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Solicitation Response(SR) Dept: 0323 ID: ESR12132400000003935 Ver.: 1 Function: New Phase: Final | Modified by batch , 12/17/2024

Header 2

List View

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

Procurement Folder: 1563026	SO Doc Code:	CRFQ
Procurement Type: Central Purchase Order	SO Dept:	0323
Vendor ID: VS0000047537	SO Doc ID:	WWV2500000003
Legal Name: Assure Consulting Group LLC	Published Date:	11/18/24
Alias/DBA: ASSURE IT	Close Date:	12/17/24
Total Bid: $40,273.98	Close Time:	13:30
Response Date: 12/15/2024	Status:	Closed
Response Time: 22:09	Solicitation Description:	Kanawha City Networking Equipment
Responded By User ID: assureit2020	Total of Header Attachments:	2
First Name: Paul	Total of All Attachments:	2
Last Name: Johnson		
Email: paul@assureconsultinggroup		
Phone: 3017012521		

Proc Folder:	1563026
Solicitation Description:	Kanawha City Networking Equipment
Proc Type:	Central Purchase Order

Solicitation Closes	Solicitation Response	Version
2024-12-17 13:30	SR 0323 ESR12132400000003935	1

VENDOR
VS0000047537
Assure Consulting Group LLC

Solicitation Number:	CRFQ 0323 WWV2500000003
Total Bid:	40273.98000000000320142135024 **Response Date:** 2024-12-15 **Response Time:** 22:09:18
Comments:	The Line ITEM 2 for commodity provided for online response is same as Line ITEM 1. You can also refer to the PROPOSAL DOCUMENT "Technical Proposal Response - RFP No. CRFQ 0323 WWV2500000003-Assure IT.pdf" for product specifications,pictures and exhibit A pricing template in the document.

FOR INFORMATION CONTACT THE BUYER
Brandon L Barr
304-558-2652
brandon.l.barr@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Extreme Networks 48 Port Network Switch	7.00000	EA	5450.000000	38150.00

Comm Code	Manufacturer	Specification	Model #
43222600			

Commodity Line Comments: IN STOCK.
Extreme Networks Inc. 5320 Univ SWCH w/ 48 x
10/100/1000BASE-T
Part Number 5320-48P-8XE

Extended Description:
Extreme Networks 48 Port Network Switch (Model 5320-48P-8XE), or equal.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Extreme Networks 48 Port Network Switch	2.00000	EA	452.990000	905.98

Comm Code	Manufacturer	Specification	Model #
43222600			

Commodity Line Comments: The commodity Description here is different from what was specific in Exhibit A excel sheet. LINE ITEM 1 and
LINE ITEM 2 are same part no. Therefore providing pricing for
PART 10051H Extreme Networks 1000BSX SFP min-GBIC Transceiver Module, or Equal in here.

Extended Description:
Extreme Networks 48 Port Network Switch (Model 5320-48P-8XE), or equal.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Extreme Networks 1M SFP+ Twinaxial Cable	7.00000	EA	130.000000	910.00

Comm Code	Manufacturer	Specification	Model #
43222600			

Commodity Line Comments: IN STOCK
PRODUCT NAME: Extreme Networks Inc. 10 Gigabit Ethernet SFP+ passive Cable assembly 1M length
PART: 10304

Extended Description:
Extreme Networks 1M SFP+ Twinaxial Cable (Part 10304), or equal.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Extreme Networks Standard Power Cord	7.00000	EA	44.000000	308.00

Comm Code	Manufacturer	Specification	Model #
43222600			

Commodity Line Comments: IN STOCK
PART: 10099 Extreme Networks Standard Power Cords 15A, USA, NEMA 5-15, IEC320-C15, or Equal

Extended Description:
Extreme Networks Standard Power Cord, 15A, USA, NEMA 5-15, IEC320-C15(Part 10099), or equal.

RFQ Response
CRFQ 0323 WWV25000000300000003

Kanawha City Networking Equipment
Submitted By:
Assure Consulting Group LLC dba Assure IT

Point of Contact: Swathi H Rajan ,Founder & President

Address: 6340 Security Blvd, Suite 100 #1109

Gwynn Oak, MD 21207

Email: swati@assureconsultinggroup.com

Telephone: (301) 701-2521

Website: www.assureconsultinggroup.com

Assure IT
Serving Technology Better...

Date: December 12th 2024

To,
DEPARTMENT OF ADMINISTRATION
Purchasing Division
2019 WASHINGTON ST E
CHARLESTON WV 25305

Cover Letter : CRFQ 0323 WWV2500000003

Hello Mr Barr,

We are pleased to submit our proposal in response to the West Virginia Purchasing Division's Request for Quotation (Solicitation No. CRFQ WWV2500000003) for networking equipment for the Kanawha City Office. Our team at Assure IT is confident in our ability to meet your requirements and provide high-quality products that align with your needs.

Assure IT has experience delivering networking solutions to public sector clients. Our proposal includes a comprehensive plan to provide the specified equipment, all of which meets or exceeds the mandatory requirements outlined in the solicitation. We are committed to ensuring timely delivery and maintaining the highest standards of quality and service.

We have completed the required Pricing Page (Exhibit A) and included all necessary documentation to demonstrate our compliance with the solicitation requirements. Should there be any need for clarification or additional information, we are happy to provide it promptly.

We look forward to the opportunity to support West Virginia in its mission. Please feel free to contact me at swati@assureconsultinggroup.com with any questions or requests for further information.

