



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

## Header 3

[List View](#)

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

Procurement Folder: 1453543

Procurement Type: Statewide MA (Open End)

Vendor ID: VS0000027455

Legal Name: SONUS SOFTWARE SOLUTIONS INC

Alias/DBA:

Total Bid: \$0.00

Response Date: 07/16/2024

Response Time: 13:14

Responded By User ID: Sonus@2020

First Name: Sonica

Last Name: kommu

Email: info@sonussoftwareinc.c

Phone: 8017703133

SO Doc Code: CRFQ

SO Dept: 0212

SO Doc ID: SWC2400000006

Published Date: 7/11/24

Close Date: 7/16/24

Close Time: 13:30

Status: Closed

Solicitation Description: STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES

Total of Header Attachments: 3

Total of All Attachments: 3



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:** 1453543  
**Solicitation Description:** STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES  
**Proc Type:** Statewide MA (Open End)

| Solicitation Closes | Solicitation Response        | Version |
|---------------------|------------------------------|---------|
| 2024-07-16 13:30    | SR 0212 ESR07162400000000444 | 1       |

**VENDOR**  
VS0000027455  
SONUS SOFTWARE SOLUTIONS INC

**Solicitation Number:** CRFQ 0212 SWC2400000006  
**Total Bid:** 0  
**Response Date:** 2024-07-16  
**Response Time:** 13:14:20  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
Mark A Atkins  
(304) 558-2307  
mark.a.atkins@wv.gov

|                    |              |             |
|--------------------|--------------|-------------|
| <b>Vendor</b>      |              |             |
| <b>Signature X</b> | <b>FEIN#</b> | <b>DATE</b> |

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 EMPLOYEE STAFFING SERVICES | 0.00000 | HOUR       | 390.300000 | 0.00                        |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80111600  |              |               |         |

**Commodity Line Comments:**

**Extended Description:**

TEMPORARY EMPLOYEE STAFFING SERVICES:  
Note: Vendor must use Exhibit\_A Pricing Page(s) for bid pricing and submit with bid.  
If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line and attach the pricing page to their bid.



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

|                                                                         |                            |                         |                                 |
|-------------------------------------------------------------------------|----------------------------|-------------------------|---------------------------------|
| <b>Proc Folder:</b> 1453543                                             |                            |                         | <b>Reason for Modification:</b> |
| <b>Doc Description:</b> STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES |                            |                         |                                 |
| <b>Proc Type:</b> Statewide MA (Open End)                               |                            |                         |                                 |
| <b>Date Issued</b>                                                      | <b>Solicitation Closes</b> | <b>Solicitation No</b>  | <b>Version</b>                  |
| 2024-07-01                                                              | 2024-07-16 13:30           | CRFQ 0212 SWC2400000006 | 1                               |

BID RECEIVING LOCATION

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

VENDOR

**Vendor Customer Code:** VS0000027455

**Vendor Name :** Sonus Software Solutions Inc.,

**Address :**

**Street :** 504 W 800 N

**City :** Orem

**State :** Utah **Country :** USA **Zip :** 84057

**Principal Contact :** Sonica Kommu/ President

**Vendor Contact Phone:** (801) 770-3133 **Extension:** 107

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins  
(304) 558-2307  
mark.a.atkins@wv.gov

**Vendor Signature X** **FEIN#** 46-3282585 **DATE** 07/15/2024

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

|                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ADDITIONAL INFORMATION</b>                                                                                                                                                                                                                            |
| The West Virginia Purchasing Division is soliciting bids to establish a Statewide Open-End contract for (17) specific Temporary Job Classifications commonly required by State Agencies in all 55 counties in West Virginia, per the attached documents. |
| Note: Vendors bidding on each classification will be required to provide the job classification to all State Agencies throughout the State of West Virginia.                                                                                             |

|                                                                  |                                                                      |
|------------------------------------------------------------------|----------------------------------------------------------------------|
| <b>INVOICE TO</b>                                                | <b>SHIP TO</b>                                                       |
| ALL STATE AGENCIES<br>VARIOUS LOCATIONS AS<br>INDICATED BY ORDER | STATE OF WEST VIRGINIA<br>VARIOUS LOCATIONS AS<br>INDICATED BY ORDER |
| No City<br>US                                                    | No City<br>US                                                        |
| WV                                                               | WV                                                                   |

| Line | Comm Ln Desc                         | Qty     | Unit Issue | Unit Price | Total Price    |
|------|--------------------------------------|---------|------------|------------|----------------|
| 1    | TEMPORARY EMPLOYEE STAFFING SERVICES | 0.00000 | HOURL      | \$ 390.30  | \$ 8,11,824.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80111600  |              |               |         |

**Extended Description:**  
TEMPORARY EMPLOYEE STAFFING SERVICES:

Note: Vendor must use Exhibit\_A Pricing Page(s) for bid pricing and submit with bid.

If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line and attach the pricing page to their bid.

| SCHEDULE OF EVENTS |                                        |            |
|--------------------|----------------------------------------|------------|
| Line               | Event                                  | Event Date |
| 1                  | Technical Questions due by 2:00 PM EDT | 2024-07-03 |

|               | Document Phase | Document Description                                   | Page<br>3 |
|---------------|----------------|--------------------------------------------------------|-----------|
| SWC2400000006 | Draft          | STATEWIDE CONTRACT -<br>TEMPORARY STAFFING<br>SERVICES |           |

**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: July 3, 2024 due by 2:00 pm EDT

Submit Questions to: Mark Atkins  
2019 Washington Street, East  
Charleston, WV 25305  
Fax: (304) 558-3970  
Email: [Mark.A.Atkins@wv.gov](mailto:Mark.A.Atkins@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 Not Applicable 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.

**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: Mark Atkins

SOLICITATION NO.: CRFQ 0212 SWC2400000006

BID OPENING DATE: 07/16/2024

BID OPENING TIME: 1:30pm EDT

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 *wv*OASIS (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: July 16, 2024 at 1:30pm EDT

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](http://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](http://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 WV OASIS 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 cancelation, 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.

☐☐☐☐

**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](http://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](mailto: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 hearth, 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) Jithender Bhog / Contracts Manager

(Address) 504 W 800 N, Orem, Utah, 84057

(Phone Number) / (Fax Number) (801) 770-3133/ (801)-382-1994

(email address) rfp@sonussoftwareinc.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.

Sonus Software Solutions Inc.,

(Company) K. Sonica

(Signature of Authorized Representative)

Sonica Kommu/ President

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

(801) 770-3133/ (801)-382-1994

(Phone Number) (Fax Number)

rfp@sonussoftwareinc.com

(Email Address)

**Statewide Contract  
CRFQ 0212 SWC2400000006  
TEMPORARY STAFFING SERVICES  
(TEMP24)**

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**SPECIFICATIONS**

- 1. PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids to establish a Statewide Open-End Contract for (17) specific Temporary Job Classifications commonly required by State Agencies in all 55 counties in West Virginia. Agencies will utilize the contract for each job classification at time of need.

Job classification requirements for each position are included as **Attachment\_1**.

This solicitation is intended to replace the expiring Statewide Contract for Temporary Workers (TEMP21) expiring 07/14/2024. The TEMP21 (21A thru 21I) contracts can be viewed on the Purchasing Division's Statewide Contracts page at:

<http://www.state.wv.us/admin/purchase/swc/TEMP.htm>

**1.1 NOTE:** Due to the numerous and varied end users of this contract, the Purchasing Division cannot provide the actual spending amounts from the previous contracts. The State estimates yearly spending amounts to be more than one (1) million dollars per calendar year for all classifications requested in this RFQ. Estimated spend is for reference only and no future spending or usage is guaranteed.

- 2. DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

**2.1 "Contract Services"** means 17 specific temporary job classifications commonly required by the West Virginia State Agencies as more fully described in these specifications.

**2.2 "Pricing Page"** means the pages, contained wvOASIS or attached hereto as **Exhibit\_A**, upon which Vendor must list its proposed price for the Contract Services.

**2.3 "Solicitation" or "Request for Quotation (RFQ)"** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

**2.4 "Temporary Employee"** means an employee provided by a vendor awarded a contract under this Solicitation, to an agency of the State of West Virginia on a temporary basis.

**2.5 "Withholding Rate"** means any fee, tax or other sum of money required to be withheld from an employee's paycheck by federal, state, county, or municipal governing bodies.

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**2.6 “Overhead Rate”** means any fee, markup, or other sum of money that the vendor deems as cost associated with their ability to provide the services requested in the solicitation and is not part of the Worker Pay Rate or “Withholding Rate” listed in Section 2 Subsection 2.5 of these specifications.

- 3. QUALIFICATIONS:** Vendor, or Vendor’s staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

**3.1. NOTE:** If a Vendor awarded a contract subsequent to the RFQ observes any periods of shutdowns for more than a public holiday or a weekend, that information must be provided to the West Virginia State Agencies that they have provided temporary employees. An emergency telephone number must be supplied to permit the State Agencies to contact the temporary agency during any overtime hours worked.

**4. MANDATORY REQUIREMENTS:**

**4.1 Mandatory Contract Services Requirements and Deliverables:** Contract Services must meet or exceed the mandatory requirements listed below.

**4.1.1 Payment:**

**4.1.1.1** Agencies shall pay Vendor for all temporary services in accordance with the rates established by the Contract as shown on the Pricing Page.

**4.1.1.2** The Vendors billing rate for each job classifications shall include all costs associated with facilitating the temporary employment (e.g. employee compensation/worker rate, withholding, and overhead), as well as any and all insurance, taxes and other costs associated with employment of the Temporary Employees.

**4.1.1.2.1** The only exceptions include overtime and holiday pay and authorized travel (see Specification Section 4.1.2).

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**4.1.2 Overtime, Holiday Pay and PTO:**

**4.1.2.1** Temporary Employees may work more than forty (40) hours a week.

**4.1.2.1.1** Any Temporary Employee working in excess of forty (40) hours per week must obtain prior authorization from the agency.

**4.1.2.1.2** Vendor shall bill and Agency shall pay 1.5 times the hourly billing rate contained on the Pricing Page for all authorized work in excess of forty (40) hours per week

**4.1.2.2** Temporary Employees may work on days recognized as a holiday by the State of West Virginia. Vendor shall bill and Agency shall pay 1.5 times the hourly billing rate for any work performed on days recognized as a holiday by the State of West Virginia.

**4.1.2.3** In any instance where the Agency is billed 1.5 times the hourly billing rate, Vendor must pay the Temporary employee 1.5 times the Temporary Employee's normal wage.

**4.1.2.4** No temporary worker Paid Time Off (PTO) or Holiday Pay will be supplied under contract.

**4.1.2.5** WV Code §2-2-1 specifies State holidays. You may review these at:

<https://law.justia.com/codes/west-virginia/2011/chapter02/article2/2-2-1/>

**4.1.3 Fee Adjustment:**

**4.1.3.1** The State of West Virginia may consider a vendor's request to increase the hourly billing rate only if the federal or state minimum wage rate changes during the life of the contract and that rate change entitles the Temporary Employee to an increased salary.

**4.1.3.1.1** Any adjustment shall be based on the actual dollar value of the increase not a percentage.

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**4.1.3.1.2** A request to increase the hourly billing rate by the Vendor may result in a change to the Vendor's priority level.

**4.1.3.2** Any request for an increase should be submitted to the Purchasing Division with supporting documentation within thirty (30) calendar days prior to the effective date of the increase and the contract may be amended accordingly or cancelled and re-bid. No other increases will be considered.

**4.1.3.3** WV minimum wage and related information can be viewed on the WV Division of Labor website: [https://labor.wv.gov/Wage-Hour/Minimum\\_Wage/Pages/Minimum-Wage-and-Maximum-Hour-FAQs.aspx](https://labor.wv.gov/Wage-Hour/Minimum_Wage/Pages/Minimum-Wage-and-Maximum-Hour-FAQs.aspx)

**4.1.4 Time Card:**

**4.1.4.1** The Vendors shall supply all Temporary employees with timecards. Hours worked shall be reviewed and approved on a daily or weekly basis by the State Agency's area supervisor or designee. Computer generated time keeping is acceptable if the time record is updated daily.

**4.1.5 Conduct and Management:**

**4.1.5.1** The Vendors shall be responsible for the conduct and management of the Temporary employee provided through this Contract and the Temporary employee are and shall remain the employees of the contractor. The State of West Virginia shall in no way be considered a co-employer.

**4.1.6 Temporary Employee Replacement (One-Week Notice):**

**4.1.6.1** Vendors shall provide one-week notice should Vendor be required to replace the existing Temporary Employee or provide a new Temporary Employee.

**4.1.6.2** The State Agency is not required to justify any request to replace a Temporary Employee, nor are the State Agencies required to give advance notice.

**4.1.6.3** Notice may be waived by the agency in the event of a verifiable emergency,

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**4.1.7 Smoke Free and Drug Free:**

**4.1.7.1** Vendors shall advise their employees that the State Agencies require a smoke-free and drug free workplace. This Contract may require drug testing of the Vendor's employees for specific placements.

**4.1.7.2** Agency will provide the type of drug testing required when requesting a temporary worker.

**4.1.7.3** Please note that, if requested, Vendors will be responsible to pay for drug testing.

**4.1.8 Background Check/References:**

**4.1.8.1** State Agencies may request background checks and/or references for any Temporary Employee.

**4.1.8.1.1** When a background check is required, the agency shall specify the requirements on the request form to the vendor.

**4.1.8.1.2** Vendors will be responsible to pay for background check.

**4.1.8.1.3** The State will not accept letters of attestation in lieu of actual background check results. Please refer to Item #40 "BACKGROUND CHECK" located in the General Terms & Conditions document for additional information.

**4.1.8.2** State Agencies may request to interview the Temporary Employee prior to filling the positions to verify the individual has the qualification for the temporary assignment.

**4.1.8.2.1** Resumes are not required in this solicitation.

**4.1.8.3** Please note that, if requested, Vendors will be responsible to pay for background check.

**4.1.9 HIPAA Business Associate Addendum:**

**4.1.9.1** The HIPAA requirements are attached as **Exhibit\_E**. This must be signed by the Vendors and returned prior to issuance of any Contract.

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**4.1.10 Ethics in Public Contracting:**

**4.1.10.1** By submitting a bid and awarded a contract, the Vendor certifies the temporary services contract is entered into without collusion or fraud and the Vendors has neither offered nor received any inducements from any individual(s), public or private, in the preparation and pricing of the services to be provided.

**4.1.11 Immigration Reform and Control Act of 1986:**

**4.1.11.1** Vendors shall provide temporary workers which follow the Immigration Reform and Control Act of 1986 (or most current immigration laws).

**4.1.12 Equal Employment Opportunity:**

**4.1.12.1** Vendors shall be an Equal Opportunity Employer and shall take all employment actions without regard to an individual's race, color, national origin, ancestry, sex, religion, age, physical handicap, disability or political affiliations.

**4.1.13 Reports:**

**4.1.13.1** In addition to what is covered by the General Terms and Conditions on this solicitation, Quarterly reports required from the Vendors must contain:

- Identification of each Temporary Employee (complete name).
- Classification of each Temporary Employee.
- State Agencies where each Temporary Employee is working.
- Number of hours each Temporary Employee has worked (for each quarter, YTD, and since initially beginning work for any State Agency).
- The Hourly pay rate for each Temporary Employee.
- Total dollars paid to the Temporary Employee.

**NOTE:** These reports are mandatory; failure to adhere to this may result in the cancellation of the Contract. Such reports must be sent electronically (excel document) to each agency utilizing this Contract and to the buyer responsible for this Contract at the

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Purchasing Division. These reports will be provided in Excel format and sent via email on a quarterly basis to [Mark.A.Atkins@wv.gov](mailto:Mark.A.Atkins@wv.gov) as follows:

| <u>PERIOD END</u> | <u>REPORT DUE</u> |
|-------------------|-------------------|
| December 31       | February 28       |
| March 31          | May 31            |
| June 30           | August 31         |
| September 30      | November 30       |

**4.1.14 Exception labor Sources:**

**4.1.14.1** There are certain labor services available to the State Agencies outside of the temporary services contracts, and the issuance of the temporary service contracts shall not alter or interfere with the existing laws, policies, and/or procedures for the use of these exceptional labor sources. Some examples of these sources include:

- Division of Personnel's temporary personnel registers.
- Other State Agencies.
- Prison labor.
- Students from institutions of higher learning.
- Volunteers.

**4.1.15 Agency Ordering Procedures:**

**4.1.15.1** When the Contract(s) are issued, the State Agencies will receive a spreadsheet to identify the lowest cost supplier for each classification, according to regions.

**4.1.15.2** State Agencies will contact the lowest cost supplier for the job classification. The Agency should use the TSCS Form (Temporary Services Contact Sheet See **Exhibit\_C**) or TSCN Form (Temporary Services Change Notice See **Exhibit\_D**) to request temporary worker by classification.

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**4.1.15.2.1** The vendor shall reply to the State Agency within forty-eight (48) hours.

**4.1.15.2.2** A reply from the vendor indicating an unwillingness or inability to supply a Temporary Employee shall operate as a waiver from the vendor and must be retained by the State Agency.

