing and reviewing Test Cases during application development based on User Stories.
- ✓ Acted as a liaison between client leadership and technical delivery teams to define project requirements.
- ✓ Worked on regular interaction with Venture clients to demonstrate the applications and took feedback.
- ✓ Worked on digitizing the manual forms using Predix Components and Framework.
- ✓ Worked with UX designers to create mock-ups in Invision.
- ✓ Environment: Agile, JavaScript, HTML, CSS XCode, MS Project, MS SharePoint, Swagger, MS Excel, MS PowerPoint, MS Visio, WebEx, SQL, MS Access.

Client	Verizon, Tampa, FL.
Position	Business Systems Analyst/Scrum Master.
Duration	April 2016–December 2016.

Responsibilities:

- ✓ Translated Functional Requirements to User Stories and worked closely with the Product Owner during backlog grooming sessions.
- ✓ Formulated techniques for effective Product Backlog Management.
- ✓ Developed a Business Requirements Document with the project team.
- ✓ Reported metrics through Product and Sprint Burn Down Charts, Burn Up Charts, and Cumulative Flow Diagrams.
- ✓ Reviewed Test Procedures, defined Test Cases, and analyzed bugs.
- ✓ Conducted Workflow, Process Diagram, and GAP Analysis to derive requirements for existing systems enhancements.
- ✓ Involved in creating Software Requirements Specification and Functional Specifications Document.
- ✓ Facilitated Scrum Ceremonies like Backlog Grooming, Sprint Planning Meetings, Daily Scrum Calls, and Retrospective Meetings.
- ✓ Environment: Agile, MS Office Suite, MS Project, MS SharePoint, MS Visio, WebEx, SQL, MS Access.

SENIOR NETWORK ENGINEER: CLINT WYNN

Current Location: San Francisco, CA

Professional Summary:

Clint is a **Senior Network Professional** with **more than 15 years** of experience in Network Administration, Network Security, Information Security, Network Architecture, Meraki, and **Ubiquiti Networks**. He has extensive experience in wireless network design and architecture such as Patch Management, Vulnerability Management, WAN, LAN, AWS, AD, JAMF, ESXi, OSI, Palo Alto Networks, Cisco routers, and **6+ years** within Ubiquiti product environments. Clint worked with the San Francisco Department of Technology on the network design and implementation of large-scale Ubiquiti wireless networks for use in a consumer user base. He assisted the Department of Technology in completing the five (5) projects.

As a global IT Engineer for CircleCI, responsible for installation and deployment of **Ubiquiti products** for **700+ users** located worldwide. Additionally, Clint architected the Wi-Fi project at Kansas City Crossroads Academy using **Ubiquiti Unifi**. While working for MeshWorks, Clint consulted and delivered cloud technology solutions for entrepreneurs and established businesses using AWS and Ubiquiti Unifi. During this time he installed and deployed **Ubiquiti products** for **7000+ users** located in **9 different offices**, which included completing a 10-year pricing analysis for switching the **wireless infrastructure** from **Meraki to Ubiquiti**.

Education:

- ✓ Bachelor's degree in industrial design from the University of Kansas.

- ✓ Jamf Certified Associate – Pro Version 10.

Technical Skills:

Server	Mac OS X,
Management	DevOps, Vulnerability Management, Patch Management, System Administration
Network & Telecom	LAN, WAN, Unifi, Ubiquiti, 802.11ac Wireless, Wireless Technologies, Network Engineering, OSI
Hypervisor	ESXi
Cloud Platforms	Iboss, Active Directory, AWS, Internet Protocol Suite (TCP/IP), Palo Alto, Meraki
Software	Final Cut, CAD Tools, Adobe Creative Cloud, RDP, JAMF, Cisco Routers

Professional Experience:

Client	CircleCI, San Francisco, CA
Position	Sr Global IT Engineer
Duration	June 2021 – February 2022 and February 2023 - Present

Responsibilities:

- ✓ As a global IT Engineer for CircleCI, responsible for installation and deployment of Ubiquiti products for 700+ users located worldwide.
- ✓ CircleCI is the world's largest shared continuous integration and continuous delivery (CI/CD) platform, and the central hub where code moves from idea to delivery.
- ✓ As one of the most-used DevOps tools that processes more than 1 million builds a day, CircleCI has unique access to data on how engineering teams work, and how their code runs.

Client	City & County of San Francisco, Department of Technology
Position	Senior Network Engineer - Ubiquiti
Duration	March 2022 – January 2023

Responsibilities:

- ✓ Assist the existing DT infrastructure and network engineering team to complete initiatives and projects and provide support for any new software defined network deployment.
- ✓ Network design and implementation of large-scale Ubiquiti wireless networks for use in a consumer user base.
- ✓ Assist the Department of Technology in completing the five (5) projects listed: Network & Data Center Outage Repair; External Internet Access Network Configuration for Fiber to Housing; VDI Implementation; Cloud PSTN Integration with City Contact Center & Telecom Systems; Fiber to Housing and Fire Department Network Engineering and Configuration.
- ✓ Participate in meetings, gather network requirements, develop a plan, and review the plan with network engineers.
- ✓ Participate in the engineering for system configuration.

- ✓ Analyzing, installing, configuring, enhancing, and/or maintaining the components of an enterprise network.
- ✓ Analysis and evaluation techniques to plan, design, integrate, implement, maintain and troubleshoot large complex systems or networks across similar and dissimilar technology platforms.
- ✓ Analyze and troubleshoot network connectivity.
- ✓ The CCSF network is a 24x7 days operation center and on-going support is extremely needed for projects.

Client	MeshWorks LLC, Kansas City, MO
Position	Network Architect/Co-Founder
Duration	March 2015 – Present

Responsibilities:

- ✓ Delivering cloud technology solutions for entrepreneurs and established businesses using AWS. and **Ubiquiti Unifi**.
- ✓ Sole architect in community Wi-Fi projects across Kansas City Crossroads Academy.
- ✓ Procured/Designed/Installed gigabit wireless networks, 31 access points, with 10GB fiber core distribution across switches, iboss content filtering with reporting, remote access and monitoring, VLAN for smart HVAC with sensors.
- ✓ Planned/Procured/Configured/Supported Crossroads first One to One program (\$150k spend), delivering 200 iPads and 54 Chromebooks deploying JAMF Casper Suite JSS and Google Apps for Education and iboss content filtering.
- ✓ Tailored support for Educators to meet their individual development plans.
- ✓ Developed wireless network requirements and construction documents for future high school for General Contractor.

Client	Rally Health, San Francisco, CA
Position	Manager Network Engineering
Duration	March 2019 – December 2020

Responsibilities:

- ✓ Lead a team of 3 Network Engineers in 3 time zones.
- ✓ Reported to OCTO, VP of Engineering and VP of IT.
- ✓ Reduced ISP spend by \$250,000 in 2020, increasing the number of 10 GB WAN ports through an ACDR with Lumen (Century Link).
- ✓ Installed/Deployed **Ubiquiti products** for **7000+ users** located in 9 different offices.
- ✓ Completed 10-year pricing analysis for switching **wireless infrastructure** from **Meraki to Ubiquiti in all 9 offices**.
- ✓ Added applications to OKTA portal for end users, matching exported user lists and OUs from Active Directory. Supported the IT team culture through demos, off sites and custom designed swag through Culture Committee.
- ✓ Lead Palo Alto High Availability (HA) deployment across all offices, paired w/ power and bandwidth improvements.

- ✓ Deployed Palo Alto VM-500, moving VPN to AWS and closer to Prod, tightly coordinated across Rally.
- ✓ Delivered metrics regarding uptime and alerting and on call rotation using DataDog, PagerDuty, webhooks, Meraki API and Palo AAC.
- ✓ Increased 10 Gig utilization from 1 port to 60 ports across all infrastructure.
- ✓ Improved wireless connectivity and reduced related tickets via custom RF profile in all offices, becoming a Meraki SME in the process.
- ✓ Deployed voice/video VLANs to segment and prioritize that data to improve distance collaboration.
- ✓ Authored all end user communications regarding outages and maintenance.
- ✓ Vendor management w/ CDW for hardware procurement and various ISP nationwide for MPLS & DIA connectivity.
- ✓ Participated in SOC II audit providing evidence of SLA/SOP compliance w/ multiple Network Engineer interviews.

Client	Neighborly, San Francisco, CA
Position	Technology Consultant
Duration	September 2015 – October 2018

Responsibilities:

- ✓ Technology consultant for early growth start-up.
- ✓ End-to-end support for all corporate network, telepresence and hardware from point of entry to wireless access point including securing physical access.
- ✓ Purchased, built, administered and secured corporate networks in San Francisco, Kansas City New York offices.
- ✓ Partner w/ CFO to audit tech spending eliminating underutilized tools reducing monthly spend by half.
- ✓ Managed relationships with financial institutions, ISPs, hardware, SAAS (OKTA, SMARSH) and IAAS (AWS, DigitalOcean) vendors.
- ✓ Developed on-boarding procedure for new hires and was sole support for all Apple Macintosh, Windows and network, wireless and cloud access issues.
- ✓ Pioneered "June is Compliance month" building a culture of compliance through research and report on best practice in the financial tech sector.

Client	Connecting for Good, Kansas City, MO
Position	Community Outreach Director
Duration	October 2013 – December 2014

Responsibilities:

- ✓ Deployed Windows Server 2012 R2 with AD for various clients to bring order to user access and allow secure, shared access to devices.
- ✓ Responsible for development and teaching of digital life skills curriculums for training courses.
- ✓ Network architect and technician for long-range wireless network bringing low cost connectivity to over a dozen sites across KC.

- ✓ Provided an authentic interface with community and faith-based leaders.
- ✓ Analyzed/Improved refurbishing processes using cloning automation reducing time to image hardware.

Client	SightDeck, Kansas City, MO
Position	User Experience Lead/Co-Founder
Duration	February 2012 – August 2013

Responsibilities:

- ✓ Assembled, installed, and configured all components related to the SightDeck experience, the first real-time distance collaboration platform in the U.S.
- ✓ Produced original Augmented Reality / Mixed Reality HD content for clients and demonstration
- ✓ Implemented private routed IP network for HD/HD-SDI video transport with remote collaborators.
- ✓ Delivered first commercial purchase and install of this emerging technology by Children's Mercy Hospital, design and install completed September 2013.

Client	Zahner, Kansas City, MO
Position	Marketing Developer
Duration	July 2011 – January 2012

Responsibilities:

- ✓ Interfaced directly w/ world class clients like Nike and Zaha Hadid as part of the Design Assist Group.
- ✓ Escalated project communications throughout the organization.
- ✓ Designed and produced all internal and external print collateral.
- ✓ Documented the design process extensively in both picture and video.
- ✓ Website development and all digital content and management.
- ✓ Oversaw the delivery of all product samples requests.

Client	El Dorado Inc., Kansas City, MO
Position	Director of Information Technology
Duration	November 2004 – May 2011

Responsibilities:

- ✓ Led the firms transition from OS 9 to OS X and from eldoradoarchitects.com to eldo.us combining an upgrade to WordPress bringing web development and management in house.
- ✓ Administered a network of 100 devices deploying OS X Server with DNS, AFP, SMB and Open Directory (LDAP).
- ✓ Devised on and off-site backup, restore and recovery using Carbon Copy Cloner.
- ✓ Implemented print tracking software which enabled job-based analytics and a new revenue stream.
- ✓ Increased bandwidth throughput and decreased monthly expense.

SENIOR NETWORK ENGINEER/ARCHITECT: VIJAY KIRAN EDLA

Current Location: Newark, Delaware

Summary:

Kiran is a skilled Network Engineer with CCNA and CCNP certifications, bringing more than 8 years of IT experience with extensive expertise in the areas of **Routing, Switching, Firewall, and Load Balancing** for clients such as Fannie Mae, Caterpillar (CAT), Princeton Health Care System, and Boston Medical Center. He possesses expert level knowledge of troubleshooting, implementing, optimizing and testing of static and dynamic routing protocols such as **EIGRP, OSPF** and **BGP** with the ability to interpret and resolve complex route table problems. Vijay has in-depth expertise in the analysis, implementation, troubleshooting & documentation of LAN/WAN architecture and good experience on services. He has 3 years of experience in working with operating systems like Linux, Unix and Ubuntu with proficiency installing, troubleshooting and configuring Cisco 1800/1900/1921/1941/2500/2600/2800/3400/3600/3800/7200 series Routers and Cisco Catalyst 2950/2960 / 3500XL/3750/4500/6500/6807/6800/6807 series switches. His expertise includes **F5, Cisco ACE 4710** Load balancers, Aruba wireless access points and controllers. Vijay has strong knowledge of implementing and troubleshooting complex layer 2 technologies such as VLAN Trunks, VTP Ether channel, STP, RSTP and MST.

He has experience in working with Windows power shell scripting to maintain and administrating server environments and has been responsible for network design, projects, and support across the globally co-located data center networks. Furthermore, Vijay is able to deploy, configure and manage Cisco DNA Center for Branch and Campus sites, including hands on experience with Cisco DNAC onboarding devices, integrating with ISE as well as configuration templates, network profiles, Day-0 and Day-N configuration using Cisco DNA Center for Cisco CAT 9300/9500 switches. He has extensive knowledge on the implementation of Cisco **ASA 5500** series and **checkpoint R75** firewalls; hands on experience working with Cisco **Nexus 2K/5K/7K** Switches; and experience in working with Cisco Identity Services Engine (ISE) and ACS, working on Security groups, tags, AAA profiles on ISE. Vijay has configured Cisco ISE for Wireless/Wired 802.1x Authentication on Cisco Wireless LAN Controllers, Catalyst Switches, and Cisco ASA Firewalls. He has also participated in support for all ISE related applications (Any Connect, AMP) and services in addition to working on Cisco's ISE and Secure Access control System for Security and Authentication services.

Certification:

- ✓ Cisco Certified Network Associate (CCNA)
- ✓ Cisco Certified Network Professional (CCNP)

Technical Skills:

Ticketing Systems	Service Now, BMC Remedy, HP Service Manager
Load Balancer	BIGIP 2000/4000/5000/7000, F5 LTM 6400/6800/8900, BIGIP-GTM, Citrix NetScaler ADC.
AAA Architecture	TACACS+, RADIUS, Cisco ACS, LDAP, Cisco ISE

Networking Technologies	LAN/WAN Architecture, TCP/IP, VPN, NAT, PAT. Wireless networks such as microwave point-point, point- multipoint.
Switches	Cisco Catalyst Switches 2960 – X/XR, 3650/3850/4500/6500/6800, Nexus 3000/5000/7000 series, WS-C4948E-F, Juniper EX 4300/4200/3300/2300, QFX 5100/5200 Series.
Routers	2800/2900/3800/3900/4000 and ASR 1000/9000 series, ACX 2100/2200/4000, PTX 3000/5000 MX240/480/960 series
Wireless	Cisco Meraki wireless Access points (MR66, MR74, MR84), Aruba Access points 200, 207,300,320, Wireless controllers 7280, 7240, Cisco Wireless controller 5508 and Cisco Aironet 3700 series.
Networking Software	IOS, IOS-XR, IOS-XE, NX-OS, JUNOS
Firewalls	Cisco ASA 5500-X (5505/5510/5525,5545,5585), Palo Alto firewalls (PA-2k, PA-3k, andPA-5k), Juniper SRX (1400/3400/3600/4000), Checkpoint R75, R76 firewalls, Checkpoint NGX R65, Checkpoint IPSO, SPLAT, GAIA, Firepower
LAN Technologies	Ethernet, Fast Ethernet, and Gigabit Ethernet, Light weight access point, ARP, wireless Lan controllers.
WAN Technologies	Frame Relay, PPP, HDLC, (E1/T1/E3T3), DS3, Fiber optic circuits, MPLS.
Network Monitoring	Wire shark, Fiddler, Solar Winds, and RSA Security console, Network sniffer & packet analyzer, HR Ping, Infoblox.
Cisco ISE	Yes, good with Cisco ISE deployment. Configured Cisco ISE for Wireless and Wired 802.1x Authentication on Cisco Wireless LAN Controllers, Catalyst Switches, and Cisco ASA Firewalls in recent two projects.
OS products	Windows (2000/2003/2008, XP), UNIX, LINUX.
Features & Services	IOS and Features, HSRP, GLBP, IPAM IRDP, NAT, SNMP, SYSLOG, NTP, DHCP, CDP, DNS, TFTP and FTP Management, Net Flow, Open Stack, IVR's, HLD and LLD documents, Dell equal logics, Microsoft Visio diagramming, Microsoft Office.
Scripting	Python, Shell

Professional Experience:

Client	St. Charles Community College
Position	Senior Network Engineer
Duration	February 2023 – April 2023

Responsibilities:

- ✓ Upgrade both primary and secondary servers.
- ✓ Implement network best practices.
- ✓ Add Welding Firewall into Panorama.
- ✓ Modify the guest portal for ease of use (i.e. Hot Spot).
- ✓ Add 3rd party certificate to Wi-Fi so Android phones will work.

- ✓ Turn on 802.1x on all wired ports (monitor==== > low impact ==== > closed mode).
- ✓ Create MS Visio for all network equipment.
- ✓ Document rule list to better understand the login flow (will help with troubleshooting).
- ✓ Move network devices of the Nexus 5K to the Nexus 9K (modify N5K SVIs to the N9K fabric SVIs).
- ✓ Upgrade the Global Protect software to version 5.2.12.
- ✓ Build a rule in ISE to block the MAC address.

Client	Fannie Mae, Remote
Position	Senior Network Engineer
Duration	May 2020 – January 2023

Responsibilities:

- ✓ Designed and implemented new solutions and improved resilience of the current environment.
- ✓ Managed, escalated, and derived satisfactory resolutions of customers' technical support, services, and infrastructure issues on Zscaler products (ZIA/ZPA) and technologies.
- ✓ Administered SIEM/Splunk queries to provide insight into operational effectiveness and help identify risks/threats.
- ✓ Deployed, Configured, Managed Cisco DNA Center for Branch and Campus sites.
- ✓ Had hands-on experience with Cisco DNAC onboarding devices, integrated with ISE.
- ✓ Designed, implemented, and managed Web Application Firewall to block intrusion attempts before they interacted with the back-end web application.
- ✓ Implemented & Troubleshooted Proxy i.e., Zscaler Proxy, McAfee Proxy, etc.
- ✓ Worked on implementing 802.1X through Cisco ACS and ISE. Migrated policies from ACS to ISE. Implemented endpoint security for wired and wireless users using certificate-based and MAC-based authentication.
- ✓ Researched, designed, and replaced aging Checkpoint firewall architecture with new next-generation Palo Alto appliances serving as firewalls and URL and application inspection.
- ✓ Created Runbooks/Playbooks pertaining to deployment processes and operational support.
- ✓ Configured and deployed Cisco ISE for network device access.
- ✓ Implemented and supported ISE for Wireless and guest authentication.
- ✓ Designed and Configured Cisco Identity Services Engine (ISE v1.2) to support corporate connectivity to a new wireless environment utilizing Active Directory Authentication and Authorization with EAP-TLS client certificates.
- ✓ Configured Cisco ISE to perform Profiling and Posture assessment of endpoints.

Client	Caterpillar, Peoria, IL
Position	Network Engineer
Duration	July 2018 – April 2020

Responsibilities:

- ✓ Design, Implement, and Maintain Identity Service Engine (ISE) NAC Solution across Wireless & Wired Networks.
- ✓ Working extensively on device profiling, authentication and authorization mechanisms using AAA, RADIUS, 802.1X, Policy buildups for Posture Compliance Policies and Rules for

- Checking the devices coming onto Network, Remediation Process, Access, and Controls, and Segmenting the Global Networks for **NAC Solutions** for Cisco ISE NAC Appliances.
- ✓ ISE policies for auto-remediation of non-compliant devices and remediating devices that are misconfigured or is missing an 802.1X supplicant and providing ongoing maintenance and support of solution components (e.g., patching, upgrades, capacity reviews, lifecycle management)
 - ✓ Global wide IOS upgrades for different platforms using **Cisco DNAC SWIM**
 - ✓ Hands on experience with configuration templates, network profiles, Day-0, Day-N configuration using **Cisco DNA Center** for Cisco CAT 9500/9300 switches
 - ✓ Involved in integrating the **Cisco Identity Services Engine (ISE)** within the Amtrak Client environment and experienced with the different authentication models within ISE 1.x/2.x along with the deployment included the use of load balancers and ISE policy service node groups.
 - ✓ Policies and Rules for Checking the devices coming onto Network, Remediation Process, Access and Controls, and Segmenting the Global Networks for NAC Solutions for **Cisco ISE NAC Appliances**
 - ✓ Strong hands-on experience on deployment, configuration and troubleshooting of cisco devices such as **Cisco Catalyst Switches** 2960/3850/3650/6800/9300/9400/9500 series as well as **Nexus** 3000/7010/7376
 - ✓ Engaging across other GIS infrastructure domains to address **level 2/3 ISE support** issues including off-shift and weekend support functions (e.g., PKI, Server, Load Balancer, WAN, Web Acceleration, Security, Any Connect)
 - ✓ Design, installation and support of **Cisco ISE** for use in Wireless environment and with LAN connected devices for 802.1x NAC authentication
 - ✓ Worked with **Cisco Catalyst** 2960/3560/3750/4500/6500 switches and Cisco 2800/3600/3800/7200/7600 Series **Routers**.
 - ✓ Deployed and configured **Cisco ASR 1000/7000/9000** series routers.
 - ✓ Experience on Cisco ISE, ACS, Prime and Network Compliance Manager.
 - ✓ Involved in the **end point Cisco ISE deployment** team (Any connect VPN, NAM).
 - ✓ Reconciled enterprise Cisco Firepower deployment by updating software on the sensors and the management server, tuning the various policies, and piloting unused features such as Cisco AMP for Networks, URL filtering, and application control - Optimized IPS signatures on the Cisco Firepower management center to reduce false positives by disabling unnecessary rules and using the threshold, suppression, and pass rules features
 - ✓ Actively map network devices and make design to connectivity for remote devices using Microsoft Visio.
 - ✓ Managed inventory of all network hardware. Management and monitoring by use of SSH, Syslog, SNMP, NTP, Solar winds, NetFlow and Wireshark.
 - ✓ Expert in configuration of **VLANS** using Cisco routers and **multi-layer Switches** and supporting STP, RSTP, PVST.

Client	Princeton Health Care System, Princeton, NJ
Position	Sr. Network Engineer
Duration	October 2017 – June 2018

Responsibilities:

- ✓ Deployed and maintained security/network devices and data centers for Service provider network.
- ✓ Configuration & troubleshooting routing protocols like MP-BGP, OSPF, LDP, EIGRP, RIP, BGP v4, and MPLS.
- ✓ Experience with Installing and troubleshooting **Data center migration** with 24/7 support.
- ✓ Expert in configuring **Cisco Routers, Catalyst Switches and Nexus Switches**. Upgraded Cisco 2960/3750/6500 and Nexus 2000/5000/7000 switch software.
- ✓ Manage Daily: Multisite Windows, VMware, Azure, and SAN infrastructures including by not limited to Active Directory, Azure Active Directory, Office 365, DNS, DHCP, DFS, File Servers, Commvault, VMware Farm, and Zabbix Monitoring
- ✓ Worked extensively with ASR 9K (9010, 9922), **Nexus 2000/5000/7000, Cisco 6500 series** multilayer switches, Cisco 2960s series switches and Cisco 3560/3750s switches.
- ✓ Involved in integrating the **Cisco Identify Services Engine (ISE)** within the Amtrak Client environment and experienced with the different authentication models within ISE 1.X and 2.X. Along with the deployment included the use of load balancers and ISE policy service node groups.
- ✓ Configured **Cisco ISE** for Wireless and Wired 802.1x Authentication on Cisco Wireless LAN Controllers, Catalyst Switches, and Cisco ASA Firewalls.
- ✓ Designed and Implemented MPLS VPN and BGP PE-CE Routing for a large government network.
- ✓ Experience with the connectivity of Cisco Networking Equipment with **F5 Load Balancer**.
- ✓ Helped installed **F5 VIPRION load balancers** for one of our new data centers.
- ✓ Installed Cisco UCS blades, Rack mount servers, fabric interconnect and configured FI's, UCS hardware, UCS Manager, KVM console, CIMC and Migrated VM's hosts from HP hardware to UCS B & C Series.

Environment: Switches, Cisco routers 7200; Cisco Catalyst switches 2950/4500/6500; Cisco PIX Firewalls 535/525 Routing Protocols OSPF, BGP; STP, VTP, VLAN; VPN, MPLS, HSRP, GLBP, Big-IP F5 Load Balancer, Cisco Works; MS Visio, Checkpoint, Cisco ASA and Palo Alto firewalls, Blue Coat Proxy

Client	Boston Medical Center, Boston, MA
Position	Sr. Network Engineer
Duration	April 2014 – September 2017

Responsibilities:

- ✓ Involved in configuring and implementing of composite Network models consists of **Cisco 3800/7200/7600 series** routers and **Cisco 2950/3500/5000/6500 Series** switches. Configured **Nexus 7010** including NX-OS Virtual Port Channels, Nexus port profiles, Nexus Version 4.2 and 5.0, Nexus VPC peer links.
- ✓ To troubleshoot complex networks layer 1, 2 and layer 3 (Ten Gigabit circuits, Routing with BGP, OSPF, RIP Routing protocols) technical issues.
- ✓ Experienced in providing a plan, designing and implementing the services for the enterprise class data center networks with leading technologies such as virtual port channel (VPC), virtual

- extensible LANs, **Fabric path** and Overlay Transport Virtualization (OTV) in NX-OS
- ✓ Palo Alto design and installation (Application and URL filtering, Threat Prevention, Data Filtering).
- ✓ Configured Sourcefire sensors for deployment in critical/high volume network segments
- ✓ Strong networking capability and knowledge of different firewall platforms to help in random identification and isolation of issues during outages and incidents.
- ✓ Participated in the installation, configuration, post installation daily operational tasks and configuration and deployment of Cisco Nexus equipment.
- ✓ To troubleshoot complex networks layer 1, 2 (Frame Relay, ISDN, Point to Point, ATM) to layer 3 (Routing with **MPLS, BGP, OSPF, EIGRP, and RIP** Routing protocols) technical issues.
- ✓ Worked on a project to update and manage configuration parameters for data center and servers using Python scripting.
- ✓ Maintenance of Citrix-Net scalar 9800 load balancer to monitor the traffic at the servers end.
- ✓ Designed 10 gigabit networks using Cisco Nexus 7000 series switches, and Cisco 3800 series routers
- ✓ Managed rules on Cisco checkpoint NGX firewall.
- ✓ Managed VPN, IPsec, Endpoint-Security, status policy, Application control, IPS, Monitoring, Anti-Spam, Smart Provisioning, DLP using Checkpoint Firewalls

Environment: Checkpoint-R65/R70, NGX, VPN, Solar Winds, IP, IPSEC, AAA-Radius, Tac-aes, ACS, SNMP, Infoblox, DNS, DHCP, OSPF Troubleshooting, Big IP F5-LTM-1600/3600, GTM, Python scripting, Viprion, Active Directory, OSPF, EIGRP, Out-look servers, Nexus-7k, Cisco Routers 3800/7200/7600, Cisco Switches 2950/3500/5000/6500, HSRP, GLBP, ACE-GSS-4400, VMware-ESXi-6, vSphere, vCenter, UCS

NETWORK ENGINEER: SHRUTI SADANAND

Current Location: San Francisco, CA

Professional Summary:

Shruti is local to **San Francisco, CA** with recent experience working with **City and County of San Francisco, Department of Technology**. She is highly experienced Network Engineer with 10 years of expertise in various aspects of networking, including testing, troubleshooting, implementing, optimizing, and maintaining enterprise data network and service provider systems. She brings along **CCNP, CCNA, and PCNSE certifications**, with a strong background in network design, security, and tier support in diverse environments. She also has experience working on SDN and network virtualization technologies like Cisco ACI. Her expertise also encompasses wireless network configurations, as evidenced by her work on Cisco Wireless LAN Controllers 2504/4404/5508. Shruti has configured and performed software upgrades, ensuring seamless integration with Cisco ISE for Wireless Network Access Control. Additionally, she has configured Cisco ISE for both Wireless and Wired 802.1x Authentication on Cisco Wireless LAN Controllers and Catalyst Switches, showcasing her comprehensive understanding of network authentication protocols.

Shruti has successfully utilized Palo Alto Networks' Panorama central management platform to configure, monitor, and report across multiple PA-5000 series firewalls. Her role included

managing and maintaining a comprehensive suite of security policies on the PA-7080 firewall, encompassing application-based, user-based, and threat prevention policies to ensure the network's security. Furthermore, she has deployed and managed Cisco ASA firewalls, including the Cisco ASA 5500-X Series, establishing a robust and protected network. Shruti's contributions extend to LAN environments, where she played a key role in upgrading infrastructure. She successfully replaced a Legacy 3750 stack with Juniper EX 4200 switches, demonstrating adaptability and proficiency with diverse networking solutions. Overall, Shruti's multifaceted skills make her a valuable asset in optimizing and securing complex network environments.

Education & Certifications:

- ✓ Bachelor of Engineering in Electronics and telecommunication University of Mumbai, May 2013.
- ✓ Cisco Certified Network Professional (CCNP).
- ✓ Cisco Certified Network Associate (CCNA).
- ✓ Palo Alto Certified Network Security Engineer (PCNSE).
- ✓ AWS Certified Solutions Architect – Associate.

Technical Skills:

LAN Technologies	SMTP, VLAN, Inter-VLAN Routing, VTP, STP, RSTP, Light weight access point, WLC.
Routing	RIPv2, OSPF, EIGRP, IS-IS, BGP, PBR, Route Filtering, Redistribution Summarization, Static Routing
Network Mmgt	Wireshark, Net flow Analyzer Net Scout, SNMP, Cisco Prime, Ethereal, HP open view
Load Balancers	F5 Networks (Big-IP) LTM 6400
Security Protocols	IKE, IPsec, SSL-VPN
AAA Architecture	TACACS+, RADIUS, Cisco ACS.
Firewall Security	Checkpoint (NGX R65, R77-80), Cisco ASA, Palo Alto, ASA 5505 Firewall, Juniper Net Screen firewall
Languages	Perl, C, C++, SQL, HTML/DHTML, Python scripting
Firewall	Checkpoint (R65/R70/R75/R77) Palo Alto (PA-500, PA-3060, PA-5060, PA-7050, PA-7080)

Professional Experience:

Client	City and County of San Francisco, San Francisco, CA
Position	Sr. Network Security Engineer
Duration	Jul. 2023 – Dec.2023

Responsibilities:

- ✓ Worked on Panorama, Palo Alto Networks' central management platform, for centralized configuration, monitoring, and reporting across multiple PA-5000 series firewalls.
- ✓ Managed and maintained a comprehensive suite of security policies on the PA-7080 firewall,

including application-based, user-based, and threat prevention policies to safeguard the network.