Thank you for considering our proposal

Best regards,

Swathi H Rajn

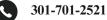Swathi Harathy Rajan
Founder & President

swati@assureconsultinggroup.com

https://www.assureconsultinggroup.com/

301-701-2521

6340 Security Blvd, Suite 100 #1109
Gwynn Oak, MD 21207

Table of Contents

Ai Assure IT
Serving Technology Better...

TAB I:

QUALIFICATIONS

Established in year of 2020, Assure Consulting Group dba Assure IT is located at **6340 Security Blvd, Suite 100 #1109, Gwynn Oak, Maryland 21207.** Owned by IT experts, Swathi Harathy Rajan and Prem Kumar, our company's experience in IT services expands nationwide. We also have two (2) remote locations: Washington and California, USA. Assure IT is a limited liability company, serving a variety of clients ranging from federal corporations to state-level entities. We are also self-certified through SAM.gov in being **Minority-owned (MBE), Women-owned (WBE) and a Disadvantaged Business Enterprise (DBE)**.

We are a leading provider of IT staffing solutions and IT services, IT Equipment, these include but limited to: Network Operations, Networking Equipments, Software development, IT maintenance, Security Services, HelpDesk Support, DNS/ IP Services, and Ticketing Systems. Our customer-centric approach delivers tailored solutions designed to enhance efficiency and foster growth in the digital age.

Assure IT has built a solid reputation for delivering networking solutions that enhance operational efficiency and ensure long-term value. With a track record of supporting public sector clients, including state and local governments, we are committed to enabling organizations like WorkForce West Virginia to achieve seamless and secure connectivity. Our team brings a wealth of experience, technical expertise, and a commitment to exceptional customer service to every engagement.

To ensure the highest quality products and services, Assure IT leverages trusted reseller partnerships with industry-leading manufacturers, including Extreme Networks and other recognized IT solution providers. These partnerships enable us to deliver genuine, factory-sealed equipment that complies with all technical specifications while offering competitive pricing and efficient delivery schedules. Our close relationships with these manufacturers also grant us access to priority support and resources to resolve any technical challenges swiftly.

Why Choose Assure IT:

Proven Expertise: With over years of experience, we have successfully supported government agencies with similar requirements.

Compliance & Quality: All proposed equipment meets or exceeds mandatory specifications, ensuring reliability and performance.

Customer-Centric Approach: Our dedicated team ensures timely delivery, thorough communication, and ongoing support.

TAB II

EXPERIENCE & CAPABILITIES STATEMENT

Company Overview

Assure IT is a premier IT Staffing solutions provider specializing in staffing, IT services,, network infrastructure, software development, Robotic Process Automation,Security and Log Analytics. Our customer-focused approach ensures tailored solutions that drive efficiency and growth in the digital era.We have partnered with several software license providers to offer best prices on top quality softwares in the market

Staffing:
- Information Technology Staffing
- Short/Long Term Project Based Staffing
- Temporary/Contingent Labor
- Direct Hire/Placement
- Staff Augmentation

IT Services
- Security Analytics
- Log Observability and Automated Analytics
- Support/Contact Center Services
- IT Support/Help Desk
- Security Assessment Services / Vulnerability Management Services
- Independent Verification & Validation Services (IV&V Testing)
- AI Solutions & Services (cloud providers)

Security Software Subscriptions Reseller
- Cybersecurity Software Licenses *
- Data Backup & Recovery Software *
- Security Software Products*
(Request a catalog for product list and pricing.)

Industry NAICS Codes

541511, 541512, 541513, 541519,541618,423430 ,513210, 541519,518219,541990,541611,561422

Past Performance

- **Federal**:
  - Subcontractor Leidos/Social Security Administration (SSA) - IT Support Services Contract (ITSSC 2) - Phase 2
  - Subcontractor Peraton/Social Security Administration (SSA) - ITSSC Phase 1
  - Department of Health & Human Services (HHS) - MIDCAP. - Data Analytics
- **State**: State of California Health & Human Services
- **Commercial:** Bank of New York Mellon , Wells Fargo
- **Education/Non Profit** : University of Pennsylvania , JHM Suburban Hospital

Staff Certifications:
- Safe Agile Practitioner
- Professional Scrum Product Owner (PSPO)
- Agile SCRUM Master (PSM)
- Salesforce Certified Administrator PD I, PD II
- ISTQB Certified Tester (Advanced)
- Certified Cloud Practitioner
- Safe Agile Practitioner
- AI/ML Generative AI Applications Developer
- EPIC Certified - Resolute Hospital Billing
- Robotic Process Automation
- Parasoft SOATest and Virtualize

Sales Point of Contact: Paul Johnson

✉ paul@assureconsultinggroup.com   📞 (301-701-2521)

🌐 www.assureconsultinggroup.com

🏠 **6340 Security Blvd**
Suite 100 #1109
Gwynn Oak, MD 21207

Differentiators

✔ **BEST-IN-SERVICE PROVIDER**
Over the past four years, more than 80% of the candidates we have placed remain employed at the companies we connected them with. Our operational focus revolves around comprehending each client's unique culture, prioritizing workforce welfare, emphasizing candidate quality, and embodying a resolute positive outlook and determination.

✔ **QUALITY EMBODIMENT**
Quality serves as the cornerstone of our operations. Our methodologies are meticulously designed to align with your quality standards. Our 6-STEP SUCCESS PROCESS involves a comprehensive screening, recruitment, and evaluation of our talent pool.