**4.1.15.2.3** If the vendor is unable to supply the Temporary Employee or does not respond to the Agency within forty-eight (48) hours, the awarded Vendor with the next lowest hourly rate for that position in the region in question shall be contacted.

**4.1.15.2.4** If the Temporary Employee sent by the vendor is unable or unwilling to perform the job duties, the State Agency may request, and the vendor shall provide a waiver to the State Agency and then the agency will contact the next lowest Vendor.

**4.1.15.2.4.1** The waiver must be maintained in the agency file.

**4.1.15.3 Emergency Staffing Request:** A Vendor providing services for this Contract shall respond to any request for a Temporary Employee within forty-eight (48) hours of receiving the request unless the request is identified by the Agency as an emergency.

**4.1.15.3.3** When a Temporary Employee is required on an emergency basis, the State Agency may require an expedited response from the Vendor providing the Temporary Employee under this Contract.

**4.1.15.4 Delivery Orders:** State Agencies should send an Agency Delivery Order to the Vendor to initiate the procurement of temporary services. The Delivery Order should contain the completed TSCS or TSCN form which should include a detailed description of the services required, job location within the relevant region, job classification, hourly billing rate and number of hours required,

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and start and end dates of the assignment. A signed and dated vendor quote should be included with each delivery order.

**4.1.15.5 Exhibit\_B Temporary Worker Request Form** may be required by the Agency prior to accepting a Temporary Employee offered by any Vendor.

**4.1.15.5.1** If this form is used, it shall detail the job description, acceptable dress code, overtime requirements, and any other pertinent information the State Agency finds relevant. This will ensure that all Temporary Employees arriving at a West Virginia State Agency will have a full understanding of all that is required of them for the temporary position.

**4.1.15.5.1.1** PPE (Personal Protective Equipment), if required, will be provided by the Agency.

**4.1.15.5.2** If requested by the State Agency, this form must be signed by the Vendor and the Temporary Employee, indicating that both the worker and the Vendor understand and accept the restriction and requirements for the temporary position.

**4.1.15.5.2.1** The State Agency may also use this form to list any prohibited activities by the Temporary Employee (discussion of pay, cell phone use, internet privileges, tobacco use, etc.).

**4.1.15.6** If any Vendor has indicated they can fill the position and the temporary worker does not report for the temporary position without a reasonably acceptable explanation (in the opinion of the West Virginia State Agency), the State Agency may then go to the next low bidder to fill the temporary position.

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**4.1.16 Absent Temporary Workers:**

**4.1.16.1** All Vendors must notify the State Agency immediately upon learning that a Temporary Employee will be tardy or will be absent from work.

**4.1.16.1.1** The Vendor must instruct its employees that they must report absences to the Vendor and Vendor must communicate the absence to the State Agency immediately.

**4.1.16.1.1.1** Failure to notify the State Agency of an absent employee is grounds to move on to the next lowest bidder to fill the position.

**Note:** It is strongly recommended to the Vendors that they check with each temporary worker one day prior to the beginning of the assignment to verify the start date. Vendors with a high percentage of “no shows” or a history of sending unacceptable temporary workers may be removed from the contract.

**4.1.17 Removing a Temporary Worker:**

**4.1.17.1** Whenever a Temporary Employee is to be relieved of duties, the West Virginia State Agency shall notify the Vendor. Whenever this removal is due to behavior and/or other unacceptable problem, the Vendor shall assist the State Agency in retrieving the electronic pass card whenever one has been issued.

**4.1.18 Solicitation for Temporary Employee's:**

**4.1.18.1** Vendor shall not solicit work from the West Virginia State Agencies. When the need arises for a Temporary Employee, the State Agency shall make the necessary contact. Solicitation for work for temporary workers is strictly prohibited.

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**4.1.19 Hiring of Temporary Workers/Credit Applications:**

- 4.1.19.1** There shall be no fee incurred by the State of West Virginia if an Agency decides to hire a Temporary Employee into a permanent position.
- 4.1.19.2** Vendor shall not require a credit application to be completed by any State Agency.
- 4.1.19.3** Vendor shall not request nor require any additional forms, policy statements, etc. to be signed by any State Agency.
- 4.1.19.4** No additional terms and conditions shall be requested or required by Vendors of any State Agency for any position filled through this contract.

**4.1.20 Temporary Worker's Job Classifications (job description and requirements will be provided as Attachment\_1).**

- 4.1.20.1** Accounting Technician 2
- 4.1.20.2** Administrative Services Assistant 1
- 4.1.20.3** Administrative Services Assistant 2
- 4.1.20.4** Cook
- 4.1.20.5** Custodian
- 4.1.20.6** Data Entry Operator 2
- 4.1.20.7** Executive Secretary
- 4.1.20.8** Groundskeeper
- 4.1.20.9** Health Service Worker
- 4.1.20.10** Laboratory Assistant 3
- 4.1.20.11** Laborer
- 4.1.20.12** Mail Runner
- 4.1.20.13** Office Assistant 2
- 4.1.20.14** Office Assistant 3

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**4.1.20.15** Paralegal

**4.1.20.16** Parking Attendant

**4.1.20.17** Word Processor

**5. CONTRACT AWARD:**

**5.1 Contract Award:** The Contract is intended to provide State Agency's with a purchase price for the Contract Services listed in the RFQ. The Contract award may be limited to the three (3) lowest bidders meeting the specifications in each of the job classifications. The lowest responsible bidder for a classification will receive the #1 ranking, the second lowest responsible bidder for a classification will receive the #2 ranking, and the third lowest responsible bidder for a classification will receive the #3 ranking. Agencies will begin orders by contacting the #1 ranked vendor. If the vendor is unable to provide the worker at request, then the agency will move to the next ranking until the position is filled. Under this scenario, it will be possible for a Vendor to be awarded a contract for only a portion of the temporary positions they bid on. The number of awarded contracts will be issued according to the best interest of the State.

**5.2 Pricing Page:** The Vendor shall complete the Exhibit\_A Pricing Page for each job classification they are providing a temporary worker. A vendor must complete the hourly rate paid to the Temporary Worker (**Worker Pay rate**), **Withholding**, and **Overhead rates**. Those three (3) items will be added to determine the **Total Rate** (hourly) amount for each job classification the vendor is bidding. The **Total Rate** amount will be the rate used in the award evaluation and will be the rate charged to the agency utilizing the vendors contract for the temporary worker requested for each job classification.

Vendor must complete the Pricing Page for **each** job classification they intend to provide temporary workers. Vendors are only required to bid on the job classifications they will provide to the **entire** State. Failure to complete the Pricing Page in its entirety for each job classification bid by the vendor may result in Vendor's bid being disqualified.

Vendor should type or electronically enter the information into the Pricing Page to prevent errors in the evaluation. The pricing pages have been formatted to automatically calculate the **Total Rate** amount when the Temporary Worker (Worker Pay rate), Withholding, and Overhead rates are

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entered. Notwithstanding the foregoing, the Purchasing Division may correct errors as it deems appropriate.

- 6. PERFORMANCE:** Vendor and Agency shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Agency. This Contract is designated as an open-end contract, Vendor shall perform in accordance with the release orders that may be issued against this Contract.
- 7. PAYMENT:** Agency shall pay hourly rate as shown on the Pricing Pages **Total Rate** amount, for all Contract Services performed and accepted under this Contract. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.
- 8. TRAVEL:** Vendor will only be paid for Temporary Employee's travel in instances where the State Agency specifically provides written authorization for the Temporary Employee to travel. Vendor shall only bill for time that Temporary Employees are working at a designated temporary employment location or on approved travel. Vendor shall not bill for travel from the Temporary Employee's home to the designated temporary employment location. The Vendor shall be reimbursed for a Temporary Employees travel expenses in accordance with the State of West Virginia travel regulations.
- 9. FACILITIES ACCESS:** Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. In the event that access cards and/or keys are required:
  - 9.1.** Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.
  - 9.2.** Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.
  - 9.3.** Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.
  - 9.4.** Anyone performing under this Contract will be subject to Agency's security protocol and procedures.
  - 9.5.** Vendor shall inform all staff of Agency's security protocol and procedures.

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

**Contract Manager:** Jithender Bhog  
**Telephone Number:** (801) 770-3133  
**Fax Number:** (801) 382-1994  
**Email Address:** rfp@sonussoftwareinc.com

**ATTACHMENT\_1**

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**TEMPORARY STAFFING SERVICES**

**JOB CLASSIFICATIONS  
AND  
REQUIREMENTS**

## **ACCOUNTING TECHNICIAN 2**

### **Nature of Work**

Under general supervision, performs entry level accounting support duties. The incumbent is responsible for performing routine posting and adjusting to the general ledger, processing claims and invoices, and reviewing transactions for completeness, accuracy, and compliance with state and federal laws and regulations. Performs related work as required.

### **Distinguishing Characteristics**

This is beginning level paraprofessional accounting/auditing work. Duties are distinguished by the recording and balancing of routine financial and numerical data in accordance with agency standards and work procedures.

### **Examples of Work**

Processes claims and invoices; accurately calculates and records amounts.  
Prepares bank deposits and/or checks.  
Performs routine posting and adjusting to ledger.  
Identifies and corrects own routine posting errors.  
Classifies/ codes according to a chart of accounts.  
Performs routine reconciliation reports such as bank reconciliations and batch reports.  
Maintains accounting records; gathers data and prepares financial statements and reports from records maintained.  
Contacts associates, administrators, and general public in order to obtain information, discuss changes in documents, or resolve routine problems with accounts.

### **Knowledge, Skills, and Abilities**

Knowledge of basic mathematical computations.  
Knowledge of the operation of office equipment such as a copier, fax machine, and personal computer.  
Skill in the use of a calculator.  
Ability to detect and correct errors in arithmetic or to refer to proper source for correction.  
Ability to gather and compile data for use in financial reports.  
Ability to communicate effectively, both verbally and in writing.

## **ACCOUNTING TECHNICIAN 2 (CONT'D)**

### **Knowledge, Skills and Abilities (cont'd)**

Ability to establish and maintain effective working relationships with others.

### **Minimum Qualifications**

#### **TRAINING:**

Graduation from a standard four-year high school or the equivalent.

#### **EXPERIENCE:**

Two years of full time or equivalent part time paid bookkeeping, accounting or related experience.

#### **SUBSTITUTION:**

Successful completion of college-level accounting courses from an accredited college or university may be substituted at the rate of three semester hours equals six months experience;

#### **OR**

Successful completion of related business school or vocational training may be substituted for the experience through an established formula.

## **ADMINISTRATIVE SERVICES ASSISTANT 1**

### **Nature of Work:**

Under general supervision, performs administrative work in providing support services such as fiscal, personnel, payroll or procurement in a small division or equivalent organization level. May function in an assist role or in a specialized capacity in a large agency or department. Develops or assists in developing and implements plans/procedures for resolving operational problems and in improving administrative services. Work is typically varied and includes inter- and intra-governmental and public contact. Performs related work as required.

### **Distinguishing Characteristics:**

Positions in this class are distinguished from the Administrative Services Assistant 2 by the size of the unit served and by the independence of action granted. Positions in a small agency or division may be responsible for a significant administrative component; other positions assist an administrative supervisor in a large state agency. Authority to vary work methods or policy applications or to commit the agency to alternative course of action is limited.

### **Examples of Work**

Confers with inter- and intra-agency personnel to transact business, gather information, or discuss information; may be in a position with public or federal government contact.

Gathers and compiles information for state records; writes reports, balances tally sheets, and monitors inventories, purchases, and sales.

Updates records and contacts employees to gather information; represents the supervisor or unit in the area of assignment at in-house meetings.

Maintains files of information in hard copy files or electronic format; runs reports for regular or intermittent review.

Assists in determining the need for changes in procedures, guidelines and formats; devises a solution; monitors the success of solutions by devising quantitative/qualitative measures to document the improvement of services.

Assists in the writing of manuals in the area of assignment; clarifies the wording and describes new procedures accurately.

### **Knowledge, Skills and Abilities**

Knowledge of regulations, processes and procedures in the area of assignment.

Knowledge of general office practices and procedures.

Knowledge of state and federal laws and regulations related to the area of assignment.

## **ADMINISTRATIVE SERVICES ASSISTANT 1 (cont'd)**

### **Knowledge, Skills and Abilities (CONT'D)**

Ability to collect and compile accurate information.

Ability to conceptualize the nature of service difficulties and devise appropriate work methods, tools, and configurations to correct the problem.

Ability to prepare flowcharts, graphs and status reports.

Ability to communicate with a wide variety of people, both orally and in writing.

Ability to perform basic arithmetic.

### **Minimum Qualifications**

#### **Training:**

Graduation from an accredited college or university. Preference may be given to candidates with a major in the area of public or business administration, accounting, industrial relations, communications or related field.

#### **Substitution:**

Additional qualifying experience as described below may be substituted on a year-for-year basis for the required training.

#### **Experience:**

One year of full-time or equivalent part-time paid employment in a technical or advanced clerical position providing administrative services such as accounting, budgeting, project monitoring and reporting, personnel, or procurement and property. Experience must have been at the Office Assistant 3 or Accounting Technician 3 level or higher.

#### **Substitution:**

Successful completion of graduate study in an accredited college or university in one of the above fields may be substituted for the required experience on a year-for-year basis.

## **ADMINISTRATIVE SERVICES ASSISTANT 2**

### **Nature of Work:**

Under limited supervision, performs administrative and supervisory work in providing support services such as fiscal, personnel, payroll or procurement in a state agency or facility or serves as the assistant supervisor in a major administrative support unit of a large state agency.

Develops policies and procedures for resolving operational problems and for improving administrative services. Supervises the work of office support staff in rendering required services. Work is typically varied and includes extensive inter- and intragovernmental and public contact. Has some authority to vary work methods and policy applications and to commit the agency to alternative course of action. Performs related work as required.

**Distinguishing Characteristics:** Positions in this class are distinguished from the Administrative Services Assistant 1 by the supervisory nature of the work performed, by the size of the unit served and by the independence of action granted. Positions in this class are responsible for a significant administrative component in a medium size agency or state facility or serves as an Assistant Director of a major administrative support component of a large state agency. Authority to vary work methods and to commit the agency to alternative course of action is granted.

### **Examples of Work**

Confers with inter- and intra-agency personnel to transact business, gather information, or discuss information; may be in a position with public or federal government contact.

Conducts performance surveys and reviews agency methods of operation; devises flowcharts and graphs; may conduct cost analysis studies.

Gathers and compiles information for state records; writes reports, balances tally sheets, and monitors inventories, purchases, and sales.

Updates records and contacts employees to gather information; represents the agency in the area of assignment in both internal and external meetings.

Maintains files of information in hard copy files or electronic format; runs reports for regular or intermittent review.

Determines the need for changes in procedures, guidelines and formats; devises a solution; monitors the success of solutions by devising quantitative/qualitative measures to document the improvement of services.

## **ADMINISTRATIVE SERVICES ASSISTANT 2 (CONT'D)**

### **Examples of Work (cont'd)**

Writes manuals in the area of assignment; clarifies the wording and describes new procedures accurately.

Supervises the work of Office Assistants, Accounting Assistants or other support staff.

### **Knowledge, Skills and Abilities**

Knowledge of regulations, processes and procedures in the area of assignment.

Knowledge of general office practices and procedures.

Knowledge of state and federal laws and regulations related to the area of assignment.

Ability to collect and compile accurate information.

Ability to conceptualize the nature of service difficulties and devise appropriate work methods, tools, and configurations to correct the problem.

Ability to prepare flowcharts, graphs and status reports.

Ability to communicate with a wide variety of people, both orally and in writing.

Ability to perform basic arithmetic.

Ability to supervise the work of others.

### **Minimum Qualifications**

#### **Training:**

Graduation from an accredited college or university. Preference may be given to candidates with a major in the area of public or business administration, accounting, industrial relations, communications or related field.

#### **Substitution:**

Additional qualifying experience as described below may be substituted on a year-for year basis for the required training.

#### **Experience:**

Two years of full-time or equivalent part-time paid employment in a technical or professional position providing administrative services such as accounting, budgeting, project monitoring and reporting, personnel, or procurement and property.

#### **Substitution:**

Successful completion of graduate study in an accredited college or university in one of the above fields may be substituted for the required experience on a year for-year basis.

## **COOK**

### **Nature of Work**

Under general supervision, performs full-performance level work preparing and cooking and/or baking food items in a state facility. May select or vary methods and foods as needed. May supervise Food Service Workers or other positions assigned to this area, as directed by supervisor. Performs related work as required.

### **Examples of Work**

Cooks meats, vegetables, and pastries in accordance with standard recipes or oral instructions.  
Prepares regular and special diets.  
Operates mixers, ovens, steamers, peelers, grills and other food preparation equipment.  
Sets up cafeteria lines and serves meals on the line or in the dining room.  
Receives and stores food and food service items.  
Cleans stoves, refrigerators and work areas.  
Trains new workers in food preparation and kitchen procedures.  
May order or participate in ordering food and supplies.