- ✓ Conducted real-time log analysis and traffic forensics using Panorama's logging and reporting features, enabling prompt detection and mitigation of security incidents.
- ✓ Utilized the Cisco Application Policy Infrastructure Controller (APIC) for EPG provisioning, policy enforcement, monitoring, and troubleshooting tasks within the ACI fabric.
- ✓ Implemented monitoring tools to continuously assess the performance of the MikroTik microwave network.
- ✓ Configured and managed dual power supplies on MikroTik **CRS326-24G-2S+RM** for redundancy, ensuring uninterrupted network operation in case of power failures.
- ✓ Configured encryption and security features on the **MikroTik Wireless Wire Dish**, such as WPA2 encryption and secure management practices, to protect the wireless link from unauthorized access.
- ✓ Integrated the wireless links established by **the RBLHGG-60adkit** into the broader network security infrastructure, ensuring that the wireless communication adheres to security policies and standards.
- ✓ Implemented SSL/TLS decryption and inspection on the PA-7080 to uncover threats hidden within encrypted traffic, enhancing overall security posture.
- ✓ Experienced in deploying and managing Cisco ASA firewalls, including Cisco ASA 5500-X Series (5506-X, 5508-X), and established protected network.
- ✓ Worked on defining and enforcing network policies through DNAC for improved security and compliance.
- ✓ Developed documentation of 802.1X and Cisco ISE configurations, policies, and best practices, facilitating knowledge sharing and incident response.
- ✓ Worked on migration project where new CISCO catalyst 9500 switch installed and old CISCO 9500 decommissioned.
- ✓ Worked on LAN remediation project.
- ✓ Implemented Cisco ASA's intrusion prevention system (IPS) to detect and prevent network-based attacks, enhancing overall security posture.
- ✓ Continuously optimized security policies on Cisco ASA and Checkpoint firewalls by evaluating rule sets, identifying rule conflicts, and enhancing rule efficiency in real-time.
- ✓ Configured and managed remote access VPN solutions, including SSL VPN and IPsec VPNs, on both Cisco ASA to provide secure remote connectivity for users and remote offices in real-time.
- ✓ Established site-to-site VPN connections using Cisco ASA and Checkpoint firewalls to securely connect branch offices, partners, and remote sites while maintaining data confidentiality and integrity in real-time.
- ✓ Reserved specific IP addresses within the local DHCP pool for critical devices, such as servers and network appliances, to ensure consistent addressing.
- ✓ Implemented subnet segmentation within the local DHCP pool to logically organize and manage IP addresses based on network segments.
- ✓ Implemented TACACS+ for centralized authentication, authorization, and accounting (AAA) in network devices.
- ✓ Integrated Cisco ISE with Active Directory and LDAP for seamless user authentication and authorization.
- ✓ Involved in leveraging INFOBLOX IPAM tools to perform capacity planning, ensuring

sufficient IP address space availability and optimizing resource utilization.

- ✓ Configured and maintained DNS and DHCP services on Infoblox appliances, ensuring accurate hostname resolution and efficient IP address assignment to network devices.

Client	Gigamon, Santa Clara, CA
Position	Sr. Network Security Engineer
Duration	Jan. 2022 – Jun. 2023

Responsibilities:

- ✓ Migrating Fortinet firewalls to Palo Alto's Next-Generation Firewalls using PAN migration tool/ Expedition Tool.
- ✓ Work with AWS Cloud Watch incl. EBS, EC2, S3 & configured notifications for alarms generated based on events defined.
- ✓ Worked on with AWS MFA (Multi-Factor Authentication) Servers and Phone factors for two-step Security.
- ✓ Maintenance of NTP, Aruba Clear pass, Net brain and terminal servers.
- ✓ Defined and deployed monitoring, metrics and logging systems on AWS.
- ✓ Configured and troubleshooting Aruba Wireless products like Access Points and Mobility Access Switches.
- ✓ We got rid of the Aruba access points and deployed the Cisco based access points at all the locations.
- ✓ Manage Large Palo Alto Firewall network including 50 remote offices, and 3 Data Centers using 5000/500/200 series firewalls, Palo Alto Management Software Panorama. SD-WAN, MPLS, Cisco Meraki switches and Access Points
- ✓ Work with Palo Alto firewalls using Panorama servers, performing changes to monitor/block/allow traffic on the firewall
- ✓ Responsible in troubleshooting on Cisco ISE added new devices on network based on policies on ISE.
- ✓ Configuring Cisco Catalyst Switches for Dot1x support testing the IOS compatibility with ISE
- ✓ Configuring Aruba Controllers integrating with Cisco ACS and RADIUS servers for Dot1x authentication
- ✓ Work on Cisco ISE to authorize users based on protocols PEAP & EAP-TLS, also manage and monitor user's access privileges.
- ✓ Deploying ISE in wired environment to perform Dot1x port based authentication configure the Posture policies perform
- ✓ Implemented Cisco ISE 1.2 for Wireless 802.1x Authentication and Authorization with Flex Connect
- ✓ Integrating Configuring Cisco ASA Firewalls with ISE to the Posture policy compliance perform CoA for remote VPN IPSec, SSL Any Connect users.
- ✓ Experience with configuring Virtual Server and Configuring Load balancing methods in F5 LTM
- ✓ Designing and deploying dynamically scalable, highly available, fault tolerant and reliable applications on AWS
- ✓ Assisted customer trouble shooting on Checkpoint and FortiGate 60C.
- ✓ Establish AWS technical credibility with customers and external parties

- ✓ Migrated complex, multi-tier applications on AWS.
- ✓ Performed all maintenance tasks on the Nexus Switches, ASR Routers, Checkpoint Firewalls, F5 Load balancers Infoblox DNS and Cisco ACI.
- ✓ Configure and troubleshoot F5 LTM, GTM series like 6600/6800 for different applications and monitoring the availability.
- ✓ Managed DHCP, DNS and IP address thru Infoblox, and Admin for Internet sites access thru Zscaler.
- ✓ Deployed and managed Cisco Meraki products SD-WAN including Cisco Meraki Security Appliances (MX25, MX450, MX400, MX600 and MX100), Cisco Meraki switches and Cisco Meraki Wireless Aps (MR84, MR74 and MR52).
- ✓ Designed and configured Fortinet FortiGate 90D for RMV branches.
- ✓ Function as part of a Firewall and Security team in support of Cisco Firewalls, Zscaler Proxy, Juniper Portals, SecAuth, Open LDAP, and Active Directory.

Client	CVS Health, Los Angeles, CA
Position	Sr. Network Security Engineer
Duration	Feb. 2019 – Dec. 2021

Responsibilities:

- ✓ Configuring Static, IGRP, EIGRP, and OSPF Routing Protocols on Cisco 1600, 2600, 2800, 3600, 7300 series Routers. Experience working with Nexus 9k, 7K, 5K and 2K.
- ✓ Worked on SDN and Network virtualization technologies like Cisco ACI.
- ✓ Performing both software and hardware DWDM grooms and upgrades on GIG - 100 GIG services
- ✓ Configuring the Network Load balancer in the AWS for the load balancing the traffic coming from the different third- party vendors or business partners around the globe.
- ✓ Configured and deploy MikroTik microwave network equipment according to project requirements.
- ✓ Fine-tuned microwave equipment settings, including modulation schemes and frequency planning, for optimal network performance
- ✓ Worked on Palo Alto design and installation (Application and URL filtering, Threat Prevention, Data Filtering)
- ✓ Maintained Palo Alto Firewalls Creating zones, adding rules and maintained the policies on PA 220 series,3020,5220
- ✓ Worked with ability to design and perform POC Trials in the SD-Access & DNAC environment.
- ✓ Configured Easy VPN server and SSL VPN to facilitate various employees' access internal servers and resources with access restrictions.
- ✓ Configured and maintained IPSEC and SSL VPNs on Palo Alto Firewalls.
- ✓ Configuration and administration of Palo Alto Networks Firewall to manage large scale Firewall deployments
- ✓ Working Experience in SONET, DWDM & ATM Networks.
- ✓ Develop/capture/document architectural best practices for building systems on AWS
- ✓ Worked on SDWAN (Cisco Viptela & Meraki), SD-Access (SD-Access (DNA C)), Cloud computing (AWS).

- ✓ Configured Site to Site IPsec VPN tunnels to peer with different clients and each of client having different specifications of Phase 1 and Phase 2 policies using Cisco ASA 5500 series firewalls.
- ✓ Configured EPG, update APIC, implement access and fabric policies in Cisco ACI environment.
- ✓ Distributed system and infrastructure. Clustered distributed controller for Cisco Application Centric Infrastructure (ACI), SDN. Model-based ACI/SDN controller, Network orchestration.
- ✓ Replaced the Legacy 3750 stack wise with Juniper EX 4200 switches in the LAN Environment.
- ✓ Wrote Python applications to allow users to query into Network and Load balancers devices without engaging the NOC or Network Engineering group and automated firewall upgrades to improve accuracy, speed, and success of upgrades.
- ✓ Used security groups, network ACL's, internet gateways and route tables to ensure a secure zone for organization in AWS public cloud.
- ✓ Specialize in migrating multivendor firewalls to next generation firewalls like Fortigate and Palo Alto Networks.
- ✓ Configure and administrating Fortinet Firewalls (FortiGate 240D, FortiWiFi 60D), IPv4 policy, interfaces DHCP Servers, IPsec VPN between two Fortinet routers, on premise and VPC in AWS, SSL VPN for client app
- ✓ Experience with Zscaler for URL Filtering. Connected to Hotspot with Zscaler Cloud
- ✓ Configuring ASA Firewall and accept/reject rules for network traffic. Configured ASA 5555 to ensure high-end security on the network with ACLs and Firewall.
- ✓ Performing URL filtering and content filtering by adding URL's in Bluecoat Proxy SG's.

Client	BNY Mellon, NYC, NY
Position	Network Engineer
Duration	Sept. 2017 – Jan. 2019

Responsibilities:

- ✓ Helped customers build scalable, resilient, and high-performance applications and services on AWS
- ✓ Implemented Zone Based Firewalling and Security Rules on the Palo Alto Firewall.
- ✓ Deployed Site to Site and Client to Site VPNs utilizing Checkpoint Firewall-1/VPN-1.
- ✓ Had experience in Migration from Cisco ASA's to Fortinet's Fortigate firewalls
- ✓ Performing URL filtering and content filtering by adding URL's in Bluecoat Proxy SG's
- ✓ Worked on Blue Coat Proxy SG to safeguard web applications (Black listing and White listing of web URL) in extremely untrusted environments such as guest Wi-Fi zones.
- ✓ Experience with connectivity of Cisco Networking Equipment with F5 Load Balancer.
- ✓ Configured Ubiquiti LAN switches and WAPs according to the network design and specifications.
- ✓ Involved in installing F5 VIPRION load balancers for one of our new data center.
- ✓ Configure Cisco ISE for Wireless & Wired 802.1x Authentication on Cisco Wireless LAN Controllers, Catalyst Switches.
- ✓ Implement Cisco & Aruba Wireless Controllers, Aruba WAPs at corporate site as a part of WLAN Infrastructure.
- ✓ Performed site refreshes on Cisco switching and Aruba wireless infrastructure at several

locations. Configurations, implementation and troubleshooting issues on Checkpoint R77.10 Gaia, R75, Cisco ASA 5540, 5000 series firewalls for the client environment.

- ✓ Installing and configuring F5 Load balancers and firewalls with LANWAN configuration.
- ✓ Configuration, Troubleshooting and Maintenance of Palo Alto Firewalls (36+ firewalls) - PA200, PA2000 series, PA3000 series, PA4000 series and PA5000 series.
- ✓ Successfully installed Palo Alto PA-5000, PA-3000 firewalls to protect Data Center and provided L3 support for routers/switches/firewalls and also configured and maintained IPSEC and SSL VPN's on Palo Alto firewalls. Palo Alto design and installation (Application and URL filtering, Threat Prevention, Data Filtering).
- ✓ Familiar with products such as Cisco ISE, Cisco ASA 5500 series firewalls and Cisco ACE 4710 Load balancers.
- ✓ Worked on troubleshoot and configure of CISCO Fortigate forti 800, forti 1500 and forti 2800 series firewall devices.
- ✓ Experience with Bluecoat (Proxy/Reverse Proxy), Zscaler, Experience with Zscaler for Url Filtering

Client	Accenture
Position	Jr. Network Engineer
Duration	Nov. 2013 – Aug. 2017

Responsibilities:

- ✓ Work experience in Checkpoint R77.30, R77, R75.46, R71 firewalls and Cisco ASA 5550 firewall.
- ✓ Configure and troubleshoot Cisco 7200/3800/2811 Routers and Cisco 2960/3800/2800/6500 switches and Nexus switch.
- ✓ Exposure of Configuring Cisco Routers, Switches, ASA, IPS, and ACS Server.
- ✓ Configuration and management of Cisco Switches (Series: 6500/4500/3750/2900/2960) and CISCO ASR Router at new installation and configuration.
- ✓ Working experience with Cisco Nexus 7K, 5K & 2K Switches.
- ✓ Providing level 2 & 3 tier support for Client Network in a 24*7 environment.
- ✓ Monitoring network traffic and submit reports to management.
- ✓ Expertise in installation and maintenance of Cisco Routers, Switches and firewalls.
- ✓ Configuration and installation of wide variety of Cisco Routers (2811, 3845 3600, 7200) and Switches (Catalyst 2950, 6500 Series switches) & Nexus Switches.
- ✓ Configure, troubleshoot, verify and explain the operation of routing protocols on a Cisco Router (EIGRP, OSPF, BGP and other routing plan).
- ✓ Handle Service-Now tickets related to Cisco ASA & Zscaler, & VPN along with the connectivity issues and provide support when any issue is raised.
- ✓ Knowledge of various technologies and protocols like TCP/IP, OSPF, BGP, EIGRP, IS-IS, RIP, MPLS.
- ✓ Network Architecture L2 / L3 role in Network Administration (Routing/ Switching and Security).
- ✓ Worked on F5 LTM series like 1600, 6400 and Viprions for the corporate applications and their availability.

PROJECT MANAGER: AHMED HASAN

Current Location: Sunnyvale, CA

Professional Summary:

Ahmed is a talented and versatile leader with 16+ years of cross-functional business and information technology expertise delivering end-to-end lifecycle projects across multiple industry verticals and data domains. Proven track record of with a cross functional experience, gaining over 10 years of experience as a Project Manager and 6+ as a Business Analyst allowing him to collect over 16 years of experience as an IT Professional. His most recent assignment was as a Functional Track Project Manager for the **San Francisco Assessor-Recorder (ASR)**, providing key support of the department's **legacy system replacement** to a **new Salesforce environment**. He has delivered end-to-end lifecycle projects with a track record of managing and delivering large global B2B Marketplace integrations, SaaS + On Premise ERP integration (Salesforce, SuccessFactors, Tradeshift), Supply Chain, and Business Intelligence projects, with companies like, **Neoforma Inc., Genetech Inc., and Taulia Inc.** Ahmed as a certified Scrum Master has been able to lead and facilitate, manage sprints, user stories, epics, themes in / Jira Confluence. He can define and manage a well-defined project management process and champion ongoing process improvement initiatives to implement best practices for Agile Project Management.

Education & Certification:

- ✓ BS in Information System – Pursuing.
- ✓ Working towards PMP Certification.
- ✓ Certified SAFe Scrum Master.
- ✓ Certified Tableau Developer.
- ✓ Certified Salesforce E Specialist.

Technical Skills:

Core Competencies	Agile, Scrum, Scaled Agile (SAFe); Data Mining, Analytics, KPIs; User Stories, Epics, BRD, FRD; Cloud/SaaS, ERP, EDI, SQL; Requirement Gathering/Analysis; Documentation, Testing, UAT, Defect Testing; System Integration/Implementation; Stakeholder Management; Customer Relationship Management; Offshore Resource Management
ERP / BI Tools	SAP ECC, SAP BI, Oracle 7.x, Tableau, Sisense, SAP Business Objects, SQL
SaaS / Integration	SAP SuccessFactors HCM, Salesforce, Tradeshift, Marketing Cloud, Ariba, API, MuleSoft, Oracle Integration Suite, EDI, cXML
UAT / Scrum / PMO	JIRA, HP-ALM Mercury, MS-Office Suite including Project and Visio
EDI Transactions	850, 855, 810, 856, 832; Gentran, Tradeshift, Babelway; sFTP, AS2, HTTPS

Professional Experience:

Client	City and County of San Francisco, Office of the Assessor-Recorder (ASR)
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Position	Functional Track Project Manager
Duration	December 2020 – April 2022

Responsibilities:

- ✓ Supported the ASR Project Director by participating in Project Management Office (PMO) meetings, directing the System Integrator (SI) on Assessor-Recorder (ASR) needs, and served as a backup to the ASR Project Director.
- ✓ Provided project management support for the SMART project's Functional Track. Worked alongside the SI to ensure that they managed and maintained the overall project milestone schedule, and reviewed and verified the integration of the services & deliverables.
- ✓ Ensured that all milestones and deliverables were successfully provided by the SI in the agreed upon timeline and cost, as specified in the SMART agreement and project plan.
- ✓ This included, but was not limited to: participating in design sessions, internal and external defect triage meetings, capacity and dependency planning discussions, sprint planning sessions, user acceptance planning and execution, business readiness/org change discussions, etc.
- ✓ Ensured sufficient training and documentation of the new system to enable easy product adoption.
- ✓ Provided support to Product Owners (POs) and worked with development team to ensure gaps were closed where story definition and acceptance criteria were not well defined nor ready for build.
- ✓ Provided consultation and support to POs on system design/build. Helped POs validate that design and build met business requirements. Identified gaps and ensured proper tracking and management.
- ✓ Provided consultation and support to POs on story grooming, sprints goals, and trade-offs.

Client	Taulia Inc., San Francisco, CA
Position	Business Analyst/Project Manager
Duration	2017 - Present

The collaborative culture has allowed him to wear multiple hats within the organization. Serving as a Business Analyst for our internal applications as well as manage external customer implementation projects. Managed programs for Fortune 500 clients resulting in over 6 Mil in annual subscription revenue.

Responsibilities:

- ✓ Worked with cross-functional teams to improve business processes, implementation, and integration of Salesforce CRM with Premise SAP, Marketing Cloud, and Tradeshift utilizing integration tools.
- ✓ Practiced core Business Analyst responsibilities such as requirement gathering, facilitation, problem-solving, creating business functional documents (BRD), performing user acceptance testing (UAT), Defect Testing, and stakeholder and user management.
- ✓ Supported the Product Owner in managing customer expectations for project deliverables and

- managing stakeholder communications.
- ✓ Served as a Scrum Master for Taulia products, led and facilitated managed sprints, user stories, epics, and themes in / Jira Confluence.
- ✓ Developed best practices, updated documentation, methodologies, and tools for project execution and future implementation
- ✓ Managed end-to-end B2B Marketplace integration projects, reviewed SOW, project scope, resources planning, gap analysis, technology evaluation, testing, defect testing, project tracking, configuration, pre and post-go-live support
- ✓ Perform configuration and customization of the Salesforce.com platform.
- ✓ Successfully implemented electronic invoicing solution for several high-revenue accounts by automating 90 to 97% of manual invoices. Implemented custom solutions to streamline procurement and accounts payable business processes.

Client	Genentech Inc., (Roche) South San Francisco, CA
Position	SaaS/ERP/BI Business Analyst
Duration	2011 - 2017

Responsibilities:

- ✓ Highlighted successfully lead a team of Business Analysts and developers to consolidate five regional procurement reporting BW system to a single global reporting system utilized by over 15,000 global work force. Worked in collaboration with regional business stakeholders on requirement gathering, KPIs, and prioritization
- ✓ Successfully implemented software or web development projects using Agile methodologies
- ✓ Lead successful cross-department workshops to gather business requirements (User Stories, Epics, Themes) and work with development teams to ensure business requirements are met to improve internal processes and reporting/KPI solutions
- ✓ Ownership and control of UAT environments. Defining system and User Acceptance Test (UAT) procedures and test scripts and execution. Leading identification and driving resolution of issues in timely manner
- ✓ Requirement gathering and user facilitation for SAP BI migration to S/4HANA
- ✓ Interpreting end-user needs into Salesforce creation supplies.
- ✓ Worked in collaboration with business to develop various reports to capture metrics on the Shopping Cart Approval process, Shopping Cart Activity, and Approval thresholds, resulting in the streamlining of processes and
- ✓ Developed a business and reporting solution for a global supplier diversity team that enabled the client to capture all minority spending to gain benefits from State procurement
- ✓ Performed configuration and customization of the Salesforce.com platform.

Client	Global Healthcare Exchange & Neoforma Inc. (GHX (2007-11)
Position	Implementation Project Manager & Business Analyst
Duration	1999 - 2011

Responsibilities:

- ✓ Generated approximately \$20M in revenue while achieving 5M annual cost savings; achieved an additional \$7.5M in revenue by advising hospitals and their third-party subject matter experts on incorporating customized solutions.
- ✓ Managed connection of 200+ trading partner relationships between healthcare manufacturers and 12 hospital IDNs supporting a variety of MMIS systems including Lawson, SAP, PeopleSoft, Meditech, Oracle, and legacy systems.
- ✓ Collaborated with internal development teams to create customized solutions for hospitals requiring non-standard approaches to utilizing GHX cloud-based products.
- ✓ Review Statement of Work (SOW) with business consultants and stakeholders to ensure revenue quotas.
- ✓ Hands-On System configuration, data mapping, GAP analysis, requirement gathering, testing, defect testing, go-live, ensuring project is delivered on time. Post-go live support and training

Client	Neoforma
Position	Systems Integration/EDI Developer
Duration	2002 - 2007

Responsibilities:

- ✓ Migrated 80+ customers from Neoforma to GHX as part of acquisition; completed project in 18 months
- ✓ Collaborated with healthcare suppliers (Cardinal Health, J&J, Boston Scientific, Guidant, Abbott Labs, Bosch, Medline, Stryker, Bayer, McKesson, etc.) on enhancements to technical specifications and gap analyses
- ✓

Client	Neoforma
Position	Customer Service and Support Manager
Duration	1999-2002

Responsibilities:

- ✓ Supported customers through establishment and leadership of a well-trained customer service organization.
- ✓ Ensured proper training and evaluation of employees to anticipate and swiftly resolve customers technical/account issues.
- ✓ Hired and mentored a multi-tiered team of 20 Customer Service Representatives. Early adopters of CRM

IT PROJECT MANAGER: GIL DORON

Location: San Francisco, CA

Professional Summary:

Gil is a Certified Scrum Master and PMP with experience working with the San Francisco Human Services Agency (HSA) for their Mobistream Application project. He is able to direct complex technology development projects from inception through successful completion. He is proficient at communicating with internal and external stakeholders, users, and technical teams to ensure alignment with business requirements and goals are met within the required time and budget. He has great expertise managing teams focused on implementing Micro Front-End, Micro Services and in-store mobile features with support for Cloud computing (Azure). He great expertise managing timeline, delivery and financials to assure teams are on forecasted targets. Further to that, he continually investigates emerging technologies such as mobile technology and cloud computing in order to remain at the leading-edge of developments and drive innovation.

While working with Macys.com he leads several Scrum Agile project teams tasked with enhancing various areas of macys.com and the iOS/Android App from analytics and U.I enhancements to vendor integration projects. Certified Scrum Master/Project Management Professional able to direct complex technology development projects from inception through successful completion. Leverage cutting-edge methodologies to design software and Web-based applications to fulfill diverse business needs.

Education & Certifications:

- ✓ Bachelor of Science in Computer Science & Applied Mathematics from the University of Toronto.
- ✓ Project Management Professional (PMP) from Project Management Institute, Newtown Square, PA.
- ✓ Scrum Master Certification from Rally Software.
- ✓ SAFe Scrum XP Certified from Scaled Agile Inc.

Technical Skills:

Environments	Windows, UNIX, Microsoft SQL Server, IIS
Programming	HTML, XML, Visual Basic, C#, ASP.NET, PHP, JavaScript, Oracle 8i, ColdFusion, Visual SourceSafe, Toad, Microsoft SQL Server, SiteMinder, Sybase
Applications	Microsoft Word, PowerPoint, Outlook, Photoshop, Image Ready, Microsoft Project
Core Competencies	Requirements Alignment, Strategy Development, International Teams, Project Scope / Roadmap, Deadline Management, Stakeholder Communication, Technology Innovation, Budget Administration, Regulatory Compliance

Professional Experience:

Client	San Francisco Human Services Agency
Position	Technical Program Manager
Duration	January 2023 – January 2024

Responsibilities:

- ✓ Mobistream Application Project – managing San Francisco’s custom Secure Messaging application project working with an external Vendor. Made sure PII and HIPA guidelines were followed, and features provided to HSA employees and city residents did not violate these guidelines.
- ✓ Successfully released an Android and iOS version to residents and HSA employees.
- ✓ Assisted HSA to implement and use Cloud storage to offload storage needs from an existing aging network system.
- ✓ Lead the deployment/usage of an e-signing Document SaaS assuring all legal and city needs where considered.
- ✓ Work with vendor, external stakeholders, and internal stakeholders to solidify design requirements.
- ✓ Work with stakeholders to prioritize, merge, and agree upon design requirements.
- ✓ Gather and Prioritize design requirements. Drive Quality Assurance efforts – Experience creating and executing test plans and test cases.
- ✓ Lead discussions with HSA staff on business process redesign as a result of using the Mobistream application.
- ✓ Facilitate focus groups with clients to gather proposed process and design requirements.
- ✓ Serve as objective and unbiased facilitator and coordinator to solicit feedback from clients on proposed business solutions and survey design.

Client	Walmart.com
Position	Technical Program Manager
Duration	May 2021 – November 2022

Responsibilities:

- ✓ Managed 3 Teams focused on Walmart.com UX (Web/Mobile).
- ✓ Tasked with 4 areas (Home Page, PLP, PDP, Category Page), working with each of the assigned Product Owner to outline the quarter’s Roadmap.
- ✓ Gathered and prioritized requirements and work with the Development Team in executing the plan.
- ✓ A total of 20+ Developers/QA team members assigned to the work above.
- ✓ Some of the work required deliverables from external teams and/or offshore teams.
- ✓ Managed the communications, integration and execution of all of these efforts.

Client	Schwab.com
Position	Technical Program Manager
Duration	June 2019 – July 2021

Responsibilities:

- ✓ Managed 2 full-stack Dev teams focused on simplifying the onboarding process of new/existing Schwab customers.
- ✓ When USAA and TDA were acquired, team was responsible for recreating a new experience for these clients to make their transition from their former provider to us as simple as possible.
- ✓ Worked closely with PO, Architect and Tech leads to identify dependencies, leverage exist infrastructure design while mapping out new work needed to handle new load.
- ✓ Since most of the functionality was still being discussed, led the team in building needed foundational work to handle the scale expected from all of these new customers.
- ✓ Each of these projects consistent of sizing the effort, mapping the work and coordinating with teams we would leverage for the content needed for each client.

Client	Gap.com
Position	Technical Program Manager
Duration	January 2019 – June 2019

Responsibilities

- ✓ Managed 6 teams focusing on implementing Micro Front End, Micro Services, and in-store mobile features with support for Cloud computing (Azure).
- ✓ Managed timeline, delivery, and financials to assure team was on forecasted target.
- ✓ Communicated progress with business and technical managers to assure everyone was aware of progress and financial burn rate.
- ✓ With recent announcement of Gap Corp split, work pivoted to Split efforts with re-adjusting forecasts and resourcing to deliver critical split deliverables.

Client	Macys.com
Position	Scrum Master/Program Manager
Duration	January 2016 – January 2019

Responsibilities

- ✓ Concurrently led several Scrum Agile project teams tasked with enhancing various areas of macys.com and the iOS/Android App.
- ✓ Analytics to UI enhancements to vendor integration (e.g. Citi Bank Integration) for seamless Credit Card transaction information.
- ✓ BI data warehousing and holiday specific enhancements to drive more sales, utilizing Mobile Notifications and Targeted Sale Promotions.
- ✓ Served as an Agile Coach to get internal teams to think and work effectively using the Scrum Agile framework. Team sizes ranged from 9 people to 80 dues to complexity and number of layers necessary for enhancement.

Client	Autodesk
Position	Scrum Master/Agile Project Manager
Duration	June 2015 – January 2016

Responsibilities:

- ✓ Leading a team of 9 developers and QA members working on Autodesk's eStore's Promotional enhancements.
- ✓ Primary focus on enhancing existing API code which interfaces with front-end development.
- ✓ Coordinate releases with Scrum teams to assure all interdependences are staged properly for a successful launch.

Client	Hewlett Packard
Position	Scrum Master/Agile Project Manager
Duration	May 2004 - May 2015

Responsibilities:

- ✓ Aggressively recruited due to significant contributions during consulting engagement to join this \$100B+ global company driving technology innovation across multiple market segments.
- ✓ **As Project Manager/Scrum Master**, promoted to lead major project engagements impacting business and technical operations across the US, Canada, China, Singapore, India, Australia, and the UK. Directed requirements and scope definition, prepare project plan, identify and manage deliverables, and provide regular status reports to key stakeholders and executives.
- ✓ **As Project Manager/Scrum Master**, managed international teams of software engineers, GDBA engineers, QA specialists, and deployment specialists to consistently deliver projects on schedule. Also identified and adapted to optimize results within budget parameters; approve billable hours from all resources as well as communicated status and issue to key stakeholders. Selected projects;
- ✓ **Autonomy Content Management System**: managed HP's largest implementation of Autonomy's Content Management system (TeamSite, LiveSite Display Service, LiveSite Content Services, IDOL, MediaBin). Worked closely with the business in requirements gathering and Vendor selection. With 15 IT team members located in Singapore, India, China and the U.S. implemented a fault tolerant, 51 Server environment serving HR content to internal employees and external new hires.
- ✓ **3COM-MADO**: managed project to migrate and integrate 3COM client information into proprietary eLearning environment. Coordinated multiple deliverables and ambitious schedule with 3 engineering divisions to successfully incorporate new user data and achieve seamless execution within 1 week of acquisition of 3COM with zero client intervention.
- ✓ **GPO-LMS**: orchestrated project integrating users from 10 external China, India, and Mexico based call centers running on external networks into eLearning environment. Led efforts to address critical need for additional layer of authentication to ensure security; collaborated closely with Saba platform consultant to identify solution and rewrite code. Oversaw 10-member project team handling department-specific deliverables.
- ✓ **Business Analyst / Technical Lead / Software Engineer (May 2004 – December 2006)**: served in multifaceted role designing and developing innovative solutions impacting global business operations. Performed detailed requirements analysis to ensure alignment of technical solution with user/functional needs. Mentored and directed technical teams.
- ✓ **POST (Planning, Organizing, Scheduling Tool)**: designed innovative tool to handle all details of event organization, scheduling, and financing on an international scale. Led 4-member engineering team throughout development, testing, and deployment.

- ✓ **Degree Program:** designed solution and led development team on project to create career training / education reimbursement application. Incorporated ability to account for various international regulations impacting reimbursement allowances and employee eligibility.

PROJECT MANAGER: NAVEED KHOKHAR

Current Location: Fredericksburg, TX

Professional Summary:

Naveed Khokhar is an accomplished Senior **SAP Program Manager**, who is a Certified PMP, Scrum Master, Scrum Product Owner, Scrum Professional and is also certified in Scaled Agile (SAFe) among several others. He has over **18 years of IT experience**, having diverse skill set in project management, cross-functional team leadership, and vendor management. He has successfully delivered complex, large-scale ERP systems and has extensive knowledge of various SAP modules. Notably, he has recent experience in implementing **SAP S/4 Hana** and has also executed an Oracle EBS implementation for one of his clients, NuVasive. Naveed is skilled in integration methodologies such as Boomi, Restful APIs, and One Graph. He has strong knowledge of **SAP ECC**, having been assigned as a Project Manager for an **SAP ECC** Implementation of Distribution and Inventory Management projects. He has worked with the technical team and drove integration with **core SAP ECC** and SCM for synchronous seamless data transfer. Naveed has also supervised **SAP ECC 6.0** configuration for order management, pricing (including taxes), shipping and billing to support core business processes.