✔ **COST-EFFICIENCY INITIATIVES**
Tailored to enhance your financial performance or operational efficiencies, our cost-saving strategies are customized to meet your specific business objectives. Through our personalized approach, clients typically realize savings of up to 20%.

✔ **CERTIFIED RESELLER COLLABORATIONS**
Our certifications from prominent software vendors grant us privileged access to premium features and dedicated support.

✔ **CUSTOMER-CENTRIC PHILOSOPHY**
Our unwavering dedication to customer contentment is underscored by our bespoke solutions, individualized assistance, and enduring client partnerships.

✔ **DRIVEN BY INNOVATION**
We are steadfast in our pursuit of cutting-edge technologies and software solutions, ensuring our clients maintain a competitive edge in their respective industries.

Cybersecurity Software Subscriptions

We are an approved reseller of many cybersecurity cloud software licenses. Partnering with the vendors guarantees that you will get genuine, top-notch licenses, supported by our expert assistance and dedication to delivering excellence.

- Acronis
- Addigy
- Avanan
- Bitdefender
- Blackpoint Cyber
- Breach Secure Now
- ConnectSecure
- DNSFilter
- IBM

- Ironscales
- Keeper Security
- LastPass
- Liongard
- Microsoft
- N-able Passportal
- Nord Security
- Perimeter 81
- WatchGuard

- Pillr
- Proofpoint
- SkyKick
- Threatdown Powered by Malwarebytes
- TrendMicro
- Usecure
- Vade
- Webroot

Authorized Reseller Partnerships

Our reseller partnerships with Microsoft,Sophos,IngramMicro,ProVantage allow us to offer enhanced capabilities in Cloud solutions, IT Equipment Supplies,IT Hardware and Software, Cybersecurity, and endpoint protection.

Microsoft Partner

Microsoft Cloud Solution Provider CSP 6883944)
Microsoft AI Cloud Partner MPN 6883945944)

Sophos Authorized Partner Certificate

Reseller Program

Cloud Security Program

SOPHOS

Sophos Authorized Partner

Partner ID: 001aJ000006uUsoQAE

SOPHOS

Authorized Partner

Assure Consulting Group LLC (dba) Assure IT

April 2024 – May 2025

Joe Levy, Sophos President and Acting CEO

SOPHOS Partner Program

With Assure IT's cybersecurity reseller partnerships, the company can procure a wide range of cybersecurity and other softwares solutions, including advanced threat protection, endpoint security, and network security services, tailored to clients' specific needs. These solutions help strengthen clients' security posture by providing tools to mitigate risks, monitor threats, and ensure data protection across IT infrastructures

Cybersecurity Software Subscriptions

We are an approved reseller of many cybersecurity cloud software licenses. Partnering with the vendors guarantees that you will get genuine, top-notch licenses, supported by our expert assistance and dedication to delivering excellence.

- Acronis
- Addigy
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- Blackpoint Cyber
- Breach Secure Now
- ConnectSecure
- DNSFilter
- IBM

- Ironscales
- Keeper Security
- LastPass
- Liongard
- Microsoft
- N-able Passportal
- Nord Security
- Perimeter 81
- WatchGuard

- Pillr
- Proofpoint
- SkyKick
- Threatdown Powered by Malwarebytes
- TrendMicro
- Usecure
- Vade
- Webroot

At the core of our company's qualifications, our services are specifically designed to enhance the efficiency, reliability and security of organization. At Assure IT, we strategically ensure seamless operations and adherence to compliance requirements and maintenance.

Summary of our relevant experience:

Supported Tasks	High Level Project Description	Client(s)
IT Support & Services	**Enterprise Scheduling Systems**: IT Support for Scheduling, Networking, Performance Testing of Applications	Leidos/Social Security Administration (SSA)
IT Support & Services	State of Louisiana – Low Income Household Application (**LiHEAP**) IT Support Services and Product Testing of Application funded by **Louisiana Housing Corporation (LHC)**	Subcontract with Entergy
IT Automation Services	Automated Health Plan Eligibility and Enrollment (based on sample selection) with automated Email Notifications	HHS – Center for Medicare & Medicaid Services
IT Data Extraction & Automation	Bulk Data extraction of Eligibility and Enrollment information using RPA techniques	HHS – Center for Medicare & Medicaid Services
IT Business Process Workflow Automation & Tracking	Automated Invoice Processing using Robotic Process Automation (RPA) Tools	State of California Health & Human Services
IT Data Analysis & Reporting	Data Analytics and Financial Reporting (Claims, Provider, Hospital Billing) Tools: Tableau, Cognos, Power BI	Johns Hopkins Medical Institutions
Researching Healthcare Claim Issues	Automated Text Analytics and Summarization Needs (AI Powered – Proof of Concepts)	HHS – Center for Medicare & Medicaid Services
Claim Reviews	Bulk Data Uploading – Automated Techniques	Social Security Administration (SSA)

1) **Project Title: IT Support Services Contract (ITSSC)**
   Client: Peraton, Leidos & Social Security Administration (SSA)

Overview: The Social Security Administration's (SSA) Information Technology Support Services Contract (ITSSC) encompasses a comprehensive range of IT services designed to enhance and maintain the agency's technological infrastructure. Within the ITSSC framework, Assure IT delivered comprehensive IT support for the Social Security Administration's principal systems, concentrating on improving system performance, upholding security compliance, and providing customer-oriented solutions. Our team collaborated across various SSA divisions to support essential systems and guarantee that the IT infrastructure was dependable, secure, and adhered to federal regulations.