### **Knowledge, Skills and Abilities**

Knowledge of the methods and equipment used in large scale food preparation and the preparation and serving of food in large-scale kitchens.  
Knowledge of terminology, temperature and measurements used in food preparation.  
Ability to read and understand recipes for food preparation.  
Ability to determine portion yield for all foods used in large-scale food preparation.  
Ability to lead and direct the work of kitchen workers.

### **Minimum Qualifications**

#### **TRAINING:**

Ability to pass a written test at the eighth grade level.

#### **EXPERIENCE:**

One year of full-time or equivalent part-time paid experience in large-scale food preparation and serving.

#### **SPECIAL REQUIREMENTS:**

Applicant must furnish an approved food handler's certificate within seven days after appointment.

## **CUSTODIAN**

### **Nature of Work**

Under general supervision, performs routine manual work at the full-performance level cleaning in and around State buildings and institutions. Work involves maintaining cleanliness and orderliness in an assigned area. Performs related work as required.

### **Examples of Work**

Dusts, cleans, polishes, and waxes furniture, fixtures, woodwork, and equipment.  
Washes windows and cleans blinds.  
Cleans restrooms and replenishes with supplies.  
Sweeps, mops, waxes, and polishes floors, stairs, corridors, and courts using brooms, mops, and buffers.  
Cleans rugs and carpets with vacuum cleaners.  
Disposes of trash and waste materials.  
Cleans doors, door facings, and walls with disinfectant.  
Assists in moving equipment or in other manual tasks.  
Checks and replaces light bulbs.  
Sweeps sidewalks around buildings.  
May shelve restroom and laundry supplies.  
May deliver mail, messages and packages to other State offices, local businesses, or central mail room.

### **Knowledge, Skills and Abilities**

Knowledge of cleaning methods and procedures.  
Ability to understand and follow oral instructions.  
Ability to perform manual work.  
Ability to operate vacuum cleaners and buffers.  
Ability to choose and use appropriate cleaning agents.

### **Minimum Qualifications**

#### **TRAINING:**

No formal education required.

## **DATA ENTRY OPERATOR 2**

### **Nature of Work**

Under direct supervision, at the full-performance level, rapidly and accurately transcribes alpha/numeric data from routine, complex, or rough source documents into computer usable form by operating any of several devices. Performs complex assignments such as entering detailed budgets and pay plans or data which deviates from a standard procedure according to changes in coded information. Accessing and manipulating the data is normally not required. Shift work may be necessary. Performs related work as required.

### **Distinguishing Characteristics**

Both Data Entry Operator 1 and 2 are production-intensive classes using multiple formats as guidelines for proper entry of the data. The work requires repetitive and sustained high speed operation of data entry devices, sitting for long periods of time at fixed posture, handling confidential information and working in a production environment under demanding time constraints.

Data Entry Operator 2 is distinguished from Data Entry Operator 1 by the performance of the employee when evaluated against several criteria such as strokes per hour, error rate, independently developing low-level format programs for new jobs and familiarity with multiple screens; the source documents are also considered in the evaluation.

### **Examples of Work**

Enters routine to complex data for computer input using either teleprocessing terminals, key-to-disk, key-to-tape, key-to-diskette or card punch machines.

Follows varied procedures as well as established guidelines such as formats for entering data.

Develops and maintains low-level format programs for new jobs.

After entering data, posts to batch ticket or production log such information as the batch type, quantity, operator's name and section, data, number processed, number rejected, etc.

Verifies data entered by other operators using either teleprocessing terminals, key-to-disk, key-to-tape, key-to-diskette, or card punch machines and makes necessary corrections.

May identify errors on the source documents and make necessary corrections.

## **DATA ENTRY OPERATOR 2 (CONT'D)**

### **Knowledge, Skills and Abilities**

Knowledge of the operation of data entry equipment.

Knowledge of the data entry standards and formats used by the unit.

Skill in the operation of data entry equipment such as teleprocessing terminals, key-to-disk, key-to-tape, key-to-diskette or card punch machines.

Ability to develop low-level format programs.

Ability to understand and follow detailed oral and written instructions.

Ability to perform repetitive tasks accurately.

Ability to establish and maintain effective working relationships with others.

### **Minimum Qualifications**

#### **TRAINING:**

Graduation from a standard four-year high school or equivalent.

#### **EXPERIENCE:**

One year of full-time or part-time equivalent experience in data entry.

#### **SUBSTITUTION:**

(1) Completion of twelve hours in computer science from an accredited college or university

#### **OR**

(2) Completion of four courses in data processing, data entry, and/or word processing from an accredited business or vocational school may substitute through an established formula for the required experience.

## **EXECUTIVE SECRETARY**

### **Nature of Work**

Under limited supervision, performs highly responsible advanced level administrative support work in providing assistance to a department secretary. Work involves independent responsibility for making limited policy interpretations in dealing with the public and acting with authority on office management and administrative functions in the absence of the supervisor. Responsibilities include high level secretarial, clerical, office management and general administrative duties with primary emphasis on relieving the supervisor of administrative details. Work is performed in strict confidence and in accordance with modern professional secretarial principles and techniques. Supervision may be exercised over subordinate office clerical personnel. Performs related work as required.

### **Examples of Work**

Performs a variety of administrative tasks for the supervisor including organizing an appointment calendar, screening visitors and telephone calls, making travel arrangements, answering routine correspondence, accumulating information for reply to requests by correspondence and/or telephone.

Takes dictation of a confidential and technical nature from the supervisor or transcribes dictation from a transcribing machine. Types correspondence, reports, forms, contracts, bulletins, manuals, narratives and other documents and related office material which may require a familiarity with specialized terminology such as medical and/or legal terms.

Independently composes and types correspondence for the supervisor's signature from general instruction or marginal notes.

Supervises the clerical operation of the office; directs the clerical staff on departmental or divisional policies and procedures.

Gathers and computes information for the supervisor on special assignments, regular reports, budgets or speeches.

Schedules conferences and meetings; contacts individuals to participate, assuring convenient time for all those involved or arranges time changes convenient to all participants, arranges meeting facilities, transportation for guest participants and/or speakers; takes minutes of meetings and transcribes minutes and assures appropriate distribution of copies.

Maintains and organizes the office files; assures that proper security measures are followed concerning confidential files and materials; maintains supervisor's manuals, regulations, staffing patterns, etc.

## **EXECUTIVE SECRETARY (CONT'D)**

### **Examples of Work (cont'd)**

Assists the supervisor in planning and analyzing specific office problems affecting operations; advises the supervisor of the current situation and problems resulting; and makes recommendation of possible solutions.

### **Knowledge, Skills and Abilities**

Knowledge of modern office procedures, practices, and equipment.

Knowledge of agency rules, regulations, and procedures.

Ability to maintain detailed records according to a prescribed format.

Ability to retrieve and utilize information from multiple sources to complete assignments.

Ability to compose correspondence dealing with routine inquiries regarding the services or procedures of the organizational unit.

Ability to plan, schedule, assign and review the work of other employees.

Ability to take dictation or operate a transcribing machine.

Ability to deal with the public in an effective and courteous manner, and to establish and maintain effective working relationships with superiors, subordinates, associates, other organizations, and the general public.

Ability to analyze operational procedures and prepare reports of findings and recommendations for modifications.

Ability to operate standard office equipment.

Ability to add, subtract, divide, and multiply whole and fractional numbers.

### **Minimum Qualifications**

#### **TRAINING:**

Graduation from a standard four-year high school or equivalent.

#### **EXPERIENCE:**

Six years of full-time or equivalent part-time paid secretarial experience, two years of which must have included administrative support or complex clerical duties.

#### **SUBSTITUTION:**

Successful full-time study in an accredited college or university or related business or vocational school training may be substituted through an established formula for the required experience outside the area of assignment.

## **GROUNDSKEEPER**

### **NATURE OF WORK**

Under general supervision, performs work at the full performance level by being responsible for the appearance, repair and general care of the grounds of a state facility. Plants grass, flowers, shrubs, trees; mows grass and trims shrubbery. Performs necessary preventive measures for insect and vermin control and against other damaging effects.

Assists in the selection of supplies and equipment.

Has some latitude to vary methods and procedures, within prescribed guidelines.

May perform additional routine maintenance work and/or assign work to other staff or residents.

Performs related work as required.

### **ESSENTIAL JOB FUNCTIONS**

(Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties that may be assigned.)

Assigns work details to employees, patients or inmates.

Supervises and participates in grounds maintenance, including trimming trees, cutting grass and cultivating plants and shrubs. Makes improvements to walks, lanes, sheds and benches, including painting and minor repairs.

Performs preventive maintenance pertaining to grounds area.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of grounds keeping and simple horticulture practices. Knowledge of care of flowers, trees and shrubs common to grounds work and of methods of cultivating, pruning, spraying, trimming and sodding.

Knowledge of the materials and tools used in such work and of ordinary plant diseases and pest control.

Ability to maintain and make ordinary repairs to machinery and equipment.

Ability to make improvements and minor repairs to walks, lanes, parking lots, sheds and benches.

Ability to plan, layout and supervise the work of patients, inmates or employees.

## **GROUNDSKEEPER (CONT'D)**

### **MINIMUM QUALIFICATIONS**

#### **Training:**

Must be able to pass a written test at the eighth grade level.

#### **Experience:**

Six months of full-time or equivalent part-time paid experience in grounds keeping work.

**Special Requirement:** Possession of a valid driver's license may be required.

## **HEALTH SERVICE WORKER**

### **Nature of Work**

Under direct supervision, performs work at the full-performance level providing basic personal and nursing care related to the treatment, habilitation and rehabilitation for the mentally and/or physically challenged at state operated facilities or in a community setting.

Performs basic nursing care under direct supervision; performs basic personal and/or therapeutic treatment duties.

Travel may be required. Performs related work as required.

### **Distinguishing Characteristics**

This is full-performance level work providing basic care. The incumbents have successfully completed training courses and/or have passed competency skills and written tests.

### **Examples of Work**

Participates in a formal training program to develop the knowledge and abilities required for the class and for career growth and opportunity.

Provides required personal care and hygiene services for clients such as bathing, grooming, dressing, and feeding clients.

Teaches clients basic skills for the development of daily living habits regarding cleanliness, personal hygiene, dressing, and eating skills, etc.

Motivates and encourages clients to promote their treatment and development by engaging in one-to-one discussions and supportive relationship with the clients.

Provides nursing care such as taking temperature, blood pressure, pulse readings, and performs routine treatment and first-aid under the direction of a licensed practical nurse, registered nurse or physician.

Interacts with clients in a therapeutic manner.

Participates with other treatment team members in overall programmatic rehabilitation activities to facilitate change in the clients' behavior.

Oversees or participates in planned recreational and social programs.

Observes, records and reports clients' behavior, attitudes and physical condition and reports significant changes to proper staff.

Serves as a role model in the training of less experienced workers.

Escorts clients to meals, therapy, medical appointments and scheduled activities within and outside the facility.

## **HEALTH SERVICE WORKER (CONT'D)**

### **Examples of Work (cont'd)**

Performs duties necessary to maintain a safe, clean and orderly living and work area.

### **Knowledge, Skills and Abilities**

Knowledge of the concepts of mental health, health disorders and related physical conditions and treatment approaches.

Knowledge of simple nursing care, first-aid and personal and environmental hygiene.

Knowledge of the policies and procedures of the department, facility or service entity.

Ability to provide simple nursing care, personal care and hygiene.

Ability to perform established treatment and programmatic activities.

Ability to teach clients eating, bathing, dressing, grooming and other self-care skills.

Ability to observe, record and report clients' behavior, attitudes and physical condition.

Ability to perform basic arithmetic.

Ability to observe the rights and personal dignity of clients.

Ability to maintain effective working relationships with clients and other employees.

### **Minimum Qualifications**

#### **Training:**

Graduation from a standard high school or equivalent.

#### **Experience:**

One year of full-time or equivalent part-time paid or volunteer experience in the care, treatment and development of the physically challenged, mentally ill or mentally retarded.

### **Substitution for Veterans Nursing Facility, Long Term Care Facilities (Hopemont Hospital, Lakin Hospital, John Manchin Sr. Health Care Center and Jackie Withrow Hospital and the long term unit located at Welch Community Hospital):**

Certification or registration as a Nursing Assistant or Nurse Aide may substitute for the above training and experience.

### **Special Requirement for Department of Health and Human**

#### **Resources:**

Preference will be given to applicants who have completed an approved Nursing Assistant course from an approved Vocational Education Technical Center or other approved program or certification by Department of Health and Human Resources as Health Service Worker.

## **HEALTH SERVICE WORKER (CONT'D)**

### **Special Requirement for Department of Health and Human Resources (cont'd)**

Applicants for positions in long-term care facilities or long-term care units must meet the following requirements:

1) Registration with the Nurse Aide Registry by passing a written and manual skills competency evaluation;

**OR**

2) Sit for the written and manual skills competency evaluation within twenty-four (24) months of completing a state-approved curriculum which includes at least eighty (80) hours of instruction and thirty-two (32) hours of clinical supervision;

**OR**

3) Certification through reciprocity from an out-of-state program approved by the state agency.

### **LABORATORY ASSISTANT 3**

#### **Nature of Work:**

Under general supervision, performs work at the advanced level by conducting varied technical laboratory tests and analyses and complex and difficult laboratory tasks and examinations. Provides comprehensive assistance to technical or professional personnel. May have lead work responsibility. Performs related work as required.

#### **Distinguishing Characteristics:**

Performs various laboratory tests and analyses, as well as complex and difficult technical laboratory tasks. Work at this level has more impact and consequence of error than the full-performance level. Incumbent possesses considerable latitude to accomplish tasks.

#### **Examples of Work**

Performs various tests and analyses, including total organic carbon and chemical oxygen demand.  
Registers and prepares samples for analysis.  
Reads, interprets and computes test results.  
Prepares media and reagents.  
Responds to inquiries, requests and problems.  
Sterilizes and discards infectious and disposable waste materials according to Food and Drug Administration (FDA) and Environmental Protection Agency (EPA) regulations.  
Cleans and sterilizes laboratory glassware and equipment and work area.  
Maintains standardization of instruments and equipment to ensure precision and accuracy of measurements.  
Maintains adequate supplies.  
Maintains required records.

#### **Knowledge, Skills and Abilities**

Knowledge of laboratory equipment, terminology, techniques and practices.  
Knowledge of the federal requirements regarding proper disposal of laboratory waste materials.  
Ability to perform calculations involving the application of basic mathematics.  
Ability to communicate effectively orally and in writing.  
Ability to set-up and maintain accurate records.

### **LABORATORY ASSISTANT 3 (CONT'D)**

#### **Minimum Qualifications**

##### **Training:**

Graduation from a standard high school or the equivalent.

Experience: Three years of full-time or equivalent part-time paid experience in medical or other laboratory work.

##### **Substitution:**

Successfully completed study in an accredited college or university which included at least ten semester hours in physical or biological sciences or completion of a recognized laboratory assistant course from a vocational school may be substituted on a year-for-year basis for the required experience.

## **LABORER**

### **Nature of Work**

Performs unskilled, light and heavy manual tasks in a wide variety of construction and maintenance work. Some assignments require limited skills which can be readily learned on the job. Works under the close supervision of a superior in performing new or non-routine tasks and under general supervision when performing routine and repetitive tasks. Work is performed both indoors and outdoors in all weather conditions and requires physical strength to lift heavy objects. Performs related work as required.

### **Examples of Work**

Picks up trash and debris and empties trash barrels.  
Cleans pit toilets and comfort stations.  
Paints and stains outbuildings and outdoor equipment.  
Shovels snow and applies salt and sand as necessary.  
Digs holes and drainage trenches, cleans out culverts with pick and shovel.  
Loads and unloads trucks with sand, gravel, and waste material using hand tools.  
Cuts grass with a hand scythe or hand mower.  
Loads and unloads equipment and supplies using a hand truck.  
Moves furniture and equipment located in state buildings.

### **Knowledge, Skills and Abilities**

Knowledge of hand tools and maintenance techniques to keep them in good condition.  
Ability to use simple hand tools and motorized equipment.  
Ability to understand and follow oral instructions.  
Ability to lift heavy objects and perform other strenuous tasks.

### **Minimum Qualifications**

#### **Training:**

No formal education required.

## **MAIL RUNNER**

### **Nature of Work**

Under general supervision, performs entry level mail delivery tasks. Opens, sorts, and distributes incoming and outgoing mail within a section or division of a state agency.

Work involves travel between other sections or divisions of the agency, within the immediate area or between counties.

May retrieve and deliver supplies or parts if necessary.

Performs related work as required.

### **Examples of Work**

Opens and sorts incoming mail for correct distribution.

Delivers mail, packages, or supplies to individual distribution points.

Gathers and transports outgoing mail to the post office.

Delivers or picks-up packages from other points to be taken to a final destination.

May assist in bulk mailings by folding, stuffing envelopes, batching, affixing mailing labels, or recording number of items sent.

May weigh items to be shipped and determine the method of shipping; calculates shipping costs.

May keep a log of items received and delivered; may keep a log of mailing costs for usage reports.

### **Knowledge, Skills and Abilities**

Knowledge of the agency's divisions or sections and their function.

Ability to learn U.S. Post Office regulations and mailing procedures.

Ability to lift heavy packages.

Ability to maintain simple records.