In his current role as a Sr. SAP Program Manager at Indeed, Naveed is leading the end-to-end implementation of **SAP S/4 Hana** while also establishing integrations with other systems. Naveed's expertise in project management tools like Microsoft Project, Jira, Slack, and Azure DevOps helps him effectively manage cross-functional teams and track progress. Naveed is a very strong match for the Project Manager role at the County of Santa Clara, to manage selected County SAP projects and overseeing a budget system request for proposal (RFP). His expertise in SAP and financial systems, along with his experience with Project Management Offices (PMOs), make him an ideal fit for this role. Naveed will handle project documentation, charters, plans, issues, and risk registers, as well as communication planning, financial tracking, and cutover planning. He is skilled at developing, maintaining and updating project plans ensures the timely and high-quality delivery of projects. Furthermore, he excels in managing onsite, offshore, remote, and global teams, as well as handling business relationships and change management. Naveed's strong risk assessment and mitigation abilities have proven crucial in project success, and he is adept at resolving team conflicts effectively.

Education and Certifications:

- ✓ Masters of Science Computer Science/Telecom Oklahoma State University, Stillwater, Ok.
- ✓ Bachelors of Science in Electrical Engineering.
- ✓ Project Management Professional (PMP).
- ✓ Certified Scrum Master (CSM).
- ✓ Scaled Agile Training (SAFe).
- ✓ Certified Scrum Product Owner (CSPO).
- ✓ Certified Scrum Professional (CSP).
- ✓ Project Management Professional Agile Certified Professional (PMI-ACP).

- ✓ Certified Information Systems Security Professional (CISSP).
- ✓ Team Kanban Practitioner (TKP).

Project Management Tools:

- ✓ Microsoft Word, Excel and PowerPoint.
- ✓ Microsoft Project Professional.
- ✓ Microsoft Project for Web.
- ✓ Microsoft Project Online.
- ✓ Google Workspace.
- ✓ Microsoft Teams.
- ✓ Smartsheet.
- ✓ Microsoft Visio.
- ✓ Monday.com.
- ✓ Asana.com.
- ✓ Trello.om.
- ✓ Slack.
- ✓ Jira.
- ✓ Azure DevOps

Professional Experience:

Client	Indeed, Austin, TX
Position	Sr. SAP Program Manager
Duration	October 2023 – Present

SAP S/4 Hana Upgrade Project

- ✓ Prepare monthly progress reports on the SAP S/4 HANA Upgrade Project to designated TSS personnel.
- ✓ Maintain the SAP S/4 HANA Upgrade Project schedule.
- ✓ Update the Future State Project Schedule as needed, but, at a minimum, weekly based on input from designated TSS personnel
- ✓ Design, create and maintain the SAP S/4 HANA Upgrade Project tracking log.
- ✓ Design, create and maintain the risk management log for identified risks including mitigation strategies.
- ✓ Design, create and maintain the SAP S/4 HANA Upgrade Project site including documentation. In addition, Resource will complete other project management functions designated by the County to support the SAP S/4 HANA Upgrade Project including:
 - Updating SAP S/4 HANA Upgrade Project plans to identify the responsible County personnel for each task.
 - Tracking and documenting the Future State Project Schedule and releases.
 - Preparing status reports of the SAP S/4 HANA Upgrade Project.
 - Updating the SAP S/4 HANA Upgrade Project documentation.
 - Preparing policies and procedures for the SAP S/4 HANA Upgrade Project as designated by the County.

- Managing post go-live support of the SAP S/4 HANA Upgrade Project.

Client	Indeed, Austin, TX
Position	Sr. SAP Program Manager
Duration	January 2021 – September 2023

Responsibilities:

- ✓ Implement **SAP S/4 Hana** from end to end and built integrations with other systems.
- ✓ Strong experience working Finance and Accounting teams on G/L account reconciliations, tracking revenue, and reporting dashboards.
- ✓ Work closely with SAP architects, technical teams, functional analysts to deliver project scope on time, on budget and with high quality deliverables.
- ✓ Lead the delivery team, created a friendly and collaborative project environment, drove desired professional behaviors, and motivated the team to the highest levels of performance.
- ✓ Track program progress, managed delivery execution, performed risk and issue management.
- ✓ Communicated effectively with client and Project Stakeholders regarding the SAP Project, Technology Solutions and **SAP Business Application Solutions** being delivered.

Outcome #1: SAP S/4 HANA Implementation (In Progress)

- ✓ Providing product Management expertise to deprecate the legacy ERP system and replace with an **SAP S/4 Hana system**. Responsibilities included interfacing with the parent company “Recruit (based in Japan), understanding systems requirements, creating feature roadmaps, managing IT and Finance stakeholders, managing implementation teams (vendor and the internal teams) facilitating critical Go/No-Go meetings, and overseeing production cutover activities.

Outcome #1: SAP S/4 HANA Implementation (In Progress)

- ✓ Successfully managed, planned and executed efforts for “Winter Is Coming” program for Financial Systems. Austin Datacenter is the single point of failure.
- ✓ We had critical services operating out of this data center. The Winter Event in 2021 was a close call. With the rolling and persistent blackouts in Texas, indeed could have lost its ability to collect revenue if this data center went down.
- ✓ Played a critical role in orchestrating migration window by working with the core team and delivering a flawless migration experience.

Client	Pedernales Electric, Inc., Johnson City, TX
Position	Sr. Product Manager (Business & IT)
Duration	May 2013 - December 2021

Responsibilities:

- ✓ Provided product management oversight, end to end delivery of the critical initiatives.
- ✓ Reviewed project documents SOWs, procurement, RFPs and other contractual documents and user license agreements etc.
- ✓ Followed is the summary of the projects completed at PEC Coop.
- ✓ Played a key role in the Implementation of the NISC system (New ERP system for Co-op).

- ✓ Helped decommission **SAP system**, by replicating key functionality in the new system and embarking upon a comprehensive data migration strategy.
- ✓ Implemented Microsoft Dynamics CRM system and deprecated CRM 2011. Automated manual steps. Integrated MS Dynamics with the other enterprise systems.
- ✓ Delivered and implemented service desk/help desk system for the organization called Easy Vista.
- ✓ Led implementation of complex enterprise system. Managed team of **20+ team members'** vendors, suppliers and cross functional departments to revamp the core infrastructure and strengthen the data quality and data transfer.
- ✓ Help build Smarthub apps to allow customers to monitor their electric usage, view billing history, pay online bills.

Client	NuVasive, Memphis, TN
Position	Sr. Delivery Manager IT Business Systems
Duration	January 2012 - May 2013

Responsibilities:

- ✓ Handpicked as preferred project manager for **SAP ECC** Implementation of Distribution and Inventory Management projects.
- ✓ Supervised and led the team members to evaluate interdependencies between integrated systems and ensured projects meet the goals and objective.
- ✓ Managed ABAP developers, Functional Analysts and Change Management **BASIS** team members for all aspects of the project.
- ✓ Oversaw the implementation of SD/MM module, business planning, and interpreting user requirements into functional specifications.
- ✓ Reviewed the architecture and design of supply chain network core interface and made feasibility recommendations.
- ✓ Worked with the technical team and drove integration with **core ECC** and SCM for synchronous seamless data transfer.

Client	Rent-A Center, Inc., Plano, TX
Position	Sr. Delivery Specialist- Applications and Security
Duration	January 2010 - February 2012

Responsibilities:

- ✓ Coordinated end-to-end to solution delivery utilizing ASAP methodology phases, including blueprinting, realization, testing, and final preparation.
- ✓ Supervised **SAP ECC 6.0** configuration for order management, pricing (including taxes), shipping and billing to support core business processes.
- ✓ Supported RAC's system implementations working collaboratively with RAC's System Integrators and partners and SAP technical team resources, as needed.
- ✓ Advocated and enforced applicable standards, policies, procedures, and best practices in the implementation of application modules.
- ✓ Assumed on-going support responsibility for the SD configuration and reports, interfaces, conversions, enhancements, and forms (RICEF) integration.

Client	JC Penney, Inc., Plano, TX
Position	SAP Program Manager
Duration	November 2007 - December 2010

Managed a portfolio of Supply Chain and Merchandize and Allocation applications to optimize delivery of items to stores. This entails a three-year initiative with \$25 million in budget and a managing a diverse team of Architects, System Business Analysts, Developers, Software Testers, other consultants, vendors and suppliers.

Responsibilities:

- ✓ Managed complete SAP SD module solutions wing-to-wing; prototyping, blueprinting, designing, building, testing, documentation and post go-live support including interfaces & cross module integration.
- ✓ Developed full-scale project management plans and associated communications documents.
- ✓ Drafted budget proposals and recommended subsequent budget changes where necessary.
- ✓ Set and continually managed project expectations with stakeholders, delegated tasks and responsibilities to appropriate personnel.
- ✓ Reviewed Request for Proposals, participated in Vendor selections, Managed Vendors, Monitored SLAs and escalated issues.
- ✓ Documented and understood all the end-to-end, cross-functional and integrated business processes related to the SAP SD module, including integrations with other modules and extended business systems.

Client	PepsiCo, Plano, TX
Position	SAP Manager
Duration	January 2006 - October 2007

Responsibilities:

- ✓ Managed the design and planning and oversaw execution of the technical environments and process readiness.
- ✓ Handled configuration dependency, backups, training, site readiness and organizational change activities.
- ✓ Created and managed the work plan and resources for the implementation of Enterprise Buyer, Catalog Management, Live Auction/Bidding Engine and Supplier Communications.
- ✓ Liaison with the corporate level **Project Management Office (PMO)** for issue resolution, scope definition and deployment activities.
- ✓ Performed **SAP functionality** feasibility Study.
- ✓ Managed team to determine requirements, identify gaps and offer mitigation strategies.
- ✓ Delivered implementation options for replacement of decentralized purchasing, scheduling, warehouse, inventory and asset management legacy systems.
- ✓ Coordinated resources and developed project schedule, methodology, project templates and final report.

Client	HEB, San Antonio, TX
Position	Software Implementation Manager
Duration	September 2005 - November 2006

Responsibilities:

- ✓ Facilitated Planned, managed and tracked project tasks from Blueprint through Go-Live and support activities.
- ✓ Provided leadership and guidance to the functional consultants and development team on all aspects of solution development.
- ✓ Provided expertise in SAP CRM configuration such as Interaction Call Center, Campaign Management and Lead Management.
- ✓ Supervised the configuration of several sub modules example CRM Sales, Marketing, Service Management and Middleware.
- ✓ Conducted weekly project status meetings to track project tasks, monitor progress and challenges and develop risk mitigation plans.

Client	GameStop Inc., Grapevine, TX
Position	Sr. Quality Assurance Analyst
Duration	May 2004 - June 2005

Responsibilities:

- ✓ Worked with SAP systems integration, application design, and product management.
- ✓ Developed project schedule, project management plan, project charter and preliminary scope statement.
- ✓ Estimated Resource activities, resource activity duration, and hardware and software cost.
- ✓ Proactively managed changes in project scope, identified potential risks, and devised contingency plans.
- ✓ Identified requirements for clients and designed appropriate business models and user interfaces (UI).
- ✓ Oversaw the configured **SAP CRM** products per requirements, including testing, problem solving, and debugging.
- ✓ Reviewed CRM functional specifications and CRM configuration and provided sign off.

QA/UAT TESTER: APEKSHA SRI.

Current Location: Livermore, CA.

Professional Summary:

Apeksha is a Bay Area local with about 7 years of experience in the Software Industry as a QA Tester, 6 years of which in Salesforce Testing, developing Test Plans and Scripts, including Automation using Java and C# with Selenium. She is experienced with Salesforce.com standard objects, including building and maintaining custom objects/fields, chatter groups, and lightning flows. She has strong exposure to Salesforce CRM and Marketing Cloud, Testing SFDC with Journey Builder and Exact Target. She possesses strong administrative skills in SFDC relating to Roles, Profiles, and Territories, as well as creating workflow Rules to automate Tasks, Email Alerts, and Field Updates. She is also well versed with Salesforce Lightning and equivalent

reactive front-end in two of her projects. In addition, she has good knowledge of Force.com apps, SaaS, and PaaS.

Furthermore, she is experienced with Salesforce **Journey Builder's test feature** to confirm that a **Marketing Cloud** Journey behaves as expected. Her SFDC expertise extends to experience with Salesforce **sharing rules** and email template creation and **Apex data loader**. She has strong experience in System Integration, UAT, Functional, Regression and Application Testing also participated in Java and C# code review with other team members and shared knowledge. She has 3+ years' experience using Jenkins and Azure DevOps tools in addition to using JIRA and Rally as defect management systems, working with teams to troubleshoot and determine root-cause of application defects/issues.

Education:

- ✓ Master's Degree in Computer Science from DeVry University.
- ✓ Bachelor's Degree in Communications from Lucknow University.

Professional Experience:

Client	San Francisco Office of the Assessor-Recorder (ASR).
Position	Salesforce UAT Tester.
Duration	May 2022–Present.

Responsibilities:

- ✓ Involved in all stages of Software Testing Life Cycle.
- ✓ Validated Data security and sharing rules in Salesforce.
- ✓ Tested users management, Public Groups, Profiles, and Roles within the Salesforce CRM; this involved designating access to the applicable user within the role hierarchy.
- ✓ Tested in various Sandbox environment and customized the Salesforce application as per the client's requirement.
- ✓ Tested Salesforce standard objects (Campaign, Accounts, Contacts, Opportunities) and Custom objects, Page layouts, Fields validations and its access to the user based on defined profile.
- ✓ Tested Users, Profiles, Role hierarchies, and Permission sets as per user profiles and Public groups.

Client	Wells Fargo, Fremont, CA.
Position	Senior QA Engineer.
Duration	July 2021–April 2022.

Legal Knowledge Management Project is being developed for helping Internal and External users to look into their respective matters. Experts can look into their assigned matters and resolve them and create useful reports.

Responsibilities:

- ✓ Used Agile methodology with Scrum framework as SDLC with 3 weeks of Sprint cycles and coordinated well with team members, lead, project manager. Followed Scrum SDLC approach to implement project.

- ✓ Worked on various Salesforce.com standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports, and Dashboards.
- ✓ Executed Test Scripts and dealt with Defects rising in HP QC/ALM.
- ✓ Tested loading the data from Staging to Salesforce application, testing the functionality & GUI testing.
- ✓ Assisted in writing Test Scenarios for software Salesforce (SFDC) with the UAT group.
- ✓ Worked with Cases, Contacts, Accounts, Solutions, and Reports entities in Salesforce Cloud application.
- ✓ Conducted Smoke Testing, Sanity Testing, Retesting, Ad-hoc testing, Functional, and Non-Functional Testing.
- ✓ Reviewed requirements and use case diagrams to write Test Cases/Test Plan that would test various scenarios.
- ✓ Worked with JIRA and TFS as a project management and defect tracking tool.
- ✓ Performed Integration & Regression tests to check new functionality compatibility on existing App Functionalities.
- ✓ Conducted Manual testing on SOAP/RESTful web services by executing functional testing in SoapUI.

Client	California Student Aid Commission (CSAC), Sacramento, CA.
Position	Senior QA Analyst.
Duration	February 2021–July 2021.

CSAC (state agency) is responsible for awarding Cal Grants, and determined that students will be awarded or not awarded a Cal Grant Competitive award to California students based on their eligibility. Involved in testing and Automating SLP and CNG applications.

Responsibilities:

- ✓ Involved extensively in all stages of testing lifecycle and SDLC using Hybrid (Waterfall, Agile) methodologies.
- ✓ Worked on SIT, UAT, Integration, Sanity, and Regression testing on various projects in Salesforce.
- ✓ Conducted automation testing of custom-built Salesforce applications and Salesforce Objects.
- ✓ Generated Automation Scripts using open source tools (Selenium Web Driver, TestNG, SOAPUI, Maven, Jenkins).
- ✓ Designed and developed data-driven framework using Selenium Web Driver.
- ✓ Tested and implemented Java Mail to send the Regression result automatically.
- ✓ Created various Profiles and configured the permissions based on the organizational hierarchy.
- ✓ Had hands-on experience on Profiles, Permission sets, and Organization Wide Defaults (OWD).
- ✓ Customized Lookup Relationship and Master-Detail Relationship between objects.
- ✓ Used Testing Annotations in Selenium Web Driver and executed a batch of tests as testing suite and performed for regression and performance testing of the various releases of the application.
- ✓ Created XML-based test suit; integrated Jenkins Server to execute automation scripts by scheduling Jenkins.
- ✓ Conducted Web Services Testing using SOAP and REST API based web services to create

and execute automated functional, regression, and compliance tests.

Client	Wells Fargo, Fremont, CA.
Position	Senior Automation QA & Coordinator.
Duration	May 2020 – February 2021.

Wholesale Business Financial Solutions-Wells Fargo is leading Financial solutions provider to State and Non-State Wholesale businesses. Worked on internal project on Migration of database of Wholesale Business.

Responsibilities:

- ✓ Wrote production validation test cases for the new software team and performed functional, regression, deployment, and integration testing.
- ✓ Assisted in writing **Test Scenarios** for software **Salesforce** (SFDC) with the UAT group.
- ✓ Testing the **Salesforce Marketing Cloud** with **Journey builder** and **Exact Target**.
- ✓ Collaborate with product managers, SMEs and development team to identify/resolve issues, coordinate system requirement, and create project timelines.
- ✓ Work rigorously on creating **Manual & Automation scripts** for Smoke, Configuration and Regression test cases.
- ✓ Proficient use of **Automation Testing** for using Selenium WebDriver, Junit, TestNG.
- ✓ Built and maintained **custom objects/fields**, validation rules, layouts, reports, dashboards, profiles, permission sets, sharing rules, **chatter groups**, **lightning flow** and email templates to optimize business processes.
- ✓ Back-end Testing of app using **SQL**, **writing queries**, confirming correct data entry via UI and data manipulation.
- ✓ Participated in Agile sprint planning and coordinate individual/team testing throughout to ensure quality deliverables by end of each sprint.
- ✓ Provided Audit support for QA Auditors auditing test coverage and defect management.

Client	Lobytohy, Danville, CA.
Position	Automation Engineer.
Duration	September 2019–May 2020.

Responsibilities:

- ✓ Reviewed Business requirements, IT Design documents and prepared Test Plans for all assigned project releases.
- ✓ **Tested Salesforce admin concepts** like roles, profiles, permission sets and sharing rules.
- ✓ Testing **Salesforce** workflow, assignment, validation rules and approval processes.
- ✓ Implemented **automation** testing using **Java**, **Junit**, TestNG framework and Selenium (WebDriver).
- ✓ Tested **RESTful** web services using **SoapUI** using test driven testing.
- ✓ Prepared Functional/regression **Test Cases/Scripts** in HP Quality Center/ALM under Test Plan, and Review Test Requirements, Creating **Test Plans** and Test Strategy documents.
- ✓ Wrote Unix shell scripts to validate, format and execute the SQLs on UNIX environment.
- ✓ Unix Shell Scripts with different servers in Unix, wrote and located table/database names from various script.

- ✓ Continuously monitored jobs and analyzed of the failures on Jenkins Environment.
- ✓ Contributed to the Continuous Integration pipeline running component builds, creating and running Deployment jobs on individual stages on Jenkins, and running automated and manual functional tests.

Client	Bank of the West, Tempe, AZ.
Position	Senior QA Engineer/Analyst.
Duration	January 2019–August 2019.

Indirect Auto Loan Application (Dealer Rewards & Underwriter Application) Bank of the West has a web-based application Dealer Rewards, which allows Head of Sales and Head of Marketing Department to create participation program for Dealers and Underwriter Application which allows Underwriters to make decisions on Auto/RV/Marine and Lease applications.

Responsibilities:

- ✓ Understanding the application thoroughly with help of CRS document.
- ✓ Tested in building Journeys in **Journey Builder** for campaigns that are by the business team.
- ✓ Tested with various **Salesforce.com standard objects** like Reports and Dashboards, Leads, Accounts, Contacts, and Opportunities along with Campaigns.
- ✓ Created & Tested Salesforce **CRM** Workflows, Approval Processes, Validation Rules and Sharing/Security rules.
- ✓ Participated in assigned activities related to **Salesforce Cloud upgrades**.
- ✓ Create test data for journeys, implementing campaigns w/**Marketing Cloud** tools (**Journey Builder**/Email Studio).
- ✓ Tracking and maintaining the requirements to functionality traceability and use case traceability.
- ✓ Regression testing using Selenium and Developed automated **Test Cases** in Java using Selenium WebDriver.
- ✓ Tested validation rules and workflows to support business processes and maintain data integrity.
- ✓ Back-End integration testing to ensure data consistency on front-end by writing and executing **SQL queries**.

Client	Celandyne Software Solutions, Santa Clara, CA.
Position	Salesforce QA Engineer.
Duration	November 2017–December 2018.

Celandyne Software Company is one of the foremost providers of end to end IT solutions to small and mid-sized organizations. Celandyne Software gives end to end product/application engineering services help address challenges in the product or application development lifecycle.

Responsibilities

- ✓ Test and support in the areas of **Salesforce.com** Confidential configuration, administration, reporting, data migration, solution design and project coordination.
- ✓ Building **reports** and **dashboards**, customizing them as per user requirements
- ✓ Created and tested **Salesforce CRM** Workflows, Approval Processes, Validation Rules and

Sharing/Security rules.

- ✓ Created various Profiles and configured the permissions based on the organizational hierarchy.
- ✓ Worked on Page Layouts, Record Types based on the business requirement.
- ✓ Conducted Functional testing using Selenium on different browsers (IE, Firefox, Chrome).
- ✓ Used **Java** with Page Object and Page Factory pattern for the Selenium programming.
- ✓ Configured Selenium WebDriver, TestNG, and Maven tool.
- ✓ Created Selenium automation scripts in Java using TestNG.
- ✓ Integrated test suites to Jenkins to execute automatically after successful deployments; used Git for version control.
- ✓ Managing and monitoring Test Deliverables of each phase and coordinating with teams and business users across for reviews and sign-offs.
- ✓ Created **Test Plan** and **Script** as well as Defect Management Templates.
- ✓ Created Initial test plan and developed test cases and test scripts manually.
- ✓ Used Quality Center to store all testing results and metrics.
- ✓ Created **Test Cases** and Reporting.

Client	Sprint, Austin, TX.
Position	Test Engineer.
Duration	June 2016–December 2017.

A web-based application where existing customers can log into personal accounts to upgrade their phone, internet services and also pay their current bill balances. Projects follow Agile methodology, where developer, user and tester worked together to create stories (individual features of a project), document requirements by interviews, and analysis.

Responsibilities:

- ✓ Worked in Agile and Waterfall methodologies for all phases of SDLC.
- ✓ Attend and collaborate in all stand-ups, planning and design sessions.
- ✓ Work with upstream and downstream application teams to **execute E2E test cases** within **Salesforce** Platform.
- ✓ Preparation of **Test Case Review logs**, Query Logs, Defect Logs and Traceability Matrix.
- ✓ Involved in preparing **Test Plans** and **Test Cases** based on the functional requirements using Quality Center.
- ✓ Business Requirement analysis based on the available Use Cases, Requirement Specifications.
- ✓ Involved in writing **Test Case** matrix, summary grids and summary reports.
- ✓ Performed **Positive** and **Negative** testing.
- ✓ Created Requirements Traceability Matrix (**RTM**) to track requirements.
- ✓ Detecting, classifying and reporting bugs through Defect Tracking System.
- ✓ Created defects about any failures in the scripts with Quality Center.
- ✓ Performed **Security testing** of the application to check unauthorized access.
- ✓ Communicated changes to requirements promptly and precisely to all personnel involved.
- ✓ Involved in **back-end** database testing in Oracle using **SQL**.

Client	Gymboree, San Francisco, CA.
Position	QA Tester.
Duration	June 2015–June 2016.

eCommerce portal that has features for customers to get registered, manage accounts, access products catalog, check the order status, manage product history, view and use store/online coupons, buy gift cards, earn points by joining etc.

Responsibilities:

- ✓ Design and develop Data Driven framework using **Selenium** Web Driver.
- ✓ Test and implement **Java Mail** to send the regression result automatically.
- ✓ Develop **Test Automation Scripts** on WebDriver for regression & performance testing various app releases.
- ✓ Work with POS System and involved in **testing functionalities** related to sales tracking, POS scanning, ordering forecast, adjustments, custom retail price and promotions in POS.
- ✓ Assist QA Team with defining and implementing defect resolution process including defect priority, severity, next steps, and assigned owner.
- ✓ Involved in **executing SQL queries** and **PL/SQL** procedures, functions, and packages for backend testing.
- ✓ Coordination with offshore, QA, Development and business teams.
- ✓ Involved in defecting tracking, Agile Planning and Go-Live meeting for various releases.
- ✓ Coordinated with Developers for Defect analysis and performed Regression Testing.
- ✓ Reporting any defects/observation on a day to day basis.

SALESFORCE QA/UAT TESTER: HARPREET KAUR.

Current Location: Manteca, CA.

Professional Summary:

She has **7+ years** of professional IT experience in Automation and Manual Testing, with extensive knowledge and expertise on web-based and client server applications in **Functional, Integration, System and Regression Testing**. While working with public and private organization such as **CSAC (California Student Financial Aid Commission), County of San Mateo Assessor - County Recorder-Election (ACRE)**, amongst others; she developed expertise in **SDLC project's Life Cycle** and best **QA Testing** practices over a wide variety of industry domains including Banking, Finance, and other domains. She has excellent experience in Automation Testing for using **Selenium WebDriver, JUnit, TestNG** and perform System, Black Box, Functional, Usability, Regression, along with **User Acceptance Testing (UAT)**.

She also has worked in Salesforce platforms with exact target and journey builder in testing with Salesforce marketing cloud tool, along with Salesforce Journey Builder's test feature to confirm Marketing Cloud journey behaves as expected. Throughout the years, she has worked in different project including **CA Dream Act Application (CADAA), Chafee Grant For Foster Youth, California Military Department GI Bill Program (formerly the CNG Program)**, and others. Moreover, she has proficient experience in a variety of technologies such as **JIRA, Eclipse, Zephyr, Core Java, HTML, CSS, Java Script, XML, Jenkins, SQL, SOAPUI, Cucumber, Postman, Swagger, and TOAD**. In addition, she has been extensively involved in the specification analysis, development, enhancement, quality assurance, testing methodologies, and implementation of applications in several key technologies.

Education:

- ✓ **Master's in Computer Science** from University of Cumberland, Kentucky, USA, 2019.
- ✓ **Bachelor's in Information Technology** from Kuvempu University, India, 2011.

Technical Skills:

SFDC Testing	Sales, Service, Marketing, Community Cloud.
Methodologies	Agile/Scrum, Waterfall.
Bug Reporting Tools	JIRA, HP ALM, Bugzilla, Zephyr.
Languages, Software & Testing	Core Java, HTML, CSS, Java Script, and XML, Provar, Selenium WebDriver, Junit, TestNG, Jenkins, SQL, SOAPUI, Cucumber, Perfecto, Postman, Swagger, TOAD, Okta.
Web Browser	Internet Explorer, Mozilla Firefox, Chrome.
Databases	MS SQL Server, Oracle, My SQL.
Operating Systems	Windows 98/2000/XP/7/10, LINUX, UNIX.
Other Tools	MS Office Suite (Word, Excel, Power Point).

Professional Experience:

Client	San Francisco Office of the Assessor-Recorder (ASR).
Position	Salesforce QA Engineer/UAT Tester.
Duration	May 2022–Present.

Responsibilities:

- ✓ Experience with Salesforce sales, service cloud and administrator specializing in functional and regression testing, system integration testing, user acceptance testing and End to end testing.
- ✓ Experience with Zephyr scale to maintain and execute test cases.
- ✓ Ensured traceability between user stories test case and defect.
- ✓ Created salesforce reports and dashboard to test the data integrity.
- ✓ Verified custom objects, fields, and validations of all the fields in the UI.
- ✓ Reviewed requirements and provided feedback on testability, completeness and identifies test case, wrote test scripts, planned and monitored test script execution.
- ✓ Participated in defect triage meeting.
- ✓ Experience in analyzing Business, Functional and Technical Specifications.
- ✓ Contributed to continues improvement efforts by suggesting enhancements to testing processes.
- ✓ Created and executed test cases and test plan for new and existing software features.
- ✓ Worked closely with development team and business groups to complete comprehensive testing on major scenarios.
- ✓ Collaborated with business users to conduct UAT and facilitated UAT sessions to gather feedback and ensure system readiness for production deployment.
- ✓ Followed QA process to ensure emails are rendered as implemented business requirements.

Client	CSAC (California Student Financial Aid Commission) Sacramento, CA.
Position	Quality Assurance (QA) Engineer.

Duration	Dec 2019–March 2022.
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California Student Aid Commission is the state agency responsible for providing financial aid programs for students and Cal Grant is the California-specific financial aid for students attending Universities of California, California State Universities or California Community Colleges, or independent and career colleges or technical schools in California. She is involved in all CAL grant applications such as **CADAA, Chafee, SLP, and CNG. CA Dream Act Application (CADAA)**: The CA Dream Act Application is used to apply for state financial aid, like Cal Grant and the Middle Class Scholarship as well as institutional aid from colleges like the Blue and Gold Scholarship or the State University Grant (SUG).

Chafee Grant For Foster Youth: The Chafee Grant program is available to any applicant who is or was in foster care between the ages of 16-18. **California Military Department GI Bill Program (formerly the CNG Program)**: The CMD GI Bill issues educational awards to qualifying members of the California Army or Air National Guard, California State Guard, and the California Naval Militia.

Responsibilities:

- ✓ Knowledge and experience of all phases of **SDLC**, Software Test Life- Cycle (**STLC**) and **Bug Life Cycle**.
- ✓ Worked on **Cross browser testing**, browsers like Mozilla Firefox, Google Chrome and IE using **WebDriver**.
- ✓ Performed Automation Testing by using Java Object Oriented Programming (**OOPS**) for Selenium Web Driver with Eclipse for testing Web application and using **TESTNG** for test cases execution.
- ✓ Used **ServiceNow** for ticket handling.
- ✓ Worked on **Salesforce Lightning Web Components (LWC)**.
- ✓ Verified Data values with Legacy application to **Sales force** application.
- ✓ Verified the Target and Non-Target **Account** functionalities.
- ✓ Validating all GUI alignment and column level data in **SFDC** application.
- ✓ Worked with **Cases, Contacts, Accounts, Solutions** and **Reports** entities in Marketing cloud application.
- ✓ Verified & validated Inbound Emails as converting as Cases. Validating the Assignment rules of Cases.
- ✓ Analyzing **Business, Functional** and **Technical** Specifications.
- ✓ Working with **Salesforce Service** and **Marketing Cloud**.
- ✓ Tested the Flow functionality of the Cases by using the **Call Guides**.

Environment: Java, Selenium, WebDriver, GitHub, Agile, TestNG, Maven, Zephyr, Eclipse, Toad, Sandbox.

Client	County of San Mateo Assessor - County Recorder-Election (ACRE) CA.
Position	Salesforce QA Engineer.
Duration	August 2021–November 2021.

(ACRE) the County agency is responsible for the Assessor to set the value of the properties and value the assets possessed by more than 15,000 Business operating in San Mateo County by establishing their Taxes as well as other important functions.

Responsibilities:

- ✓ Experience of all phases of **SDLC**, Software Test Life- Cycle (**STLC**) and **Bug Life Cycle**.
- ✓ Working on testing Salesforce Lightning **Community** Cloud and **Sales** Cloud application.
- ✓ Performing **Black-box** and **White Box** testing.
- ✓ Creating and testing salesforce work pool, testing the activity driven process workflow to track individual work items for staff processing. This included testing in QA and Pre-UAT sandboxes.
- ✓ Tracked and reported defects using **JIRA** to store and maintain the Test Repository using **Confluence**.
- ✓ Used **OKTA** for Authentication of user identities to access the county data. And to validate the authorization for assigned user for the access.
- ✓ Traceability, Store Retrieve and manipulate well-maintained quality data, Including relationship between data elements.
- ✓ Mapped requirements to the individuals test cases, scripts and procedures.
- ✓ Worked on **E-Import Tool** to insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files and .txt files.
- ✓ Attended daily stand-up call with Onsite teams. Performed Test Plan/Test case review meetings during testing phase.