Key Services Provided:
- **Application Development and Lifecycle Management** - Our team managed the complete lifecycle for several SSA applications, from initial design and development to testing and maintenance. We implemented agile methodologies and CI/CD pipelines, which accelerated deployment times and ensured applications met SSA's stringent requirements for usability, reliability, and security.
- **Systems and Network Administration** - As a primary service provider, we supported SSA's mainframe and server systems, configuring and maintaining infrastructure for high availability and optimized performance. Our network operations team provided 24/7 monitoring and rapid incident response, significantly reducing downtime and maintaining high service levels for SSA's end users.
- **Security and Compliance Management** - We collaborated closely with SSA's cybersecurity teams, implementing proactive threat detection and response measures. Using the latest security frameworks, we conducted vulnerability assessments, applied regular patch updates, and provided comprehensive endpoint protection.
- **Database Administration and Data Management** - Our specialists managed SSA's database systems, focusing on high data integrity, accessibility, and security. We provided database tuning, data redundancy solutions, and real-time backup processes, safeguarding SSA's sensitive information while optimizing data retrieval and reporting functions for operational efficiency.
- **User Support and Customer Service -** Our team established a dedicated helpdesk and customer support center to handle day-to-day inquiries, technical support, and system troubleshooting. We resolved thousands of user tickets monthly, maintaining high user satisfaction ratings through effective problem-solving and user training sessions, ensuring smooth operations for SSA personnel.

Key Achievements:

- **Reduced System Downtime by 30%** through proactive monitoring, regular updates, and agile incident response.
- **Enhanced Data Security** by implementing advanced encryption, authentication protocols, and security patches aligned with SSA's federal compliance standards.
- **Achieved 98% Customer Satisfaction** rating on support services, consistently meeting and exceeding SLAs for response and resolution times.
- **Improved Operational Efficiency** by deploying automated workflows for maintenance tasks, reducing manual intervention and freeing up resources for strategic IT initiatives.

---

2) **Project Title: IT Support Services & Testing Contract**
   Client: Entergy, State of Louisiana & Louisiana Housing Corporation

Overview: In support of the Low-Income Home Energy Assistance Program (LIHEAP), our team provided extensive IT support and product testing services aimed at enhancing system functionality, enriching customer experience, and ensuring adherence to energy assistance program standards. Assure IT facilitated the digital infrastructure crucial for processing applications, determining eligibility, and disbursing benefits, ensuring that LIHEAP recipients obtained timely aid via a dependable and secure IT framework.

Key Services Provided:
- **System Support and Troubleshooting** - We provided end-to-end IT support, resolving issues across LIHEAP's application management systems, databases, and customer service portals. Our team conducted regular maintenance, rapid incident response, and updates to improve system reliability and accessibility for both administrators and program beneficiaries.
- **Product Testing and Quality Assurance** - Our team conducted extensive product testing across LIHEAP's digital platforms, focusing on system functionality, user experience, and security. Using automated and manual testing methods, we identified and resolved issues related to application workflows, data entry, and eligibility calculations, ensuring that the system met both state and federal program standards.
- **User Support and Help Desk Services** - We established a dedicated help desk to assist LIHEAP administrators and users with technical issues, ranging from login support to troubleshooting software errors. By maintaining a high level of responsiveness and customer service, we helped minimize system downtime and increased user satisfaction.
- **System Integration and Data Exchange Testing** - Our team conducted rigorous integration testing for the LIHEAP platform to ensure seamless data exchange with other state and federal databases, including income verification systems and energy provider

databases. This testing safeguarded data integrity and enabled accurate eligibility determination, improving program efficiency.

- **Security and Compliance Testing** - We executed security assessments and compliance testing in alignment with federal data protection standards, safeguarding beneficiary information and ensuring the system's compliance with requirements under the Department of Health and Human Services (HHS) and energy program guidelines. Our testing included vulnerability assessments, encryption protocol checks, and user access control validation.

Key Achievements:

- **Reduced System Downtime by 40%** through proactive support and troubleshooting, improving access for administrators and applicants.
- **Improved Eligibility Accuracy by 30%** by enhancing data integration with external systems and validating application workflows.
- **Increased User Satisfaction to 95%** on support services through responsive help desk operations, prompt issue resolution, and regular user training.
- **Enhanced Data Security** by implementing robust compliance testing and vulnerability assessments, aligning with federal security standards and minimizing risk to beneficiary data.

Additional IT related Projects:

1) **Project Description:** Automated Health Plan Eligibility and Enrollment (based on sample selection) with automated email notifications
   Client: Department of Health & Human Services (Center for Medicare and Medicaid Services)

Overview: Our team successfully developed an Automated Health Plan Eligibility and Enrollment system for a healthcare client, using sample selection methods. This projectfocused on streamlining eligibility determination and enrollment processes, while incorporating automated communications to keep stakeholders informed at key stages. The solution was customized to manage complex health plan eligibility criteria, optimize enrollment workflows, and improve the user experience.

Key Achievements:

- **Automated Eligibility Determination -** The system automated the process of determining health plan eligibility based on predefined criteria. By leveraging sample

selection techniques, it accurately processed large volumes of data, ensuring that eligible members were identified efficiently and enrolled in the appropriate plans.