### **Minimum Qualifications**

#### **Training:**

No formal training required.

**Note:** A valid West Virginia Driver's License may be required.

## **OFFICE ASSISTANT 2**

### **Nature of Work:**

Under general supervision, performs full performance level work in multiple-step clerical tasks calling for interpretation and application of office procedures, rules and regulations. Performs related work as required.

### **Distinguishing Characteristics:**

Performs tasks requiring interpretation and adaptation of office procedures as the predominant portion of the job.

Tasks may include posting information to logs or ledgers, and checking for completeness, typing a variety of documents, and calculating benefits.

May use a standard set of commands, screens, or menus to enter, access and update or manipulate data.

At this level, the predominant tasks require the understanding of the broader scope of the work function, and requires an ability to apply job knowledge or a specific skill to a variety of related tasks requiring multiple steps or decisions.

Day-to-day tasks are routine, but initiative and established procedures are used to solve unusual problems.

The steps of each task allow the employee to operate with a latitude of independence.

Work is reviewed by the supervisor in process, randomly or upon completion. Contacts are usually informational and intergovernmental.

### **Examples of Work**

Posts information such as payroll, materials used or equipment rental to a log or ledger; may be required to check for completeness; performs basic arithmetic calculations (addition, subtraction, division or multiplication); corrects errors if the answer is readily available or easily determined.

Maintains, processes, sorts and files documents numerically, alphabetically, or according to other predetermined classification criteria; reviews files for data and collects information or statistics such as materials used or attendance information.

Answers telephone, screens calls, takes messages and complaints; gives general information to callers when possible, and specific information whenever possible.

Receives, sorts and distributes incoming and outgoing mail.

Operates office equipment such as adding machine, calculator, copying machine or other machines requiring no special previous training.

## **OFFICE ASSISTANT 2 (CONT'D)**

### **Examples of Work (cont'd)**

Types a variety of documents from verbal instruction, written or voice recorded dictation.

Collects, receipts, counts and deposits money.

Calculates benefits, etc., using basic mathematics such as addition, subtraction, multiplication, division and percentages.

Posts records of transactions, attendance, etc., and writes reports.

May compile records and reports for supervisor.

May operate a VDT using a set of standard commands, screens, menus and help instructions to enter, access and update or manipulate data in the performance of a variety of clerical duties; may run reports from the database.

### **Knowledge, Skills and Abilities**

Knowledge of office procedures and methods.

Knowledge of business English, spelling and arithmetic.

Ability to operate the common types of office equipment related to the job.

Ability to understand and follow oral and written instructions.

### **Minimum Qualifications**

#### **Training:**

Graduation from a standard high school or the equivalent.

#### **Experience:**

Two years of full-time or equivalent part-time paid experience in routine office work.

#### **Substitution:**

College hours, related business school, or vocational training may be substituted through an established formula for the required experience.

### **OFFICE ASSISTANT 3**

#### **Nature of Work:**

Under general supervision, performs advanced level, responsible and complex clerical tasks of a complicated nature involving interpretation and application of policies and practices. Interprets office procedures, rules and regulations. May function as a lead worker for clerical positions. Performs related work as required.

#### **Distinguishing Characteristics:**

Performs tasks requiring interpretation and adaptation of office procedures, policies, and practices. A significant characteristic of this level is a job inherent latitude of action to communicate agency policy to a wide variety of people, ranging from board members, federal auditors, officials, to the general public.

#### **Examples of Work**

Analyzes and audits invoices, bills, orders, forms, reports and documents for accuracy and initiates correction of errors. Maintains, processes, sorts and files documents numerically, alphabetically, or according to other predetermined classification criteria; researches files for data and gathers information or statistics such as materials used or payroll information. Types a variety of documents from verbal instruction, written or voice recorded dictation. Prepares and processes a variety of personnel information and payroll documentation. Plans, organizes, assigns and checks work of lower level clerical employees. Trains new employees in proper work methods and procedures. Answers telephone, screens calls, takes messages and complaints and gives information to the caller regarding the services and procedures of the organizational unit. Receives, sorts and distributes incoming and outgoing mail. Operates office equipment such as electrical calculator, copying machine or other machines. Posts records of transactions, attendance, etc., and writes reports. Files records and reports. May operate a VDT using a set of standard commands, screens, menus and help instructions to enter, access and update or manipulate data in the performance of a variety of clerical duties; may run reports from the database and analyze data for management.

### **OFFICE ASSISTANT 3 (CONT'D)**

#### **Knowledge, Skills and Abilities**

Knowledge of office methods of practices and procedures.

Knowledge of business English, spelling and arithmetic.

Knowledge of program operations and policies with respect to general functions performed.

Ability to maintain or supervise the maintenance of records of some complexity and to prepare reports and tabulations from these records.

Ability to establish and maintain effective working relationships with other employees and the public.

Ability to understand and effectively carry out complex oral and written directions.

#### **Minimum Qualifications**

##### **Training:**

Graduation from a standard high school or the equivalent.

##### **Experience:**

Four (4) years of full-time or equivalent part-time paid experience performing routine office work.

##### **Substitution:**

College hours, related business school, or vocational training may be substituted through an established formula for the required experience.

## **PARALEGAL**

### **Nature of Work**

An employee in this class assists an attorney or administrative superior in a legal setting by conducting research of legal sources such as statutes, regulations, legal opinions and related documents necessary for the preparation of briefs, pleadings and appeals.

In a regulatory setting, the incumbent may review and approve applications and reports for compliance with laws and regulations.

The work may involve the preparation of case summaries and reports of pertinent facts in hearings attended.

Considerable contact is maintained with attorneys and judicial personnel in the compilation of information.

The incumbent may direct an office clerical staff.

Performs related work as required.

### **Examples of Work**

Researches legal sources such as statutes, recorded judicial decisions and legal codes.

Writes abstracts of evidence presented at administrative hearings and summaries of information on hearings or claims.

Writes transcripts of appeal proceedings and transmits a copy of such transcripts to the appeal or hearing board.

Directs clerical personnel in the typing and preparation of briefs and legal documents.

Writes transcripts or hearings of appeals proceedings and transmits copy of such transcripts to the appeal or hearing board.

Maintains records of all cases before counsel including briefs submitted, rulings and opinions and all cases appealed to the Supreme Court of Appeals.

Attends hearings before the appeal or hearing board or the Supreme Court of Appeals.

Keeps abreast of changes in agency or departmental laws, rules and regulations as well as state, federal and local laws relating to the area of assignment.

Collects and summarizes information from books and periodicals for review by a responsible administrator or counsel.

Composes routine correspondence.

May maintain office statistical records.

May prepare legal documents for civil action in tax cases.

Monitors the movement of pending legislation in order to answer questions for departmental or agency personnel.

## **PARALEGAL (CONT'D)**

### **Knowledge, Skills and Abilities**

Knowledge of the broad principles and application of law, evidence, pleadings, and judicial procedure in West Virginia.

Knowledge of and ability to effectively utilize the English language.

Knowledge of legal citations.

Ability to gather and interpret pertinent statutory and regulatory provisions and present findings in a logical and persuasive written form.

Ability to supervise personnel engaged in clerical duties.

Ability to understand governmental organization and operation.

### **Minimum Qualifications**

#### **Training:**

Successful completion of a Paralegal (Legal Assistant) training program.

#### **Substitution:**

Two years of full-time or equivalent part-time paid experience in a legal setting which required performing legal research, reading and interpreting laws and other legal authorities, and preparing legal documents, under the supervision of an attorney, may substitute for the required training OR a combination of training and experience as described above may substitute through an established formula for the required training.

## **PARKING ATTENDANT**

### **Nature of Work:**

Under general supervision, controls parking and provides information to the public and employees.  
Work is performed mainly outdoors and involves long periods of standing and exposure to all types of weather.  
Performs related work as required.

### **Examples of Work**

Regulates parking on the governor's drive and assigned parking area; monitors metered parking areas use.  
Monitors two hour metered parking area use.  
Monitors assigned employee and reserved parking spaces; ensures buses use assigned places.  
Directs public and delivery vehicles to available parking spaces.  
Greets public and provides directions to various agencies, departments and meetings.  
Gives information to tourists concerning interstates, the Capitol Complex, and points of interest.

### **Knowledge, Skills and Abilities**

Knowledge of the location of the various agencies, departments, and special meetings in the Capitol Complex.  
Knowledge of the various areas in the different lots in order to know where to send buses, delivery trucks, visitors and vendors.  
Ability to give clear directions and information to the public and employees.  
Ability to stand for long periods of time in all kinds of weather.  
Ability to keep simple records.

### **Minimum Qualifications**

#### **Training:**

Education equivalent to completion of the eighth (8) Grade.

#### **Substitution:**

Experience as described below may substitute for two years of the required training.

#### **Experience:**

Two years of full-time or equivalent part-time paid experience involving public contact.

## **WORD PROCESSOR**

### **Nature of Work**

Under close supervision, at the full-performance level, performs skilled operation of word processing equipment such as a memory typewriter, a personal computer, or other electronic keyboard to produce draft and final copies of a variety of typed materials such as letters, memos, reports, newsletters, brochures, articles, functional statements, legal motions, briefs, contracts, etc.

This class is limited to those positions where the primary function is the operation of word processing equipment capable of data storage, formal coding, and/or text editing in a production setting requiring advanced typing skills.

It is not intended for use in general office settings where workers use word processing equipment in lieu of typewriters in the course of daily clerical support.

Performs related work as required.

### **Examples of Work**

Creates and sorts numerical and/or alphabetic data files.

Chooses form and format for routine correspondence and reports; follows given instructions for new or more complex tasks; may suggest style of format to users.

Refers to equipment manuals to determine methods for operating equipment and coding; refers to departmental manuals for commonly used formats.

Inserts and deletes information; moves material from document to document; merges items; searches for spelling errors; searches and replaces items globally.

Stores information on disk or other magnetic storage medium; retrieves information from storage medium for revision or printing.

Specifies and executes printer control commands such as single or double space, special margins, last line instructions, etc.

Proofreads printed materials to ensure accuracy and proper grammar, corrects errors, and reprints the copy.

Deletes obsolete documents from storage.

### **Knowledge, Skills and Abilities**

Knowledge of grammar, spelling and punctuation.

Knowledge of standard office procedures and practices.

Skills in using the text editing functions of the word processing equipment.

Ability to type accurately and rapidly.

Ability to edit documents without altering the intended legal meaning.

## **WORD PROCESSOR (CONT'D)**

### **Knowledge, Skills and Abilities (cont'd)**

Ability to read equipment and departmental manuals and implement their instructions.

### **Minimum Qualifications**

#### **TRAINING:**

Education equivalent to graduation from a standard high school or the equivalent.

#### **EXPERIENCE:**

One year of full-time or equivalent part-time paid experience in an office clerical position requiring word processing.

#### **SUBSTITUTION:**

Completion of formalized training in word processing from a business or vocational school may substitute through an established formula for six months of the required experience.

## EXHIBIT\_B

### Temporary Worker Request Form

|  |  |
|--|--|
|  |  |
|  |  |
|  |  |
|  |  |

**West Virginia State Agency Requirements for Temporary Worker(s)**

**Restrictions/Prohibitions for Temporary Worker(s)**

Form must be signed by both the temporary worker and representative of the temporary agency indicating acceptance of all requirements and restrictions for this temporary worker position.

\_\_\_\_\_  
Temporary Agency Representative

\_\_\_\_\_  
Temporary Worker

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

# TEMPORARY SERVICES CONTACT SHEET

(Please complete this form and Email to Vendor)

## TO BE COMPLETED BY STATE AGENCY

|                         |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                    |
|-------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Agency Name:            | Contract Request Date: | Contract Start Date:                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Contract End Date:                                                 |
| Name of Contact Person: | Shift Start Time:      | Shift End Time                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Lunch: (Please Mark)<br>__ 1-hour __ 1/2-hour<br>__ Paid __ Unpaid |
| Contact Title:          |                        | <b>PLEASE NOTE:</b> This is a temporary services <u>waiver</u> for the Contract Period__ through ____<br><br><b>VENDOR will NOT</b> be financially responsible for any payment(s) your agency incurs for temporary worker placement(s) in this position beyond _____. Please be advised that <b>at the end of the Contract Waiver period listed above, the agency MUST re-contact lowest VENDOR for a new CONTRACT or Waiver. THIS BOX TO BE COMPLETED BY VENDOR ONLY</b> |                                                                    |
| Contact Phone:          |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                    |
| Contact Fax:            |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                    |
| Contact Email:          |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                    |
| State PO#:              | VENDOR Tracking #:     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                    |
| Job Location:           | Vendor Contact:        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                    |
| County:                 |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                    |

## AGENCY POSITION INFORMATION

| Check | Job Classification                  | # Workers | # Hrs Per Day | # Days Per Week |  | Check | Job Classification     | # Workers | # Hrs Per Day | # Days Per Week |
|-------|-------------------------------------|-----------|---------------|-----------------|--|-------|------------------------|-----------|---------------|-----------------|
|       | Accounting Technician 2             |           |               |                 |  |       | Laboratory Assistant 3 |           |               |                 |
|       | Administrative Services Assistant 1 |           |               |                 |  |       | Laborer                |           |               |                 |
|       | Administrative Services Assistant 2 |           |               |                 |  |       | Mail Runner            |           |               |                 |
|       | Cook                                |           |               |                 |  |       | Office Assistant 2     |           |               |                 |
|       | Custodian                           |           |               |                 |  |       | Office Assistant 3     |           |               |                 |
|       | Data Entry Operator 2               |           |               |                 |  |       | Paralegal              |           |               |                 |
|       | Executive Secretary                 |           |               |                 |  |       | Parking Attendant      |           |               |                 |
|       | Groundskeeper                       |           |               |                 |  |       | Word Processor         |           |               |                 |
|       | Health Service Worker               |           |               |                 |  |       |                        |           |               |                 |

### VENDOR INSTRUCTIONS:

- Please attach a brief description of job duties **if different from** Purchasing Division TEMP24 written job descriptions.
- If you have problems with employee time sheets or employee(s), **immediately** contact the agency listed above
- If you need additional space for specific instructions, including dress code, background check, etc., please attach the state agency temporary worker(s) requirements form from WV Purchasing Division statewide contracts website.

### AGENCY INSTRUCTIONS: (Please use additional sheets if more space is required).

Agency Representative Signature: \_\_\_\_\_

Title: \_\_\_\_\_

### EXCEPTIONAL LABOR RESPONSE:

# TEMPORARY SERVICES CHANGE NOTICE

Please complete this form and Email to Vendor

## TO BE COMPLETED BY STATE AGENCY

|                                                   |                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
|---------------------------------------------------|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Agency Name:                                      |                                                           | Request Date:                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| Contact Person:                                   |                                                           | Employee Name:                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| Contact Title:                                    |                                                           | Last Day Worked:                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| Contact Phone:                                    |                                                           | Shift Start Time:                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
| Contact Fax:                                      |                                                           | Shift End Time:                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
| (Required Information)<br>State PO#:<br><br>_____ | (Vendor Use ONLY)<br>Vendor PO or Tracking #<br><br>_____ | <b>PLEASE NOTE:</b> This temporary services <u>waiver</u> covers <b>ONLY</b> the Contract Period _____ through _____.<br><b>VENDOR will NOT</b> be financially responsible for any payment(s) your agency incur for temporary worker placement(s) in this position beyond _____. Please be advised that <b>at the end of the Contract Waiver period listed above, your agency MUST re-contact VENDOR for a new CONTRACT or Waiver. THIS BOX TO BE COMPLETED BY VENDOR ONLY.</b> |  |
| Job Location:                                     |                                                           | Vendor Contact:                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
| County:                                           |                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
|                                                   |                                                           | Vendor Phone Number:                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |

## REASON FOR EMPLOYEE LEAVING POSITION

|                                                                                                                                                                                                                                                                                                                                                                                         |        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| <input type="checkbox"/> The temporary employee assigned to this position has resigned.<br><input type="checkbox"/> The State Agency is requesting a replacement worker to replace the current worker.<br><input type="checkbox"/> The need for this position has ended.<br><input type="checkbox"/> Other (Please attach additional sheet(s) if required).<br><input type="checkbox"/> |        |
| <b>State Agency Comments:</b> (Please attach additional sheet(s) if additional space is required)                                                                                                                                                                                                                                                                                       |        |
| Agency Representative:                                                                                                                                                                                                                                                                                                                                                                  | Title: |

## VENDOR LABOR RESPONSE

|                                                                                            |              |             |
|--------------------------------------------------------------------------------------------|--------------|-------------|
| VENDOR IS: (___able – ___unable) to supply _____ personnel to the above requesting agency. |              |             |
| VENDOR Signature: _____                                                                    | Title: _____ | Date: _____ |
| The individual(s) assigned to fill your position(s) will be: _____                         |              |             |
| _____ Employee(s) will begin work on _____                                                 |              |             |
| VENDOR will bill your agency at the State Contracted hourly pay rate of \$ _____           |              |             |

The VENDOR is (\_\_\_\_\_able \_\_\_\_\_unable) to supply # \_\_\_\_\_ temporary employee(s) with the State Agency.