Environment: Salesforce Sandboxes, Zephyr Okta, E-Import, SQL, CSV, TXT.

Client	Bank of The West (PNB Paribas) Arizona.
Position	QA Automation Engineer.
Duration	November 2018–November 2019.

Project 1: Worked on Auto loan application where special rewards For Participation, Promotions and Bear bonus is given to Auto Dealers who create business for the bank. **Project 2:** Dealer of RV and Marine had to be given rewards according to the business they create for the Bank.

Responsibilities:

- ✓ Worked in a highly dynamic **AGILE** environment and participated in different Scrum meetings.
- ✓ Knowledge and experience of all phases of **SDLC**, Software Test Life- Cycle (**STLC**) and **Bug Life Cycle**.
- ✓ Involved in Regression testing, developed automating Test cases in Java using Selenium WebDriver.
- ✓ Developed features, scenarios & step definitions for **BDD** (Behavior Driven Development) and **TDD** (Test Driven Development) using **Cucumber**.
- ✓ Implemented **BDD** tests using Cucumber by writing behaviors and step definitions.
- ✓ Use **Gherkin** language to test application behavior (Feature, Scenario, Scenario Outline, Given, When, Then, etc.)

- ✓ Performed **Black-box testing, Front-End, System, Functional, Integration, User Acceptance, Smoke and Regression Testing** methods.
- ✓ Created functional automation scripts for report generation module using tools Selenium WebDriver & TestNG.

Environment: Java, Selenium, WebDriver, GitHub, Agile, TestNG, Maven.

Client	Celandyne Software Solutions LLC Santa Clara, CA.
Position	Salesforce QA Engineer.
Duration	July 2017-October 2018.

Celandyne Software Company is one of the foremost providers of end to end IT solutions to small and mid-sized organizations. Celandyne Software gives end to end product/application engineering services help address challenges in the product or application development life cycle. These services include Requirement Analysis, Software Architecture, Design, Development, Testing and Maintenance with specialized services in Cloud/ SaaS Migration, Usability Engineering, System Architecture and Design, and Independent Testing solutions.

Responsibilities:

- ✓ Extensive use of **Salesforce.com (SFDC)**, an on-demand CRM tool.
- ✓ Proactive planning, strategy, testing, implementing & maintaining mission critical CRM, Sales/Marketing Cloud.
- ✓ Experience with Azure DevOps for test management solution.
- ✓ Performed **Black-Box Testing** in **Integration** and **System Testing**; as well as **Regression** Tested related functions of defect in **Defect Life Cycle, End-to-End**, and used **Ad-hoc Testing** to go through the whole system.
- ✓ Worked on various salesforce.com standard objects like **Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports, and Dashboards**.
- ✓ Have in depth Knowledge and understanding of **CRM business processes** like **Forecasting, Campaign Management, Lead Management, Order Management, Account Management, and Case Management**.
- ✓ Work with various **Salesforce.com objects** like Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards.
- ✓ Worked with sales operations team, product management team, and other stakeholders to capture requirements.
- ✓ **Mobile Testing** includes Device, Tablet, and App Testing. Performed the Mobile Testing for Mobile App, identify the Mobile Platform like **IOS, Android** by using **Perfecto**.
- ✓ Identified and prepared test data for Manual Mobile Testing. Tested mobile native apps on different mobile platforms such as Android mobile devices to track new feature performances and bug fixes to ensure the stability of releases.
- ✓ Worked with functional leads to transform and develop new requirements into design, and implementation.
- ✓ Experience testing the **Salesforce Marketing Cloud** with **Journey Builder** and **Exact Target**.

Environment: Salesforce platform, Apex Language, Visual Force, Data Loader, Apex Triggers, Reports, SFDC Sandbox

Client	Pronto Technologies Chandigarh, India.
Position	Software Engineer.
Duration	June 2011-March 2015.

- ✓ Pronto Technologies is a platform development software company, providing solutions to customers to develop products in the areas of embedded systems, Linux Kernel, device drivers, and mobile applications.
- ✓ As an Embedded Software Engineer, was involved in developing Device Drivers for different customers of my company.

Responsibilities:

- ✓ Various activities that include test plan, test case design, test case preparation of test data, test case execution, and defect management including logging defects, keeping track of defect status and traceability matrix during test cycles, and submitting the test cases for approval.
- ✓ Performed unit testing on **ASP.Net** application using **Visual Studio**.
- ✓ Designed Software Test Platform for CAN/Firmware ID Test Sequence for Model S/X.
- ✓ Utilized Mutexes, concurrency, and related RTOS concepts for the project applications.
- ✓ Involved in functional and Unit testing of the application.
- ✓ Created Regression Test Cases Suite in **HP ALM/Quality Center** and performed regression testing to make sure there were no broken functionalities.
- ✓ Updated the **Requirement Traceability Matrix (RTM)**, with Test Case id's and make sure that all **BR's (Business requirements)**, **TR's (Technical Requirements)** and Detail Design Requirements were mapped perfectly, and all Requirements were covered with Test cases.

QA ASSOCIATE/ANALYST 3: PRASHANTHI TATINENI

CURRENT LOCATION: AUSTIN, TEXAS (REMOTE)

Professional Summary:

Prashanthi is a seasoned **Lead QA Engineer** located in **Austin, Texas**. Her most recent project was at the **Texas Health and Human Services Commission**, when she ensured Data Security and Sharing Rules Compliance in **Salesforce** conducting thorough testing on user configurations, profiles, role hierarchies, and permission sets to validate adherence to security protocols and public group permissions. She also was in charge of integrating **Katalon test suites** into the continuous integration/continuous deployment (CI/CD) pipeline for **automated testing** as part of the software development process as well as developing and maintaining standardized document templates aligned with the **Texas Project Delivery Framework** for project plans, reports, and other project-related documents. She has also utilized **X-ray** as an all-encompassing solution for test management, covering all aspects from test organization and design to implementation and comprehensive reporting. She has outstanding experience managing **SDLC-related documentation**, including **design specifications**, **test cases**, and **user manuals**, to ensure traceability and transparency throughout the development lifecycle conducting user acceptance **testing** to ensure that **developed** systems satisfied the needs of business clients as specified in the functional requirements, **testing** the **functionality** in multiple **environments** before promoting the

changes to **UAT** and **testing** activities for the **project**, assigns tasks to rest of the team and makes sure test **scripts** are **written** in **Zephyr**. Also, Prashanthi has worked for **Microsoft Corporation** as a **Team Lead** where she was involved in testing applications using the **Scrum (Agile)** methodology, **developed** and **executed SQL queries** for backend testing, used Microsoft Visual Studio for writing test cases, and was involved in **Regression testing** using **Selenium** and Creation of **automation scripts** for WebPages. She has also collaborated with the QA team to devise and execute efficient test automation strategies for **Java and C++ applications**.

Likewise, Prashanthi has worked as a **Senior QA Test Engineer** where she followed **Agile** and **Scrum** and translated **Business** requirements and **technical design** into **Requirements** in JIRA. She has hands-on experience in monitoring and managing **test environments** to ensure stability and consistency throughout the testing process. Has defined and **developed Test scenarios** and **test cases** to test the new **application/functionality** and enhancements in existing applications and developed different **Reports** and **Dashboards** to communicate the **testing progress** and defect **reports**. Similarly, Prashanthi is a skilled **QA Test Lead** as she was responsible for **planning, monitoring, and controlling** the **testing** activities, has **reviewed** and **merged** the pull request in Bit Bucket, resolved conflicts, **executed scripts** in **mobile** devices using Appium, has integrated Protractor with API service calls for backend validations and identified the defects and ensure that the observation/bugs are **communicated** to the **design/development** team and getting logged in **JIRA**. Moreover, she has identified and resolved issues within **Katalon's** automated test scripts, ensuring they remain effective as the application evolves.

Core competencies:

- ✓ Experience in different phases of Software Testing and Software Development Life Cycle (SDLC & STLC) including Agile Methodology/SCRUM and Waterfall.
- ✓ Experience in manual and automated testing of client-server, standalone, multi-tier, and web-based applications on Windows and UNIX platforms.
- ✓ Experience in working with open-source tools such as Selenium (Selenium IDE, Selenium RC, Selenium Web Driver, and Selenium Grid), SOAPUI, JUnit, TestNG, JIRA and Eclipse.
- ✓ Hands-on experience in working with Quick Test Professional (QTP) for automating standalone applications and web applications.
- ✓ Expertise in writing Automation scripts by using the existing functional libraries and VBScript in the QTP
- ✓ Designed and implemented different automation frameworks like Page Object Model, TestNG, Keyword Driven, Data Driven, Modular, and Hybrid Frameworks on several projects.
- ✓ Used Desired Capabilities and Remote WebDriver in the Selenium Grid for performing Cross Platform Testing, Cross Browser Testing, and Parallel Testing.
- ✓ Expertise in grouping the Test cases and Test methods for Regression and Functional testing.
- ✓ Well-versed in using the TestNG annotations like Groups, Parameter, and Data Provider.
- ✓ Experienced in handling Dropdown Menus, Mouse Actions, Keyboard Actions, Frames, and all types of Pop-Ups using Selenium.
- ✓ Well-versed in handling Alerts and Cookies in Selenium WebDriver.
- ✓ Expertise in implementing the Implicit and Explicit waits to achieve synchronization.
- ✓ Expertise in identifying the static and dynamic web elements uniquely on the webpage using locators like ID, Name, Link Text, Partial Link, Text, DOM, XPath, and CSS.

- ✓ Used Firebug, and Fire Path for locating the elements in the Webpage by CSS and XPath and also wrote customized XPath.
- ✓ Worked extensively in testing the SOAP and Restful Web Services using SoupUI by validating the responses using assertions.
- ✓ Used AutoIT Tool for handling the File Uploads and Downloads in the Selenium Automation.

Technical Skills:

Automation Tools/APIs	Selenium Web Driver, Selenium RC, Selenium IDE, Selenium Grid, TestNG, JUnit, JIRA, Log4j, QTP/UFT, Protractor (Jasmine & Cucumber)
Artifacts	Test Plan, Test Case, Test Data, RTM, Test Summary Report, Bug report
Bug Management Tools	HP Quality Center/ALM, JIRA, Rally, Bugzilla
Utilities	Eclipse, Firebug, FirePath
Database/Database tools	Oracle, SQL Server, MySQL, TOAD
Development methodology	Agile/ Scrum, Waterfall, SDLC, STLC, Bug Life Cycle
Framework	Keyword Driven, Data Driven, Hybrid Testing Framework, Page Object Model
Programming Languages	Java, Java Script, C, VB Script, SQL
Markup Languages	HTML, XML, XPath, CssSelector
Browsers	Internet Explorer, Mozilla Firefox, Google Chrome, Safari, Opera
Operating Systems	Windows 7/8/XP/10, Ubuntu, UNIX, LINUX

Education and Certifications:

- ✓ Bachelor in Electrical and Electronics Engineering from JNTU University, Andhra Pradesh in 2007.
- ✓ ISTQB® - International Software Testing Qualifications Board Certified
- ✓ Oracle Certified Associate - Oracle 10g Database Administrator

Professional Experience:

Client	Texas Health and Human Services Commission, Austin, Texas
Position	Lead QA Engineer
Duration	January 2023 – September 2023

Responsibilities:

- ✓ Conducted user acceptance testing to ensure that developed systems satisfied the needs of business clients as specified in the functional requirements.
- ✓ Validated Data security and sharing rules in **Salesforce**. Tested Users, profiles, Role hierarchies, and Permission sets as per user profile and Public Group.
- ✓ Ensured the effective implementation of the company's information architecture by aligning all data and information systems with established guidelines and standards.
- ✓ Proficiently utilized X-ray, Synapse RT, and Zephyr plug-ins within the Jira tool
- ✓ Managed SDLC-related documentation, including design specifications, test cases, and user manuals, to ensure traceability and transparency throughout the development lifecycle.
- ✓ Developed and maintained standardized document templates aligned with the Texas Project Delivery Framework for project plans, reports, and other project-related documents.
- ✓ Integrated Katalon test suites into the continuous integration/continuous deployment (CI/CD) pipeline for automated testing as part of the software development process.
- ✓ Applied problem-solving skills to address issues that may arise between technical and non-technical groups, finding mutually beneficial solutions.
- ✓ Developed and executed comprehensive test plans and test cases for API testing, ensuring coverage of all relevant scenarios.
- ✓ Identified and documented any discrepancies, inconsistencies, or missing details in the requirement documents, promptly communicating these issues to stakeholders.
- ✓ Developed comprehensive test plans that outline the scope, objectives, and strategies for testing specific software applications or features.
- ✓ Applied excellent analytical and problem-solving skills to break down complex problems and develop effective solutions.
- ✓ Involved in testing the functionality in multiple environments before promoting the changes to UAT
- ✓ Led testing activities for the project, assigned tasks to the rest of the team, and made sure test scripts were written in Zephyr.
- ✓ Ensured that project documentation conforms to the established templates and framework, promoting consistency and accuracy.

Client	Charles Schwab, Austin, Texas
Position	QA Test Lead
Duration	March 2019 – January 2023

Responsibilities:

- ✓ Understand the Business requirements and Solution design thoroughly and map these requirements to the Test cases
- ✓ Collaborated with development and product teams to understand API specifications and requirements, and translate them into effective test cases.
- ✓ Stood updated on existing and planned software technologies to assess their relevance and potential impact on the organization's IT landscape.
- ✓ Employed X-ray as a comprehensive test management solution, encompassing test planning, design, execution, and reporting functionalities.
- ✓ Familiarity with OOPS concepts such as encapsulation, inheritance, polymorphism, and abstraction

- ✓ Led the automation efforts for testing Java and C++ applications.
- ✓ Collaborated with cross-functional teams to develop and maintain data models and taxonomies by the company's information management methodologies.
- ✓ Collaborated with cross-functional teams to establish SDLC-compliant coding standards, testing protocols, and version control procedures.
- ✓ Identified and resolved issues within Katalon automated test scripts, ensuring they remain effective as the application evolves.
- ✓ Collaborated with cross-functional teams to gather and consolidate data from various sources to support management reporting needs.
- ✓ Maintained a version control system for test documents to track changes and ensure alignment with the evolving requirements.
- ✓ Executed thorough functional testing to verify that the software application meets specified requirements and behaves as expected.
- ✓ Worked cooperatively within cross-functional teams, leveraging your team-playing abilities to contribute to collective success.
- ✓ Monitored and adjusted the test execution plan as needed throughout the project to accommodate changes and evolving priorities.
- ✓ Implemented test automation where applicable to streamline test case execution and improve regression testing efforts.
- ✓ Facilitated collaboration between technical and non-technical teams to achieve common objectives and resolve conflicts when necessary.
- ✓ Collaborated with the QA team to design and implement automated test suites for different software components.

Environment: Protractor (Jasmine & Cucumber), Jira, WebStorm – IDE, Java, C++.

Client	Greater Than One
Position	Senior QA Test Engineer
Duration	September 2018 – January 2019

Responsibilities:

- ✓ Followed Agile and Scrum, Translated Business requirements and technical design into Requirements in JIRA.
- ✓ Conducted API testing to validate functionality, performance, reliability, and security aspects of the software.
- ✓ Managed and performed hands-on QA for Digital Products, Websites, Email Blasts, banners & Ads, Panels, and Presentations.
- ✓ Demonstrated adeptness in harnessing the capabilities of X-ray, Synapse RT, and Zephyr plugins embedded within the Jira platform to streamline quality assurance procedures.
- ✓ Conducted regular SDLC reviews and assessments to identify potential bottlenecks, risks, and opportunities for process improvement.
- ✓ Continuously improved and maintained test automation frameworks within Katalon to enhance test script reusability and maintainability.
- ✓ Incorporated changes in the requirement documents into the test documents in a timely and organized manner, keeping all stakeholders informed of updates.
- ✓ Performed application testing to evaluate the software's performance, usability, and overall user experience in moderately complex scenarios.

- ✓ Conducted compatibility testing across different platforms, browsers, or devices by configuring the test environment accordingly.
- ✓ Created and maintained reporting systems and dashboards to provide management with timely and relevant information for decision-making.
- ✓ Created detailed and well-documented test cases that cover a wide range of scenarios, including positive, negative, and edge cases.
- ✓ Coordinated resources across technical and non-technical groups to ensure smooth execution of projects and tasks.
- ✓ Identified and mitigated risks associated with test execution by considering dependencies and potential bottlenecks.
- ✓ Ensured the reliability and stability of automated test scripts by regularly reviewing and maintaining them.

Environment: Windows, Mac, Mobile/Smart Phones, Tablet.

Client	Microsoft Corporation
Position	QA Team Lead
Duration	June 2012 – May 2014

Responsibilities:

- ✓ Analyzed Business Requirement Documents and was involved in developing the test plan.
- ✓ Developed test plans and test cases based on Business Line Functional Requirements.
- ✓ Involved in testing of applications using the Scrum (Agile) methodology.
- ✓ Designed and maintained a repository of reusable test cases and test data to improve testing efficiency and coverage.
- ✓ Exhibited proficiency in leveraging the functionalities of the X-ray, Synapse RT, and Zephyr plug-ins integrated into the Jira platform to enhance the efficiency of quality assurance processes.
- ✓ Maintained and updated API test suites to adapt to changes in software requirements or enhancements.
- ✓ Created a comprehensive SDLC project plan that outlines timelines, milestones, and resource allocation to guide the development process.
- ✓ Provided data-driven insights and analysis to support informed decision-making within the organization.
- ✓ Validated that the test cases cover all aspects of the requirements, including positive and negative scenarios, edge cases, and boundary conditions.
- ✓ Developed and maintained a regression test suite to ensure that new software updates do not introduce unexpected issues or regressions.
- ✓ Involved in Requirement gathering and Preparation of Test cases based on Product Backlogs.
- ✓ Reviewed Functional Requirement Specifications and created test cases based on test scenarios drawn from functional requirements using Test Director.
- ✓ Collaborated with the QA team to ensure that test scenarios were well-documented and aligned with business goals and user expectations.
- ✓ Managed multiple responsibilities by developing and maintaining project plans, schedules, and timelines for various initiatives.
- ✓ Identified and documented test cases that can be automated to improve testing efficiency.

- ✓ Performed functional, integration, system, and data integrity testing.
- ✓ Performed RTM (Requirement Traceability Matrix) to ensure all requirements are covered.
- ✓ Developed and executed SQL queries for backend testing.
- ✓ Responsible for smoke testing.
- ✓ Developed comprehensive plans and strategies based on data analysis to improve business processes, efficiency, and overall performance.
- ✓ Responsible for UAT testing.
- ✓ Collaborated with product managers, business analysts, and developers to clarify any ambiguities or gaps in the requirement documents.

Environment: Selenium WebDriver, Eclipse, TestNG, Test Manager, SQL Server, Html, Ms-Excel, Selenium grid, Jenkins, SVN, Log4j

SENIOR APPLICATION PROGRAMMER: NAVEEN KALLEPALLI

Location: Lafayette, LA

Professional Summary:

Naveen has 13 years of experience in Application development using Microsoft Technologies. He has good experience in all phases of Software Development Life Cycle such as Analysis, Design, Development, Integration, Testing, Troubleshooting, Deployment and Maintenance of Windows and Web based applications using Microsoft Technologies. He has been working with Lafayette Consolidated Govt / City Court from past 8 years.

He has great experience in gathering client requirements, integrating them with practical necessities by implementing the technical requirements. Extensive experience in development of applications using ASP.NET, MVC 5, WEB API, Design Patterns, WCF, C#, ADO.NET, MS SQL Server, ADO.NET Entity Framework, LINQ, Angular 6. Developed Console Applications. He extensively worked on implementing T-SQL, Tables, Stored Procedures, Triggers, Indexes, Queries, Views and User-Defined functions.

- ✓ Experience in Object Oriented Analysis and Design (OOA/OOD), Object Oriented Programming (OOPs) concepts.
- ✓ Experience in developing responsive UI using jQuery, bootstrap, AJAX, CSS3, Angular and HTML5.
- ✓ Experience using Custom Controls like Telerik, Kendo, etc.
- ✓ Strong experience in development of Web Services, WCF, Restful Services, and ASP.NET Web API.
- ✓ Solid understanding of API Gateways like APIGEE and Ocelot.
- ✓ Strong Experience in Crystal Reports, SSRS.
- ✓ Experience in Extracting, Loading, and Transforming (ETL) data from Files to SQL server using SSIS packages.
- ✓ Experience in maintaining Versions using TFS, GIT, Visual source safe, and Azure DevOps.
- ✓ Proficient in working with applications-based on n-Tier Architecture, Monolithic, Service-Oriented, and Microservices.
- ✓ Proficient in development of micro services architecture using Rest APIs.

Education & Certification:

- ✓ Bachelor of Technology from Jawaharlal Nehru Technological University, Hyderabad, India – May 2006
- ✓ Master of Science from University of South Alabama, Mobile, AL – Dec 2008

Technical Skills:

Programming Languages	C#, VB.Net
.Net Technologies	ASP.NET 4.5 & earlier, .NET core, ASP.NET MVC, Vue.js, WCF, WEB API, LINQ, Entity Framework, ADO.NET
Scripting and Markup	HTML, JavaScript, TypeScript, Angular, Ajax, CSS, XML, XPath, XSLT.
Development Tools	Visual Studio 2017 and earlier, Visual Studio Code
Reporting Tools	SSRS, Crystal Reports
Integration Tools	SSIS
Source Control	VSS, TFS, GIT, perforce
Build Tools	Azure DevOps
Unit Testing	NUNIT
Platforms/OS	Windows
Database	SQL Server 2016 and earlier, Oracle 10g, Mongo DB
Web Servers	IIS 8.5 and earlier
Modeling Tools	Visio
Cloud Services	Microsoft Azure
Software Methodologies	Agile / Scrum, Waterfall

Professional Experience:

Client	State of Louisiana – Department of Corrections
Position	Sr. .NET Developer Lead
Duration	Oct 2021 – Present

Responsibilities:

- ✓ Designs, codes, compiles, tests, debugs and documents new and existing web applications, maintenance and support of existing application. Participates by providing feedback and detailed design and implementation approaches in all necessary team meetings and design sessions in accordance with Scrum ceremonies.
- ✓ Provide technical knowledge transfer, training, documentation, mentorship and guidance to OTS and other State staff for all requested work.
- ✓ Monitor, review and audit performance of the OTS Modernization software and make performance improvements.

Client	Lafayette Consolidated Govt/City Court, Lafayette, Louisiana
Position	Sr.Net Developer
Duration	Oct 2012 – Oct 2021

Description: LCG is a solidification of government departments of Lafayette City-Parish. Worked on multiple projects for City Court of Lafayette. Developed a public facing website for City Court of Lafayette where the public can search their case histories and make traffic and criminal payments. Designed and developed a secured web-based Warrant application which is mainly used by City Marshalls, Lafayette Sheriffs and other law enforcement agencies in the Parish.

Responsibilities:

- ✓ Gathered business requirements, analyzed, designed and developed the software applications for the organization.
- ✓ Know the business process and apply appropriate business rules to development processes.
- ✓ Developing component architecture design, designing process flow diagram, creating high level design and business rules documents.
- ✓ Involved in development plans, track reports on task progress, and deliver work on schedule.
- ✓ Designed, Developed and tested the applications using [ASP.NET](#), C#.NET, MVC, Entity Framework, jQuery, LINQ, Vue.Js and SQL.
- ✓ Designed and developed a WCF service and WEB APIs to retrieve data from the SQL Server using T-SQL.
- ✓ Developed ASP.NET Core Web API based on departmental requirements and specifications.
- ✓ Consumed JSON data exposed by REST Web APIs.
- ✓ Worked on upgrading the UI to Angular 6.
- ✓ Integrated a Hosted Payment system for the court website.

Environment: ASP.NET, NET CORE, MVC, Visual Studio 2012/2015/2017, WCF, Web API, MS SQL Server, T_SQL, C#, Entity Framework, SSIS, jQuery, CSS, Bootstrap, Angular, Vue.Js, TFS, IIS, Azure DevOps, Azure SQL, Agile / Scrum, Waterfall.

Client	Syncada / US Bank, Memphis, TN
Position	Sr.Net Developer
Duration	Nov 2010 – Sep 2012

Description: Syncada, a joint venture between U.S. Bank and VISA, is a business-to-business network for corporations and governments to process and track invoices, make and receive payments around the world, and have payables or receivables financed through local and global financial institutions.

Responsibilities:

- ✓ Responsible for the C# map development for Individual Clients with given L2 specifications.
- ✓ Responsible for the design, develop and document technical specifications for the small projects like Historical data upload from one environment to another environment.
- ✓ Participated in team meetings, frequently communicated with business Analysts to clarify the requirements and worked with the QA Team to make sure the issue is clear.
- ✓ Windows services were created and or enhanced to read the each and every file dropped in a folder and to process them with their appropriate C# project written for each and every client.
- ✓ XSLT maps were created to automate the process of conversion to Standard Syncada power track XML model.

- ✓ Experienced in XML schema for document exchange XML. Generating, parsing and displaying the XML in various formats using XSLT.
- ✓ Involved in design and develop of business tier using C#.NET, Data access layer using ADO.Net.

Environment: ASP.NET 3.5, Visual Studio 2005, Visual Studio 2010, WCF, SQL Server 2005, HTML, XML, XSLT, C#.NET, SSIS, VSS 2005, TFS 2010, IIS, Lotus notes 8, Seibel 7, Service Now, ColdFusion, FoxPro.

Client	Amtrak, Washington, DC
Position	.Net Developer
Duration	May 2010 – Sep 2010

Description: Amtrak is a government owned corporation that was organized to provide the passenger train service in the USA. I was involved in developing an application called Claims System. The Claims System provides Amtrak with a tool for creating, tracking, litigating, investigating, evaluating and settling cases and lawsuits. In addition, it aids in the documentation needed for prosecuting for damages incurred by Amtrak.

Responsibilities:

- ✓ Converting the existing Application from ASP.NET 2.0 to 3.5.
- ✓ Designed and developed application modules using C#.NET.
- ✓ Worked on the Financial, Storage Modules and Reporting of the Application.
- ✓ Developed Typed Datasets by generating XSD for modules to interact with Data in SQL database.
- ✓ Involved in writing the SQL queries using SQL Server 2005.
- ✓ Used Visual SourceSafe for source & version control.
- ✓ Performed Client-side validation using HTML, CSS, JavaScript, Bootstrap.
- ✓ Created User controls for the reusability.
- ✓ Used Windows Authentication for authenticating the user.
- ✓ Configured the Reports in the Visual Studio 2003.
- ✓ Involved in designing and implementation of Crystal Reports.
- ✓ Written some crystal syntax formulas in designing complex reports.
- ✓ Worked extensively on Ajax.

Environment: Visual studio 2008, ASP.NET 3.5, Visual Studio 2003, ADO.NET, SQL Server 2005, IIS, HTML, C#.NET, Crystal Reports, Java Script, Ajax, Visual Source Safe.

SENIOR .NET DEVELOPER: JAGASWETH REDDY PESARU

Location: Alpharetta, GA

Professional Summary:

In career span of 7+ years as a software developer working with .Net technology stack designed, developed, tested, deployed, and maintained multi-tire distributed systems. In the project with 'Morgan Stanley', 'UPS', 'Baxter International', 'RND' group designed, enhanced, and developed applications using ASP.Net, C#, .Net framework 4.5/4.6, .Net Core 3.0/6.0, MVC, Web API 2.0,

WCF, RestAPI's, SQL, PL/SQL, Oracle 11g/12c, NoSql, Entity Framework 6.0, Azure Active Directory, Entity Framework Core. Writing and optimizing complex SQL queries, Store procedures, and creating NoSql objects. Designed and developed responsive web interfaces using HTML, CSS, XML, JavaScript, AngularJS, Angular 12/13, Typescript, node.js, Vue Js, Razor pages. Worked with cloud environments like Azure and AWS to deploy and host applications and also a certified AWS developer. Worked on microservices architecture with docker containerization and orchestration hosting and maintaining docker images on cloud. Working in an agile environment worked with various version control tools such as git, bitbucket, TFS, Azure DevOps for CI/CD. As a senior developer, worked on creating architectural, design, requirements, workflow documentations by working closely with the clients to deliver the product efficiently and timely manner

Core Competencies:

- ✓ **8+ years** of experience in **analysis, design, development, testing and maintenance of object-oriented, client-server multi-tier** web applications.
- ✓ Excellent team player with strong communication and desire to learn quickly.
- ✓ Experience with **.NET Framework (3.5,4.0 & 4.5), .Net Core 2.0/3.0/6.0, C#, Python, ASP.NET, VB.NET, MVC-Razor pages, ADO.NET, WPF, Web Forms, SSRS, SQL Server 2005/2008, T-SQL, PL/SQL, Web services, Docker, Kubernetes, and Visual Studio (2005/2008/2010/2015).**
- ✓ Designed and implemented the application using **Micro-Service Architecture** for its various distinct advantages like **loose coupling and design patterns.**
- ✓ Strong knowledge on advanced .Net technologies like **Window Communication Foundation & Windows Presentation Foundation.**
- ✓ Experience in Setting up the build and deployment automation for **Terraform** scripts using Jenkins.
- ✓ Worked extensively with **Iterative Agile Methodologies, Waterfall methodologies and Test-Driven Development.**
- ✓ Experience in developing web-centric applications using **ASP.NET, Razor engine, Razor views, HTML5, HTML/DHTML, XML, Angular, JavaScript, Node.js, Express.js, React JS, jQuery, CSS3, and IIS.**
- ✓ Experience in using **Docker** and container orchestration with **Kubernetes, EC2 container Service** along with **Terraform.**
- ✓ Utilizing **Bootstrap, Foundation, Material Design lite and Ionic** framework for standard web design and styling mobile apps.
- ✓ Solid understanding and hands-on experience of large-scale database (**SQL Server 2000/2005/2008**), **MySQL, PostgreSQL** and experience with writing **stored procedures, Triggers, User Defined Functions, Queries, Indexes, Views.**

Education & Certification:

- ✓ Master's in Computer Science from Kent state university in 2016.
- ✓ Bachelor's in Information Technology (IT) from CVSR college of engineering, 2014.
- ✓ AWS Certified Developer Associate (valid until Feb 2024).

Technical Skills

Languages	C#, VB.Net, C, Python, PL/SQL, T-SQL.
Microsoft .Net	ASP.NET Core 2.0/3.0/6.0, .NET Framework 4.0/4.5, C#.NET, ASP.NET, WCF, WPF, ADO.NET, MVC 3.0/4.0/5.0, AJAX, Web-services, Web API, ASP, Entity Framework, XAML, LINQ, Azure
Web Technologies	HTML 5, DHTML, CSS, ASP, XML, XSD, XSLT, JavaScript, AngularJS, Angular 2.0/12/13, React Js, Node Js, jQuery, VBScript, Ionic Framework.
Databases	SQL Server 2005/2008/2008 R2, SQL, PostgreSQL, MongoDB
Version Mgmt.	GitHub, Visual Safe Source, Team Foundation Server, Surround SCM
IDE/Platforms	Visual Studio 2019/2017/2015, Visual Source Safe, Visio. Windows, Linux, Mac, IIS 6.0/7.0/7.5

Professional Experience:

Client	LAUSD
Position	Sr. .NET Developer
Duration	Feb 2023 – Present

Responsibilities:

- ✓ Effectively complete applications development by coordinating requirements, schedules and activities; troubleshooting development and production support issues across multiple environments and platforms;
- ✓ Lead the system design and development methodologies and toolset to deliver a modernized web-based system application;
- ✓ Perform unit, integration, and load testing of complex websites, systems integration and applications interfaces;
- ✓ Lead role in the design and implementation of databases architecture, as well as expert management of data loads and data quality assurance;
- ✓ Gather customer software requirements and proposed best software solution and technologies to address business needs;
- ✓ Lead role in establishing and implementing consistent standards, practices, and procedures that will facilitate a high-quality application delivery to district users;
- ✓ Effectively work with project management, leadership and business users to provide time estimates, schedules for projects and any change revisions, communicating regularly with department management and functional users on project requirements, activities and status;
- ✓ Participate in application design strategy and team code review meetings;
- ✓ Provide mentoring as lead to other team members as needed;
- ✓ Ensure knowledge transfer and documentation of all facets of the system application for team members and develop user guide and assistance tools to end users.