- **Streamlined Enrollment Process -** We optimized the enrollment workflow by automating key steps, which reduced processing times and manual errors. The system supported real-time processing and batch enrollment, enhancing scalability to accommodate both individual and large group enrollments.
- **Automated Email Notifications -** To enhance communication, the solution included an integrated automated email notification system. Members, administrators, and relevant stakeholders received timely and customized notifications at key stages, such as eligibility confirmation, enrollment completion, and required follow-up actions. This reduced administrative burden and improved transparency.
- **Improved Operational Efficiency -** The implementation of this automated solution led to a significant reduction in manual intervention, allowing the organization to process enrollments faster and with greater accuracy. This directly translated to improved member satisfaction, reduced errors, and a more efficient use of resources.
- **Compliance and Security -** The solution was designed with a focus on compliance with healthcare regulations, ensuring data privacy and security. Robust encryption and access controls were implemented to safeguard sensitive member information

Outcome: This project delivered substantial benefits to the healthcare organization, including a 30% reduction in enrollment processing times and a 20% decrease in manual errors related to eligibility determination. The automated email notifications led to improved communication with members, reducing inquiry volumes and enhancing overall customer satisfaction. The system also allowed for better resource allocation, as fewer administrative staff were needed for manual tasks, enabling the team to focus on higher-value activities. Overall, this project positioned the organization for long-term scalability and operational efficiency while improving the quality of service provided to its members.

2) **Project Description:** Bulk Data extraction of eligibility and enrollment information using RPA techniques
   Client: Department of Health & Human Services (Center for Medicare and Medicaid Services)

Overview: Our team developed Robotic Process Automation (RPA) workflows to automate the extraction of large volumes of eligibility and enrollment data for a healthcare provider. The objective was to streamline data retrieval from multiple systems, minimize manual data handling, and ensure accuracy in capturing essential information related to health plan eligibility and enrollment processes.

Key Achievements:

- **Automated Data Extraction with RPA -** We utilized advanced RPA techniques to extract bulk eligibility and enrollment data from multiple systems and sources. The bots were configured to handle different data formats and structures, enabling seamless retrieval of structured and unstructured data. This automation allowed the organization to process high-volume data with precision and efficiency.
- **End-to-End Automation -** The RPA solution covered the entire data extraction workflow, from identifying relevant records to cleaning and structuring the data for further use. By automating this process, we reduced reliance on manual efforts, freeing up resources and ensuring consistent, error-free data retrieval.
- **Reduced Processing Times -** The implementation of RPA dramatically reduced the time required to extract, clean, and prepare bulk data for reporting and analysis. What previously took days of manual effort was accomplished in a matter of hours, improving turnaround times and enabling faster decision-making.

Outcome: The RPA-based bulk data extraction projectresulted in a 50% reduction in processing times for eligibility and enrollment data retrieval. This improvement enabled the healthcare organization to generate reports and make decisions faster, enhancing operational responsiveness. Additionally, the automation of manual tasks led to a 25% increase in data accuracy, minimizing errors and rework. The solution allowed the organization to allocate staff to more strategic initiatives while ensuring that compliance and security standards were met. The project demonstrated the value of RPA in automating large-scale, data-intensive processes, delivering both operational efficiency and higher data quality.

3) **Project Description:** Automated claims and invoice processing (Data Digitalization and integration)
Client: State of California

Overview: The State of California handled a high volume of claims and invoices across multiple departments, such as health services, transportation, and public works. These claims and invoices were frequently submitted via paper forms, PDFs, and emails, necessitating manual data entry, validation, and approval. This manual approach was time-intensive, susceptible to human error, and caused significant delays in payment processing. Furthermore, the lack of integration between legacy systems resulted in data flow inefficiencies, making it challenging to track claim statuses and invoice approvals.

Key Services Provided:
- Automated Solutions - We deployed cloud-based intelligent document processing models to read thousands of papers passed claims/pdf documents utilizing optical character recognition (OCR) to digitize paper applications, and Robotic Process Automation (RPA) to automatically input data into multiple legacy systems. Integrated AI-based

decision-making helped to flag incomplete or potentially fraudulent applications for human review.

- **A Robotic Process Automation (RPA) solution** was implemented to automate the end-to-end claims and invoice processing lifecycle, integrating data digitization and system synchronization across departments.

- Data Digitization & Document Processing:
  - **Optical Character Recognition (OCR**) - The first step involved digitizing the paper-based claims and invoices using **AI /ML** and **OCR** technology. This enabled automated extraction of key data points such as claimant details, invoice amounts, dates, and service descriptions from scanned documents, PDFs, and image files.
  - **Data Validation -** Once the data was extracted, the RPA bots cross-checked it with predefined validation rules, such as verifying vendor or claimant IDs, matching invoice numbers with purchase orders, and confirming service dates. Any discrepancies or missing information were flagged for human review.
  - **Data Normalization** - To ensure uniformity, the extracted data was standardized to match the format required by various downstream systems, such as accounting or claims management platforms.
  - **Integration with Legacy Systems** - RPA models were configured to integrate the data output from the Power Automate models.
  - **Handling Exceptions** - Any invoices or claims that failed validation checks (e.g., mismatched data, incomplete documentation) were automatically flagged and routed to a designated team for human review. This helped reduce the manual workload while ensuring that only complex cases required human intervention.
  - **Automated Email Notifications -** The RPA Model also sent automated notifications to department heads or supervisors when action was required, ensuring that no document was stuck in a bottleneck.