**VENDOR Signature:** \_\_\_\_\_ **Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The individual(s) assigned to fill your position(s) will be \_\_\_\_\_

Employee(s) will begin work on \_\_\_\_\_

VENDOR will bill your agency at the State Contract hourly pay rate of \$ \_\_\_\_\_

WV STATE GOVERNMENTHIPAA BUSINESS ASSOCIATE ADDENDUM

This Health Insurance Portability and Accountability Act of 1996 (hereafter, HIPAA) Business Associate Addendum ("Addendum") is made a part of the Agreement ("Agreement") by and between the State of West Virginia ("Agency"), and Business Associate ("Associate"), and is effective as of the date of execution of the Addendum.

The Associate performs certain services on behalf of or for the Agency pursuant to the underlying Agreement that requires the exchange of information including protected health information protected by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as amended by the American Recovery and Reinvestment Act of 2009 (Pub. L. No. 111-5) (the "HITECH Act"), any associated regulations and the federal regulations published at 45 CFR parts 160 and 164 (sometimes collectively referred to as "HIPAA"). The Agency is a "Covered Entity" as that term is defined in HIPAA, and the parties to the underlying Agreement are entering into this Addendum to establish the responsibilities of both parties regarding HIPAA-covered information and to bring the underlying Agreement into compliance with HIPAA.

Whereas it is desirable, in order to further the continued efficient operations of Agency to disclose to its Associate certain information which may contain confidential individually identifiable health information (hereafter, Protected Health Information or PHI); and

Whereas, it is the desire of both parties that the confidentiality of the PHI disclosed hereunder be maintained and treated in accordance with all applicable laws relating to confidentiality, including the Privacy and Security Rules, the HITECH Act and its associated regulations, and the parties do agree to at all times treat the PHI and interpret this Addendum consistent with that desire.

NOW THEREFORE: the parties agree that in consideration of the mutual promises herein, in the Agreement, and of the exchange of PHI hereunder that:

**1. Definitions.** Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.

- a. **Agency Procurement Officer** shall mean the appropriate Agency individual listed at: <http://www.state.wv.us/admin/purchase/vrc/agencyli.html>.
- b. **Agent** shall mean those person(s) who are agent(s) of the Business Associate, in accordance with the Federal common law of agency, as referenced in 45 CFR § 160.402(c).
- c. **Breach** shall mean the acquisition, access, use or disclosure of protected health information which compromises the security or privacy of such information, except as excluded in the definition of Breach in 45 CFR § 164.402.
- d. **Business Associate** shall have the meaning given to such term in 45 CFR § 160.103.
- e. **HITECH Act** shall mean the Health Information Technology for Economic and Clinical Health Act. Public Law No. 111-05. 111<sup>th</sup> Congress (2009).

- f. **Privacy Rule** means the Standards for Privacy of Individually Identifiable Health Information found at 45 CFR Parts 160 and 164.
- g. **Protected Health Information or PHI** shall have the meaning given to such term in 45 CFR § 160.103, limited to the information created or received by Associate from or on behalf of Agency.
- h. **Security Incident** means any known successful or unsuccessful attempt by an authorized or unauthorized individual to inappropriately use, disclose, modify, access, or destroy any information or interference with system operations in an information system.
- i. **Security Rule** means the Security Standards for the Protection of Electronic Protected Health Information found at 45 CFR Parts 160 and 164.
- j. **Subcontractor** means a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate.

## 2. Permitted Uses and Disclosures.

- a. **PHI Described.** This means PHI created, received, maintained or transmitted on behalf of the Agency by the Associate. This PHI is governed by this Addendum and is limited to the minimum necessary, to complete the tasks or to provide the services associated with the terms of the original Agreement, and is described in Appendix A.
- b. **Purposes.** Except as otherwise limited in this Addendum, Associate may use or disclose the PHI on behalf of, or to provide services to, Agency for the purposes necessary to complete the tasks, or provide the services, associated with, and required by the terms of the original Agreement, or as required by law, if such use or disclosure of the PHI would not violate the Privacy or Security Rules or applicable state law if done by Agency or Associate, or violate the minimum necessary and related Privacy and Security policies and procedures of the Agency. The Associate is directly liable under HIPAA for impermissible uses and disclosures of the PHI it handles on behalf of Agency.
- c. **Further Uses and Disclosures.** Except as otherwise limited in this Addendum, the Associate may disclose PHI to third parties for the purpose of its own proper management and administration, or as required by law, provided that (i) the disclosure is required by law, or (ii) the Associate has obtained from the third party reasonable assurances that the PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party by the Associate; and, (iii) an agreement to notify the Associate and Agency of any instances of which it (the third party) is aware in which the confidentiality of the information has been breached. To the extent practical, the information should be in a limited data set or the minimum necessary information pursuant to 45 CFR § 164.502, or take other measures as necessary to satisfy the Agency's obligations under 45 CFR § 164.502.

### 3. Obligations of Associate.

- a. **Stated Purposes Only.** The PHI may not be used by the Associate for any purpose other than as stated in this Addendum or as required or permitted by law.
- b. **Limited Disclosure.** The PHI is confidential and will not be disclosed by the Associate other than as stated in this Addendum or as required or permitted by law. Associate is prohibited from directly or indirectly receiving any remuneration in exchange for an individual's PHI unless Agency gives written approval and the individual provides a valid authorization. Associate will refrain from marketing activities that would violate HIPAA, including specifically Section 13406 of the HITECH Act. Associate will report to Agency any use or disclosure of the PHI, including any Security Incident not provided for by this Agreement of which it becomes aware.
- c. **Safeguards.** The Associate will use appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of the PHI, except as provided for in this Addendum. This shall include, but not be limited to:
  - i. Limitation of the groups of its workforce and agents, to whom the PHI is disclosed to those reasonably required to accomplish the purposes stated in this Addendum, and the use and disclosure of the minimum PHI necessary or a Limited Data Set;
  - ii. Appropriate notification and training of its workforce and agents in order to protect the PHI from unauthorized use and disclosure;
  - iii. Maintenance of a comprehensive, reasonable and appropriate written PHI privacy and security program that includes administrative, technical and physical safeguards appropriate to the size, nature, scope and complexity of the Associate's operations, in compliance with the Security Rule;
  - iv. In accordance with 45 CFR §§ 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the business associate agree to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information.
- d. **Compliance With Law.** The Associate will not use or disclose the PHI in a manner in violation of existing law and specifically not in violation of laws relating to confidentiality of PHI, including but not limited to, the Privacy and Security Rules.
- e. **Mitigation.** Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Associate of a use or disclosure of the PHI by Associate in violation of the requirements of this Addendum, and report its mitigation activity back to the Agency.

f. **Support of Individual Rights.**

- i. **Access to PHI.** Associate shall make the PHI maintained by Associate or its agents or subcontractors in Designated Record Sets available to Agency for inspection and copying, and in electronic format, if requested, within ten (10) days of a request by Agency to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.524 and consistent with Section 13405 of the HITECH Act.
- ii. **Amendment of PHI.** Within ten (10) days of receipt of a request from Agency for an amendment of the PHI or a record about an individual contained in a Designated Record Set, Associate or its agents or subcontractors shall make such PHI available to Agency for amendment and incorporate any such amendment to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.526.
- iii. **Accounting Rights.** Within ten (10) days of notice of a request for an accounting of disclosures of the PHI, Associate and its agents or subcontractors shall make available to Agency the documentation required to provide an accounting of disclosures to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR §164.528 and consistent with Section 13405 of the HITECH Act. Associate agrees to document disclosures of the PHI and information related to such disclosures as would be required for Agency to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR § 164.528. This should include a process that allows for an accounting to be collected and maintained by Associate and its agents or subcontractors for at least six (6) years from the date of disclosure, or longer if required by state law. At a minimum, such documentation shall include:
  - the date of disclosure;
  - the name of the entity or person who received the PHI, and if known, the address of the entity or person;
  - a brief description of the PHI disclosed; and
  - a brief statement of purposes of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure.
- iv. **Request for Restriction.** Under the direction of the Agency, abide by any individual's request to restrict the disclosure of PHI, consistent with the requirements of Section 13405 of the HITECH Act and 45 CFR § 164.522, when the Agency determines to do so (except as required by law) and if the disclosure is to a health plan for payment or health care operations and it pertains to a health care item or service for which the health care provider was paid in full "out-of-pocket."
- v. **Immediate Discontinuance of Use or Disclosure.** The Associate will immediately discontinue use or disclosure of Agency PHI pertaining to any individual when so requested by Agency. This includes, but is not limited to, cases in which an individual has withdrawn or modified an authorization to use or disclose PHI.

- g. **Retention of PHI.** Notwithstanding section 4.a. of this Addendum, Associate and its subcontractors or agents shall retain all PHI pursuant to state and federal law and shall continue to maintain the PHI required under Section 3.f. of this Addendum for a period of six (6) years after termination of the Agreement, or longer if required under state law.
- h. **Agent's, Subcontractor's Compliance.** The Associate shall notify the Agency of all subcontracts and agreements relating to the Agreement, where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum. Such notification shall occur within 30 (thirty) calendar days of the execution of the subcontract and shall be delivered to the Agency Procurement Officer. The Associate will ensure that any of its subcontractors, to whom it provides any of the PHI it receives hereunder, or to whom it provides any PHI which the Associate creates or receives on behalf of the Agency, agree to the restrictions and conditions which apply to the Associate hereunder. The Agency may request copies of downstream subcontracts and agreements to determine whether all restrictions, terms and conditions have been flowed down. Failure to ensure that downstream contracts, subcontracts and agreements contain the required restrictions, terms and conditions may result in termination of the Agreement.
- j. **Federal and Agency Access.** The Associate shall make its internal practices, books, and records relating to the use and disclosure of PHI, as well as the PHI, received from, or created or received by the Associate on behalf of the Agency available to the U.S. Secretary of Health and Human Services consistent with 45 CFR § 164.504. The Associate shall also make these records available to Agency, or Agency's contractor, for periodic audit of Associate's compliance with the Privacy and Security Rules. Upon Agency's request, the Associate shall provide proof of compliance with HIPAA and HITECH data privacy/protection guidelines, certification of a secure network and other assurance relative to compliance with the Privacy and Security Rules. This section shall also apply to Associate's subcontractors, if any.
- k. **Security.** The Associate shall take all steps necessary to ensure the continuous security of all PHI and data systems containing PHI. In addition, compliance with 74 FR 19006 Guidance Specifying the Technologies and Methodologies That Render PHI Unusable, Unreadable, or Indecipherable to Unauthorized Individuals for Purposes of the Breach Notification Requirements under Section 13402 of Title XIII is required, to the extent practicable. If Associate chooses not to adopt such methodologies as defined in 74 FR 19006 to secure the PHI governed by this Addendum, it must submit such written rationale, including its Security Risk Analysis, to the Agency Procurement Officer for review prior to the execution of the Addendum. This review may take up to ten (10) days.
- l. **Notification of Breach.** During the term of this Addendum, the Associate shall notify the Agency and, unless otherwise directed by the Agency in writing, the WV Office of Technology immediately by e-mail or web form upon the discovery of any Breach of unsecured PHI; or within 24 hours by e-mail or web form of any suspected Security Incident, intrusion or unauthorized use or disclosure of PHI in violation of this Agreement and this Addendum, or potential loss of confidential data affecting this Agreement. Notification shall be provided to the Agency Procurement Officer at [www.state.wv.us/admin/purchase/vrc/agencyli.htm](http://www.state.wv.us/admin/purchase/vrc/agencyli.htm) and,

unless otherwise directed by the Agency in writing, the Office of Technology at [incident@wv.gov](mailto:incident@wv.gov) or <https://apps.wv.gov/ot/ir/Default.aspx>.

The Associate shall immediately investigate such Security Incident, Breach, or unauthorized use or disclosure of PHI or confidential data. Within 72 hours of the discovery, the Associate shall notify the Agency Procurement Officer, and, unless otherwise directed by the Agency in writing, the Office of Technology of: (a) Date of discovery; (b) What data elements were involved and the extent of the data involved in the Breach; (c) A description of the unauthorized persons known or reasonably believed to have improperly used or disclosed PHI or confidential data; (d) A description of where the PHI or confidential data is believed to have been improperly transmitted, sent, or utilized; (e) A description of the probable causes of the improper use or disclosure; and (f) Whether any federal or state laws requiring individual notifications of Breaches are triggered.

Agency will coordinate with Associate to determine additional specific actions that will be required of the Associate for mitigation of the Breach, which may include notification to the individual or other authorities.

All associated costs shall be borne by the Associate. This may include, but not be limited to costs associated with notifying affected individuals.

If the Associate enters into a subcontract relating to the Agreement where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum, all such subcontracts or downstream agreements shall contain the same incident notification requirements as contained herein, with reporting directly to the Agency Procurement Officer. Failure to include such requirement in any subcontract or agreement may result in the Agency's termination of the Agreement.

- m. **Assistance in Litigation or Administrative Proceedings.** The Associate shall make itself and any subcontractors, workforce or agents assisting Associate in the performance of its obligations under this Agreement, available to the Agency at no cost to the Agency to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against the Agency, its officers or employees based upon claimed violations of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves inaction or actions by the Associate, except where Associate or its subcontractor, workforce or agent is a named as an adverse party.

#### 4. Addendum Administration.

- a. **Term.** This Addendum shall terminate on termination of the underlying Agreement or on the date the Agency terminates for cause as authorized in paragraph (c) of this Section, whichever is sooner.
- b. **Duties at Termination.** Upon any termination of the underlying Agreement, the Associate shall return or destroy, at the Agency's option, all PHI received from, or created or received by the Associate on behalf of the Agency that the Associate still maintains in any form and retain no copies of such PHI or, if such return or destruction is not feasible, the Associate shall extend the protections of this Addendum to the PHI and limit further uses and disclosures to the purposes that make the return or destruction of the PHI infeasible. This shall also apply to all agents and subcontractors of Associate. The duty of the Associate and its agents

and subcontractors to assist the Agency with any HIPAA required accounting of disclosures survives the termination of the underlying Agreement.

- c. **Termination for Cause.** Associate authorizes termination of this Agreement by Agency, if Agency determines Associate has violated a material term of the Agreement. Agency may, at its sole discretion, allow Associate a reasonable period of time to cure the material breach before termination.
- d. **Judicial or Administrative Proceedings.** The Agency may terminate this Agreement if the Associate is found guilty of a criminal violation of HIPAA. The Agency may terminate this Agreement if a finding or stipulation that the Associate has violated any standard or requirement of HIPAA/HITECH, or other security or privacy laws is made in any administrative or civil proceeding in which the Associate is a party or has been joined. Associate shall be subject to prosecution by the Department of Justice for violations of HIPAA/HITECH and shall be responsible for any and all costs associated with prosecution.
- e. **Survival.** The respective rights and obligations of Associate under this Addendum shall survive the termination of the underlying Agreement.

#### 5. General Provisions/Ownership of PHI.

- a. **Retention of Ownership.** Ownership of the PHI resides with the Agency and is to be returned on demand or destroyed at the Agency's option, at any time, and subject to the restrictions found within section 4.b. above.
- b. **Secondary PHI.** Any data or PHI generated from the PHI disclosed hereunder which would permit identification of an individual must be held confidential and is also the property of Agency.
- c. **Electronic Transmission.** Except as permitted by law or this Addendum, the PHI or any data generated from the PHI which would permit identification of an individual must not be transmitted to another party by electronic or other means for additional uses or disclosures not authorized by this Addendum or to another contractor, or allied agency, or affiliate without prior written approval of Agency.
- d. **No Sales.** Reports or data containing the PHI may not be sold without Agency's or the affected individual's written consent.
- e. **No Third-Party Beneficiaries.** Nothing express or implied in this Addendum is intended to confer, nor shall anything herein confer, upon any person other than Agency, Associate and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.
- f. **Interpretation.** The provisions of this Addendum shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provisions in this Addendum. The interpretation of this Addendum shall be made under the laws of the state of West Virginia.
- g. **Amendment.** The parties agree that to the extent necessary to comply with applicable law they will agree to further amend this Addendum.
- h. **Additional Terms and Conditions.** Additional discretionary terms may be included in the release order or change order process.

AGREED:

State of West Virginia  
Name of Agency: WV Purchasing Division

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Associate: \_\_\_\_\_  
(Vendor)

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Form - WVBAA-012004  
Amended 06.26.2013

APPROVED AS TO FORM THIS 26th  
DAY OF Jan 20 13  
BY Patrick Morrissey  
Attorney General

## Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. PHI not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Associate: Sonus Software Solutions Inc.,  
(Vendor)

Name of Agency: State of West Virginia, WV Purchasing Division

Describe the PHI (do not include any actual PHI). If not applicable, please indicate the same.