Client	Morgan Stanley, Alpharetta, GA
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Position	SR.NET Developer
Duration	Dec 2021 – Feb 2023

Responsibilities

- ✓ Participated in **Agile Software Development Lifecycle** including sprint planning and estimates.
- ✓ Developed **dotnet core 6.0/3.0** background services to process incoming transactions using **Apache Kafka** to produce and consume messages.
- ✓ Implemented Single-Page Applications (SPA's) using **Angular 12/13/14, RXJS , NGRX store, JavaScript, Typescript** and backed using **C# dotnet core REST API's, Node.js REST API's** and microservices.
- ✓ Responsible for creating all views using **Razor View Engine, Partial view, Http helper** to make views render data from models and controllers.
- ✓ Converting existing legacy WCF services to Rest API's supporting HATEOAS.
- ✓ Used **Microservice architecture**, based services interacting through a combination of **REST** and leveraging **AZURE** to build, test, and deploy Identity Microservices.
- ✓ Implemented Kafka producer and consumer applications on **Kafka** cluster setup with help of Zookeeper.
- ✓ Created a Continuous Delivery process to include support building of **Docker Images** and publish into a private repository- Nexus v3.
- ✓ Developed **REST/WCF Web services, ASP.NET WEB APIs** and involved in pre-testing using **POSTMAN**.
- ✓ Converted legacy **framework 4.6** application codebase into independent standalone **dotnet core 6.0** applications.
- ✓ Implemented **authentication** and **authorization** using forms authentication based on user and roles for legacy pages and token-based authentication for securing Web API'S.

Environments: .NET Core 3.0/6.0, Entity Framework core, .Net Core MVC, Razor Pages, Angular 12/13/14, TypeScript, Node.js, Express.js, SQL, Apache Kafka, Docker, AZURE DevOps, LINQ, IIS, NUnit, Agile.

Client	UPS, Mahwah, NJ
Position	SR.NET Developer
Duration	Aug 2020 – Dec 2021

Responsibilities

- ✓ Participated in **Agile Software Development Lifecycle** including sprint planning and estimates.
- ✓ Worked with advanced concepts of **ASP.NET Core MVC** such as **Models and Providers, Filters** used for developing backend technology.
- ✓ Designed and developed RESTful API'S with oAuth2.0 authorization, HATEOAS.
- ✓ Optimized queries using **N1QL** for manipulating JSON data in **Couchbase** and used **Couchbase Cache**.
- ✓ Experienced in designing user interface with Razor views, Partial View and Layout, as well as aspx view engine with master page in view.

- ✓ Designed and developed reusable Components on **UI (Razor Views)** by developing the **Partial Views, View starts**, and reusable components for implementing the business rules with **C#** and **OOPS** Concepts.
- ✓ Worked on client facing B2B and B2C applications on **AZURE**.
- ✓ Implemented **JWT Security** to provide **authentication** and **authorization** to secure the **Web API**.
- ✓ Used Angular 4 and Node.JS to structure JavaScript code in an MVC (Model, View, and Controller)
- ✓ Rewrote some of the old application in WPF to Angular JS.
- ✓ Created views and partial views-UI and middle tiers for various modulus using **C#, MVC 6.0, HTML, CSS**.
- ✓ Developed web form clients in **C#** using Windows Presentation Foundation (**WPF**) and **XAML**.
- ✓ Worked in the environment require proper documentation, every feature is required with Feature Design Document (FDD) Software Design Document (SDD).
- ✓ Experience with **Microsoft Azure** Services like **IaaS and PaaS**.
- ✓ Converted .Net application to Microsoft **Azure Cloud Service Project** as part of cloud deployment.

Environments: .NET Core 2.0/3.0, Entity Framework core, .Net Core MVC, Razor pages, Couchbase 6.0/6.5, AZURE DevOps, Node.js, LINQ, IIS, NUnit, Agile.

Client	Baxter Healthcare Inc, Round Lake, IL
Position	SR.NET Developer
Duration	May 2018 – July 2020

Responsibilities

Working on Gateway software for medical devices, maintaining wireless connection with the medical devices and analyze the data and process from the messages published to **MQTT** by the pumps asynchronously.

- ✓ Analyze functional and business requirements.
- ✓ Worked with advanced concepts of **ASP.NET Core MVC(3.0/3.1)** such as **Models** and **Providers, Filters** used for developing backend technology.
- ✓ Implemented **MQTT** publish/ subscribe mechanism to maintain connection with Devices
- ✓ Implemented **JWT Token** based authentication to secure the **ASP.NET Core Web API, Service-Oriented Architecture SOA using the REST methodology** and provide authorization to different users.
- ✓ Created, modified, and debugged Oracle reports 11g using oracle report builder.
- ✓ Created and updated triggers, functions , stored procedures using SQL and PL/SQL.
- ✓ Created multiple reusable components and services using **Angular 8/9** built-in and custom directives.
- ✓ Implemented user interface using **HTML, CSS, AJAX, and JavaScript, JQuery**.
- ✓ Created and consumed WCF services which are based on SOA architecture.
- ✓ Worked and documented Medical devices integrating and following **SACWIS**(Statewide Child Welfare Information System) and **CCWIS**(Comprehensive Child Welfare Information System) and FDA regulations

- ✓ Managed **Kubernetes** charts using **Helm**. Created reproducible builds of the **Kubernetes** applications, managed Kubernetes manifest files and Managed releases of Helm packages.
- ✓ Installation, integration and configuration of Jenkins **CI/CD**, including installation of Jenkins plugins.
- ✓ Designed and Developed multiple Micro-Services using Agile/Scrum Methodology with continuous integration/deployment (**CI/CD**) in SDLC process

Environments: .NET Core 2.0/3.0, C#, Oracle 11g/12, PostgreSQL, MVC, AZURE, Spring Boot 1.4, ReSharper, LINQ, Docker, Kubernetes, Junit, Kendo, Agile.

Client	RND Group. Inc. Indianapolis, IN
Position	Sr .Net Developer (WPF)
Duration	May 2016 – May 2018

Responsibilities:

- ✓ Involved in full life cycle of software development like **Requirement Analysis, Design, Implementation, and Testing**.
- ✓ Developed the application using **WPF, C#, MVVM, XAML, ENTITY FRAMEWORK, VISUAL STUDIO 2015/2017**.
- ✓ Worked with **C# XML serialization/De-serialization, design patterns, extension methods etc.**
- ✓ Worked with **SQL 2015/2017, Creating tables, Views, triggers and stored procedures**.
- ✓ Implemented View's, View Model's, Modules using MVVM architecture.
- ✓ Designed and Developed UI using **XAML**. Created some custom controls used in and across the application.
- ✓ Operation Contract, Service Contract, Fault Contract, Message Contract and Data Contract are implemented using different contracts from WCF Services and Configured the endpoints for various protocols communication.
- ✓ Used **ModelBase** and **ViewModelBase** classes and their inbuilt functions for validation of Model objects and Properties in **ViewModel** classes.
- ✓ Worked with **PRISM 6.0** using many features of prism like SHELL, Dependency Injection, **Bootstrapper** etc.
- ✓ Configured and implemented **log4net** error logging mechanism.
- ✓ Used **Surround SCM** as a source control **with VS integration**.
- ✓ Developed NUnit Test cases for Unit testing of the modules.
- ✓ I have involved in complex data migration and Integrations with Dynamics CRM.
- ✓ Migrated 15 **HIPAA** EDI projects from **BizTalk 2006** using the HIPAA Adapter to BizTalk Server 2006 R2 using the Microsoft EDI pipelines
- ✓ Responsible for Managing the Configuration, Customization, Installation, Upgrade and Deployment of Microsoft **Dynamics CRM 2015** and **Dynamic 365**.
- ✓ Worked with **FDA** regulations and preparation of proper documentation based on the **FDA regulations**.
- ✓ Worked with **HL7** standards, **HIPAA EDI** transaction, Clinical Documents.
- ✓ Worked in the environment require proper documentation, every feature is required with **Feature Design Document (FDD) Software Design Document(SDD)**.
- ✓ Worked with **TCP/IP, Sockets** for integrating control module with the hardware.

Environments: .NET Framework 4.5, C#, XAML, HTML, Angular 2/4/5, MVC, MVVM, Prism 6.0, SQL 2015, ReSharper, LINQ, Entity Framework, IIS, NUnit , Agile.

Client	Tesla Diagnostics India (Part time)
Position	.Net Developer
Duration	Oct 2013 – Nov 2014

Responsibilities:

- ✓ Involved in full life cycle of software development like **Requirement Analysis, Design, Implementation, and Testing.**
- ✓ Designed and Developed Web Application layer in **MVC 5.0** using the Presenter model.
- ✓ Architected **WCF** Service as the business layer to communication with multiple application using the common business functionality and Data Source.
- ✓ Developed stored procedures, functions, triggers using SQL and T-SQL in **SQL Server 2012** for fetching data and binding.
- ✓ Generated periodic reports from the cube based on the statistical analysis of the data using **SQL Server Reporting Services (SSRS)**
- ✓ Involved in Production support with Deployment of the **SSIS Packages** and schedule **SSIS packages** using SQL Server Agent Job.
- ✓ I have involved in complex data migration and Integrations with Dynamics CRM.
- ✓ Configured and implemented **log4net** error logging mechanism.
- ✓ Used Angular 4 and Node.JS to structure JavaScript code in an MVC (Model, View, and Controller)
- ✓ Using Service Bus Queues for communication in multi-tier **Azure** application
- ✓ Develop user interface by using **Telerik** Kendo UI, jQuery, JavaScript, Json, AJAX, and HTML5.
- ✓ Demonstrated experience with **REST full services, WCF and other Web Services technologies** (WSDL, SOAP, JSON, XML, XSL, and serialization).
- ✓ Involved in documentation like **System Design and Architecture Document (SDAD), Interface Design Document (IDD) and Software Design Document (SDD)** to a Thick Client application.
- ✓ Extensive use of **LINQ** and **Entity Framework** to develop **data layer**.
- ✓ Projects Web application for Credit Risk Management Banking Transactions and Reports.
- ✓ Reports Financial Reports Credit Portfolio Debit Portfolio Portfolio of Securities Balance Statistics Reports.
- ✓ **Used TFS** to connect with other developers in the team to maintain **code efficiency**

Environments: .NET Framework 1.1/2.0/3.5/4.0/4.5, C#, MVC 5.0, Web Services, HTML, CSS, XML/XSL, AJAX, JQuery, JavaScript, AngularJS 1.0/2.0, Bootstrap, Azure, Service bus, NodeJs, TFS, SQL Server 2012, SSIS, SSRS, WCF, Telerik grid, Gherkins, SpecFlow, LINQ, Entity Framework, IIS, NUnit, Agile.

SOFTWARE DEVELOPER: ALEJANDRO L. ACEVEDO**Location:** Roseville CA**Professional Summary:**

Alejandro is local to **Roseville, CA**, who is **Microsoft Certified Solutions Developer** and has experience of working with **City and County of San Francisco, Department of Conservation, Sacramento, CA and California Air Resources Board**. He has developed and provided production support for **.Net Core 6** Web Applications ASP.Net 4.5 + Web Applications with **C#, HTML5, CSS3, JavaScript, jQuery, Windows Communication Foundation (WCF)** with Visual Studio 2019. He is proficient in database designing and modeling in **MS SQL Server 2016**: ERD, database design/development, T-SQL, stored procedures, tables, columns, views, and Structured Query Language (SQL) programming. Furthermore, he is experienced in the development and configuration of Azure Virtual Machines, Azure Web Applications, Azure SQL Database, Azure Redis, Azure Integration Services, Services Bus, Logic Apps, Event Grid, and API Management.

In addition to the above, he is experienced in activation of the system, performance and usage monitoring, and deactivation of applications at the end of the filing period, including back-up of data and system documentation and recommendations for system improvements. He is an expert in carrying out User Acceptance Test (UAT) environment, installation, and configuration of **Microsoft IIS ver. 10**, Microsoft Team Foundation Server (TFS) & Virtual Machines and developing queries and store procedures on Microsoft SQL Server (2016). Moreover, he has worked in an Agile SDLC environment, participating and adding value in all phases of software development: feasibility, design, implementation, integration, testing, and delivery.

Education & Certifications:

- ✓ Computer Systems Engineering from Technological Institute of Colima, Colima, Mexico
- ✓ Master's Degree in Information Technology Management from Tec Milenio University, Jalisco, Mexico
- ✓ English Language-Bilingual Center of Colima (CENBI), Colima. Mexico
- ✓ Introduction to the SAP R / 3 System - SAP Professional Training Center (CVOSOFT Mexico), Aug 2010
- ✓ SAP Professional Training Center (CVOSOFT Mexico) - Functional Consultant in SAP FICO Module, July 2016
- ✓ Tec Gurus-Web design with HTML5, CSS, Bootstrap, JavaScript and jQuery, Oct 2017
- ✓ White Suit Hacking - White Hat Hacking, Dec 2017
- ✓ ITIL-ITIL® Foundation Certificate in ITSM, People Cert Certificate (AXELOS), [REDACTED], May 2020
- ✓ FootHill College-Ethical Hacking, [REDACTED], Jul 2021
- ✓ Microsoft Certified Professional (MCP), [REDACTED], Aug 2018
- ✓ Microsoft Certified Solutions Developer (MCSD), [REDACTED], September 2018
- ✓ Microsoft Certified Solutions Associate (MCSA), [REDACTED], September 2018
- ✓ Microsoft Certified Azure Fundamentals (MCAF), [REDACTED], April 2021
- ✓ International Scrum Assembly - International Scrum Developer, [REDACTED], August 2022

Technical Skills:

Front End	HTML, CSS, JavaScript, jQuery, Kendo Components UI, Dev Express Components UI, Angular 4, Bootstrap, AJAX and Razor
Back End	C#, ASP.Net, ASP.Net MVC, .Net Core, ADO.Net, Entity Framework (Code First), Entity Framework Core (Code First), VBA, VB 6.0, Identity User and One Login
Database Reporting	/ Microsoft SQL, Microsoft Access, Oracle, FireBird, MySQL, T-SQL/SQL, SSRS, Crystal Reports and Cosmos DB
Version Control	TFS and GitHub
Cloud Computing	Azure and AWS
Web API	Web Services and Microservices
ERP	SAP R3 Basis and Security and SAP R3 FI

Professional Experience:

Client	Canon Business Process Services
Position	.Net Developer - Intelligence Automatization
Duration	February 2022 – Present

Responsibilities:

- ✓ Develop and production support for Net Core 6 Web Applications with C#, HTML 5, CSS3, Bootstrap, JavaScript, jQuery and React.
- ✓ Analyze, design, develop, as well as implement RESTful services and API MVC, Minimal APIs and Swagger.
- ✓ Implement, integrate, and document a variety of software platforms through the REST API framework.
- ✓ Implement common APIs based on architecture guidelines and frameworks.
- ✓ Apply the latest software design techniques and contribute to the technical design of new solutions.
- ✓ Write object-oriented, clean, and maintainable code.
- ✓ Involved in the development life cycle and perform definition and feasibility analysis.
- ✓ Deliver quality results on time with minimal supervision.
- ✓ Develop queries and store procedures on Microsoft SQL Server.
- ✓ Documentation, production support, and code review.
- ✓ Develop solutions for Azure KeyVault, Azure App Service, Azure Cosmos data bases, Azure Storage Account, Azure Logic Apps, Azure Functions, Azure Service Bus, Azure Event Grid, Azure Active Directory.
- ✓ Develop solutions with Microsoft Power Platform.

Client	City and County of San Francisco, Board of Supervisors (BOS)
Position	Senior Full Stack Web Developer
Duration	July 2021 – Present (Part Time)

Responsibilities:

- ✓ **Projects: AAB Client, AAB Admin, and AABSystem Webapps.**
- ✓ Developed and provided production support for ASP.Net 4.5 + Web Applications with C#, HTML5, CSS3, JavaScript, jQuery and Windows Communication Foundation (WCF) with Visual Studio 2019.
- ✓ Translate application storyboards and use cases into functional applications.
- ✓ Design, build, and maintain efficient, reusable, and reliable code.
- ✓ Ensure the best possible performance, quality, and responsiveness of applications.
- ✓ Identify bottlenecks and bugs and devise solutions to mitigate and address these issues.
- ✓ Help maintain code quality, organization, and automatization.
- ✓ Creating reports using SQL Server Reporting Services (SSRS)
- ✓ Develop queries and store procedures on Microsoft SQL Server (2016)
- ✓ Monitor web applications Elham and Watchdog.
- ✓ Scrum Methodology.
- ✓ Documentation, Production Support, Source Code Review and Coding: Agent Module - Real Property, Agent Module – Personal Property, Escapes, Supplementals, Roll Corrections and AAB Assessor
- ✓ Web Application architecture redesign.
- ✓ Separate the production and non-production environments (system, application, network, and data).
- ✓ Coding SQL scripts to import and export data from different sources.

Client	Private National Mortgage via PennyMac.
Position	Senior Full Stack Web Developer
Duration	November 2019 – May 2021

Responsibilities:

- ✓ **Projects: Attorney, Bankruptcy and Foreclosure Web Portals**
- ✓ System Development Life Cycle (SDLC) and Agile Development. Worked with Agile SDLC environment participating and adding value in all phases of Software Dev: feasibility, design, implementation, integration, testing, and delivery.
- ✓ Updated/Changed front-end using HTML5, CSS3, JavaScript, jQuery, Bootstrap, Razor & Telerik Kendo Components UI.
- ✓ Updated/Changed Backend using C#, MVC, ASP.Net, and .Net Core.
- ✓ Updated/Changed/Tested stored procedures on Microsoft SQL Server databases. Entity Framework, LINQ, and T-SQL.
- ✓ Designed and developed Microservices Web API (REST).
- ✓ Amazon Web Services (AWS) Virtual Machines, Data Bases, Redis Cache, Monitor and Logs Tools, OneLogin Identity & Access Management (IAM)
- ✓ Team Foundation Version Control.
- ✓ Software Development to call Amazon Web Services (Amazon MQ, Elastic Compute Cloud (EC2), Simple Storage Device (S3) and CloudWatch).
- ✓ String formats using Regular Expressions (Regex).
- ✓ Other tools used: Sumo Logic, Red Alert, Bugzilla, Fiddler, Postman, Amazon Web Services, Microsoft SQL Server, IIS and Visual Studio 2017.

Client	Department of Conservation, Sacramento, CA and North Dakota
Position	Full Stack Web Developer
Duration	August 2019 – October 2020

Responsibilities:

- ✓ **Projects: Well Star and NorthStar**
- ✓ Develop software solutions by analyzing system performance standards, confer with end users' requirements, analyze systems flow and work processes, and investigate problem areas.
- ✓ Web Application Development with Visual Studio 2017, .Net Core, ASP.Net MVC 4.5, Entity Framework Core (Code First), C#, HTML5, CSS3, JavaScript, jQuery, Bootstrap, JSON, XML, Razor, and Telerik Kendo Components UI.
- ✓ Building, testing, deploying, managing, and maintaining web applications, virtual machines, SQL Database, and services through Microsoft Azure.
- ✓ Development and Configuration Azure Virtual Machines, Azure Web Applications, Azure SQL Database, Azure Redis, Azure Integration Services, Services Bus, Logic Apps, Event Grid, API Management.
- ✓ Design and Development Microservices Web API (Rest).
- ✓ Database designing and modeling in on MS SQL Server 2016: ERD, database design/development, T-SQL, stored procedures, tables, columns, views, and Structured Query Language (SQL) programming.
- ✓ Scrum methodology
- ✓ String formats using Regular Expressions (Regex).

Client	California Air Resources Board, Sacramento, CA
Position	Team Lead Full Stack Web Developer / Data Analyst
Duration	July 2018 – August 2019

Responsibilities:

- ✓ **Project: Freight Regulations Reporting System (FRRS)**
- ✓ Development Web Applications with Visual Studio 2017, .NET Core, Entity Framework Core (Code First), HTML5, CSS3, JavaScript, jQuery, Bootstrap, JSON, XML, Razor, and DevExpress Components (DevExpress UI).
- ✓ Design and Development Microservices Web API (Rest) and Web Services (SOAP).
- ✓ Building, testing, deploying, managing, and maintaining web applications, virtual machines, SQL Database, and services through Microsoft Azure.
- ✓ Design and Development MS SQL Server, ERD, database design/development, T-SQL, stored procedures, tables, columns, views.
- ✓ Scrum methodology, System Development Life Cycle (SDLC), and Agile Development.
- ✓ Develop Applications with N-Layered Domain-Oriented Architecture.
- ✓ Configuration IIS 10.
- ✓ Write technical documents and create Visio diagrams.
- ✓ Code Version Control with TFS.
- ✓ Experience in analyzing issues, defining problems, and making timely and effective decisions.

Client	Implemental Systems, Jalisco, Mexico
Position	Project Coordinator and Developer
Duration	March 2017 – May 2018

Responsibilities:

- ✓ Development of Desktop and Web Software in Visual Studio .NET, with Visual Basic .Net, C#, MVC, TSQL, Razor, Entity Framework (Code Frist), Object-Oriented Programming, HTML, CSS, Bootstrap, JavaScript, jQuery, Angular 4 and React.
- ✓ Experience with Java Runtime Engine v10 (32 and 64 bits).
- ✓ Scripting in Shell Scripting, Perl, and Python for automation of tasks and processes on Linux servers.
- ✓ Code version control with Team Foundation Server.
- ✓ Design and Development Microservices Web API (Rest) and WCF Services and Web Services (SOAP).
- ✓ Coordinate the configuration and implementation of General Electric Smallworld Geospatial Systems software.
- ✓ String formats using Regular Expressions (Regex).
- ✓ Develop Applications with N-Layered Domain-Oriented Architecture.
- ✓ Development of scripts in Magik Object Oriented Programming language.
- ✓ Configuring and managing virtual servers with VMWare and Virtual Box.
- ✓ Configuration and administration of Red Hat Linux servers.
- ✓ Building, testing, deploying, managing, and maintenance applications and services through Microsoft Azure Cloud Computing Services.
- ✓ Continuous Integration (CI) and Continuous Delivery (CD) configuration with Jenkins.

Client	Morgan Stanley via Tata Consultancy Services, Jalisco, Mexico
Position	Production Support L2 (QAPM) / SAP Consultant (Security, BASIS, FICO, BI / BW)
Duration	January 2014 – March 2017

Responsibilities:

- ✓ Creation, modification, and monitoring of jobs in Autosys.
- ✓ Support for Informatica Power Center 9.0
- ✓ Development of scripts in Shell Linux and Unix.
- ✓ Scripting development in Python.
- ✓ Development of Data Definition Language (LDD) and Data Management Language (LMD) in different database handlers such as Microsoft SQL Server, Sybase, and Oracle.
- ✓ Creation and modification of stored procedures for the generation of financial reports.
- ✓ Start / Stop SAP Instances, SAP security operations and administrations and authorizations of users.
- ✓ Monitoring the SAP system for health and performance problems.
- ✓ Request and transport management systems.
- ✓ Application of SAP add-ons and support packages.
- ✓ Monitoring and administration of security and patches.

Client	AT&T via Tata Consultancy Services
Position	Full Stack Web Developer / Production Support
Duration	April 2012 – January 2014

Responsibilities:

- ✓ Programming web-based software solutions in C#, VB.NET ASP.NET, Silverlight, MVC, JavaScript, jQuery, XML, HTML5, CSS, Entity Framework (code first), Bootstrap, React, and Angular.
- ✓ Developing Desktop and ASP.Net Web Applications.
- ✓ Microsoft SQL Server and Oracle (database, tables, stored procedure, views, cursors, Oracle & PL).
- ✓ Solution and Data Architecture (Experience in architecture/design of .Net systems, related customizations, portals, reports, and developing plug-ins and system interfaces).
- ✓ Data migration experience and integration mappings using SQL Integration Services and/or Scribe or Web Services.
- ✓ Use ETL (SSIS) to develop jobs for extracting, cleansing, transforming, and loading data into data.
- ✓ Design and Development Microservices Web API (Rest) and WCF Services and Web Services (SOAP).
- ✓ SharePoint End User and Administrator.

Client	Hershey's, Jalisco, Mexico
Position	Software Developer
Duration	June 2011 – April 2012

Responsibilities:

- ✓ Analysis, design, and implementation of systems.
- ✓ Use of Waterfall, XP, and SCRUM methodologies for software development.
- ✓ Development of software in VBA, Visual Basic 6, Visual Basic .Net, and Visual C #, with ADO.NET and MVC frameworks, for different areas such as sales, retail sales, purchasing, finance, accounting, and inventory.
- ✓ Database administration in Microsoft SQL Server 2005 and 2008.
- ✓ Development of Data Definition Language (LDD) and Data Management Language (LMD) in different database handlers such as Microsoft SQL Server and Microsoft Access.
- ✓ Creation or modification of Stored Procedures.
- ✓ Creation or modification of Triggers.
- ✓ Creating reports in Crystal Reports.
- ✓ Development of Desktop and Web Software with Visual Studio .NET, with Visual Basic, .Net and C #, MVC, SQL Entity Framework, Object-Oriented Programming.

Client	C&A, Jalisco, Mexico
Position	Software Developer
Duration	January 2011 – June 2011

Responsibilities:

- ✓ Analysis, design, development, and implementation of software.
- ✓ Development of new modules and improvements to the point-of-sale system in programming languages Visual Basic .Net and Visual C #, using the framework ADO.Net and MVC.
- ✓ Database administration in Microsoft SQL Server 2005 and 2008.
- ✓ Development of Data Definition Language (LDD) and Data Management Language (LMD) in Microsoft SQL Server.
- ✓ Development and modification of stored procedures.
- ✓ Creation or modification of Triggers.
- ✓ Creating reports in Crystal Reports.
- ✓ Local support and reporting to users.

Client	Bansí Banca Múltiple S. A. de C. V., Jalisco, México
Position	Software Developer
Duration	August 2010 – December 2010

Responsibilities:

- ✓ Analysis, design, development, and implementation of software.
- ✓ Database administration in Microsoft SQL Server 2005 and Informix.
- ✓ Development of new modules and improvements to the point-of-sale system in programming languages Visual Basic .Net and Visual C #, using the framework ADO.Net and MVC.
- ✓ Development of Desktop and Web Software with Visual Studio .NET, with Visual Basic, .Net and C #, MVC, SQL Entity Framework, Object-Oriented Programming.

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.

Please refer to **Response to Section 3.2.**

RESPONSE TO SECTION 3.3

CCS commits to possess all licenses, permits, and certifications required to perform this contract before the start date of service.

RESPONSE TO SECTION 3.4

CCS Global Tech has partnerships with leading industry technology platforms and participates in respected certification programs to ensure our knowledge, creativity, and business acumen remain cutting-edge. However, CCS agrees to acquire the relevant certifications after the award. Please find below CCS Partnerships.



W2 Employees Certifications

✓ Microsoft Certified Data Engineers	✓ MCSE: Data Management and Analytics
✓ Microsoft Certified Data Analysts	✓ MCSE: BI Reporting
✓ Microsoft Certified Database Administrators	✓ Microsoft Certified Azure Security Engineer Associate
✓ Microsoft Certified Solution Architects	✓ Microsoft MCSE: Data Management and Analytics
✓ Microsoft Certified Azure Fundamentals	✓ Snowflake Certified Data Engineers and Analysts
✓ Microsoft Certified Azure Solutions Architect Expert	✓ Tableau Certified Desktop Specialists
✓ Microsoft Certified Azure Administrator Associate	✓ Tableau Certified Data Analysts
✓ Microsoft Certified Power BI Data Analyst Associate	✓ Tableau Certified Consultants
✓ Microsoft MCSA SQL 2016 BI Development	✓ Denodo Platform 7.0 Architect
✓ MCSA Windows Server 2016	✓ Denodo Platform 8.0 Certified Developer Associate
✓ Microsoft Certified Solutions Associate	✓ Snowpro Core Certified

SECTION 4: MANDATORY CONTRACT ITEMS AND DELIVERABLES

RESPONSE TO SECTION 4.1

CCS understands that contracts will be awarded only to prequalified vendors, and the Lottery will request quotes from each prequalified vendor as needed.

RESPONSE TO SECTION 4.2

CCS is putting forward its candidature for the following categories:

- ✓ 4.2.1 Business Analyst.
- ✓ 4.2.6 Network Engineer.
- ✓ 4.2. 7 Project Manager.
- ✓ 4.2.8 Quality Assurance Analyst.
- ✓ 4.2.10 Software Developer/Engineer.

RESPONSE TO SECTION 4.3

In compliance with Section 4.3 of the Lottery's requirements, CCS is committed to providing IT professionals who are fully compatible with the Lottery's diverse needs, whether on an hourly, daily, weekly, monthly, or annual basis, including weekends and holidays. We understand and agree to the specified periods outlined in written agreements between the Agency and CCS, such as 13-week contracts ("terms"), without overtime pay. Our prequalified professionals will not only possess the necessary qualifications but will also adhere to all Lottery policies, Federal and State statutory and regulatory requirements, and accreditation and licensure standards. CCS is dedicated to furnishing technical expertise that aligns with the Lottery's objectives, including the development of new computer systems, modifications, and enhancements, alongside providing mentorship, technical training, support, and shadowing opportunities for State employees as outlined in the Lottery's Delivery Order. We are committed to ensuring seamless compliance and delivering exceptional service to support the Lottery's IT efforts effectively.

RESPONSE TO SECTION 4.4

CCS is fully aligned with the rigorous background check protocols stipulated by the Lottery. Prior to award, CCS ensures that all proposed candidates undergo comprehensive background checks conducted by our trusted vendor, HireRight, at our expense. This process includes the submission of resumes, references, and any requested documents to verify qualifications. Moreover, CCS acknowledges and adheres to the Lottery's requirement for a separate background check of vendor staff. To facilitate this, CCS commits to providing the necessary names and fingerprint information within 48 hours of the scheduled shift, as mandated by the Lottery. Any deviations from this protocol will be formally agreed upon in writing between CCS and the Lottery. Our established background check policies, including E-Verify, drug screenings, and customized checks, ensure compliance with legal and security standards. By prioritizing thorough screenings and proactive compliance measures, CCS is well-positioned to meet and exceed the expectations outlined by the Lottery for staffing solutions.

RESPONSE TO SECTION 4.5

Our rigorous recruitment and vetting processes ensure that only the most qualified individuals are selected to represent CCS, resulting in unparalleled service and client satisfaction. We have spent many years providing quality Staffing services, which has allowed us to mature our internal processes and adopt best practices for sourcing and identifying the most suitable candidates for our clients. For example, if the Lottery needs a programmer, our recruiters will not just look for programmers with extensive experience in the given technology, but we will also spend time understanding the project, the technological stack, and the associated functional expertise required to accomplish the project's objectives. We will use all the insights about the job requirements to look for consultants (in our talent pool and the market) who have previously worked on similar engagements for other prestigious clients. That is how our client gets the best match for their resource requirement. We validate that credentialing and role-specific requirements have been met during the screening process. CCS ensures that all staff members not only meet but surpass the minimum experience requirements specified for each classification and target technology.