Tools used:
➔ Microsoft Azure AI Document Intelligence Studio
➔ Microsoft Power Automate
➔ PostgreSQL, Oracle
➔ Azure Board - Automated Task Creation for team members/ staffs

4) Project Description: Reporting and Analytics (decision support)
Client: Johns Hopkins Medicine

Overview: A reporting portal and dashboard were developed to offer real-time visibility into claims and invoice processing. Department leaders could track processing times, approval statuses, and identify bottlenecks needing attention. Reports, including processing volume,

exception rates, and approval times, were created to support data-driven decision-making. These insights helped pinpoint areas for further process improvements and resource optimization.

Functional Areas Supported:
- Physician Claims Analysis Dashboard
- Physician Value Dashboard
- Claims Denial Tracker Dashboard
- Financial Reports/ A/R Aging Dashboard for Payors

Outcome:
The solution improved operational efficiency, accuracy, and compliance, providing a scalable and cost-effective solution for the administrative and financial operations.
- **Increased Efficiency:** The RPA solution reduced the time required to process claims and invoices by more than 60%. What previously took days or weeks to manually enter, validate, and track now took hours, freeing up staff to focus on more critical tasks.
- **Cost Savings:** The reduction in manual labor and faster processing times resulted in significant cost savings for the State of California. Resources previously allocated to data entry and invoice management were redeployed to more strategic initiatives.
- **Reduction in Errors:** By automating data extraction and entry, the error rate dropped significantly. Manual errors due to data entry mistakes or misrouted invoices were eliminated, improving the overall accuracy of claims and invoice processing

5) **Project Description:** Automated Text/ Data Analytics and Summarization Needs from Policy Documents (HHS)
   Client: HHS - Center for Medicare & Medicaid Services (CMS) HITC/HETS HIPAA Eligibility Transaction System Project

Overview: The project involves managing extensive and complex policy documents, such as legislative texts, regulatory guidelines, and program policies. Manually analyzing and extracting essential information from these documents was time-consuming, prone to human error, and inefficient for the team. Additionally, staying updated with policy changes required continuous review, making it challenging to ensure that internal stakeholders had access to the latest insights for informed decision-making.

Key Services Provided:
Text Preprocessing and Data Cleaning:
- **Document Parsing** - Automated parsing tools convert scanned documents, PDFs, and legislative files into machine-readable formats. Optical Character Recognition (OCR) was employed to handle legacy or handwritten documents.

- **Automated Policy Summarization** - AI-Powered Summarization Models: Machine learning algorithms were used to generate concise summaries of lengthy policy documents. These models identified key themes, obligations, requirements, and impacts of policies.
- **Extractive Summarization** - This approach pulled key sentences directly from documents based on relevance, focusing on high-priority topics such as eligibility criteria, compliance requirements, or timelines.
- **Abstractive Summarization** - More advanced AI techniques were applied to rewrite sections into clear, human-readable summaries that conveyed the main ideas, rather than directly copying sentences.
- **Customizable Summaries for Different Stakeholders** - Depending on the user's role (e.g., policy analysts, compliance officers), the models generated different summary levels, providing tailored insights. For example, compliance officers would receive summaries with a focus on regulatory changes, while program administrators would get summaries centered on operational impact

Outcome:
This automated text and data analytics solution transformed how HHS processed and utilized policy documents, improving efficiency, compliance, and decision-making across the agency.

- **Reduced Analysis Time -** The automated system reduced the time required for policy review and analysis by over 70%, freeing up policy analysts to focus on higher-level strategic tasks.
- **Improved Accuracy and Consistency -** Automation minimized human error, ensuring that summaries and insights were accurate, consistent, and up to date across all stakeholders.
- **Enhanced Decision-Making -** With timely and comprehensive insights, HHS decision-makers had a clearer understanding of policy impacts, allowing them to respond more quickly to regulatory changes**.**
- **Better Compliance Management -** The system's ability to track changes in policies in real time ensured that departments and programs remained compliant with the latest regulations, avoiding potential legal or financial repercussions**.**

6) **Project Description:** IT Support Services and Robotic Process Automation for Enterprise Scheduling System
Client: Social Security Administration (SSA - ITSSC2)

Overview: The Social Security Administration's (SSA) Enterprise Scheduling relied on a manual, time-intensive process for arranging appointments, interviews, hearings, and follow-ups for beneficiaries and applicants. The process involved:
- Coordinating between multiple departments.
- Manually tracking availability and managing scheduling conflicts.

- Limited integration with case management systems, requiring manual updates. This resulted in delays, missed appointments, double bookings, and inefficient use of resources.

Automated Solution: To address these challenges, a custom enterprise scheduling tool was developed and automated. The automation process involved the following key steps:

Requirement Gathering and Integration Mapping: A thorough analysis of existing SSA workflows was conducted to understand how scheduling intersected with different operational units, including benefits processing, hearings, and claims management. The solution needed to integrate seamlessly with the SSA's legacy systems (e.g., COBOL-based systems and case management platforms).