Included but not limited to the following:

Personal Health Information  
Personal Identifiable Information  
Social Security Number  
Addresses  
Tax Identification Information  
Personal Phone Numbers  
All Correspondence marked Confidential  
Financial Information  
Financial Account number  
Credit Card Numbers  
Debit Card Numbers,  
Driver's License Numbers,  
State ID Numbers  
Marital Status  
Home Address



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

|                                                                         |                            |                         |                                               |
|-------------------------------------------------------------------------|----------------------------|-------------------------|-----------------------------------------------|
| <b>Proc Folder:</b> 1453543                                             |                            |                         | <b>Reason for Modification:</b><br>ADDENDUM_1 |
| <b>Doc Description:</b> STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES |                            |                         |                                               |
| <b>Proc Type:</b> Statewide MA (Open End)                               |                            |                         |                                               |
| <b>Date Issued</b>                                                      | <b>Solicitation Closes</b> | <b>Solicitation No</b>  | <b>Version</b>                                |
| 2024-07-08                                                              | 2024-07-16 13:30           | CRFQ 0212 SWC2400000006 | 2                                             |

BID RECEIVING LOCATION

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

VENDOR

**Vendor Customer Code:** VS0000027455  
**Vendor Name :** Sonus Software Solutions Inc.,  
**Address :**  
**Street :** 504 W 800 N  
**City :** Orem  
**State :** Utah **Country :** USA **Zip :** 84057  
**Principal Contact :** Sonica Kommu/ President  
**Vendor Contact Phone:** (801) 770-3133 **Extension:** 107

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins  
(304) 558-2307  
mark.a.atkins@wv.gov

Vendor  
Signature X *K. Sonica*

FEIN# 46-3282585

DATE 07/15/2024

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

**ADDITIONAL INFORMATION**

ADDENDUM\_1 is issued for the following:

1.To publish the Purchasing Division's response to the questions submitted by Vendors during the Technical Questioning period.

No other changes made.

-----  
The West Virginia Purchasing Division is soliciting bids to establish a Statewide Open-End contract for (17) specific Temporary Job Classifications commonly required by State Agencies in all 55 counties in West Virginia, per the attached documents.

Note: Vendors bidding on each classification will be required to provide the job classification to all State Agencies throughout the State of West Virginia.

| INVOICE TO                                                       |    | SHIP TO                                                              |    |
|------------------------------------------------------------------|----|----------------------------------------------------------------------|----|
| ALL STATE AGENCIES<br>VARIOUS LOCATIONS AS<br>INDICATED BY ORDER |    | STATE OF WEST VIRGINIA<br>VARIOUS LOCATIONS AS<br>INDICATED BY ORDER |    |
| No City                                                          | WV | No City                                                              | WV |
| US                                                               |    | US                                                                   |    |

| Line | Comm Ln Desc                         | Qty     | Unit Issue | Unit Price | Total Price |
|------|--------------------------------------|---------|------------|------------|-------------|
| 1    | TEMPORARY EMPLOYEE STAFFING SERVICES | 0.00000 | HOURL      |            |             |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 80111600  |              |               |         |

**Extended Description:**

TEMPORARY EMPLOYEE STAFFING SERVICES:

Note: Vendor must use Exhibit\_A Pricing Page(s) for bid pricing and submit with bid.

If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line and attach the pricing page to their bid.

**SCHEDULE OF EVENTS**

| Line | Event                                  | Event Date |
|------|----------------------------------------|------------|
| 1    | Technical Questions due by 2:00 PM EDT | 2024-07-03 |

# SOLICITATION NUMBER: CRFQ 0212 SWC2400000006

## Addendum Number: 1

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The purpose of this addendum is to modify the solicitation identified as CRFQ 0212 SWC2400000006 ("Solicitation") to reflect the change(s) identified and described below.

### Applicable Addendum Category:

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

### Description of Modification to Solicitation:

1. To publish the Purchasing Division's response to the questions submitted by Vendors during the Technical Questioning period.

No other changes made.

**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.

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Question #1:</b> | <b>Please share the incumbent vendors and their pricing.</b>                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Response #1:</b> | <b>Please see Specification Section 1: PURPOSE AND SCOPE. A link to all the current contracts is available.</b>                                                                                                                                                                                                                                                                                                                            |
|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Question #2:</b> | <b>Is there any challenge fulfilling the needs with the existing contracts for related services or any specific improvements you are looking for?</b>                                                                                                                                                                                                                                                                                      |
| <b>Response #2:</b> | <b>Not a technical question. Current contracts will expire and have no remaining renewals.</b>                                                                                                                                                                                                                                                                                                                                             |
|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Question #3:</b> | <b>Is there any preference for local vendor?</b>                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Response #3:</b> | <b>Please see items: 15, and 15A, of the Instructions to Vendors Submitting Bids document.</b>                                                                                                                                                                                                                                                                                                                                             |
|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Question #4:</b> | <b>What is the exact work location and the working hours?</b>                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Response #4:</b> | <b>Vendor must provide workers across the entire state of WV per Specification 1 Purpose and Scope.</b>                                                                                                                                                                                                                                                                                                                                    |
|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Question #5:</b> | <b>What are the overtime terms and orientation process if required for any role.</b>                                                                                                                                                                                                                                                                                                                                                       |
| <b>Response #5:</b> | <b>See Specification Section 4.1.2 Overtime, Holiday Pay, and PTO.</b>                                                                                                                                                                                                                                                                                                                                                                     |
|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Question #6</b>  | <b>Please share type of background check and drug test required.</b>                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Response #6:</b> | <p><b>Please see Specification Section 4.1.7.2 &amp; Section 4.1.8.1.1 which states: Agency will provide the type of drug testing required when requesting a temporary worker AND When a background check is required, the agency shall specify the requirements on the request form to the vendor.</b></p> <p><b>Additional information on Background Checks is provided in the General Terms &amp; Conditions document Item #40.</b></p> |
|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|                     |                                                                      |
|---------------------|----------------------------------------------------------------------|
| <b>Question #7:</b> | <b>Will there be a kick-off meeting one the contract is awarded?</b> |
| <b>Response #7:</b> | <b>No.</b>                                                           |

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Question #8:</b>  | <b>Are questions asked here or Online?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Response #8:</b>  | <b>See Item 4 Vendor Question Deadline in the Instructions to Vendors Submitting Bids document.</b>                                                                                                                                                                                                                                                                                                                                                                                                    |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Question #9:</b>  | <b>Exhibit A... what does Withholding rate mean in column 3? Is it our payroll taxes incurred + margins etc.</b>                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Response #9:</b>  | <b>Per Specification Section 2.5 which states: "Withholding Rate" means any fee, tax or other sum of money required to be withheld from an employee's paycheck by federal, state, county, or municipal governing bodies.</b>                                                                                                                                                                                                                                                                           |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Question #10:</b> | <b>Can we give all details in Exhibit A, state wise rates? The West Virginia Purchasing Division is soliciting bids to establish a Statewide Open-End contract for (17) specific Temporary Job Classifications commonly required by State Agencies in all 55 counties in West Virginia, per the attached documents. Note: Vendors bidding on each classification will be required to provide the job classification to all State Agencies throughout the State of West Virginia.</b>                   |
| <b>Response 10:</b>  | <b>Do not understand the question. The Exhibit A Pricing Page is for Temporary Workers to be provided to any state agency in WV using the contract. The hourly rate an agency will pay is the Total Rate provided for the worker classification requested in vendors bid submittal. Failure to complete the Exhibit A Pricing Page for each job classification bid may result in bid disqualification.</b><br><br><b>For further clarification, please see Specification Section 5.2 Pricing Page.</b> |
|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Question #11:</b> | <b>What is the annual budget of the contract?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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| <b>Response #11:</b> | <b>The State does not share budget information. However, per Specification Section 1 Purpose and Scope Subsection 1.1 NOTE: Due to the numerous and varied end users of this contract, the Purchasing Division cannot provide the actual spending amounts from the previous contracts. The State estimates yearly spending amounts to be more than one (1) million dollars per calendar year for all classifications requested in this RFQ. Estimated spend is for reference only and no future spending or usage is guaranteed.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| <b>Question #12:</b> | <b>How many vendors would be awarded?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Response #12:</b> | <b>See Specification Section 5.1 Contract Award: The Contract is intended to provide State Agency's with a purchase price for the Contract Services listed in the RFQ. The Contract award may be limited to the three (3) lowest bidders meeting the specifications in each of the job classifications. The lowest responsible bidder for a classification will receive the #1 ranking, the second lowest responsible bidder for a classification will receive the #2 ranking, and the third lowest responsible bidder for a classification will receive the #3 ranking. Agencies will begin orders by contacting the #1 ranked vendor. If the vendor is unable to provide the worker at request, then the agency will move to the next ranking until the position is filled. Under this scenario, it will be possible for a Vendor to be awarded a contract for only a portion of the temporary positions they bid on. The number of awarded contracts will be issued according to the best interest of the State.</b> |
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| <b>Question #13:</b> | <b>Is this bid refresh? If yes, Can you share details from where we can get old proposal details?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Response #13:</b> | <b>Per Specification Section 1 Purpose and Scope: This solicitation is intended to replace the expiring Statewide Contract for Temporary Workers (TEMP21) expiring 07/14/2024. The TEMP21 (21A thru 21I) contracts can be viewed on the Purchasing Division's Statewide Contracts page at:<br/><a href="http://www.state.wv.us/admin/purchase/swc/TEMP.htm">http://www.state.wv.us/admin/purchase/swc/TEMP.htm</a></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>Question #14:</b> | <b>Is this a re-compete RFP? If yes, Could you please share the name of Current Suppliers (who are currently providing services to Agency)?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Response #14:</b> | <b>See Response #1.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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| <b>Question #15:</b> | <b>Could you please share current Supplier's pricing and Proposals?</b>                                                                                               |
| <b>Response #15:</b> | <b>See Response #1.</b>                                                                                                                                               |
|                      |                                                                                                                                                                       |
| <b>Question #16:</b> | <b>When the existing contract was started, and what is the annual monetary spent value of the current contract since inception?</b>                                   |
| <b>Response #16:</b> | <b>See Response #11.</b>                                                                                                                                              |
|                      |                                                                                                                                                                       |
| <b>Question #17:</b> | <b>How many resources are currently engaged in the current contract?</b>                                                                                              |
| <b>Response #17:</b> | <b>See Response #1.</b>                                                                                                                                               |
|                      |                                                                                                                                                                       |
| <b>Question #18:</b> | <b>Can you please share the no. of positions served in previous years under this contract?</b>                                                                        |
| <b>Response #18:</b> | <b>No information available.</b>                                                                                                                                      |
|                      |                                                                                                                                                                       |
| <b>Question #19:</b> | <b>Can you please share the amount of business each vendor did under this contract in previous years?</b>                                                             |
| <b>Response #19:</b> | <b>The State does not have usage reports for the previous contracts. New contracts will mandate quarterly usage reports per Specification Section 4.1.13 Reports.</b> |

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|                      | See Specification Section 1 Purpose and Scope Subsection 1.1 NOTE: Due to the numerous and varied end users of this contract, the Purchasing Division cannot provide the actual spending amounts from the previous contracts. The State estimates yearly spending amounts to be more than one (1) million dollars per calendar year for all classifications requested in this RFQ. Estimated spend is for reference only and no future spending or usage is guaranteed. |
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| <b>Question #20:</b> | <b>Is there any local preference for this contract?</b>                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Response #20:</b> | <b>See Response #3.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <b>Question #21:</b> | <b>What will be the estimated annual budget for this project?</b>                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Response #21:</b> | <b>See Response #11.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <b>Question #22:</b> | <b>Would you be accepting references from public as well as commercial entities?</b>                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Response #22:</b> | <b>No.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <b>Question #23:</b> | <b>Is sub-contracting required for this contract?</b>                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Response #23:</b> | <b>No.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <b>Question #24</b>  | <b>How many vendors agency is planning to select?</b>                                                                                                                                                                                                   |
| <b>Response #24:</b> | <b>See Response #12.</b>                                                                                                                                                                                                                                |
|                      |                                                                                                                                                                                                                                                         |
| <b>Question #25:</b> | <b>Is there any Performance Bond for this contract?</b>                                                                                                                                                                                                 |
| <b>Response #25:</b> | <b>No.</b>                                                                                                                                                                                                                                              |
|                      |                                                                                                                                                                                                                                                         |
| <b>Question #26:</b> | <b>We could not find any Proposal format in the CRFQ. Is there any specific format in which the vendors should prepare their proposals for submission?</b>                                                                                              |
| <b>Response #26:</b> | <b>Please refer to the "Instructions to Vendors Submitting Bids" document for bid submission guidance.</b>                                                                                                                                              |
|                      |                                                                                                                                                                                                                                                         |
| <b>Question #27:</b> | <b>Could you please list the mandatory attachments we are required to submit?</b>                                                                                                                                                                       |
| <b>Response #27:</b> | <b>All documents or information required to be submitted with the bid are identified in the solicitation documents. Please refer to item #22 "WITH THE BID REQUIREMENTS" located in the Instruction to Bidders document for additional information.</b> |
|                      |                                                                                                                                                                                                                                                         |
| <b>Question #28:</b> | <b>Please confirm if Exhibit B is a required form at the time of submission. If yes, can we disregard the signature of the Temporary Worker in it?</b>                                                                                                  |
| <b>Response #28:</b> | <b>Exhibit_B is optional for agencies to submit at time of worker request. This is not required with bid submission.</b>                                                                                                                                |

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| <b>Question #29:</b> | <b>Please confirm if Appendix A (Page 81) of the CRFQ is to be submitted?</b>                                                                                                            |
| <b>Response #29:</b> | <b>This should be submitted with bid but will be required prior to award.</b>                                                                                                            |
|                      |                                                                                                                                                                                          |
| <b>Question #30:</b> | <b>Will the response to this CRFQ be evaluated by the lowest pricing to the given Job Classifications? Please provide the evaluation criteria for evaluating the bids for this CRFQ.</b> |
| <b>Response #30:</b> | <b>See Specification Section 5.</b>                                                                                                                                                      |
|                      |                                                                                                                                                                                          |
| <b>Question #31</b>  | <b>Please provide us with an estimated NTE budget allocated for this contract.</b>                                                                                                       |
| <b>Response #31:</b> | <b>The State does not share budget information.</b>                                                                                                                                      |
|                      |                                                                                                                                                                                          |
| <b>Question #32:</b> | <b>What is the tentative start date of this engagement?</b>                                                                                                                              |
| <b>Response #32:</b> | <b>The current contracts expire 7/14/2024 and the State anticipates awarding contracts expeditiously .</b>                                                                               |
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| <b>Question #33:</b> | <b>What is the work location of the proposed candidates?</b>                                                                                                                             |

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| <b>Response #33:</b> | <b>Vendor will be required to provide temporary workers for all positions provided in their bid submittal for the entire State of WV.</b> |
|                      |                                                                                                                                           |
| <b>Question #34:</b> | <b>Is this a new contract or a recompetete?</b>                                                                                           |
| <b>Response #34:</b> | <b>See Specification Section 1.</b>                                                                                                       |
|                      |                                                                                                                                           |
| <b>Question #35:</b> | <b>Are the incumbents eligible to submit the proposal again?</b>                                                                          |
| <b>Response #35:</b> | <b>Yes.</b>                                                                                                                               |
|                      |                                                                                                                                           |
| <b>Question #36:</b> | <b>Are there any pain points or issues with the current vendor(s)?</b>                                                                    |
| <b>Response #36:</b> | <b>Not a technical Question.</b>                                                                                                          |
|                      |                                                                                                                                           |
| <b>Question #37:</b> | <b>Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?</b>    |
| <b>Response #37:</b> | <b>No.</b>                                                                                                                                |
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| <b>Question #38:</b> | <b>How many positions were used in the previous contract?</b>                                                                                                                                |
| <b>Response #38:</b> | <b>See Response #19.</b>                                                                                                                                                                     |
|                      |                                                                                                                                                                                              |
| <b>Question #39:</b> | <b>How many positions will be required per year or throughout the contract term?</b>                                                                                                         |
| <b>Response #39:</b> | <b>Vendor will be required to place all workers for the positions submitted in their bid. This is an at-need contract and anticipated usage is not available.</b>                            |
|                      |                                                                                                                                                                                              |
| <b>Question #40:</b> | <b>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?</b>                         |
| <b>Response #40:</b> | <b>Approval of temporary workers and their qualification will be at the sole discretion of the agency.</b>                                                                                   |
|                      |                                                                                                                                                                                              |
| <b>Question #41:</b> | <b>Can we provide hourly rate ranges in the price proposal?</b>                                                                                                                              |
| <b>Response #41:</b> | <b>Pricing is fixed. See Specification 4.1.3 Fee Adjustment and Item #13 of the General Terms and Conditions for further clarification.</b>                                                  |
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| <b>Question #42:</b> | <b>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?</b> |
| <b>Response #42:</b> | <b>It is anticipated all work will be done onsite. However, the requesting agency will provide all necessary instructions at time of request.</b>                                            |