RESPONSE TO SECTION 4.6

CCS acknowledges and embraces the importance of candidate performance in delivering exceptional service to our clients. In alignment with the solicitation terms, CCS is prepared to swiftly replace any candidate deemed unsuitable within the specified timeframe, ensuring minimal disruption to project timelines. We respect the Lottery's authority to remove candidates from our pool if necessary, acknowledging their prerogative in maintaining project integrity. CCS emphasizes the integrity of our candidate selection process and stands firm against any misrepresentation, as we understand the serious repercussions it may entail.

RESPONSE TO SECTION 4.7

CCS acknowledges that work may be conducted onsite, remotely, or through a hybrid model, with the primary onsite location being at the Lottery headquarters situated at 900 Pennsylvania Ave, Charleston, WV. Our team is fully prepared to accommodate any of these arrangements and will ensure seamless coordination to meet the needs of the project. We are committed to covering any travel, per diem, parking, and/or living expenses incurred by our team members. We understand and agree to the designated work hours of Monday through Friday, from 8 am to 5 pm EDT, with exceptions for State and Federal holidays when the Lottery is closed unless specifically approved by the Lottery-designated manager. Additionally, we acknowledge the potential need for work outside normal business hours, such as weekends, evenings, and holidays, and are prepared to accommodate such requirements as needed to ensure project success. Our team will coordinate and seek pre-approval from the lottery-designated manager for any overtime work, ensuring transparency and compliance with the established guidelines.

RESPONSE TO SECTION 4.8

CCS agrees to sign a mutual Non-Disclosure Agreement (NDA) to ensure the confidentiality of the information exposed.

RESPONSE TO SECTION 4.9

CCS understands that the Lottery will not allow any previous employee dismissed by any state agency for disciplinary or performance reasons to return and work through any Staffing Agency.

DESIGNATED CONTACT

The remainder of this page has been intentionally left blank. Please find the Designated Contact form on the following pages.

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) Raminder Singh

(Address) 13475 Danielson St. Ste 230, Poway, CA, 92064

(Phone Number) / (Fax Number) (858) 435-4857 / (858) 683-2424

(email address) gov@ccsglobaltech.com

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.

California Creative Solutions Inc

(Company)

(Signature of Authorized Representative)

Raminder Singh / President & CEO / 5/6/2024

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

(858) 435-4857 / (858) 683-2424

(Phone Number) (Fax Number)

gov@ccsglobaltech.com

(Email Address)

REQUEST FOR QUOTE SERVICE

This page has been intentionally left blank. Please find the Request for Quote Service on the following pages.



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: 1354530			Reason for Modification:
Doc Description: Prequalification Agreements IT Temp Staffing			
Proc Type: Central Master Agreement			Version
Date Issued	Solicitation Closes	Solicitation No	
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: VS0000017442
Vendor Name : California Creative Solutions Inc
Address : 13475 Danielson St.
Street : Ste 230
City : Poway
State : CA **Country :** USA **Zip :** 92064
Principal Contact : Raminder Singh
Vendor Contact Phone: (858) 435-4857 **Extension:** N/A

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

FEIN# 33-0762869

DATE 5/6/2024

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

ADDITIONAL INFORMATION

The State of West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Lottery Commission to establish Pre-qualification of Vendors for Temporary IT Staffing Services, at the WV Lottery HQ Facility located at 900 Pennsylvania Ave Charleston WV, per the attached documentation.

INVOICE TO				SHIP TO			
LOTTERY PO BOX 2067				LOTTERY 900 PENNSYLVANIA AVE			
CHARLESTON		WV		CHARLESTON		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

Comm Code	Manufacturer	Specification	Model #
80111600			

Extended Description:
Business Analyst

SCHEDULE OF EVENTS		
<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

	Document Phase	Document Description	Page 3
LOT2400000011	Draft	Prequalification Agreements IT Temp Staffing	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

☒ A pre-bid meeting will not be held prior to bid opening

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted emails should have the solicitation number in the subject line.

Question Submission Deadline: Thursday April 18, 2024 @ 3:00 p.m.

Submit Questions to: Toby L Welch
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-3970
Email: Toby.L.Welch@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via email. Bids submitted in paper or facsimile form must contain a signature. Bids submitted in wvOASIS are deemed to be electronically signed.

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in wvOASIS. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus N/A convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

Revised 8/24/2023

Bid Delivery Address and Fax Number:

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:

BUYER: Toby L Welch

SOLICITATION NO.: CRFQ LOT2400000011

BID OPENING DATE: Thursday April 25, 2024

BID OPENING TIME: 1:30 p.m.

FAX NUMBER: 304-558-3970

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: 04/25/2024 @ 1:30 p.m.

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

☐ This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women- owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance.”

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

22. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

23. EMAIL NOTIFICATION OF AWARD: The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor *wvOASIS* or the Purchasing Division's website to determine when a contract has been awarded.

24. ISRAEL BOYCOTT CERTIFICATION: Vendor's act of submitting a bid in response to this solicitation shall be deemed a certification from bidder to the State that bidder is not currently engaged in, and will not for the duration of the contract, engage in a boycott of Israel. This certification is required by W. Va. Code § 5A-3-63.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☒ **Term Contract**

Initial Contract Term: The Initial Contract Term will be for a period of One (1) Year. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to Three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

☐ the contract will continue for _____ years;

☐ the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

☐ **One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

☐ **Other:** Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☒ **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

☐ **Construction:** This Contract is for construction activity more fully defined in the specifications.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

☐☐☐☐

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancellation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☐ **Automobile Liability Insurance** in at least an amount of: _____ per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: _____ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: _____ per occurrence.

☐ **Aircraft Liability** in an amount of: _____ per occurrence.

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9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☐ _____ for _____.

☐ Liquidated Damages Contained in the Specifications.

☒ Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming 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, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☒ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.
- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
 1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
 2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a “substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

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) Raminder Singh

(Address) 13475 Danielson St. Ste 230, Poway, CA, 92064

(Phone Number) / (Fax Number) (858) 435-4857 / (858) 683-2424

(email address) gov@ccsglobaltech.com

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.

California Creative Solutions Inc

(Company)

(Signature of Authorized Representative)

Raminder Singh / President & CEO / 5/6/2024

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

(858) 435-4857 / (858) 683-2424

(Phone Number) (Fax Number)

gov@ccsglobaltech.com

(Email Address)

REQUEST FOR QUOTATION
West Virginia Lottery
Information Technology Temporary Staffing Services

PREQUALIFICATION AGREEMENT SPECIFICATIONS

- 1. PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of the Agency, West Virginia Lottery Commission (Lottery), located at 900 Pennsylvania Avenue, Charleston, WV 25302, to establish a list of prequalified vendors from which the Agency may subsequently obtain bids through a delegated process for Information Technology (IT) Staff as covered by the prequalification agreement. The Prequalification Agreement aims to establish vendors from which the Lottery may request bids for Information Technology (IT) Staff as defined herein.

BACKGROUND & CURRENT OPERATING ENVIRONMENT: The Lottery manages many systems designed explicitly for the Lottery that support various applications for the State of West Virginia. These systems are primarily on the Microsoft (MS) Structured Query Language (SQL) database server platform. Applications are split between Windows services and database applications. Windows services are coded using C# and Visual Studio 2017. End-user applications are coded in Visual Basic for Applications (VBA) in MS Access 2016. The Lottery sometimes requires additional technical expertise and support to accomplish specific project goals for these systems. The data centers have been recently upgraded to Hyper-Converged Infrastructure (HCL) and Next Generation Firewalls (NGFW). The Lottery plans to migrate specific applications from MS Access to C# applications that read and write directly to the MS SQL server using stored procedures, views, and triggers. Other existing MS Access VBA applications will continue to need support and maintenance. In addition, the Lottery plans to expand and further develop its internal cyber security and business continuity capabilities.

- 2. DEFINITIONS:** The terms listed below shall have the meanings assigned below. Additional definitions can be found in section 2 of the General Terms and Conditions.
 - 2.1 “.NET”** means Microsoft’s .NET or .NET Framework software.
 - 2.2 “Holidays”** means days designated by WV State Code CSR 2-2-1 as legal holidays.
 - 2.3 “Contract Item”** means the items identified in Section 4 below.
 - 2.4 “Contract Services”** means providing temporary staffing services for the list of classifications identified in Section 1 (above) or Section 4.1 (below) as more fully described in these specifications.

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- 2.5 “Delegated Prequalification Bidding”** means the Agency will obtain bids from the Prequalified Vendor as needed.
- 2.6 “Facility or Agency”** means the WV Lottery Headquarters located at 900 Pennsylvania Ave, Charleston, WV 25302.
- 2.7 “Prequalified Vendors”** means vendors meeting all Vendor Qualifications and being awarded a Prequalified Vendor Agreement.
- 2.8 “PRN”** means an acronym of the Latin term “pro re nata.” The word itself can be translated to mean “when necessary” or “as needed.” A PRN resource is willing to work on an as-needed basis, i.e., on-demand.
- 2.9 “Microsoft SQL Server”** means a relational database developed by Microsoft.
- 2.10 “Requests for Bids”** means the solicitation from the Agency identifying the nursing staff needed and requesting pricing from the Prequalified Vendors before or at such time of need.
- 2.11 “SDLC”** means Software or Systems Development Life Cycle, a standard term describing the planning process for, creating, testing, and deploying software or systems applications.
- 2.12 “Solicitation”** means the official notice of an opportunity to supply the State with goods or services published by the Purchasing Division.
- 2.13 “Staffing Agency or Vendor”** means the prospective Vendor. Contracts may only be awarded to Prequalified Vendors after the delegated bidding process.
- 2.14 “Visual Studio”** means a source code editor that runs on the Windows operating system for personal computers.
- 2.15 “NDA”** means Non – Disclosure Agreement, also known as a confidentiality agreement, agrees not to share this information with anyone else for a specified period of time.
- 3. VENDOR QUALIFICATIONS:** Vendor(s) shall have the following minimum qualifications:

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- 3.1** 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.
- 3.1.1** 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.
- 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.
- 3.3** Vendor must possess all licenses, permits, and certifications required to perform this contract before the start date of service.
- 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.
- 4 MANDATORY CONTRACT ITEMS AND DELIVERABLES:** Vendor(s) shall provide the Agency with the Contract Items listed below on an open-ended and continuing basis. Contract items must meet or exceed the following mandatory requirements:
- 4.1 Multiple-Award Contract:** Contracts will be awarded only to prequalified vendors. The Agency will request quotes from each prequalified vendor as needed. The Agency shall then award the contract/purchase order to the lowest responsive bidder. The Agency shall reject any bid that fails to comply with the requirements contained in the prequalification agreement and request for bids.
- 4.2 Classifications:** Prequalified vendors may bid on one (1) or all classifications, including:

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- 4.2.1 Business Analyst** – Analyzes and documents business requirements and processes. Assists in designing IT solutions to meet needs. Facilitates process modifications and improvements.
- 4.2.2 Data Analyst** – Is responsible for data analysis, modeling, database management, security, and quality assurance.
- 4.2.3 Database Administrator** – Is responsible for designing, implementing, and maintaining databases.
- 4.2.4 Help Desk Support** – Is responsible for technical support to end-users, troubleshooting technical issues, and resolving problems.
- 4.2.5 IT Service Continuity Analyst** – Documents, analyzes, implements, and manages disaster recovery and business continuity plans.
- 4.2.6 Network Engineer** – Is responsible for designing, implementing, and maintaining computer networks.
- 4.2.7 Project Manager** – Manages IT projects, coordinates resources, and meets project deadlines.
- 4.2.8 Quality Assurance Analyst** – Tests software applications to meet quality standards and requirements.
- 4.2.9 Security Analyst** – Documents, analyzes, implements, and maintains security measures to protect IT systems and data.
- 4.2.10 Software Developer/Engineer** – Is responsible for designing, coding, testing, and maintaining software applications.
- 4.2.11 Systems Administrator** – Is responsible for installing, configuring, and maintaining computer systems, networks, and servers.
- 4.2.12 Technical Writer** – Is responsible for creating technical documentation, including but not limited to user manuals, help files, and online documentation.

4.3 Professional Compatibility and Compliance: Prequalified vendors shall provide IT professionals as requested by the Lottery to be compatible with the needs of the Lottery.

- 4.3.1** These needs may be hourly, daily, weekly, monthly, or annual, including weekends and holidays.

- 4.3.1.1** There will be no overtime pay associated with these assignments and may also be for specified periods as agreed upon in writing by the Agency and the vendor. For example, *a 13-week contract*

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(*“term”*). The requests for bids are further described in Section 5 below.

- 4.3.2 Prequalified vendors must provide qualified IT professionals to accommodate the Lottery needs and comply with all Lottery policies and procedures, Federal and State statutory and regulatory requirements, and standards for applicable accreditation and licensure bodies.
- 4.3.3 The position or classifications above will provide technical expertise to meet the contracted staffing needs for the Lottery to support the division’s IT efforts.
 - 4.3.3.1 These services shall be used to develop new computer systems, modifications, and enhancements to existing computer systems for the Agency, as well as mentor, provide technical training and support, and provide “shadowing” opportunities for State employees, among other tasks as defined by the Lottery in its Delivery Order for the services.

- 4.4 **Background Checks:** Prior to award all prequalified vendors must provide and have a completed background check performed by Vendor at Vendor’s sole cost for each candidate proposed for any classification. These items will include, but are not limited to:
 - 4.4.1 Background check through Vendor
 - 4.4.2 Resume of proposed candidate as proof of experience, with references
 - 4.4.3 Other documents, as requested
 - 4.4.4 The Lottery will also run a separate mandatory background check of vendor staff for each proposed classification before any work can begin.
 - 4.4.4.1 The vendor must provide Lottery with the names and fingerprint information for background check on each vendor staff proposed for placement within 48 hours of scheduled shift.
 - 4.4.4.2 The Vendor and the Lottery must agree to any deviation from this requirement in writing.

- 4.5 **Minimum Experience Requirements:** Vendor’s staff must meet or exceed minimum experience requirements for the associated classification and target technology. E.g., Software Developer/Engineer with five (5) or more years of

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experience with MS Visual Basic for Applications (VBA) and one (1) or more years of experience with MS Transact SQL (TSQL).

4.6 Candidate Performance: The Vendor's proposed candidate must consistently perform the contracted duties as outlined in these specifications or as described in the project-specific scope included within the Delivery Order.

4.6.1 The Agency will notify the awarded vendor if a Vendor's employee fails to consistently perform the contracted duties.

4.6.2 The Agency may, as part of this solicitation, request the Vendor replace the candidate; if so, and the Vendor will have 2 weeks (10 business days) to provide another proposed candidate with the qualifications for a replacement.

4.6.3 The Lottery reserves the right, and at its sole discretion, with no appeal or protest to remove any proposed candidate from the vendor's candidate pool.

4.6.4 If a vendor provides a candidate under false documentation that will give Lottery grounds for cancellation of the Delivery Order and the vendor shall be removed from the prequalified vendor pool.

4.7 Work Location and Work Hours:

4.7.1 Work will be onsite, remote or hybrid, onsite location will be at Lottery headquarters located at 900 Pennsylvania Ave, Charleston, WV. Any and all travel, per diem, parking, and/or living expenses shall be at the Worker's and/or Vendor's expense.

4.7.2 Work hours will be Monday through Friday from 8am - 5pm EDT, excluding State and Federal holidays when the Agency is closed unless approved by the Agency designated manager.

4.7.3 Work outside normal business hours may be required on weekends, evenings, and holidays.

4.7.4 Work over 40 hours will be at the hourly rate quoted on the pricing page for the classification, and must be coordinated and pre-approved by the Agency designated manager. The Agency will not pay vendor overtime rates.

4.8 Non-Disclosure Agreement (NDA) or Confidentiality Agreement: Prior to award all parties, the Vendor, Lottery and vendors proposed candidate must sign a

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mutual Non-Disclosure Agreement (NDA) to ensure the confidentiality of the information exposed. (see attached Lottery NDA as Exhibit – B)

- 4.9 Previous Employees:** The Lottery will not allow any previous employee dismissed by any state agency for disciplinary or performance reasons to return and work through any Staffing Agency.

5 PREQUALIFICATION AWARD AND REQUESTS FOR BIDS:

5.1 Vendor Prequalification: This agreement establishes a pool of prequalified vendors to provide the services listed in Section 4, “Mandatory Contract Items and Deliverables.”

5.1.1 The vendors responding to this RFQ for “Prequalification of Vendors” solicitation and meeting the qualifications in Section 3, “Vendor Qualifications,” will be awarded a Vendor Prequalification Agreement.

5.1.2 The Vendor Prequalification Agreement will enable those vendors to submit bids upon request. Prequalification Agreements are limited to up to three (3) years.

5.2 Requests for Bids: All prequalified vendors will be sent requests for bids when services are needed. The request for bids will contain the following: (see attached Lottery Staff Request Form as Exhibit – C)

5.2.1 Whether PRN or Term contract

5.2.2 Professional Classification from section 4.2

5.2.3 Technology area(s)

5.2.4 Number of years of experience required in each technology area identified

5.2.5 Quantity of services to include the estimated number of hours for a specific date range. E.g., 2080 hours over one year

5.2.6 Pricing Page to be completed by the vendor

5.2.7 The deadline (opening date and time) by which the vendors must submit bids

5.2.8 The location to which bids must be submitted

5.2.9 Examples of work

5.3 Evaluation of Bids: The Lottery shall evaluate the bids received from the prequalified vendors to ensure they comply with the requirements of the prequalification agreement and the requests for bids.

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- 5.4 Award of Bids:** The Lottery shall award the contract to the responsive bidders with the lowest total cost.
- 5.4.1** This will be a progressive award contract with all prequalified vendors that respond to the bid request.
- 5.4.2** The lowest overall total cost will prioritize awards. For example, if Vendor A (lowest bid) cannot meet the needs, the agency shall move to the next lowest bid (Vendor B), and so on.
- 6 PERFORMANCE:** Vendor and Agency shall agree upon a schedule for performance in writing as outlined in the Request for Bid. The Vendor shall perform by the Vendor Prequalification Agreement, Request for Bid, General Terms & Conditions, and any contracts or purchase orders the Lottery may issue.
- 7 PAYMENT:** The vendor shall submit monthly invoices in arrears to the Accounting Office at the West Virginia Lottery for all services provided. The Vendor shall submit one monthly invoice for all provided staff, along with a copy of each Vendor staff member's signed timesheet as backup documentation. All timesheets must be signed and approved by Facility's designee before invoicing.
- 8 TRAVEL:** Vendor must be responsible for all mileage and travel costs, including travel time, associated with the performance of this contract. Any anticipated mileage or travel costs must be included in the Vendor's bid response, the agency will not pay such costs separately.
- 9 FACILITIES ACCESS:** Performance of Contract Services may require access cards and keys to access Agency's facilities. If access cards and keys are needed:
- 9.1** Vendor must identify principal service personnel who will be issued access cards and keys to perform service.
- 9.2** The Vendor will be responsible for controlling cards and keys and will pay a replacement fee of \$25 for each access card or key lost, stolen, or not returned to the Lottery.
- 9.3** The Vendor shall notify the Agency immediately of any lost, stolen, or missing card or key.

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9.4 Anyone performing under this Contract will be subject to the Agency's security protocol and procedures.

9.5 Vendor shall inform all staff of the Agency's security protocol and procedures.

10 VENDOR DEFAULT:

10.1 The following shall be considered a vendor default under this Contract.

10.1.1 Failure to perform Contract Services in accordance with the requirements contained herein.

10.1.2 Failure to comply with other specifications and requirements contained herein.

10.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

10.1.4 Failure to remedy deficient performance upon request.

10.2 The following remedies shall be available to Agency upon default.

10.2.1 Immediate cancellation of the Contract.

10.2.2 Immediate cancellation of one or more release orders issued under this Contract.

10.2.3 Any other remedies available in law or equity.

11 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.

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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: Marcella Khoshneviss
Telephone Number: (619) 452-8960.
Fax Number: (858) 683-2424
Email Address: gov@ccsglobaltech.com

EXHIBIT – A

**WEST VIRGINIA LOTTERY
TEMPORARY IT STAFFING SERVICES**

MUTUAL NON-DISCLOSURE AGREEMENT

MUTUAL NON-DISCLOSURE AGREEMENT

This Mutual Non-Disclosure Agreement ("Agreement") is entered into by and between the West Virginia Lottery, with its principal offices located at 900 Pennsylvania Avenue Charleston, WV 25302 ("Lottery"), and _____, with its principal offices located at _____ ("Party of the second part"), with an Effective Date of _____. Lottery and Party of the second party also are referred to herein individually as a "party", or collectively as the "parties".

WHEREAS, the parties to this Agreement may wish to exchange certain information related to the provision of certain information or communication technology services by one party of interest to the other party; and

WHEREAS, the parties agree that improper disclosure of either party's Confidential Information, as defined below, by the other party could cause material harm to the party whose Confidential Information was improperly disclosed;

NOW THEREFORE, in order to protect certain Confidential Information that may be disclosed between the parties, Lottery and Alpha agree to maintain the confidentiality of the Confidential Information as follows:

I. Definition of Confidential Information. The "Confidential Information" disclosed under this Agreement is defined as follows:

Any data or information that is proprietary to the disclosing party and not generally known to the public, whether in tangible or intangible form, whenever and however disclosed, including, but not limited to: (i) any marketing strategies, plans, financial information, or projections, operations, sales estimates, business plans and performance results relating to the past, present or future business activities of such party, its affiliates, subsidiaries and affiliated companies; (ii) plans for products or services, and customer or supplier lists; (iii) any scientific or technical information, invention, design, process, procedure, formula, improvement, technology or method; (iv) any concepts, reports, data, know-how, works-in-progress, designs, development tools, specifications, computer software, source code, object code, flow charts, databases, inventions, intellectual property, and trade secrets; (v) solicitation for proposals, responses to proposals, bids, or information disclosed in connection with such solicitation, response, or bid; (vi) any other information that should reasonably be recognized as confidential information of the disclosing party.

II. Disclosure Period and Term. This Agreement protects against the disclosure of Confidential Information which is disclosed between the parties during each party's performance of its obligations associated with that certain CRFQ Agreement executed between the parties on _____ (the "Effective Date") and 3 year(s) after the termination of such Agreement ("Disclosure Period"). Therefore, the duty of a recipient of Confidential Information to protect such Confidential Information disclosed under this Agreement begins on the Effective Date and expires 3 year(s) after the end of Disclosure

Period. Upon termination of this Agreement or upon the disclosing party's request, the recipient shall cease use of Confidential Information and return or destroy it.

- III. Use of Confidential Information.** A party hereunder receiving Confidential Information shall use such Confidential Information solely for the purposes of, as applicable to the recipient, understanding current business activities of a party, soliciting a proposal for certain information technology services, responding to such proposal solicitation, reviewing solicitation responses, tendering a bid, or discussions or negotiations related to such solicitation, proposal, or bid.
- IV. Protection of Confidential Information.** Each party shall not disclose the Confidential Information of the other party to any third party. The recipient shall protect the Confidential Information by using the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination or publication of the Confidential Information as the recipient uses to protect its own confidential information of a like nature. A recipient shall restrict disclosure of Confidential Information to its employees, provided that such employees (i) have a need to know, and (ii) are bound by obligations of confidentiality equally as restrictive as the terms of this Agreement.
- V. Exclusions.** This Agreement imposes no obligation upon the recipient with respect to Confidential Information which: (a) was in the recipient's possession before receipt from the disclosing party; (b) is or becomes a matter of public knowledge through no fault of the recipient; (c) is rightfully received by the recipient from a third party without a duty of confidentiality; (d) is disclosed by the disclosing party to a third party without a duty of confidentiality on the third party; (e) is independently developed by the recipient; (f) is disclosed under operation of law; or (g) is disclosed by the recipient with the disclosing party's prior written approval.
- VI. Miscellaneous.** Neither party to this Agreement shall acquire any intellectual property rights nor any other rights under this Agreement except the limited right to use as set forth in this Agreement. This Agreement does not prevent either Party from competing with one another for work or clients unless the parties specifically agree otherwise, in writing, as to a specific client. Each disclosing party warrants and represents that the Confidential Information and other information provided which is necessary to the purposes described hereunder, are true and correct to the best of the disclosing party's knowledge and belief. Nothing in this Agreement shall be construed to preclude either party from developing, using, marketing, licensing, and/or selling any software or other material that is developed without reference to the Confidential Information.
- VII. Export Administration.** Each party to this Agreement agrees to comply fully with all relevant export laws and regulations of the United States and other countries to assure that no Confidential Information or any portion thereof is exported, directly or indirectly, in violation of such laws.
- VIII. No Obligation to Purchase or Offer Products or Services.** Neither party has an obligation under this Agreement to purchase or otherwise acquire any service or item

from the other party. Neither party has an obligation under this Agreement to commercially offer any products using or incorporating the Confidential Information. The disclosing party may, at its sole discretion, offer such products commercially and may modify them or discontinue such offerings at any time.

- IX. General.** The parties do not intend that any agency or partnership relationship be created between them by this Agreement. This Agreement sets forth the entire agreement with respect to the Confidential Information disclosed herein and supersedes all prior or contemporaneous agreements concerning such Confidential Information, whether written or oral. All additions or modifications to this Agreement must be made in writing and must be signed by both parties. This Agreement and all matters arising out of or relating to this Agreement shall be governed by the laws of the State of West Virginia. The parties agree that the information provided as allowed by this Agreement will not contain any proprietary technical or confidential contractual information, or any financial information related to the relationship between Alpha and its partners. As a result, damages will not be included as a remedy.

The undersigned authorized representatives of each party have agreed to be legally bound by the terms of this Agreement as of the Effective Date shown above.

WEST VIRGINIA LOTTERY

By: _____

Name: _____

Title: _____

_____ (VENDOR)

By: _____

Name: _____

Title: _____

ATTACHMENT – 1

**WEST VIRGINIA LOTTERY
TEMPORARY IT STAFFING SERVICES**

**JOB CLASSIFICATIONS
AND
REQUIREMENTS**

Business Analyst

Nature of Work:

Under general supervision, analyzes and documents business requirements and processes and assists in designing IT solutions to meet needs. Facilitates process modifications and improvements. Performs related work as required.

Examples of Work:

- Analyzing and improving business processes to enhance efficiency, productivity, and quality.
- Documenting current processes, identifying areas for improvement, and designing optimized workflows
- Eliciting, analyzing, and documenting IT project and initiative business requirements.
- Conduct stakeholder interviews, document user stories, and manage requirements throughout the project lifecycle.
- Analyzing market trends, customer feedback, and product performance data to inform product development and strategy.

Data Analyst

Nature of Work:

Under general supervision, is responsible for data analysis, modeling, database management, security, and quality assurance. Performs related work as required.

Examples of Work:

- Gathering, analyzing, and interpreting business data to provide strategic insights and inform decision-making
- Designing and maintaining data warehouses, creating reports and dashboards, and identifying trends and patterns
- Analyzing and interpreting data to derive actionable insights and support decision-making
- Collecting and analyzing data, creating visualizations, and communicating findings to stakeholders
- Develop and execute test plans and test cases to validate data accuracy, completeness, and consistency
- Conduct data quality assessments to identify and resolve anomalies, errors, and discrepancies

Database Administrator

Nature of Work:

Under general supervision, is responsible for designing, implementing, and maintaining databases. Performs related work as required.

Examples of Work:

- Design logical and physical database structures based on business requirements and industry best practices
- Define data models, schemas, tables, indexes, and relationships to ensure efficient data storage and retrieval
- Install, configure, and deploy SQL Server database management systems (DBMS)
- Create and configure database instances, ensuring optimal performance, scalability, and availability
- Import, export, and migrate data between different database environments while ensuring data integrity and consistency
- Monitor database performance, health, and security to identify and address potential issues proactively

Help Desk Support

Nature of Work:

Under general supervision, is responsible for technical support to end-users, troubleshooting technical issues, and resolving problems. Performs related work as required.

Examples of Work:

- Resolve technical problems related to desktops, laptops, printers, mobile devices, and other peripherals
- Guide users through troubleshooting steps and perform remote diagnostics to identify and resolve technical issues
- Maintain a knowledge base of common technical issues and their resolutions for reference by end-users and support staff
- Conduct training sessions and workshops for end-users to promote self-service troubleshooting and enhance technical skills
- Assist with user account creation, modification, and termination processes, ensuring compliance with regulatory requirements
- Install software updates, patches, and security fixes to address vulnerabilities and enhance system stability

IT Service Continuity Analyst

Nature of Work:

Under general supervision, documents, analyzes, implements, and manages disaster recovery and business continuity plans. Performs related work as required.

Examples of Work:

- Develop and maintain comprehensive disaster recovery (DR) and business continuity (BC) plans, including procedures, policies, and guidelines
- Document recovery objectives, critical processes, dependencies, and resource requirements to ensure readiness for potential disasters
- Analyze existing DR and BC capabilities, processes, and infrastructure to identify gaps and opportunities for improvement
- Conduct regular testing and validation exercises of DR and BC plans to verify effectiveness, identify weaknesses, and refine procedures
- Conduct tabletop exercises, simulations, and drills to prepare personnel for emergency scenarios and enhance response capabilities

Network Engineer

Nature of Work:

Under general supervision, is responsible for designing, implementing, and maintaining computer networks. Performs related work as required.

Examples of Work:

- Design and architect computer networks, including LANs, WANs, and wireless networks, based on organizational requirements and best practices
- Develop network topology diagrams, IP addressing schemes, and routing protocols to ensure efficient data transmission and connectivity
- Deploy and configure network devices such as routers, switches, firewalls, and access points to establish connectivity and secure network infrastructure
- Conduct network audits, performance assessments, and capacity planning to identify potential issues and scalability requirements
- Implement and enforce network security measures, including firewalls, intrusion detection/prevention systems (IDS/IPS), VPNs, and access controls
- Identify root causes of network issues and implement corrective actions to restore service and minimize downtime
- Implement configuration management processes to track changes, updates, and revisions to network devices and configurations

Project Manager

Nature of Work:

Under general supervision, manages IT projects, coordinates resources, and meets project deadlines. Performs related work as required.

Examples of Work:

- Develop project plans, schedules, and budgets and track progress against key milestones and deliverables
- Identify project resource requirements and allocate resources effectively to meet project needs and timelines
- Provide regular project status updates, reports, and presentations to stakeholders to keep them informed of project progress and risks
- Develop risk management plans, contingency strategies, and mitigation measures to minimize project disruptions and ensure successful outcomes
- Implement quality assurance activities, such as reviews, inspections, and testing, to validate project deliverables and ensure compliance with quality standards
- Implement change control procedures to document, evaluate, and approve changes in a systematic and transparent manner
- Maintain accurate and up-to-date project documentation, including project plans, schedules, status reports, and meeting minutes

Quality Assurance Analyst

Nature of Work:

Under general supervision, tests software applications to meet quality standards and requirements. Performs related work as required.

Examples of Work:

- Develop test plans, test cases, and test scripts based on software requirements and design specifications
- Define test objectives, acceptance criteria, and testing strategies to ensure comprehensive test coverage
- Conduct functional testing, regression testing, integration testing, and performance testing to identify defects and ensure software quality
- Identify, classify, prioritize, and report software defects and issues found during testing
- Develop and maintain automated test scripts and test frameworks
- Generate test summary reports, defect trend analysis reports, and test coverage reports for project stakeholders
- Identify potential risks and their impacts on software quality, reliability, and usability and adjust testing strategies accordingly

Security Analyst

Nature of Work:

Under general supervision, documents, analyzes, implements, and maintains security measures to protect IT systems and data. Performs related work as required.