Development of Automated Scheduling System:
- **Centralized Calendar Management** - An automated scheduling engine was implemented, centralizing all calendars across SSA departments to avoid scheduling conflicts and eliminate double bookings. This system automatically checked staff availability, office hours, and applicant needs before proposing appointment times.
- **Dynamic Rescheduling** - Automation was added to handle cancellations and reschedules. When a participant canceled, the system automatically identified the next available slot and rescheduled appointments based on predefined rules (e.g., prioritization of urgent cases).
- **Self-Service Portals** - A web-based self-service interface allows beneficiaries to book, confirm, or reschedule appointments, significantly reducing the need for SSA staff to manage these processes manually. Beneficiaries could access real-time availability and select appointments that best fit their schedules.
- **Integration with Case Management and Notification Systems** - The automated scheduling tool was integrated with SSA's case management system so that any scheduled or rescheduled appointments automatically triggered updates within the beneficiary's case file.
- **Automated Notifications and Reminders** - Automated email, SMS, and phone call reminders were set up to reduce no-shows. Notifications included pre-appointment instructions, document requirements, and directions for remote or in-person meetings.
- **Advanced Analytics and Reporting** - The tool incorporated analytics to track appointment volume, cancellation rates, and rescheduling trends. These insights allowed SSA to optimize resources, adjuststaffing levels, and improve service delivery.

Outcome:

- **Efficiency Improvement**: The automated system reduced manual scheduling efforts by more than 60%. SSA staff could allocate their time to other high-value tasks, improving overall productivity.
- **Reduced Errors and Conflicts**: With real-time calendar updates and conflict detection, double bookings were eliminated, and appointment accuracy improved.
- **Faster Service**: Beneficiaries experienced shorter wait times for appointments, and the automated reminders reduced no-show rates by 20%, resulting in better service delivery.
- **Enhanced User Experience**: The self-service portal provided greater convenience and transparency for beneficiaries, allowing them to manage their appointments independently

7) **Project Description:** Automating Case Management and Eligibility Verification (HHS)
Client: HHS - Center for Medicare & Medicaid Services (CMS)

Overview: Our team has experience working with the HHS Eligibility and Enrollment Systems, where manual processes for determining program eligibility (such as Medicaid and CHIP) required extensive paperwork and data entry across multiple systems.

Automated Solution: Implemented a workflow automation model that integrated eligibility verification across databases. This reduced manual input by incorporating automated data retrieval and real-time cross-verification of applicant information, such as income, residency, and benefits history.

Outcome: The automation reduced the time required for eligibility determination by 40%, improved accuracy, and minimized the backlog of cases.

Tools used:
- UiPath AI Powered RPA tool
- Microsoft Power Automate

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TAB III:

PRICE PROPOSAL

Exhibit A - Pricing Page

Kanawha City Networking Equipment

Item #	Part Number	Description	Manufacturer and Model if bidding * or equal products	Unit of Measure	Quantity *	Unit Price	Extended Amount
3.1.1	5320-48P-8XE	Extreme Networks 48 Port Network Switch, or Equal	ETN9QYJ Extreme Networks Inc. 5320 Univ SWCH w/ 48 x 10/100/1000BASE-T	Each	7	$5,450.00	$38,150.00
3.1.2	10051H	Extreme Networks 1000BSX SFP min-GBIC Transceiver Module, or Equal	ETNT0LN Extreme Networks Inc. 1000BSX SFP mini-GBIC Tranceiver Module - 1Gbps	Each	2	$452.99	$905.98
3.1.3	10304	Extreme Networks 1M SFP+ Twinaxial Cables, or Equal	ETNT086 Extreme Networks Inc. 10 Gigabit Ethernet SFP+ passive Cable assembly 1M length	Each	7	$130.00	$910.00
3.1.4	10099	Extreme Networks Standard Power Cords 15A, USA, NEMA 5-15, IEC320-C15, or Equal	IEC320-C15	Each	7	$44.00	$308.00
						Overall Total Cost	$40,273.98

Vendor must complete the Price Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified. A no bid will result in Vendor's bid being disqualified.

Swathi H Rajn

_____
Vendor Signature
SWATHI H RAJAN - ASSURE CONSULTING GROUP LLC. (Title: Founder)
Date Signed: 12/13/2024

TAB IV:

CLIENT REFERENCES

Our client references highlight our credibility and increase our growth as a trusted IT service provider.

1. **Client:** Social Security Administration
   Duration: Three (3) years
   Contact Personnel: Pankaj Lal, Omm IT Solutions
   Email: pankaj.lal@ommincorp.com
   Phone: (607) 206-4243

2. **Client:** Department of Health & Human Services
   Duration: Two (2) years
   Contact Personnel: Sri Bodepalli, John Hopkins Health System
   Email: sri@sahasacorp.net
   Phone: (813) 943-3966

3. **Client:** Covered California - Calheers
   Duration: Two (2) years
   Contact Personnel: George Thomas, State of California
   Email: george.thomas@calheers.ca.gov
   Phone: (916) 917-2361

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TAB V: COMPLIANCE ATTESTATIONS

Compliance with Solicitation Requirements

We, Assure IT, Inc., hereby acknowledge and affirm our understanding of and compliance with all mandatory terms and conditions outlined in the solicitation CRFQ WWV2500000003. Specifically:

Delivery Requirements:
We commit to ensuring all Contract Items are delivered to the designated location at **Workforce West Virginia 1900 Kanawha Blvd. East Building 3, Suite 300, Charleston, WV 25305,** in accordance with the delivery timeline specified in the solicitation. Should there be any potential delay, we will notify the Agency promptly in writing, as required.

Quality Assurance of Equipment:
All equipment supplied will be new and factory-sealed, conforming to the mandatory specifications outlined in the solicitation. We affirm that no refurbished or used equipment will be provided under this contract.