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| <b>Question #43:</b> | <b>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?</b>                                                                                                     |
| <b>Response #43:</b> | <b>No. Resumes will not be required or accepted with bids.</b>                                                                                                                                                                                                                   |
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| <b>Question #44:</b> | <b>Could you please provide the list of holidays?</b>                                                                                                                                                                                                                            |
| <b>Response #44:</b> | <b>See Specification Section 4.1.2.5 WV Code §2-2-1 specifies State holidays. You may review these at:<br/><a href="https://law.justia.com/codes/west-virginia/2011/chapter02/article2/2-2-1/">https://law.justia.com/codes/west-virginia/2011/chapter02/article2/2-2-1/</a></b> |
|                      |                                                                                                                                                                                                                                                                                  |
| <b>Question #45:</b> | <b>Are there any mandated Paid Time Off, Vacation, etc.?</b>                                                                                                                                                                                                                     |
| <b>Response #45:</b> | <b>See Specification Section 4.1.2 Overtime, Holiday Pay and PTO.</b>                                                                                                                                                                                                            |
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| <b>Question #46:</b> | <b>Is this a new contract or renewal of an existing contract?</b>                                                                                                                                                                                                                |
| <b>Response #46:</b> | <b>See Specification Section 1 Purpose and Scope.</b>                                                                                                                                                                                                                            |
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| <b>Question #47:</b> | <b>If there is an existing contract, could you please share the names of the current vendors and their pricing?</b>                                                                                                                                                              |

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| <b>Response #47:</b> | <b>See Response #1.</b>                                                                                                                                                                                        |
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| <b>Question #48:</b> | <b>In order to be considered responsive for this solicitation, is it mandatory to bid on all positions?</b>                                                                                                    |
| <b>Response #48:</b> | <b>No. But any position bid will be required for the entire State of WV. Please see Specification Section 5 Contract Award for further clarification.</b>                                                      |
|                      |                                                                                                                                                                                                                |
| <b>Question #49:</b> | <b>What is the estimated budget for this contract?</b>                                                                                                                                                         |
| <b>Response #49:</b> | <b>The State does not share budget information.</b>                                                                                                                                                            |
|                      |                                                                                                                                                                                                                |
| <b>Question #50:</b> | <b>Is it mandatory to subcontract?</b>                                                                                                                                                                         |
| <b>Response #50:</b> | <b>No.</b>                                                                                                                                                                                                     |
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| <b>Question #51:</b> | <b>Could you please provide information on the daily duration of shifts required for the necessary professions? For example, the number of hours per day?</b>                                                  |
| <b>Response #51:</b> | <b>This is an at-need contract and the using agencies will provide all the requirements in the worker request form. See Specification Section 4.1.15 Agency Ordering Procedures for further clarification.</b> |
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| <b>Question #52:</b> | <b>Is it mandatory to bid on all positions?</b>                                                             |
| <b>Response #52:</b> | <b>See Response #48.</b>                                                                                    |
|                      |                                                                                                             |
| <b>Question #53:</b> | <b>Will the state be giving more preference to the vendors who will bid on all positions?</b>               |
| <b>Response #53:</b> | <b>See Response #3.</b>                                                                                     |
|                      |                                                                                                             |
| <b>Question #54:</b> | <b>Is it mandatory to have local offices where the services needed?</b>                                     |
| <b>Response #54:</b> | <b>No. However it is recommended that vendors carefully read Specification Section 4.1.15 Requirements.</b> |
|                      |                                                                                                             |
| <b>Question #55:</b> | <b>Is it mandatory to have physical office in West Virginia?</b>                                            |
| <b>Response #55:</b> | <b>See Response #54.</b>                                                                                    |
|                      |                                                                                                             |
| <b>Question #56:</b> | <b>Could you please share the content needed to be submitted with the proposal?</b>                         |
| <b>Response #56:</b> | <b>Please refer to the “Instructions to Vendors Submitting Bids” document for bid submission guidance.</b>  |

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| <b>Question #57:</b> | <b>Do we need to provide vendor's client references with the proposal? Please confirm.</b>                                                                                                                          |
| <b>Response #57:</b> | <b>No, references will not be accepted.</b>                                                                                                                                                                         |
|                      |                                                                                                                                                                                                                     |
| <b>Question #58:</b> | <b>Can we provide commercial client references? Please confirm.</b>                                                                                                                                                 |
| <b>Response #58:</b> | <b>No, references will not be accepted.</b>                                                                                                                                                                         |
|                      |                                                                                                                                                                                                                     |
| <b>Question #59:</b> | <b>Can we provide mix of government and commercial references? Please confirm.</b>                                                                                                                                  |
| <b>Response #59:</b> | <b>No, references will not be accepted.</b>                                                                                                                                                                         |
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| <b>Question #60:</b> | <b>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.</b> |
| <b>Response #60:</b> | <b>See Response #51.</b>                                                                                                                                                                                            |
|                      |                                                                                                                                                                                                                     |
| <b>Question #61:</b> | <b>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?</b>                                     |

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| <b>Response #61:</b> | <b>No VMS will be utilized.</b>                                                                                                                                                                                  |
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| <b>Question #62:</b> | <b>Can you confirm whether requisitions/task orders under the resulting contract will be sent to all selected vendors?</b>                                                                                       |
| <b>Response #62:</b> | <b>See Response #51.</b>                                                                                                                                                                                         |
|                      |                                                                                                                                                                                                                  |
| <b>Question #63:</b> | <b>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?</b> |
| <b>Response #63:</b> | <b>See Response #51 and Specification Section 5 Contract Award.</b>                                                                                                                                              |
|                      |                                                                                                                                                                                                                  |
| <b>Question #64:</b> | <b>What will be the contract start date?</b>                                                                                                                                                                     |
| <b>Response #64:</b> | <b>See Response #32.</b>                                                                                                                                                                                         |
|                      |                                                                                                                                                                                                                  |
| <b>Question #65:</b> | <b>How many resources are currently engaged in the current contract?</b>                                                                                                                                         |
| <b>Response #65:</b> | <b>See Response #1.</b>                                                                                                                                                                                          |
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| <b>Question #66:</b> | <b>Can you please share the no. of positions served in previous years under this contract?</b>                                        |
| <b>Response #66:</b> | <b>No information available, see Specification 1.</b>                                                                                 |
|                      |                                                                                                                                       |
| <b>Question #67:</b> | <b>What will be the estimated annual budget for this project?</b>                                                                     |
| <b>Response #67:</b> | <b>State does not disclose budgeting.</b>                                                                                             |
|                      |                                                                                                                                       |
| <b>Question #68:</b> | <b>Is sub-contracting required for this contract?</b>                                                                                 |
| <b>Response #68:</b> | <b>No.</b>                                                                                                                            |
|                      |                                                                                                                                       |
| <b>Question #69:</b> | <b>Please confirm the sub- contracting goal that can full fill the requirement?</b>                                                   |
| <b>Response #69:</b> | <b>N/A</b>                                                                                                                            |
|                      |                                                                                                                                       |
| <b>Question #70:</b> | <b>How many staff requirement for each position mentioned in the RFP we can expect under this contract throughout the given term?</b> |
| <b>Response #70:</b> | <b>Agencies request at time of need.</b>                                                                                              |

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| <b>Question #71:</b> | <b>What would be the shift timings for the given positions?</b>                                                                                                                        |
| <b>Response #71:</b> | <b>Agencies will give requirements at time of request/need.</b>                                                                                                                        |
|                      |                                                                                                                                                                                        |
| <b>Question #72:</b> | <b>Can you please confirm the most commonly filled positions of this contract?</b>                                                                                                     |
| <b>Response #72:</b> | <b>Information not available. Vendor will be required to fill all positions submitted in their bid.</b>                                                                                |
|                      |                                                                                                                                                                                        |
| <b>Question #73:</b> | <b>What would be the estimated hours per week for given positions?</b>                                                                                                                 |
| <b>Response #73:</b> | <b>Agencies will give requirements at time of request/need.</b>                                                                                                                        |
|                      |                                                                                                                                                                                        |
| <b>Question #74:</b> | <b>Could you please share the year wise spend of the contract?</b>                                                                                                                     |
| <b>Response #74:</b> | <b>See Response #1.</b>                                                                                                                                                                |
|                      |                                                                                                                                                                                        |
| <b>Question #75:</b> | <b>Can the state please provide the following information around usage for the previous 3 years:<br/>Historical usage (hours) by labor category<br/>Contracted staff hours by year</b> |

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|                      | <b>Contracted rates by labor category</b><br><b>List of state facilities that have utilized temporary staff and number of FTE's</b>                                                                                                                                                                                                                         |
| <b>Response #75:</b> | <b>Information not available. See Response 1.</b>                                                                                                                                                                                                                                                                                                           |
|                      |                                                                                                                                                                                                                                                                                                                                                             |
| <b>Question #76:</b> | <b>Please provide a current breakdown of contracted staff working on full-time assignments vs per diem.</b>                                                                                                                                                                                                                                                 |
| <b>Response #76:</b> | <b>See Response #75.</b>                                                                                                                                                                                                                                                                                                                                    |
|                      |                                                                                                                                                                                                                                                                                                                                                             |
| <b>Question #77:</b> | <b>What is the standard assignment length for a temporary worker?</b>                                                                                                                                                                                                                                                                                       |
| <b>Response #77:</b> | <b>Staffing needs are determined by each agency using the contract. The State permits delivery orders from each agency to last up to one year. If the agency determines the staffing need to continue, then a new delivery order will be created for up to the one-year term limit following the delivery order guidelines established in the contract.</b> |
|                      |                                                                                                                                                                                                                                                                                                                                                             |
| <b>Question #78:</b> | <b>What is the state's process if the (3) selected vendors are unable to fulfil a request for temporary staff?</b>                                                                                                                                                                                                                                          |
| <b>Response #78:</b> | <b>See Response #51 and Specification Section 5 Contract Award.</b>                                                                                                                                                                                                                                                                                         |
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| <b>Question #79:</b> | <b>Can vendors propose exceptions or redlines to contract terms? If so, when are negotiations to take place?</b>                                                                                                                                                                                                                                            |

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| <b>Response #79:</b> | <b>See Item #11 in the Instructions to Vendors Submitting Bids document carefully as exceptions may result in bid disqualification.</b> |
|                      |                                                                                                                                         |
| <b>Question #80:</b> | <b>Will vendors face any penalties for the inability to deliver on temporary staffing request?</b>                                      |
| <b>Response #80:</b> | <b>See Specification Section 10 Vendor Default and Item 19 Cancellation in the General Terms and Conditions.</b>                        |
|                      |                                                                                                                                         |
| <b>Question #81:</b> | <b>What is the standard work week? i.e. Sunday – Saturday</b>                                                                           |
| <b>Response #81:</b> | <b>Need will vary by Agency. Agencies will identify the workweek needed for the temporary worker at time of request.</b>                |
|                      |                                                                                                                                         |
| <b>Question #82:</b> | <b>Can the state please confirm the documents required to be submitted for a compliant proposal?</b>                                    |
| <b>Response #82:</b> | <b>See Response #27.</b>                                                                                                                |
|                      |                                                                                                                                         |
| <b>Question #83:</b> | <b>What is the anticipated annual and total spend for this contract?</b>                                                                |
| <b>Response #83:</b> | <b>See Response #1.</b>                                                                                                                 |
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| <b>Question #84:</b> | <b>What is the number of requirements expected per year?</b>                                                                                                                                                                                                                                                                                                |
| <b>Response #84:</b> | <b>Staffing needs are determined by each agency using the contract.</b>                                                                                                                                                                                                                                                                                     |
|                      |                                                                                                                                                                                                                                                                                                                                                             |
| <b>Question #85:</b> | <b>What is the average duration of assignment of temporary employees?</b>                                                                                                                                                                                                                                                                                   |
| <b>Response #85:</b> | <b>Staffing needs are determined by each agency using the contract. The State permits delivery orders from each agency to last up to one year. If the agency determines the staffing need to continue, then a new delivery order will be created for up to the one-year term limit following the delivery order guidelines established in the contract.</b> |
|                      |                                                                                                                                                                                                                                                                                                                                                             |
| <b>Question #86:</b> | <b>Could you please provide the list of holidays?</b>                                                                                                                                                                                                                                                                                                       |
| <b>Response #86:</b> | <b>See Specification Section 4.1.2.5 WV Code §2-2-1 specifies State holidays. You may review these at:<br/><a href="https://law.justia.com/codes/west-virginia/2011/chapter02/article2/2-2-1/">https://law.justia.com/codes/west-virginia/2011/chapter02/article2/2-2-1/</a></b>                                                                            |
|                      |                                                                                                                                                                                                                                                                                                                                                             |
| <b>Question #87:</b> | <b>Are there any mandated Paid Time Off, Vacation, etc.?</b>                                                                                                                                                                                                                                                                                                |
| <b>Response #87:</b> | <b>See Specification Section 4.1.2 Overtime, Holiday Pay and PTO.</b>                                                                                                                                                                                                                                                                                       |
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| <b>Question #88:</b> | <b>What are the typical working hours?</b>                                                                                                                                                                                                                                                                                                                  |

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| <b>Response #88:</b> | <b>Staffing needs are determined by each agency using the contract.</b>                                                                                                                                                                                                              |
|                      |                                                                                                                                                                                                                                                                                      |
| <b>Question #89:</b> | <b>How many incumbents are going to be hired from each position?</b>                                                                                                                                                                                                                 |
| <b>Response #89:</b> | <b>Talent will not be transitioned. Delivery orders are valid up to a maximum of one year from the start date of the temporary worker. At the end of the delivery order term, the agency will be required to issue a new delivery order if the staffing need continues to exist.</b> |
|                      |                                                                                                                                                                                                                                                                                      |
| <b>Question #90:</b> | <b>How many suppliers does the Purchasing Division intend to award?</b>                                                                                                                                                                                                              |
| <b>Response #90:</b> | <b>See Specification Section 1 Contract Award.</b>                                                                                                                                                                                                                                   |
|                      |                                                                                                                                                                                                                                                                                      |
| <b>Question #90:</b> | <b>What is the tentative start date of this engagement?</b>                                                                                                                                                                                                                          |
| <b>Response #90:</b> | <b>See Response #32.</b>                                                                                                                                                                                                                                                             |
|                      |                                                                                                                                                                                                                                                                                      |
| <b>Question #91:</b> | <b>When does the Purchasing Division anticipate completing its evaluation and notifying respondents of its recommended awardee(s)?</b>                                                                                                                                               |
| <b>Response #91:</b> | <b>Not a technical question.</b>                                                                                                                                                                                                                                                     |
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| <b>Question #92:</b> | <b>Can you please share the amount of business each vendor did under this contract in previous years?</b>                                                                        |
| <b>Response #92:</b> | <b>Information not available. See Specification Section 1.</b>                                                                                                                   |
|                      |                                                                                                                                                                                  |
| <b>Question #93:</b> | <b>Please confirm if we need to include the entire CRFQ document with the bid response.</b>                                                                                      |
| <b>Response #93:</b> | <b>See Response #27.</b>                                                                                                                                                         |
|                      |                                                                                                                                                                                  |
| <b>Question #94:</b> | <b>What are the strengths and weaknesses of your current program?</b>                                                                                                            |
| <b>Response #94:</b> | <b>Not a technical question.</b>                                                                                                                                                 |
|                      |                                                                                                                                                                                  |
| <b>Question #95:</b> | <b>What does the Purchasing Division mean by "Withholding Rate" in Exhibit A Pricing Page? Is it mandatory to include the Withholding Rate?</b>                                  |
| <b>Response #95:</b> | <b>See Response #9. Also, Per Specification 5.2 "...A vendor must complete the hourly rate paid to the Temporary Worker (Worker Pay rate), Withholding, and Overhead rates".</b> |
|                      |                                                                                                                                                                                  |
| <b>Question #96:</b> | <b>Does the Purchasing Division require anything else as a part of the bid response apart from CRFQ Form, Exhibit A Pricing Page, Page 23 of the CRFQ?</b>                       |
| <b>Response #96:</b> | <b>See Response #27.</b>                                                                                                                                                         |

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| <b>Question #97:</b>  | <b>Please confirm that submission of bid through wvOASIS shall suffice and does not further require hardcopy submission.</b> |
| <b>Response #97:</b>  | <b>See Item #6 of the Instructions to Vendors document.</b>                                                                  |
|                       |                                                                                                                              |
| <b>Question #98:</b>  | <b>Is there any goal for this RFP? If yes, please provide the goal percentage.</b>                                           |
| <b>Response #98:</b>  | <b>No.</b>                                                                                                                   |
|                       |                                                                                                                              |
| <b>Question #99:</b>  | <b>Please confirm if we need to provide the Certificate of Insurance after the award.</b>                                    |
| <b>Response #99:</b>  | <b>Yes, the Insurance Certificate should submit with bid but will be required prior to award.</b>                            |
|                       |                                                                                                                              |
| <b>Question #100:</b> | <b>Please confirm that "EXHIBIT_B Temporary Worker Request Form is not required with the bid response.</b>                   |
| <b>Response #100:</b> | <b>See Response #28.</b>                                                                                                     |
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| <b>Question #101:</b> | <b>Please provide a checklist for the items that need to be submitted with the bid response.</b>                             |