Examples of Work:

- Develop and maintain comprehensive documentation of security policies, procedures, standards, and guidelines
- Document security controls, configurations, and baselines for IT systems and infrastructure
- Analyze security threats, vulnerabilities, and risks to IT systems and data through risk assessments and security audits
- Evaluate security controls and mechanisms to identify gaps, weaknesses, and areas for improvement
- Perform regular security assessments, vulnerability scans, and penetration tests to identify and address security vulnerabilities proactively
- Respond to security incidents, breaches, and anomalies by investigating root causes, containing threats, and mitigating impacts
- Conduct security audits and assessments to verify compliance with security controls, policies, and procedures
- Develop risk mitigation strategies, controls, and action plans to address identified security risks and vulnerabilities

Software Developer/Engineer

Nature of Work:

Under general supervision, is responsible for designing, coding, testing, and maintaining software applications. Performs related work as required.

Examples of Work:

- Create system architecture, design diagrams, and technical specifications to guide the development process
- Implement software features, modules, and components according to design specifications and coding standards
- Debug, troubleshoot, and resolve software defects and issues reported by users or identified during testing
- Implement software updates, patches, and enhancements to address changing requirements and improve system performance
- Document software changes, release notes, and technical documentation to facilitate knowledge transfer and future maintenance
- Deploy software releases to production environments in a controlled and efficient manner, minimizing downtime and disruption

Systems Administrator

Nature of Work:

Under general supervision, is responsible for installing, configuring, and maintaining computer systems, networks, and servers. Performs related work as required.

Examples of Work:

- Install and configure operating systems, software applications, and hardware components on computer systems and servers.
- Set up and deploy network infrastructure devices such as routers, switches, firewalls, and wireless access points.
- Install and configure server hardware, including rack-mount servers, blade servers, and virtualization hosts.
- Perform routine maintenance tasks such as software updates, patches, and security fixes to ensure system stability and security
- Identify root causes of system failures, performance degradation, and network outages and implement corrective actions.
- Implement and enforce security policies, access controls, and encryption mechanisms to protect computer systems, networks, and servers.
- Maintain accurate and up-to-date documentation of system configurations, network diagrams, and technical procedures.

Technical Writer

Nature of Work:

Under general supervision, is responsible for creating technical documentation, including but not limited to user manuals, help files, and online documentation. Performs related work as required.

Examples of Work:

- Develop user manuals and guides for software applications, hardware devices, and technical systems to assist end-users in understanding product features and functionalities.
- Collaborate with subject matter experts (SMEs) and product managers to gather information and ensure the accuracy and completeness of user documentation.
- Write concise and informative help content covering everyday tasks, functions, and features tailored to target users' needs and skill levels.
- Design and develop online documentation portals, knowledge bases, and FAQs to serve as centralized technical information and resources repositories.
- Review and edit technical documentation for clarity, coherence, accuracy, and adherence to style and formatting guidelines.
- Maintain document repositories, libraries, and archives to store, organize, and track revisions and updates to technical documentation.

ATTACHMENT – 2

WEST VIRGINIA LOTTERY TEMPORARY IT STAFFING SERVICES

SAMPLE OF REQUEST FOR PRICING

Example Information Technology Staff Augmentation Request

Work Location: 1900 Pennsylvania Ave, Charleston WV, 25302

Position Number: 2024000142

WV Lottery Contact Information

Contact Name	Phone Number	Email
Jonathan O'Quinn	304-558-0500 x1935	joquinn@wvlottery.com

Position Request Information

Category	Type	Period	Total Contract Hours
Network Engineer	Term average 4/weekly	52 weeks	300

Onsite/Remote/Hybrid	Target Start Date		Hourly Rate
Onsite	6/1/2024		\$

Worker Minimum Qualifications

Years	Technology and Experience
5	Install, configuring, and maintaining Cisco routers and switches
	Valid CCNA, CCNP, or CCIE certification in Routing and Switching is required
	On-call, four (4) hour onsite response time is required.
	Travel to up to eight (8) total sites may be required. Additional response time hours are documented below.

Examples of Work

Maintain network documentation, including network diagrams, addressing schemes, and server, router, switch, and security configurations.
Must be able to install, configure, and maintain Cisco equipment, including various routers and switches.
Identify root causes of network issues and implement corrective actions to restore service and minimize downtime
Implement configuration management processes to track changes, updates, and revisions to network devices and configurations
Conduct network audits, performance assessments, and capacity planning to identify potential issues and scalability requirements

Additional Travel Hours Allotted for Response Time:

West Virginia Lottery Headquarters 900 Pennsylvania Avenue Charleston, WV 25302	0
West Virginia Lottery Backup Data Center (Hot Site) 64 Sterling Drive Bridgeport, WV 26330	2

Example Information Technology Staff Augmentation Request

West Virginia Lottery 100 Municipal Plaza Suite 100 Weirton, WV 26062	4
The Greenbrier 300 W Main Street White Sulphur Springs, WV 24986	2
Mardi Gras Casino & Resort 1 Greyhound Drive Cross Lanes, WV 25313	0
Wheeling Island Hotel-Casino-Racetrack 1 South Stone Street Wheeling, WV 26003	4
Mountaineer Racetrack, Casino & Resort Rt 2 Chester, WV 26034	4
Hollywood Casino at Charles Town Races Flowing Springs Road Rt 340 Charles Town, WV 25414	6

Example Information Technology Staff Augmentation Request

Work Location: 1900 Pennsylvania Ave, Charleston WV, 25302

Position Number: 2024000142

WV Lottery Contact Information

Contact Name	Phone Number	Email
Jonathan OQuinn	304-558-0500 x1935	joquinn@wvlottery.com

Position Request Information

Category	Type	Period	Total Contract Hours
Software Developer/Engineer	Term: Average 40/weekly	52 weeks	2200

Onsite/Remote/Hybrid	Target Start Date		Hourly Rate
Hybrid 10% onsite/90% remote	7/1/2024		\$

Worker Minimum Qualifications

Years	Technology and Experience
5	Coding applications in Microsoft Visual Basic for Applications (VBA) in MS Access
2	Writing Microsoft Structured Query Language (SQL) queries for MS SQL server
	After hours, weekends and holiday work may be required as needed

Examples of Work

Implement software features, modules, and components according to design specifications and coding standards

Debug, troubleshoot, and resolve software defects and issues reported by users or identified during testing

Implement software updates, patches, and enhancements to address changing requirements and improve system performance

Document software changes, release notes, and technical documentation to facilitate knowledge transfer and future maintenance

Deploy software releases to production environments in a controlled and efficient manner, minimizing downtime and disruption

Example Information Technology Staff Augmentation Request

Work Location: 1900 Pennsylvania Ave, Charleston, WV, 25302

Position Number: 2024000103

WV Lottery Contact Information

Contact Name	Phone Number	Email
Jonathan O'Quinn	304-558-0500 x1935	joquinn@wvlottery.com

Position Request Information

Category	Type	Period	Total Contract Hours
Network Engineer	PRN	52 weeks	400

Onsite/Remote/Hybrid	Target Start Date		Hourly Rate
Hybrid 50% onsite/50% remote	7/1/2024		\$

Worker Minimum Qualifications

Years	Technology and Experience
7	Designing and implementing complex local, wide area, and wireless networks, VPN, and firewalls.
	A valid CCIE certification is required

Examples of Work

Network Design: Develop comprehensive network architecture plans to meet the organization's current and future needs. This involves designing network layouts, recommending appropriate hardware and software components, and ensuring scalability and reliability for LAN, WAN, and Wireless networks.

Network Security: Develop and assist with implementing security measures to protect the network infrastructure from cyber threats such as malware, hacking attempts, and data breaches. This may involve firewalls, intrusion detection systems, VPNs, and other security protocols.

Network Optimization: Optimize network performance by identifying and resolving bottlenecks, latency issues, and other performance constraints. This could involve analyzing network traffic patterns, upgrading hardware, or implementing Quality of Service (QoS) policies.

Disaster Recovery Planning: Develop disaster recovery and business continuity plans to ensure network availability during natural disasters, hardware failures, or other disruptions. This could involve setting up redundant network paths, failover mechanisms, and backup systems.



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: 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:VS0000017442
Vendor Name : California Creative Solutions Inc
Address : 13475 Danielson St.
Street : Ste 230
City : Poway
State : CA **Country :**USA **Zip :** 92064
Principal Contact : Raminder Singh
Vendor Contact Phone: (858) 435-4857 **Extension:** N/A

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor Signature X  FEIN# 33-0762869 DATE 5/6/2024

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

ADDITIONAL INFORMATION

The State of West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Lottery Commission to establish Pre-qualification of Vendors for Temporary IT Staffing Services, at the WV Lottery HQ Facility located at 900 Pennsylvania Ave Charleston WV, per the attached documentation.

INVOICE TO

LOTTERY
PO BOX 2067

CHARLESTON WV
US

SHIP TO

LOTTERY
900 PENNSYLVANIA AVE

CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

Comm Code**Manufacturer****Specification****Model #**

80111600

Extended Description:

Temporary IT Staffing Services

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

	Document Phase	Document Description	Page 3
LOT2400000011	Final	Prequalification Agreements IT Temp Staffing	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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

State of West Virginia
Centralized Request for Quote
Service - Prof

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: VS0000017442
Vendor Name :California Creative Solutions Inc
Address : 13475 Danielson St.
Street :Ste 230
City : Poway
State :CA **Country :**USA **Zip :** 92064
Principal Contact : Raminder Singh
Vendor Contact Phone:(858) 435-4857 **Extension:** N/A

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

FEIN# 33-0762869

DATE 5/6/2024

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

ADDITIONAL INFORMATION
Addendum No 1 is issued for the following reasons:
1) To modify the bid opening date from 04/25/2024 to 05/07/2024.
--no other changes--

INVOICE TO		SHIP TO	
LOTTERY PO BOX 2067 CHARLESTON WV US		LOTTERY 900 PENNSYLVANIA AVE CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

Comm Code	Manufacturer	Specification	Model #
80111600			

Extended Description:
 Temporary IT Staffing Services

SCHEDULE OF EVENTS		
<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

	Document Phase	Document Description	Page 3
LOT2400000011	Final	Addendum No 1 - Prequalification Agreements IT Temp Staffing	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 1354530			Reason for Modification: Addendum No 2 is issued to publish questions and answers.
Doc Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-29	2024-05-07 13:30	CRFQ 0705 LOT2400000011	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:VS0000017442
Vendor Name : California Creative Solutions Inc
Address :13475 Danielson St.
Street :Ste 230
City :Poway
State :CA **Country :**USA **Zip :**92064
Principal Contact : Raminder Singh
Vendor Contact Phone: (858) 435-4857 **Extension:**N/A

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

FEIN# 33-0762869

DATE 5/6/2024

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

ADDITIONAL INFORMATION

Addendum No 2 is issued for the following reasons:

1) To publish a copy of all vendor questions and their responses.

--no other changes--

INVOICE TO	SHIP TO
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LOTTERY PO BOX 2067 CHARLESTON WV US	LOTTERY 900 PENNSYLVANIA AVE CHARLESTON WV US
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

Comm Code	Manufacturer	Specification	Model #
80111600			

Extended Description:
Temporary IT Staffing Services

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

	Document Phase	Document Description	Page 3
LOT2400000011	Final	Addendum No 2 - Prequalification Agreements IT Temp Staffing	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

ADDENDUMS

This page has been intentionally left blank. Please find the Addendums on the following pages.



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: 1354530

Doc Description: Addendum No 1 - Prequalification Agreements IT Temp Staffing

Reason for Modification:
Addendum No 1 is issued to
modify the bid opening date.

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: VS0000017442

Vendor Name : California Creative Solutions Inc

Address : 13475 Danielson St.

Street : Ste 230

City : Poway

State : CA

Country : USA

Zip : 92064

Principal Contact : Raminder Singh

Vendor Contact Phone: (858) 435-4857

Extension: N/A

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

FEIN# 33-0762869

DATE 5/6/2024

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

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

1) To modify the bid opening date from 04/25/2024 to 05/07/2024.

--no other changes--

INVOICE TO				SHIP TO			
LOTTERY				LOTTERY			
PO BOX 2067				900 PENNSYLVANIA AVE			
CHARLESTON WV				CHARLESTON WV			
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

Comm Code	Manufacturer	Specification	Model #
80111600			

Extended Description:
Temporary IT Staffing Services

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

SOLICITATION NUMBER: CRFQ LOT2400000011
Addendum Number: 1

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

Applicable Addendum Category:

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

Description of Modification to Solicitation:

Addendum No 1 is issued for the following reasons:

- 1) To modify the bid opening date from 04/25/2024 to 05/07/2024.

--no other changes--

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

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ 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.

California Creative Solutions Inc

Company


Authorized Signature

5/6/2024

Date

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

Revised 6/8/2012



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: 1354530

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

Reason for Modification:

Addendum No 2 is issued to
publish questions and answers.

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-29	2024-05-07 13:30	CRFQ 0705 LOT2400000011	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000017442

Vendor Name : California Creative Solutions Inc

Address :13475 Danielson St.

Street : Ste 230

City : Poway

State : CA

Country : USA

Zip : 92064

Principal Contact : Raminder Singh

Vendor Contact Phone: (858) 435-4857

Extension: N/A

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

FEIN# 33-0762869

DATE 5/6/2024

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

ADDITIONAL INFORMATION

Addendum No 2 is issued for the following reasons:

1) To publish a copy of all vendor questions and their responses.

--no other changes--

INVOICE TO**SHIP TO**

LOTTERY
PO BOX 2067

LOTTERY
900 PENNSYLVANIA AVE

CHARLESTON WV
US

CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary IT Personnel Services				

Comm Code**Manufacturer****Specification****Model #**

80111600

Extended Description:

Temporary IT Staffing Services

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 3:00 p.m.	2024-04-18

SOLICITATION NUMBER: CRFQ LOT2400000011
Addendum Number: 2

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

Applicable Addendum Category:

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

Description of Modification to Solicitation:

Addendum No 2 is issued for the following reasons:

- 1) To attach the vendors questions and Agency responses.

--no other changes--

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

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: LOT2400000011

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

California Creative Solutions Inc

Company



Authorized Signature

5/6/2024

Date

ATTACHMENT A

CRFQ LOT2400000011

Prequalification Agreements – IT Temporary Staffing

1. Could you please provide an OCR-compatible searchable version of the Solicitation document?
A1) No, see the CRFQ bid documents.
2. We are assuming that bidders are neither required to submit client references at the proposal submission stage nor at the contract award stage. Please confirm.
A2) Incorrect. Per sections 3.2, 3.2.1 – 3.2.3 documentation is required before award.
3. Regarding section 3.2.2, could you elaborate on what specific documentation is required to indicate that a company meets the stated requirement prior to award?
A3) 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.
4. Please confirm if bidders are required to include cost proposal (range of bill rates) in their proposal submission.
A4) No, see section 5.1 Vendor Prequalification: This RFQ will establish a pool of prequalified vendors to provide the services listed in Section 4, "Mandatory Contract Items and Deliverables."
5. Is this a new contract or a renewal of an existing contract? If it is an existing contract, could you share the number of and list of the incumbent vendors?
A5) New, there is no existing contract or incumbent Vendor.
6. How many vendors do you anticipate selecting as a result of this Request for Proposal (RFP) process?
A6) No anticipated number of awards or vendors, this will be a Multiple-Award Contract: Contracts will be awarded only to prequalified vendors.
7. What was the Lottery's expenditure for similar services last year?
A7) None, there is no existing contract or incumbent Vendor.
8. What is the anticipated budget allocated for this contract?
A8) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.
9. How many staff augmentation requests were made by the Lottery in the past years?
A9) None, there is no existing contract or incumbent Vendor.
10. What is the anticipated number of requisitions that would be released under this contract?
A10) There is no anticipated number of requisitions, Lottery's requests will be when services are needed.

CRFQ LOT2400000011

Prequalification Agreements – IT Temporary Staffing

- 11.** What would be the minimum anticipated duration of such projects for which the Lottery would require resources?

A11) Per section 4.3 Lottery needs may be hourly, daily, weekly, monthly or annually, or as needed, per section 2.8 where PRN is defined as “when necessary” or “as needed”. Each mini-bid will specify the total number of chargeable hours available on the contract over a specified duration.

- 12.** Will the selected resources be required to work full-time or part-time? If part-time, is there a minimum hourly commitment?

A12) There will be no full-time work associated with the award of these prequalification agreements; see page 30, section 5.2, and Sample Staff Request Form Attachment – 2. Resources contracted by the mini-bid will have a not-to-exceed number of chargeable hours over a specific duration. There will be no minimum commitment of hours.

- 13.** Could you please provide the evaluation criteria that will be used to assess the proposals submitted by vendors?

A13) See the PREQUALIFICATION AGREEMENT SPECIFICATIONS starting on page-24 of the CRFQ Bid Documents.

- 14.** Would the resources be required to perform work on-site or remote?

A14) See page-29 section 4.7 Work Location and Work Hours.

- 15.** Please confirm if vendors should sign and submit page 23 (Designated Contact Form) with our response?

A15) Yes

- 16.** Referring to the information requested on section 3.1.1 “...experience, training, and relevant professional education for each individual classification.” What is WV Lottery asking vendors to provide in this section? Would this be number of placements or sample resumes? Please clarify.

A16) Section 3.1.1 refers to documentation specified by section 3.2 and 3.2.1 for the three (3) resources placed in the last five (5) years.

- 17.** For section 3.2, which asks for vendors to provide, “...documentation to indicate they have provided staffing of at least 3 individuals within the past 5 years for any classification listed in section 4.2.” Can vendors provide at least 3 references where we placed resources for the classifications listed in the RFQ to meet this section's requirement?

A17) Vendors are required to provide three (3) references where resources have been placed for each category bid upon. For example, if a vendor bids on all categories, three (3) references would be required for 12 categories, for a total of 36. Each category is treated separately. It is not required to bid on all 12 categories.

CRFQ LOT2400000011

Prequalification Agreements – IT Temporary Staffing

18. For the purpose of putting together an RFQ response for WV Lottery, vendors are only required to provide the information requested in sections 3.1 to 3.4? Please confirm.

A18) Yes, and must comply with section 4.5 Minimum Experience Requirements.

19. Can you confirm that no pricing quotes are required in our response? If pricing is required in what format is WV Lottery wanting to receive pricing as part of vendor responses? Would a table listing each resource classification with bill rates be acceptable?

A19) No pricing quotes required in the bid response.

20. What is the anticipated award date?

A20) ASAP, upon evaluation of all bid submissions.

21. Will we have the ability to discuss any and all modifications made prior to the award?

A21) No, The Solicitation contains the specifications that shall form the basis of a contractual agreement; communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval.

22. Who is responsible for providing laptops?

A22) The WV Lottery will provide the end point.

23. In section 4.4 background check requirements were included, can you provide specifics as to what is required for the vendor background checks? And what is the Lottery responsible for in terms of background checks?

A23) The vendor is required to perform a background check, and also provide the names and fingerprints of selected resources to the Lottery. The Lottery will run an independent law enforcement background check in addition to the Vendor supplied background check.

24. What is the intended number of awardees for this contract?

A24) No anticipated number of awards or vendors, this will be a Multiple-Award Contract, and Contracts will be awarded only to prequalified vendors.

25. Would the list of all vendors awarded be publicized?

A25) Yes

26. With WV being considered tax exempt, is WV Lottery willing to provide the tax-exempt certificate?

A26) Yes

27. What is the estimated budget for this contract?

A27) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.

CRFQ LOT2400000011

Prequalification Agreements – IT Temporary Staffing

28. What was the clients spend in relation to the Current IT Staff Augmentation Contract for the previous year?
A28) There is no existing contract or incumbent Vendor.
29. Is there any incumbent for this contract, or is this for a new contract? If yes, please let us know the incumbent's name, hourly rate and historical spending.
A29) New, there is no existing contract or incumbent Vendor.
30. How many requirements are anticipated to be released annually?
A30) There is no set or anticipated number of resources that will be released.
31. Please confirm if there is any local preference.
A31) No local preference.
32. How many awards are to be made under this contract?
A32) No anticipated number of awards or vendors, this will be a Multiple-Award Contract: Contracts will be awarded only to prequalified vendors.
33. On average, how many temporary IT staff are deployed at any given time?
A33) There is no set or anticipated number of resources that will be deployed.
34. How many task orders can we expect for each vendor?
A34) There is no set or anticipated number of resources that will be released.
35. Is there any specific response format for this solicitation?
A35) BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.
36. Is there any specific format for the price sheet, or can we give an hourly rate for the positions?
A36) No pricing quotes required in the bid response.
37. How will you release the work order request once it is awarded? Email or any specific portal.
A37) See page-30, specifications section 5. PREQUALIFICATION AWARD AND REQUESTS FOR BIDS.
38. Will the prequalified vendors be handling existing positions or entirely new openings? If it's a mix of both, what percentage of these are new positions?
A38) New openings.
39. What is the ratio of remote positions to hybrid or onsite positions?
A39) There is no set or anticipated number of remote, hybrid or onsite resources that will be released.

CRFQ LOT2400000011

Prequalification Agreements – IT Temporary Staffing

- 40.** Are resumes required to be submitted as part of our proposal? If yes, are sample resumes, okay?
A40) Yes, per section 3.2 – 3.2.3, vendors must provide evidence that a minimum of three (3) resources have been successfully placed in the last five (5) years, per category bid upon. If a vendor bides on 12 categories they will submit 36 resumes. Each category is treated separately. Sample resumes do not meet the requirement.
- 41.** Is this a new requirement or a rebid? If it is a rebid, please share the list of incumbents.
A41) New, there is no existing contract or incumbent Vendor.
- 42.** What is the budget for this requirement?
A42) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.
- 43.** How many vendors will be awarded under this CRFQ?
A43) No anticipated number of awards or vendors, this will be a Multiple-Award Contract: Contracts will be awarded only to prequalified vendors.
- 44.** Is the vendor required to provide Insurance certification at the time of submission?
A44) Should provide to expedite bid evaluation, required upon request and prior to Contract Award.
- 45.** In the CRFQ document, we didn't find Proposal content requirements. Can the agency clarify what we need to include in our response?
A45) See page-25 of the bid documents section 3. **VENDOR QUALIFICATIONS.**
- 46.** Can the agency clarify how we need to share our Pricing information?
A46) No pricing quotes required in the bid response.
- 47.** Can the agency provide the evaluation criteria?
A47) See page-25 of the bid documents section 3. **VENDOR QUALIFICATIONS.**
- 48.** Do we need to provide any sample resumes for the job titles mentioned in the document?
A48) No sample resumes are required. Note: per section 3.2 – 3.2.3, vendors must provide evidence that a minimum of three (3) resources have been successfully placed in the last five (5) years, per category bid upon. If a vendor bides on 12 categories they will submit 36 resumes. Each category is treated separately. Resumes are expected as a part of that evidence.
- 49.** Can the agency clarify what forms we need to submit with our response?
A49) Please read the RFQ Bid Documents thoroughly starting with page-4 **INSTRUCTIONS to VENDORS SUBMITTING BIDS**, also see page-25 Section 3. **VENDOR QUALIFICATIONS.**

CRFQ LOT2400000011

Prequalification Agreements – IT Temporary Staffing

50. Upon reading Section 6. Bid Submission, we were unsure about the submission because it says that, when it's an RFP, it cannot be submitted on wvOASIS; it has to be mailed or by fax. The document description states that this is a Prequalification Agreements IT Temp Staffing (so I understand it's not a Request for Proposal). So, the question is: can this submission be made through wvOASIS or only by mail or fax?

A50) Yes, Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division.

51. Regarding the format, can we create a template with all the information, exhibits, and attachments requested, or do we need to print and fill out the Prequalification Agreements IT Temp Staffing document?

A51) Yes, must include all the information, exhibits, and attachments requested in the RFQ or may result in the bid being disqualified.

52. What needs to be submitted with the response; can you please clarify?

A52) Please read the RFQ Bid Documents thoroughly starting with page-4 INSTRUCTIONS to VENDORS SUBMITTING BIDS, also see page-25 Section 3. VENDOR QUALIFICATIONS.

53. Is this a re-compete Prequalification agreement?

A53) No

54. Could you please give me the name of Current prequalified vendors (who are currently providing services to Agency)?

A54) There is no current contract or incumbent Vendors.

55. When the existing contract was started, and what is the annual monetary spent value of the current agreement since inception?

A55) There is no current contract or incumbent Vendors.

56. How many resources are currently engaged in the bids under current agreement?

A56) There is no current contract or incumbent Vendors.

57. Can you please share the no. of positions served in previous years under this agreement?

A57) There is no current contract or incumbent Vendors.

58. Can you please share the amount of business each vendor did under this agreement in previous years?

A58) There is no current contract or incumbent Vendors.

59. What will be the estimated annual budget for this project?

CRFQ LOT2400000011

Prequalification Agreements – IT Temporary Staffing

A59) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.

60. How many position requirements we can expect under this agreement in one year?

A60) There is no set or anticipated number of resources that will be released.

61. What communication method will be utilized for the distribution of requisitions/task orders among the vendors awarded under the contract? This includes options such as Email, VMS, or any alternative mode.

A61) Through wvOASIS Vendor Self-Serve (VSS) Portal and by Email.

62. In the event that the agency opts to use a VMS for requisition/task order distribution under the contract, could you please verify the name of the VMS being considered?

A62) A vendor management system (VMS) is not being considered at this time.

63. How will requisitions be distributed among the chosen vendors under the contract?

A63) All prequalified vendors will be sent requests when services are needed. The Lottery shall evaluate prequalified vendors to ensure they comply with the requirements of the prequalification agreement and the requests. See page-30 section 5 Prequalification Award and Requests

64. Can you confirm whether requisitions/task orders under the resulting contract will be sent to all selected vendors?

A64) Yes, to all prequalified vendors.

65. If requisitions under the resulting contract are intended for specific vendors among those awarded, how does the agency plan to determine and select those particular vendors for receiving requisitions.

A65) All prequalified vendors will be sent requests when services are needed. The Lottery shall evaluate prequalified vendors to ensure they comply with the requirements of the prequalification agreement and the requests. See page-30 section 5 Prequalification Award and Requests.

66. PAGE #2, ARFQ FORM, Line Item

a. Question: Could you please confirm if we need to submit pricing for the required classification?

No pricing quotes are required in the bid response.

b. Question: If not, what exactly is to filled in "Unit Price" & Total Price in the ARFQ form?

None, This agreement establishes a pool of prequalified vendors to provide the services.

c. Question: There is no pricing format, do we need to provide fully burdened hourly rate for each position listed in section 4.2 Classification?

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Prequalification Agreements – IT Temporary Staffing

No pricing quotes are required in the bid response.

d. Question: Do we need to provide pricing in our own format?

No pricing quotes are required in the bid response.

67. PAGE#26, PREQUALIFICATION AGREEMENT SPECIFICATION, Section 3.1.1

"3.1.1 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."

- a. Question: Could you please confirm by stating "number of years of qualification, experience, training, and relevant professional education" would the agency require proposers to submit the information regarding the available consultants in our resume database for the required classifications?

A 67a) Section 3.1.1 refers to documentation specified by section 3.2 and 3.2.1 for the three (3) resources placed in the last five (5) years.

- b. Question: If the answer to above question is no, could you please confirm for whom the information is required? **See Answer 67a**

68. PAGE#26, PREQUALIFICATION AGREEMENT SPECIFICATION, Section 3.2.1

"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."

- a. Question: Could you please confirm providing client reference including description of service, list of position served, date of services, date of placements and client's point of contact would suffice the above mentioned requirement?

A68a) Per section 3.2.3 vendors must supply at a minimum the name of the entity, company or business, and contact information. The position served, date of services, and date of placements would also be helpful.

69. PAGE#26, PREQUALIFICATION AGREEMENT SPECIFICATION, Section 3.2.3

- a. *"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."*

- b. Question: We have served varied positions covering multiple classifications (mentioned in section 4.2) to our one single client in past 5 years. Could you please confirm if submitting a client information document for that client would suffice this requirement?

A69b) No. For the purpose of awarding multiple categories, a single resource will not be considered as serving in more than one capacity during overlapping periods of service at one specific entity.

70. PAGE#26, PREQUALIFICATION AGREEMENT SPECIFICATION, Section 3.3

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

- a. Question: We are registered with WV secretary of state, would this suffice this above requirement?

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Prequalification Agreements – IT Temporary Staffing

A70a) WVSOS registration is only for Business License in the state.

- b. Question: if other license or registrations are required, request you to please confirm the type and name of license and registrations required to suffice the above requirement?

A70b) As stated in section 3.3, only permits, and certifications that are required to perform the services of this contract.

71. PAGE#26, PREQUALIFICATION AGREEMENT SPECIFICATION, Section 3.4

- a. 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.

- b. Question: In order to suffice the above requirement, do we also need to submit potential resumes of candidates for the respective classifications?

A71b) Required certifications will be specified on mini-bids when a position is released. Section 3.4 is intended to notify vendors that certifications can be required by the Lottery.

- c. Question: If resumes are required, do we need to submit actual resumes? Additionally, how many resumes are required for each position?

A71c) Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement.

- d. Question: Can we show certifications and credentials of actual consultants available in our resume database to suffice the above requirement?

A71d) Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business.

72. Do we need to submit "MUTUAL NON-DISCLOSURE AGREEMENT" as part of the response?

A72) No, see page-29 section 4.8 Non-Disclosure Agreement (NDA) or Confidentiality Agreement.

73. Do we need to include any sample resumes with our submission?

A73) Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.

CRFQ LOT2400000011

Prequalification Agreements – IT Temporary Staffing

74. Could the agency please specify the required proposal format?

A74) The proposal format may emulate the bid documents, please read the RFQ Bid Documents thoroughly starting with page-4 INSTRUCTIONS to VENDORS SUBMITTING BIDS.

75. Could the agency provide clarification on Section 3.2? Is it necessary to include past experience with three placements in each classification as part of our submission?

A75) Yes. Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.

76. In the event that we don't have three placements in all categories, what are the guidelines? Are we still allowed to submit responses for all categories, only those where we meet the placement requirement, or are we unable to respond at all?

A76) Yes, you may respond to only those where you meet the placement requirements.

77. Could the agency clarify whether the required documentation outlined in Sections 3.2.2 and 3.2.3 need to be provided prior to award or with our proposal submission?

A77) Vendors shall provide with your bid proposal submission.

78. If it's prior to award, what information is needed at the time of proposal submission regarding the details of the individuals placed?

A78) Please read the RFQ Bid Documents thoroughly starting with page-4 INSTRUCTIONS to VENDORS SUBMITTING BIDS, also see page-25 Section 3. VENDOR QUALIFICATIONS.

79. Is this a new contract or renewal of an existing contract?

A79) New

80. If there is an existing contract, could you please share the names of the current vendors and their pricing?

A80) There is no current contract or incumbent Vendors.

81. In order to be considered responsive to this solicitation, is it mandatory to bid on all positions?

A81) This agreement establishes a pool of prequalified vendors to provide the services, see page-26 Section 4.2 Classifications.

82. What is the estimated budget for this contract?

CRFQ LOT2400000011

Prequalification Agreements – IT Temporary Staffing

A82) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.

83. Is it mandatory to subcontract?

A83) No

84. Could you please provide information on the daily duration of shifts required for the necessary professions? For example, the number of hours per day?

A84) See page-30 section 5.2

85. What are the necessary documents for the proposal?

A85) Please read the RFQ Bid Documents thoroughly starting with page-4 INSTRUCTIONS to VENDORS SUBMITTING BIDS, also see page-25 Section 3. VENDOR QUALIFICATIONS.

86. Do we only need to fill in the blank sections of the RFQ?

A86) Yes and provided all requested documents and information, REVIEW DOCUMENTS THOROUGHLY: The documents contain a solicitation for bids. Please read these instructions and all documents in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

87. Is it necessary to attach a Certification of Insurance?

A87) Should provide to expedite bid evaluation, required upon request and prior to Contract Award.