Alternate Equipment:
In cases where alternate equipment is offered, we guarantee that it will meet or exceed the stated technical specifications. Detailed documentation, including manufacturer specifications and technical data sheets, will accompany any proposed alternate equipment for evaluation and approval.

Compliance with Mandatory Terms:
We understand and comply with all mandatory terms and conditions highlighted by the use of "must," "will," and "shall" in the solicitation. We acknowledge that failure to adhere to these terms may result in disqualification of our proposal.

Pricing Page Completion:
The provided Pricing Page (Exhibit A) has been completed in full and reflects our proposed pricing for all specified items.

Compliance with Laws and Policies:
We affirm compliance with all applicable federal, state, and local laws, regulations, and policies as referenced in the solicitation.

By including this Compliance Statement in our proposal, Assure IT, Inc. demonstrates our commitment to adhering to all requirements and providing the highest-quality service to State of West Virginia.

Signed By

Swathi H Rajn   **Date: 12-16-2024**

Founder & President
Assure Consulting Group LLC dba Assure IT

TAB VI:

PRODUCT SPECIFICATIONS

ExtremeSwitching 5000 Model 5320

Manufacturer Part# **5320-48P-8XE**

5320-48P-8XE Extreme Networks Inc. 5320 Universal Switch with 48 x 10/100/1000BASE-T

UPC Code: 644728053247

Provantage Code: ETN9QYJ

Condition: Factory New
- Product Model: **5320**
- Total Number of Expansion Slots: **8.0**
- Expansion Slot Type: **SFP+**
- Product Family: **ExtremeSwitching 5000**
- Product Series: **5000**

Specifications

Product Name	5320 Universal Switch with 48 x 10/100/1000BASE-T
Manufacturer Part Number	5320-48P-8XE
Product Type	Ethernet Switch
Ethernet Technology	Gigabit Ethernet 10 Gigabit Ethernet
Product Family	ExtremeSwitching 5000
Media Type Supported	Optical Fiber Twisted Pair
Total Number of Network Ports	48
PoE (RJ-45) Port	Yes
Total Number of Expansion Slots	8.0
Expansion Slot Type	SFP+
Power Source	Power Supply
Layer Supported	2
Number of Power Supplies Installed	1
Network (RJ-45)	Yes
Number of SFP+ Slots	8
Modular	Yes
Port / Expansion Slot Details	48 x Gigabit Ethernet PoE+ 8 x 10 Gigabit Ethernet Expansion Slot
Product Series	5000
Product Model	5320
Network Technology	10/100/1000Base-T 10GBase-X

Product Line	ExtremeSwitching

Extreme Networks Inc. 1000BSX SFP mini-GBIC Tranceiver Module - 1Gbps

Manufacturer Part# 10051H

UPC Code: 644728001873

Provantage Code: ETNT0LN

Condition: Factory New
- Ethernet Technology: **Gigabit Ethernet**
- Connector Type: **LC**

10051H Extreme Networks Inc. 1000BSX SFP mini-GBIC Tranceiver Module - 1Gbps

Product Name	1000BSX SFP mini-GBIC Tranceiver Module - 1Gbps
Manufacturer Part Number	10051H
Product Type	SFP (mini-GBIC)

Ethernet Technology	Gigabit Ethernet
Media Type Supported	Optical Fiber
Network Technology	1000Base-SX
Fiber Mode Supported	Multi-mode
Total Number of Ports	1
Connector Type	LC
Interfaces / Ports Details	1 x LC 1000Base-SX Network

Extreme Networks Inc. 10 Gigabit Ethernet SFP+ passive Cable Assembly 1M Length

Manufacturer Part# 10304

UPC Code: 644728103041

Provantage Code: ETNT086

Condition: Factory New Conductor: **Copper**

10304 Extreme Networks Inc. 10 Gigabit Ethernet SFP passive Cable Assembly 1M Length

Product Name	10 Gigabit Ethernet SFP+ passive Cable Assembly 1M Length

Manufacturer Part Number	10304
Product Type	Network Cable
Connector Type on First End	SFP Network
Cable Length	3.28 ft
Connector on First End Details	SFP Network
Conductor	Copper

Extreme Networks Inc. Power Cord 13A USA NEMA 5-15 IEC320-C15Manufacturer Part# 10099

UPC Code: 644728100996

Provantage Code: ETNT132

Condition: Factory New Product Type: **Standard Power Cord**
    o Second End Connector Type: **IEC 60320 C15**
    o First End Connector Detail: **NEMA 5-15P Male**
    o Current Rating: **13 A**
    o Voltage Rating: **120 V AC**

10099 Extreme Networks Inc. Power Cord 13A USA NEMA 5-15 IEC320-C15

Product Name	Power Cord 13A USA NEMA 5-15 IEC320-C15
Manufacturer Part Number	10099

Product Type	Standard Power Cord
Connector on First End	NEMA 5-15P
Connector on Second End	IEC 60320 C15
Voltage Rating	120 V AC
Current Rating	13 A
Localization	United States
First End Connector Type	NEMA 5-15P
First End Connector Detail	1 x NEMA 5-15P Male
Second End Connector Type	IEC 60320 C15
Second End Connector Detail	1 x IEC 60320 C15 Female
Packaged Quantity	1

Exhibit A - Pricing Page

Kanawha City Networking Equipment

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Swathi H Rajn

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Vendor Signature
SWATHI H RAJAN - ASSURE CONSULTING GROUP LLC. (Title: Founder)
Date Signed: 12/13/2024