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| <b>Response #101:</b> | <b>The State does not provide checklists.</b>                                                                                                                                                                                              |
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| <b>Question #102:</b> | <b>Could you please clarify whether you require the candidate's resume to be submitted within 48 hours, or if you need the candidate to join within 48 hours?</b>                                                                          |
| <b>Response #102:</b> | <b>Per Specification 4.1.8.2.1 resumes are not required in this solicitation.</b>                                                                                                                                                          |
|                       |                                                                                                                                                                                                                                            |
| <b>Question #103:</b> | <b>If the candidate needs to join within 48 hours, would you be willing to accommodate conditional background checks, allowing the resource to start the assignment while the remaining checks are completed?</b>                          |
| <b>Response #103:</b> | <b>See Response #6. Also, per Specification 4.1.8.1.2 the State will not accept letters of attestation in lieu of actual background check result.</b>                                                                                      |
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| <b>Question #104:</b> | <b>Do the vendor need to submit the bid online or bids should be hand delivered/facsimiled.</b>                                                                                                                                            |
| <b>Response #104:</b> | <b>Online, hand delivery, mail, and facsimile are all acceptable. Emailing of bids is strictly PROHIBITED. Please see Item #6 Bid Submission section in the Instructions to Vendors Submitting Bids document for further instructions.</b> |
|                       |                                                                                                                                                                                                                                            |
| <b>Question #105:</b> | <b>Does the vendor need to submit only the Exhibit A to be responsive to this bid?</b>                                                                                                                                                     |
| <b>Response #105:</b> | <b>See Response #27.</b>                                                                                                                                                                                                                   |
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| <b>Question #106:</b> | <b>Do the vendor need to submit any responses along with the bid?</b>                                                                                                         |
| <b>Response #106:</b> | <b>See Response #27.</b>                                                                                                                                                      |
|                       |                                                                                                                                                                               |
| <b>Question #107:</b> | <b>Do we need to submit our response via portal? Please confirm.</b>                                                                                                          |
| <b>Response #107:</b> | <b>See Response #104.</b>                                                                                                                                                     |
|                       |                                                                                                                                                                               |
| <b>Question #108:</b> | <b>Is it mandatory to submit the response via hardcopy? Please confirm.</b>                                                                                                   |
| <b>Response #108:</b> | <b>No. See Response #104.</b>                                                                                                                                                 |
|                       |                                                                                                                                                                               |
| <b>Question #109:</b> | <b>Do we need to submit our proposal via both portal and hardcopy? Please confirm.</b>                                                                                        |
| <b>Response #109:</b> | <b>No. One format is sufficient. See Response #104.</b>                                                                                                                       |
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| <b>Question #110:</b> | <b>Could the state please confirm if vendors are allowed to submit their proposals through wvOASIS? If so, could you kindly clarify where should responses be attached?</b>   |
| <b>Response #110:</b> | <b>See Response #104. The State does not have any guidance on how a vendor should attach bid documents. Vendor should contact wvOasis helpdesk for any assistance needed.</b> |

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| <b>Question #111:</b> | Under section 6. Bid Submission, it states: " Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below whether in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below." However, it states later on: "For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in wvOASIS." Could the State kindly confirm this is not an RFP and firms are allowed to submit their bids via wvOASIS? |
| <b>Response #111:</b> | This is not an RFP. wvOasis submission is permitted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Question #112:</b> | Under section 8. Addendum Acknowledgement, it states: "Vendor should acknowledge the receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgement Form." Could the State kindly clarify where should vendors attach/upload this form?<br>Under section 8. Addendum Acknowledgement, it states: "Vendor should acknowledge the receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgement Form." Could the State kindly clarify where can vendors find this form?                                                 |
| <b>Response #112:</b> | Addendum Acknowledgement forms will be provided with each addendum published. One is provided with this document.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>Question #113:</b> | In the event that firms are allowed to submit bids through wvOASIS, could the State please confirm if the pricing sheet should be uploaded in Excel format?                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Response #113:</b> | Pricing sheet must accompany bid. Excel and PDF are acceptable formats.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <b>Question #114:</b> | Could the State kindly confirm if in order to be responsive firms are required to submit only the following document: Pricing sheet (CRFQ 0212 SWC2400000006 EXHIBIT_A PRICING PAGE - Statewide)?                                                                                                                                                                                                                                                                                                                                                                                      |

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| <b>Response #114:</b> | <b>See Response #27.</b>                                                                                                                                                                                                                                                                                                                                                                        |
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| <b>Question #115:</b> | <b>Under section 4. MANDATORY REQUIREMENTS, it states: "4.1.9 HIPAA Business Associate Addendum: 4.1.9.1 The HIPAA requirements are attached as Exhibit_E. This must be signed by the Vendors and returned prior to issuance of any Contract." Could the State confirm if firms must submit this Exhibit along with the bid? If so, where should vendors attach/upload this document?</b>       |
| <b>Response #115:</b> |                                                                                                                                                                                                                                                                                                                                                                                                 |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Question #116:</b> | <b>Could the State please confirm if the Total Rate is the billing rate (all inclusive rate)?</b>                                                                                                                                                                                                                                                                                               |
| <b>Response #116:</b> | <b>Yes, Total Rate is the billing rate to the agency.</b>                                                                                                                                                                                                                                                                                                                                       |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Question #117:</b> | <b>Could the State please confirm if firms are required to provide references? Could the State please confirm if in the event firms are required to provide references, are firms allowed to provide commercial references?<br/>Could the State please confirm if in the event firms are required to provide references, are firms allowed to provide references from on-going engagements?</b> |
| <b>Response #117:</b> | <b>See Specification Section 4.1.8 which requires references to be provided if the agency requests them.<br/><br/>References and resumes will not be accepted with this solicitation.</b>                                                                                                                                                                                                       |
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| <b>Question #118:</b> | <b>Could the State kindly confirm if firms will be required to prove their experience after the award of contract?</b>                                                                                                                                                                                                                                                                          |
| <b>Response #118:</b> | <b>Not required.</b>                                                                                                                                                                                                                                                                                                                                                                            |

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| <b>Question #119:</b> | <b>Could the State kindly confirm if firms will be required to provide references after the award of contract?</b>                                                                                |
| <b>Response #119:</b> | <b>See Response #117.</b>                                                                                                                                                                         |
|                       |                                                                                                                                                                                                   |
| <b>Question #120:</b> | <b>Is the State looking for firms to recruit the requested positions or for firms to provide in-house personnel to perform the services?</b>                                                      |
| <b>Response #120:</b> | <b>The vendor is required to provide the temporary worker submitted in their bid response. The State is only interested in the vendor providing the worker requested for the period required.</b> |
|                       |                                                                                                                                                                                                   |
| <b>Question #121:</b> | <b>Is the State looking for firms to recruit the requested positions or for firms to provide in-house personnel to perform the services?</b>                                                      |
| <b>Response #121:</b> | <b>The State is requiring temporary workers to fill vacant positions at time of need.</b>                                                                                                         |
|                       |                                                                                                                                                                                                   |
| <b>Question #122:</b> | <b>Is the State looking for staffing services?</b>                                                                                                                                                |
| <b>Response #122:</b> | <b>See Response #120 &amp; #121. The State strongly encourages the vendor community to read the entire solicitation documents before submitting any proposal to the State.</b>                    |
|                       |                                                                                                                                                                                                   |
| <b>Question #123:</b> | <b>Could the State please confirm if firms are required to provide information about the key personnel (staff managing the State's account)? If so, are firms required to provide resumes?</b>    |

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| <b>Response #123:</b> | <b>See Response #117.</b>                                                                                                                                                       |
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| <b>Question #124:</b> | <b>If the State has had past vendors/incumbents, is there any challenge the State has faced? Are there any improvements the State is looking for in terms of performance?</b>   |
| <b>Response #124:</b> | <b>Not a technical question.</b>                                                                                                                                                |
|                       |                                                                                                                                                                                 |
| <b>Question #125:</b> | <b>How many positions has your organization requested in the last 3 years?</b>                                                                                                  |
| <b>Response #125:</b> | <b>Information not available. See Specification Section 1.</b>                                                                                                                  |
|                       |                                                                                                                                                                                 |
| <b>Question #126:</b> | <b>Will candidates work on-site?<br/>Can candidates work remotely for any of the positions requested?<br/>Can candidates work off-shore for any of the positions requested?</b> |
| <b>Response #126:</b> | <b>See Response #42.</b>                                                                                                                                                        |
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| <b>Question #127:</b> | <b>Is any information about conversion to full-time employees requested under this solicitation?</b>                                                                            |
| <b>Response #127:</b> | <b>See Specification Section 4.1.19.</b>                                                                                                                                        |
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| <b>Question #128:</b> | <b>If firms are subcontracting, could the State please clarify if any information about the subcontractor if necessary? If so, where should it be attached/uploaded?</b>                                                                                                     |
| <b>Response #128:</b> | <b>The State will only contract with the successful bidder for each job classification based upon the award criteria. As such, the State can only be billed and pay the contract holder.</b>                                                                                 |
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| <b>Question #129:</b> | <b>In the event that firms are presenting a candidate and this candidate is unavailable at the time of award/request, could the State please confirm if firms are allowed to replace it with an equally or better qualified candidate?</b>                                   |
| <b>Response #129:</b> | <b>See Specification Section 4.1.15 Agency Ordering Procedures.</b>                                                                                                                                                                                                          |
|                       |                                                                                                                                                                                                                                                                              |
| <b>Question #130:</b> | <b>In the event that firms are required to showcase experience, are firms allowed to showcase subcontractor's experience and be responsive?<br/>Could the State please confirm if firms are allowed to meet the mandatory requirements through a subcontractor?</b>          |
| <b>Response #130:</b> | <b>See Response #117 and #128.</b>                                                                                                                                                                                                                                           |
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| <b>Question #131:</b> | <b>Section, 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"? Could the State please clarify if this section is post-award?</b> |
| <b>Response #131:</b> | <b>As stated, this is required prior to award.</b>                                                                                                                                                                                                                           |
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| <b>Question #132:</b> | <b>Is it necessary to have licenses to do business in West Virginia at the time of the submission or is required post-award?</b>                                                                                                                                             |

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| <b>Response #132:</b> | <b>All requirements to do business with the State will be required prior to award.</b>                                                                                                                       |
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| <b>Question #133:</b> | <b>Is it required to provide the Good Standing Certificate alongside the proposal response?</b>                                                                                                              |
| <b>Response #133:</b> | <b>See Response #132.</b>                                                                                                                                                                                    |
|                       |                                                                                                                                                                                                              |
| <b>Question #134:</b> | <b>Could the State kindly provide information regarding the anticipated form in which task orders will be released, specifying whether it will be through email, portal, or any other designated method?</b> |
| <b>Response #134:</b> | <b>The State anticipates most orders placed via email, however the agency requesting the temporary worker will may contact the vendor by email, phone or fax.</b>                                            |
|                       |                                                                                                                                                                                                              |
| <b>Question #135:</b> | <b>Could the State kindly clarify the exact number of attached files needed for the response?</b>                                                                                                            |
| <b>Response #135:</b> | <b>See Response #27 and #104.</b>                                                                                                                                                                            |
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| <b>Question #136:</b> | <b>Are there scores for the evaluation criteria? If yes, could you please disclose it?</b>                                                                                                                   |
| <b>Response #136:</b> | <b>Per Specification Section 5 the evaluation will be based on lowest responsible bidder per job classification.</b>                                                                                         |
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| <b>Question #137:</b> | <b>Are electronic signatures allowed?</b>                                                          |
| <b>Response #137:</b> |                                                                                                    |
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| <b>Question #138:</b> | <b>What is the estimated budget for the contract?</b>                                              |
| <b>Response #138:</b> | <b>The State does not disclose budget information.</b>                                             |
|                       |                                                                                                    |
| <b>Question #139:</b> | <b>Could the State please confirm the required forms that must be submitted with the proposal?</b> |
| <b>Response #139:</b> | <b>See Response #135.</b>                                                                          |
|                       |                                                                                                    |
| <b>Question #140:</b> | <b>Could the State please grant an extension on the due date?</b>                                  |
| <b>Response #140:</b> | <b>No.</b>                                                                                         |
|                       |                                                                                                    |
| <b>Question #141:</b> | <b>Is the W-9 necessary with the proposal response?</b>                                            |
| <b>Response #141:</b> | <b>No.</b>                                                                                         |

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| <b>Question #142:</b> | <b>Could the State please clarify the number of copies vendors need to send, considering this is a physical submission? Could the State please clarify the number of envelopes vendors are required to send?</b> |
| <b>Response #142:</b> | <b>Copies are not requested. Also see Response #26. And read the Instructions to Vendors Submitting Bids section for further clarification.</b>                                                                  |
|                       |                                                                                                                                                                                                                  |
| <b>Question #143:</b> | <b>Could the State please clarify whether vendors are required to submit an electronic copy in addition to the hard copy? If yes, can the electronic copy be provided by USB?</b>                                |
| <b>Response #143:</b> | <b>See Response #26, #27, &amp; #142. Also see Item #18 of the Instructions to Vendors Submitting Bids document for electronic file access requirements.</b>                                                     |
|                       |                                                                                                                                                                                                                  |
| <b>Question #144:</b> | <b>Could the State please clarify if the first page of the RFP is required to be completed and provided alongside the proposal response? If yes, in which section must be included?</b>                          |
| <b>Response #144:</b> | <b>See Response #26, #27, &amp; #142.</b>                                                                                                                                                                        |
|                       |                                                                                                                                                                                                                  |
| <b>Question #145:</b> | <b>Could the State kindly clarify if there is a mandatory goal for Small, Women-Owned, or Minority-Owned Businesses?</b>                                                                                         |
| <b>Response #145:</b> | <b>Not a technical question.</b>                                                                                                                                                                                 |
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| <b>Question #146:</b> | <b>In case firms are submitting confidential information in the response, is it required to provide a redacted version?</b>                                                                                      |

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| <b>Response #146:</b> | <b>See Instructions to Vendors Submitting Bids Item #21 and General Terms &amp; Conditions Item #31 for information on confidential submissions.</b>              |
|                       |                                                                                                                                                                   |
| <b>Question #147:</b> | <b>Can the State kindly clarify if the section "General Terms and Conditions" is required to be signed and provided alongside the proposal response?</b>          |
| <b>Response #147:</b> | <b>See Response #26, #27, &amp; #142. Also, please refer to the Instructions to Vendors Submitting Bids Item #22 for instructions on “with bid” requirements.</b> |

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ 0212 SWC2400000006**

**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:**

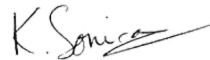
(Check the box next to each addendum received)

|                                                    |                                          |
|----------------------------------------------------|------------------------------------------|
| <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 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.

\_\_\_\_\_  
Sonus Software Solutions Inc.,

Company



\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
07/15/2024

Date

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

## STATEWIDE COVERAGE:

Each Job Classification submitted will  
be required for vendor to provide in all 55  
counties throughout the State of West Virginia.

## REQUEST FOR QUOTATION

CRFQ SWC2400000006

(CMA TEMP24)

Temporary Staffing Services

EXHIBIT\_A

| Classification                      | Worker Pay Rate | Withholding Rate | Overhead Rate | Total Rate* |
|-------------------------------------|-----------------|------------------|---------------|-------------|
| Accounting Technician 2             | \$ 20.00        | \$ 2.00          | \$ 8.00       | \$ 30.00    |
| Administrative Services Assistant 1 | \$ 22.00        | \$ 2.20          | \$ 8.00       | \$ 32.20    |
| Administrative Services Assistant 2 | \$ 24.00        | \$ 2.40          | \$ 8.00       | \$ 34.40    |
| Cook                                |                 | \$ -             | \$ -          | \$ -        |
| Custodian                           | \$ -            | \$ -             | \$ -          | \$ -        |
| Data Entry Operator2                | \$ 19.00        | \$ 1.90          | \$ 8.00       | \$ 28.90    |
| Executive Secretary                 | \$ 40.00        | \$ 4.00          | \$ 8.00       | \$ 52.00    |
| Groundskeeper                       | \$ -            | \$ -             | \$ -          | \$ -        |
| Health Service Worker               | \$ 25.00        | \$ 2.50          | \$ 8.00       | \$ 35.50    |
| Laboratroy Assistant 3              | \$ 22.00        | \$ 2.20          | \$ 8.00       | \$ 32.20    |
| Laborer                             | \$ -            | \$ -             | \$ -          | \$ -        |
| Mail Runner                         | \$ -            | \$ -             | \$ -          | \$ -        |
| Office Assistant 2                  | \$ 19.00        | \$ 1.90          | \$ 8.00       | \$ 28.90    |
| Office Assistant 3                  | \$ 22.00        | \$ 2.20          | \$ 8.00       | \$ 32.20    |
| Paralegal                           | \$ 36.00        | \$ 3.60          | \$ 8.00       | \$ 47.60    |
| Parking Attendant                   | \$ -            | \$ -             | \$ -          | \$ -        |
| Word Processor                      | \$ 26.00        | \$ 2.60          | \$ 8.00       | \$ 36.60    |

\* Vendor should enter their Worker Rate + Withholding Rate + Overhead Rate and the Total Rate box will automatically calculate.

Vendor Name: \_\_\_\_\_ Sonus Software Solutions Inc.,

Contact Person: \_\_\_\_\_ Jithender Bhog

Phone #: \_\_\_\_\_ (801)-770-3133\* 107

Fax #: \_\_\_\_\_ (801)-382-1994

Email: \_\_\_\_\_ rfp@sonussoftwareinc.com

Signature: \_\_\_\_\_ a Kommu/ President

Date: 07/15/2024