88. Is this a re-compete RFQ? If yes,

A88) No

a. Could you please share the name of Current Suppliers (who are currently providing services to Agency)? **N/A**

b. Could you please share current Supplier's pricing and Proposals? **N/A**

c. How many awards were made in the Past? **None**

d. When the existing contract was started, and what is the annual monetary spent value of the current contract since inception? **N/A**

e. How many resources are currently engaged in the current contract? **N/A**

f. Can you please share the no. of positions served in previous years under this contract? **N/A**

g. Can you please share the amount of business each vendor did under this contract in previous years? **N/A**

h. Is there any issue that the agency is currently facing with the incumbents?

No incumbents

i. Are incumbents allowed to bid on this RFQ? Please confirm.

If there were incumbents then yes this is an open solicitation.

j. Please share the historical spending for the years 2021, 2022 and 2023? **N/A**

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k. How many positions were used in the years 2021, 2022 and 2023? **N/A**

89. What will be the estimated annual budget for this project?

A89) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.

90. Is this a single award or multiple award contract?

A90) See page-26 section 4.1 Multiple-Award Contract.

91. If it is a multi-award contract, can you please confirm the total number of vendors to be awarded this contract?

A91) There is no set number of vendors, See page-26 section 4.1 Multiple-Award Contract.

92. How will job requests be shared among multiple awarded vendors?

A92) see section 5.2 Requests for Bids: All prequalified vendors will be sent requests for bids when services are needed. The request for bids will contain the following: (see attached Sample Staff Request Form as Attachment – 2.

93. Will all job requests be shared among all awarded vendors simultaneously?

A93) Yes

94. Is there any ranking system for sharing job requests among awarded vendors such as primary bidder, secondary bidder, and then other awarded bidders?

A94) Yes, see page-30 & 31 sections 5.3 Evaluation of Bids and 5.4 Award of Bids.

95. Can you share details from where we can get old RFQ details? Can you please tell us where we can see the records for the old contract?

A95) There is none this is a new solicitation for services.

96. Can you please share the email id/details where we can raise the public record request for old RFQ?

A96) There is none this is a new solicitation for services, all FOIA request may be requested through the WV Purchasing Division, follow this link and search for FOIA.

<https://www.state.wv.us/admin/purchase/>

97. Would you accept references from large commercial entities?

A97) Yes

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- 98.** How many positions are required under this contract? How many positions are currently open? How many positions are currently used in a single day? Please give a rough estimate. Out of mentioned staffing positions, what are the most filled positions? Please share. What would be the estimated hours for given positions?

A98) These answers are currently unknown at this time, see the example of the Lottery Staff Request Form attached to the bid documents as Attachment - 2 for some clarity.

- 99.** Please confirm minimum guaranteed hours per week for these positions.

A99) There will be no guaranteed placement or hours implied for prequalified vendors.

- 100.** What is the weekend and holiday shift work rate policy of County such as 1.5-time standard hourly rate? Please confirm. Can you please share shift timings and location of services?

A100) See page-29 section 4.7 Work Location and Work Hours.

- 101.** What is the average response time to provide resume of qualified resources?

A101) Please see page-1 for the solicitation closing date and time. However a date and time will also be provided when services are needed.

- 102.** Do we have to provide Sample Insurance Certificate with the proposal response? Please confirm.

A102) No, upon request or prior to award.

- 103.** Will you award this contract to the lowest responsive bidders? Please confirm.

A103) No, see section 5.1 Vendor Prequalification: This RFQ will establish a pool of prequalified vendors to provide the services listed in Section 4 Mandatory Contract Items and Deliverables.

- 104.** Will the agency be giving any preference to local vendors? Please confirm.

A104) No.

- 105.** To be responsive, is it mandatory to have physical office in West Virginia? Please confirm.

A105) No.

- 106.** To be responsive, is it mandatory to provide Business Registration Certificate (BRC) with the proposal response? Please confirm.

A106) No, only upon request and prior to award.

- 107.** Can we provide BRC certificate after the award? Please confirm.

A107) Yes.

- 108.** Is there any specific format for pricing? If yes, can you please share the pricing format? Do we need to provide hourly rates? Do we need to provide hourly bill rate or markup percentage?

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A108) No pricing quotes required in the bid response.

109. Are there any Subcontracting requirements to comply with the bid requirements? If yes, please confirm the subcontracting goal for the bid?

A109) No.

110. For Section 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.

- Please confirm if we need to submit 3 individual references in past 5 years for every classification or do we have to submit 3 individual references for just one of the classifications to qualify for all other classifications?

A110) Vendors are required to provide three (3) references where resources have been placed for each category bid upon. For example, if a vendor bids on all categories, three (3) references would be required for 12 categories, for a total of 36. Each category is treated separately. It is not required to bid on all 12 categories.

111. If the references have to be given for all classifications, could we request to extend the submission deadline for 1 more week?

A111) RFQ bid closing date has been extended to May 7th, 2024, see Addendum #1.

112. Is there a requirement to include resumes in the proposal?

A112) Yes, Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.

113. Does the Agency suggest a template/specific format/excel for cost proposal?

A113) No, however vendors must provide all requested documents and information, REVIEW DOCUMENTS THOROUGHLY: The documents contain a solicitation for bids. Please read these instructions and all documents in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

114. What format or form do you want us to use for the Request for Rates/Pricing. I don't see a form that is included in the RFP to add our proposed rates for each position posted.

A114) No pricing quotes required in the bid response.

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115. Can you please confirm if our understanding is correct: “We just have to respond to the requirements mentioned in Section 3. Vendor Qualifications as a part of our qualification response and nothing else”?

A115) Yes, and vendors must also comply with section 4.5 Minimum Experience Requirements.

116. Is it correct that we do not have to provide any pricing information for now and it will be requested for a post contract award?

A116) Yes correct.

117. How many staffing requirements do you anticipate under the contract each year?

A117) Unknown at this time.

118. Do you have an anticipated number of awards that you intend to give?

A118) No.

119. Please provide us with an estimated NTE budget allocated for this contract.

A119) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.

120. What is the tentative start date of this engagement?

A120) Unknown at this time.

121. What is the work location of the proposed candidates?

A121) See page-29 section 4.7 Work Location and Work Hours.

122. Please provide the evaluation criteria for evaluating the bids for this ITB.

A122) Meet or exceed the Vendor minimum qualifications according to the bid documents.

123. Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?

A123) New, no incumbent vendors.

124. Are there any pain points or issues with the current vendor(s)?

A124) No incumbent Vendors.

125. Would you please share the previous spending on this contract, if any?

A125) There is no previous contract, this is a new solicitation for services.

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126. Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?

A126) No.

127. How many positions were used in the previous contract?

A127) There is no previous contract.

128. If the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?

A128) Proposed resources must be available by the target start date on the staff augmentation request form supplied in the mini-bid documents. See the sample form provided. In the event a candidate is not available by the specified start date the Lottery reserves the right to move on to the next lowest cost vendor that can provide a qualified candidate by the target start date.

129. Can we provide hourly rate ranges for the given positions?

A129) No price/rate required, this is to establish a pool of prequalified vendors.

130. Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?

A130) See page-29 section 4.7 Work Location and Work Hours also see Attachment – 2.

131. Are resumes required at the time of proposal submission? If yes, do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?

A131) Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.

132. Could you please provide the list of holidays?

A132) Holidays for the state of West Virginia can be viewed by looking up WV State Code CSR 2-2-1.

133. Are there any mandated Paid Time Off, Vacation, etc.?

A133) No.

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134.

- a. Pre-Bid Meeting: Is there any pre-bid meeting for this solicitation? If yes, please share the details. **No Pre-Bid Meeting**
- b. Resume: Please confirm if we need to provide a resume along with the proposal response. **Yes, Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.**
- c. Evaluation Criteria: Besides the lowest cost, are there any other criteria used for awarding the contract? **Meet or exceed the Vendor minimum qualifications according to the bid documents.**

135. Will WV Lottery permit other State of WV entities (agencies, boards, Supreme Court, Statutory Offices et al) to use their contract for solicitations? **A135) No.**

- a. Is this new requirement? **Yes.**
- b. Who is incumbent and what was their awarded value? **No incumbent.**
- c. Is this open opportunity to all interested vendors like us? **Yes.**
- d. Which section do we have to answer in the proposal response? **All, please read the RFQ thoroughly.**
- e. Do we need to submit hard copy response apart from portal submission or it is optional? **No, one submission.**
- f. Do you require sample resumes in proposal response for the given IT positions in section 4.2? **Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.**
- g. How many hours of work required? **Unknown at this time.**
- h. Do we have to provide per hour pricing? **Not at this time.**
- i. Who are the current providers? Please provide us with the incumbent's response documents that they have submitted previously. **No incumbent.**

136. How many vendors will be awarded? Also is it an open bid?

A136) Unknown at this time; yes this is an open solicitation that require sealed bids to be submitted.

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137. Can we go with the email submission?

A137) No.

138. Do we need to provide live resumes of the mentioned positions?

A138) Yes. Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.

139. There is some specific format of response, or do we just need to submit by portal on filling in the asked questions there?

A139) Yes, Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below, or either in person or by courier, or in facsimile form by faxing to the Purchasing Division.

140. What is the total budget for the contract?

A140) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.

141. Who all are the incumbents?

A141) No incumbents, new solicitation for services.

142. How many vendors does the Lottery plan to award?

A142) There is no set number of vendors, See page-26 section 4.1 Multiple-Award Contract.

143. Is the vendor required to provide actual resumes of its employees placed in the 12 positions with its clients or just sample resumes?

A143) Yes. Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.

144. There is no pricing attachment. Where do we provide the hourly pricing for the positions that we plan to bid on?

A144) No pricing quotes required in the bid response.

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145. Can we provide our own pricing format?

A145) No, that State cannot accept alternate pricing pages.

146. Is Certificate of Insurance required with the response?

A146) No, upon request or prior to award.

147. Is it necessary to submit resumes along with the application for the specified roles?

A147) Yes. Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.

148. What is the expected timeframe for processing requests from the West Virginia Lottery?

A148) Timeframes for processing bids for posted positions will vary by the number of vendors in the resource pool that provide candidates.

149. Must the necessary staff members already be employed by the proposing entity?

A149) Resources placed by the Vendor to meet the requirement must have been employed by the Vendor at time of placement. Vendors must disclose an accurate duration of service for the resource placed at an entity, company or business.

150. Besides registering as an Apparent Successful Vendor with the West Virginia State, are there additional compliance requirements for businesses from other states?

A150) No.

151. Are there subcontracting regulations imposed by the State of West Virginia that need to be adhered to?

A151) No, subcontractor compliance in accordance with State Code is designated for construction contracts valued at more than \$250,000.00 for the construction, alteration, decoration, painting or improvement of a new or existing building or structure.

152. If we're obligated to fulfil subcontracting regulations (SBE/MBE/DBE), should we provide our state certification of MBE as proof of compliance?

A152) Yes, could help in evaluating the pre-qualified vendor pool for awards.

153. The accepted response submission mode is In Person, Postal or Fax and no online portal submission is accepted, Are we correct?

A153) Yes, Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division.

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- 154.** Is this a new contract or is there an incumbent? If so, are they in good standing? Who are they? **No incumbent this is a new solicitation for services.**
- a. Please share the volume over the last 3 years for this need 2021, 2022, and 2023.
N/A
 - b. How many contractors are currently working? **N/A**
 - c. Are these all-contract roles? How often do you convert them to full-time work?
Yes, all positions are contract only. No positions will be converted to full time Lottery staff positions.
 - d. Is this a full and open bid? Are there any preferences?
Yes, open solicitation and no preferences.
 - e. Please advise if the listed positions are 100% onsite, 100% remote, or hybrid.
There is no set or anticipated number of remote, hybrid or onsite positions that will be released.
- 155.** Can you please provide the years of experience required for this positions listed?
A155) The number of years of experience will vary for every positions released, see Attachment – 2.
- 156.** Please advise if we can submit H1B candidates on C2C.
A156) No
- 157.** Please advise if we can submit US Citizen and Green Cards on C2C?
A157) No
- 158.** Please advise if there is any VMS fee; if yes, what percentage?
A158) A vendor management system (VMS) is not being considered at this time.
- 159.** Please advise if we have to submit sample resumes with a bill rate at the time of the RFP bid or if, once the contract is awarded, we need to submit live resumes with references?
A159) Bill rates are not required for the predetermination submission. Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement. Once a position is posted vendor would submit qualified candidate resumes for consideration.
- 160.** What is the estimated annual budget for this RFQ?
A160) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.

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- 161.** How many vendors will be pre-qualified for this RFQ?
A161) No anticipated number of awards or vendors, this will be a Multiple-Award Contract: Contracts will be awarded only to prequalified vendors.
- 162.** How many vendors are there in the previous pre-qualified pool?
A162) None, this is a new solicitation to establish a pool of prequalified vendors.
- 163.** What was the historic spent on this contract?
A163) None, this is a new solicitation for services.
- 164.** Is there any local preference?
A164) No
- 165.** How many temporary staff are currently working with the State?
A165) To understand this question as for the whole State of WV it is unknown by the Lottery. Requests of this nature can be obtained by interested parties through a Freedom of Information Act request.
- 166.** What is the evaluation criteria for this RFQ?
A166) Per section 3.2 – 3.2.3, vendors must provide evidence that a minimum of three (3) resources have been successfully placed in the last five (5) years, per category. If a vendor bides on all 12 categories they will submit 36 resumes. Each category is treated separately. Resumes are expected as a part of that evidence.
- 167.** What is the format to respond to this bid?
A167) No specific format, however vendors must provide all requested documents and information, REVIEW DOCUMENTS THOROUGHLY: The documents contain the solicitation for bids. Please read these instructions and all documents in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.
- 168.** Do we need to submit any response with this bid, can you provide the response format?
A168) No specific format, however vendors may submit any response they consider as helpful to evaluating the bid response for the award of a pre-qualification agreement.
- 169.** Does the vendor need to respond to the Vendor Qualifications, does this information suffice the bid response?

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A169) Yes, Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.

- 170.** Does the vendor need to provide resumes of our proposed candidates with the bid response?

A170) Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.

- 171.** Does the vendor need to provide references where we provided similar services? If so, how many references should be provided?

A171) Per section 3.2 Vendors shall provide documentation to indicate they have provided staffing of at least three (3) individuals within the past five (5) years for each classification listed in section 4.2 below. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement. Vendors are required to provide three (3) references where resources have been placed for each category bid upon. For example, if a vendor bids on all categories, three (3) references would be required for 12 categories, for a total of 36. Each category is treated separately. It is not required to bid on all 12 categories. A reference must be provided for each resource placed.

- 172.** Do the vendors need to submit pricing with the proposal? If so, what should be the pricing response format for this bid?

A172) No pricing proposal required with this bid response.

- 173.** Does the vendor need to provide pay rate and mark-up for the classifications listed?

A173) No.

- 174.** Does the vendor need to provide fully blended hourly rate for the classifications listed?

A174) No prices shall submitted with this bid response. Rates will be provided at the time a position is released in the mini-bid process to pre-qualified vendors.

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- 175.** Does the vendor need to provide hourly bill rate ranges for the classifications listed?
A175) No prices shall be submitted with this bid response. Rates will be provided at the time a position is released in the mini-bid process to pre-qualified vendors.
- 176.** While responding online, what are the documents that needs to be attached and what should be entered in the Contract Amount?
A176) Please read the RFQ Bid Documents thoroughly starting with page-4 INSTRUCTIONS to VENDORS SUBMITTING BIDS, see page-25 Section 3. VENDOR QUALIFICATIONS.
- 177.** Does the vendor need to complete and sign the RFQ document and attach with the response?
A177) Yes.
- 178.** Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.
A178) Yes this is a new initiative.
- 179.** Can you please let us know the previous spending of this contract?
A179) There is none, this is a new initiative.
- 180.** Please confirm if we can get the proposals or pricing of the incumbent(s).
A180) There is none, this is a new initiative.
- 181.** Are there any pain points or issues with the current vendor(s)?
A181) There is none, this is a new initiative.
- 182.** Please confirm the anticipated number of awards?
A182) No anticipated number of awards or vendors, this will be a Multiple-Award Contract with Contracts being awarded only to prequalified vendors.
- 183.** Under section 6, For Request for Proposal ("RFP") Responses Only, it is stated that- "Submission of a response to a Request for Proposal is not permitted in wvOASIS", whereas, under the same section 6, BID SUBMISSION, it is stated- "Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below." Could you please clarify whether or not as a vendor we can submit the response to this CRFQ electronically through wvOASIS?
A183) Yes, please read RFQ thoroughly and carefully. "Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS"

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- 184.** Under Section 32. LICENSING, it is stated that "In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision." Could be confirm whether you require the business License and Certificate of Good Standing at the time of submission or after award?

A184) Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the entities as stated in section 32. LICENSING of the General Terms and Conditions.

- 185.** In section "3.1.1 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." does the Agency require number of years of qualification, experience, training, and relevant professional education of the key personnel's of the company?

A185) Section 3.1.1 refers to documentation specified by section 3.2 and 3.2.1 for the three (3) resources placed in the last five (5) years. Information on the number of years of qualification, experience, training, and relevant professional education of the key personnel's of the company is not required or desired.

- 186.** As stated under section "3.3 Vendor must possess all licenses, permits, and certifications required to perform this contract before the start date of service." Could you please specify a complete list of all the Licenses and certificates that the Agency requires?

A186) Lottery requires 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.

- 187.** Under section "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." It is unclear of what response the agency demands from the vendors. Could you please clarify it?

A187) Required certifications will be specified on mini-bids to pre-qualified vendors when a position is released. Section 3.4 is intended to notify vendors that certifications required by the Lottery.

- 188.** I would request the Agency to provide an evaluation scorecard basis that will be followed by the Agency in order to evaluate the response from each vendor.

A188) All bids will be posted on the WV Purchasing Division website at <https://www.state.wv.us/admin/purchase/Bids/default.html>

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- 189.** How much is the estimated budget for this project?
A189) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.
- 190.** Is there any SBE (small business enterprise) or MBE (Minority business enterprise) preference?
A190) See section 16 on page-8 of the Instructions to Vendors Submitting Bids. The West Virginia Purchasing Division welcomes minority businesses to participate in the competitive-purchasing process within state government. To get started, we encourage businesses to become registered with our agency, see link below.
<https://www.state.wv.us/admin/purchase/minority.html>
- 191.** Is this a new initiative?
A191) Yes this is a new initiative.
- 192.** Can you share the name of the incumbent or historical data on spending?
A192) There is none, this is a new initiative.
- 193.** Can you provide a copy of the proposal of the previous/current vendors providing temporary staffing, including rate/cost sheets? Can you provide the current contract, pay and/or bill rates?
A193) There is none, this is a new initiative.
- 194.** Could you please provide a set format for pricing?
A194) No prices shall be submitted with this bid response. Rates shall be provided at the time a position is released in the mini-bid process to pre-qualified vendors.
- 195.** As per our understanding the Vendor qualifications that needs to be included in the response file is mentioned under section 3 of this CRFQ. Could you please confirm if the Agency requires only those qualification requirements to be answered or does the agency require any other documents from the side of the vendor? Also, we would request the Agency to kindly provide a clear format and a list of all the documents that needs to be submitted in response to this CRFQ.
A195) Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.

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196. What is the budget of the opportunity?
A196) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.
197. Can you please give us the list of incumbents?
A197) There is none, this is a new initiative.
198. What are the proposal content requirements and format? Can the agency clarify what exactly they want in the response to this CRFQ?
A198) Please read the RFQ Bid Documents thoroughly starting with page-4 INSTRUCTIONS to VENDORS SUBMITTING BIDS, see page-25 Section 3. VENDOR QUALIFICATIONS.
199. There is no bid table in the document, how do we need to provide the pricing?
A199) No prices shall be submitted with this bid response. Rates shall be provided at the time a position is released in the mini-bid process to pre-qualified vendors.
200. Do the Agency need Resumes of candidates with the proposal submission?
A200) Yes, Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement. Vendors are required to provide three (3) references where resources have been placed for each category bid upon. For example, if a vendor bids on all categories, three (3) references would be required for 12 categories, for a total of 36. Each category is treated separately. It is not required to bid on all 12 categories.
201. Can the Agency clarify what forms and certifications we need to submit with the response?
A201) Required certifications will be specified on mini-bids to pre-qualified vendors when a position is released. Section 3.4 is intended to notify vendors that Lottery requires 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.
202. Are any additional documents required outside of the attached PDF in the portal?
A202) No.
203. How many positions does the West Virginia Lottery Commission anticipate will be a part of the CRFQ?
A203) Unknown at this time, this will be specified on mini-bids to pre-qualified vendors when a position is released.

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- 204.** Will there be a follow up bid with more details required to be submitted?
A204) Yes, this will be specified on mini-bids to pre-qualified vendors when a position is released.
- 205.** Could Lottery clarify if firms are permitted to use commercial experience?
A205) No, firms must meet the requirement of being awarded pre-qualification agreement contracts to provide temporary staffing services for positions that are aligned to the categories in section 4.2. Other methods such that include but are not limited to project based work, deliverable based work, or managed services will not be considered.
- 206.** Under section 3.1 it states Vendors must provide documentation to indicate that their company meets this requirement prior to award. - Could the Lottery please specify what can be used as an evidence to fulfill this requirement?
A206) Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement. Vendors are required to provide three (3) references where resources have been placed for each category bid upon. For example, if a vendor bids on all categories, three (3) references would be required for 12 categories, for a total of 36. Each category is treated separately. It is not required to bid on all 12 categories.
- 207.** For section 3.2, could the Lottery kindly suggest if firms are permitted to use Purchase orders as proof of documentation evidence?
A207) Lottery would prefer vendor to provide the documentation used to award the purchase order as proof of evidence.
- 208.** For section 3.2 of the RFP document, since a contract or Purchase order/proof of placement is a confidential piece of information, can firms provide this evidence after award of pre-qualification?
A208) No, see section 21 on page-9 of the Instructions to Vendors Submitting Bids.
- 209.** Under section 3.2 it states "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."- Could the Lottery please specify what can be used as an evidence to fulfill this requirement?

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A209) Yes, Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement. Vendors are required to provide three (3) references where resources have been placed for each category bid upon. For example, if a vendor bids on all categories, three (3) references would be required for 12 categories, for a total of 36. Each category is treated separately. It is not required to bid on all 12 categories.

- 210.** For section 3.1 of the RFP document, could the Lottery kindly confirm if case studies will suffice the requirement of documented evidence of 5 years in business?

A210) No case studies do not meet the requirement. Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement. Vendors are required to provide three (3) references where resources have been placed for each category bid upon. For example, if a vendor bids on all categories, three (3) references would be required for 12 categories, for a total of 36. Each category is treated separately. It is not required to bid on all 12 categories

- 211.** Under section 3.2.3 it states "The documentation should detail the entity, company or business to whom the individual was supplied and provide contact information for that entity."- Could the Lottery kindly confirm if these evidences will be used as references for the bidding firm?

A211) Correct, the references will be used to determine a pre-qualified Vendor.

- 212.** Could the Lottery confirm if firms need to provide resumes for any position listed in the solicitation document?

A212) Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement. Vendors are required to provide three (3) references where resources have been placed for each category bid upon. For example, if a vendor bids on all categories, three (3) references would be required for 12 categories, for a total of 36. Each category is treated separately. It is not required to bid on all 12 categories.

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- 213.** Could the Lottery please provide a format for the response to solicitation document?
A213) No specific format, see section 9. BID FORMATTING on page-6.
- 214.** Could the Lottery please provide a format for price proposal?
A214) No prices shall be submitted with this bid response. Rates shall be provided at the time a position is released in the mini-bid process to pre-qualified vendors.
- 215.** Could the Lottery kindly clarify if firms have to be local to West Virginia or have West Virginia experience to bid on this prequalification?
A215) No, firms do not have to be local or have prior WV experience.
- 216.** Could the Lottery please grant an extension to the proposal due date because of the short turnaround time to submit after Q/A release?
A216) Solicitation has been extended see Addendum – 1.
- 217.** Are firms required to provide all of the job titles listed in the RFP document?
A217) No, vendors are not required to bid on all categories.
- 218.** Are firms currently providing the services requested in the solicitation? If yes, could the Lottery please provide the incumbent information?
A218) There are none, this is a new initiative.
- 219.** Is there a budget established for this contract?
A219) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.
- 220.** Is the Lottery looking for firms to provide local candidates to perform the services?
A220) Local candidates are not required. Some positions will require fractional or full time onsite work. Travel expenses are not paid.
- 221.** Are firms required to pay for Sick Leave, Holidays, Vacation, etc. to the candidates placed?
A221) Yes, Lottery will not pay for Sick Leave, Holidays, Vacation, etc. to any candidates placed.
- 222.** Is the Lottery looking for firms to recruit the positions requested or for firms to provide in-house personnel to provide the services?
A222) The Lottery has no preference.
- 223.** Under section 3.2 it states "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." Do the individuals provided have to be from a single agency or can they be from different agencies?

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A223) Resources submitted to meet the qualification may be the same resource placed at different entities, companies or business, different resources placed at the same entity, company, or business, or a combination. A single resource will not be considered as serving in more than one capacity during overlapping periods of service at one specific entity, company or business.

- 224.** Under section 3.2 it states "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." Will the information provided under this section be used as references? If yes, would the Lottery consider reducing the amount of individuals provided as not all agencies agree to be used as a reference?

A224) Yes, the information provided to meet the requirement of section 3.2 – 3.2.3, successfully placing three (3) resources in the past five (5) years includes contact information for the entity, company or business. This requirement will not be reduced.

- 225.** Do firms need to provide all-inclusive hourly rates for the positions requested in the solicitation?

A225) Prices shall not be submitted with this bid response. Rates shall be provided at the time a position is released in the mini-bid process to pre-qualified vendors. However yes, an all-inclusive rate is required in the response to mini-bids for pre-qualified vendors.

- 226.** Can firms provide hourly all-inclusive rate ranges?

A226) Prices shall not be submitted with this bid response. Rates shall be provided at the time a position is released in the mini-bid process to pre-qualified vendors. However no, a fixed rate if required in response to mini-bids for pre-qualified vendors.

- 227.** Will Information Technology Staff Augmentation Requests be sent to all awarded firms?

A227) Yes, resource requests will be sent to all vendors awarded a pre-qualification vendor agreement contract per the specific categories. For example, the Business Analyst category may have a different number of awarded vendors compared to the Project Manager category.

- 228.** Could the Lottery please clarify whether the submission should be made via the portal or physically?

A228) Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed or either in person or by courier, or in facsimile form by faxing to the Purchasing Division to fax numbered listed.

- 229.** Are electronic signatures allowed?

A229) Yes.

- 230.** Is the certificate of Insurance required with the response?

A230) Vendors should provide to expedite bid evaluation, required upon request and prior to Contract Award.

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- 231.** Do vendors have to provide references within their response? If yes, how many?
A231) Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement. Section 3.2.3 requires the documentation to include information on the entity, company or business to whom the individual was supplied and provide contact information for that entity.
- 232.** Could the Lottery please clarify if it is required to provide resumes of the Key personnel? If yes, is there a page limit for the resumes?
A232) No, it is not required to provide resumes of Key personnel. Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.
- 233.** Could the Lottery please confirm the required forms that must be submitted with the proposal?
A233) Please read the RFQ Bid Documents thoroughly starting with page-4 INSTRUCTIONS to VENDORS SUBMITTING BIDS, also see page-25 Section 3. VENDOR QUALIFICATIONS.
- 234.** Could the Lottery please provide clarification on the appropriate section within the response where vendors should include the forms?
A234) Please include any and all required forms with your bid response. Please read the RFQ Bid Documents thoroughly starting with page-4 INSTRUCTIONS to VENDORS SUBMITTING BIDS, also see page-25 Section 3. VENDOR QUALIFICATIONS.
- 235.** Could the Lottery please confirm that vendors can fill out proposal forms electronically?
A235) Yes.
- 236.** Is it necessary to have licenses to do business in Virginia at the time of the submission or is required post-award?
A236) West Virginia Lottery cannot speak to the State of Virginia business license requirements. However in the State of West Virginia licenses to do business is not required when submitting bids, is required upon request and prior to award.

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- 237.** Does the Lottery accept remote resources to work on this engagement?
A237) Local candidates are not required. Some positions will require fractional or full time onsite work. Travel expenses are not paid. There is no set or anticipated number of remote, hybrid or onsite resources that will be released.
- 238.** Does the Lottery accept offshore resources to work on this engagement?
A238) Offshore resources will not be accepted.
- 239.** Does the Lottery prefer on-site resources to execute this engagement?
A239) Local candidates are not required. Some positions will require fractional or full time onsite work. Travel expenses are not paid. There is no set or anticipated number of remote, hybrid or onsite resources that will be released.
- 240.** Is the W-9 necessary with the proposal response?
A240) Not required when submitting bids, is required upon request and prior to award.
- 241.** Is it required to provide the Good Standing Certificate alongside the proposal response?
A241) Not required when submitting bids, is required upon request and prior to award.
- 242.** Could the Lottery please confirm if it is required to send just one original copy of the technical and cost proposal, or if additional copies of the responses are necessary?
A242) One copy, no additional copies required.
- 243.** Could the Lottery please confirm what format should be followed for the proposal response?
A243) No specific format, see section 9. **BID FORMATTING** on page-6.
- 244.** Are firms required to answer the subsections in Section 4 Mandatory Contract Items and Deliverables as the proposal response?
A244) No
- 245.** Under section 6 Bid Submission it states 'Vendors can submit bids electronically through wvOASIS' and further in the document on page 5 it states 'For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in wvOASIS.'- Kindly clarify how are firms supposed to submit a response to this prequalification solicitation.
A245) To clarify this solicitation is an RFQ not RFP. Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed or either in person or by courier, or in facsimile form by faxing to the Purchasing Division. Please read RFQ thoroughly and carefully. "Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS", please contact the Purchasing Division Buyer listed.

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- 246.** Under section 3.2 it states "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. "Can firms pick three different classifications instead of showing 3 persons from the same classification?"

A246) Vendors are required to provide three (3) references where resources have been placed for each category bid upon. For example, if a vendor bids on all categories, three (3) references would be required for 12 categories, for a total of 36. Each category is treated separately. It is not required to bid on all 12 categories. Resources submitted to meet the qualification may be the same resource placed at different entities, different resources placed at the same entity, or a combination. A single resource will not be considered as serving in more than one capacity during overlapping periods of service at one specific entity, company or business.

- 247.** Do firms have to provide key personnel resumes in their response? If yes, then please specify in which section.

A247) No, it is not required to provide resumes of Key personnel. Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.

- 248.** Do firms have to provide their staffing approach in the response? If yes, then please specify in which section.

A248) No, firms are not required to provide their staffing approach in the response.

- 249.** Please confirm if firms have to submit technical response and price proposal as two different attachments or in the same attachment on the WV Oasis portal.

A249) As one attachment is sufficient

- 250.** What information should vendors add in the Respond to line section in the portal?

A250) We do not understand the question or where that specific line in question is.

- 251.** Is it mandatory for bidding firms to provide a discount?

A251) No.

- 252.** Is this a new contract? If not, request you to please provide a list of incumbents.

A252) There are none, this is a new initiative.

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253. What is the budget of this contract?

A253) This information is not for bidding purposes, neither the Purchasing Division nor the Lottery can disclose this information to the bidders at any time prior to the conclusion of the procurement process.

254. How many vendors does the agency intend to award?

A254) No anticipated number of awards or vendors, this will be a Multiple-Award Contract where Contracts will be awarded only to prequalified vendors.

255. Do we need to provide sample resumes in the proposal response?

A255) No, it is not required to provide resumes of Key personnel. Per section 3.2 Vendors shall provide 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. Section 3.2.1 stipulates the documentation must include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4. A resume meets this requirement. Resumes provided as evidence of compliance with requirements must be submitted for actual resources successfully placed at an entity, company or business. Sample resumes do not meet the requirement.