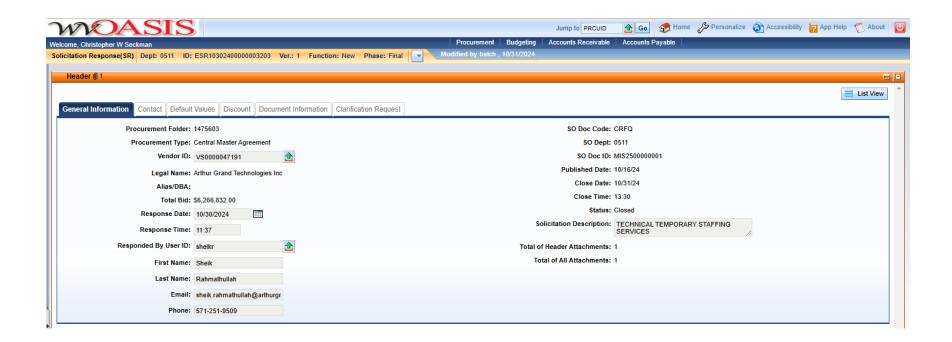
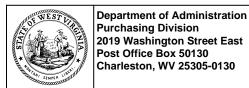


2019 Washington Street, East Charleston, WV 25305 Telephone: 304-558-2306 General Fax: 304-558-6026

Bid Fax: 304-558-3970

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.





State of West Virginia Solicitation Response

Proc Folder:

1475603

Solicitation Description:

TECHNICAL TEMPORARY STAFFING SERVICES

Proc Type:

Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-10-31 13:30	SR 0511 ESR10302400000003203	1

VENDOR

VS0000047191

Arthur Grand Technologies Inc

Solicitation Number: CRFQ 0511 MIS2500000001

Total Bid: 6266832 **Response Date:** 2024-10-30 **Response Time:** 11:37:32

Comments:

FOR INFORMATION CONTACT THE BUYER

Crystal G Hustead (304) 558-2402 crystal.g.hustead@wv.gov

Vendor Signature X FEIN# DATE

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

 Date Printed:
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Senior Web Application Analyst	2080.0000	HOUR	82.000000	170560.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Extended Description:

4.1.1 Senior Web Application Analyst - quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Senior Web Application Analyst Optional renewal year 1	2080.0000	HOUR	83.640000	173971.20

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Senior Web Application Analyst Optional renewal year 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Senior Web Application Analyst Optional renewal year 2	2080.0000	HOUR	85.310000	177444.80

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Senior Web Application Analyst Optional renewal year 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Senior Web Application Analyst Optional renewal year 3	2080.000	00 HOUR	87.020000	181001.60

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Senior Web Application Analyst Optional renewal year 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Senior Application Oracle Database Administrator	2080.000	0 HOUR	89.000000	185120.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

4.1.2 Senior Application Oracle Database Administrator-quantity of hours listed is for bidding purposes only.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Senior Application Oracle Database Administrator Opt Ren Yr1	2080.0000	HOUR	90.780000	188822.40

Comm Code	Manufacturer	Specification	Model #	
80111608				

Extended Description:

Senior Application Oracle Database Administrator Opt Ren Yr1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Senior Application Oracle Database Administrator Opt Ren Yr2	2080.000	0 HOUR	92.600000	192608.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Senior Application Oracle Database Administrator Opt Ren Yr2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Senior Application Oracle Database Administrator Opt Ren Yr3	2080.000	0 HOUR	94.450000	196456.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Senior Application Oracle Database Administrator Opt Ren Yr3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Senior Application DB2 Database Administrator	2080.0000	HOUR	93.000000	193440.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

4.1.3 Senior Application DB2 Database Administrator-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Senior Application DB2 Database Administrator Opt Ren Yr1	2080.0000	HOUR	94.860000	197308.80

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Senior Application DB2 Database Administrator Opt Ren Yr1-quantity of hours listed is for bidding purposes only.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Senior Application DB2 Database Administrator Opt Ren Yr2	2080.0000	HOUR	96.760000	201260.80

Comm Code	Manufacturer	Specification	Model #	
80111608				

Extended Description:

Senior Application DB2 Database Administrator Opt Ren Yr2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Senior Application DB2 Database Administrator Opt Ren Yr3	2080.0000	HOUR	98.690000	205275.20

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Senior Application DB2 Database Administrator Opt Ren Yr3-quantity of hours listed is for bidding purposes only.

Line Comm Ln Desc Qty Unit Issue Unit Price Ln Total Or Contra	ct Amount
13 SQL Server Database Administrator 2080.0000 HOUR 78.000000 162240.00	

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

4.1.4 SQL Server Database Administrator-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	SQL Server Database Administrator Opt Ren Yr 1	2080.0000	0 HOUR	79.560000	165484.80

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

SQL Server Database Administrator Opt Ren Yr 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	SQL Server Database Administrator Opt Ren Yr 2	2080.000	0 HOUR	81.150000	168792.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

SQL Server Database Administrator Opt Ren Yr 2-quantity of hours listed is for bidding purposes only.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	SQL Server Database Administrator Opt Ren Yr 3	2080.0000	0 HOUR	82.770000	172161.60

Comm Code	Manufacturer	Specification	Model #	
80111608				

Extended Description:

SQL Server Database Administrator Opt Ren Yr 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
17	Help Desk Analyst	2080.0000	HOUR	42.000000	87360.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

4.1.5 Help Desk Analyst-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
18	Help Desk Analyst Optional Renewal Year 1	2080.00	00 HOUR	42.840000	89107.20

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Help Desk Analyst Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
19	Help Desk Analyst Optional Renewal Year 2	2080.000	0 HOUR	43.700000	90896.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Help Desk Analyst Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

Line Comm Ln Desc Qt	Qty Unit Issue	Unit Price	Ln Total Or Contract Amount
Help Desk Analyst Optional Renewal Year 3 20	2080.0000 HOUR	44.570000	92705.60

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Help Desk Analyst Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
21	Business Analyst	2080.0000	HOUR	61.000000	126880.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Extended Description:

4.1.6 Business Analyst-quantity of hours listed is for bidding purposes only.

Line Comm	n Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
22 Busine	ess Analyst Optional Renewal Year 1	2080.0000 HOUR		62.220000	129417.60

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Business Analyst Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
23	Business Analyst Optional Renewal Year 2	2080.00	000 HOUR	63.460000	131996.80

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Business Analyst Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
24	Business Analyst Optional Renewal Year 3	2080.00	00 HOUR	64.730000	134638.40

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Business Analyst Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
25	Information Systems Assistant	2080.000	0 HOUR	38.000000	79040.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

4.1.7 Information Systems Assistant-quantity of hours listed is for bidding purposes only.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
26	Information Systems Assistant Optional Renewal Year 1	2080.0000	HOUR	38.760000	80620.80

Comm Code	Manufacturer	Specification	Model #	
80111608				

Extended Description:

Information Systems Assistant Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
27	Information Systems Assistant Optional Renewal Year 2	2080.00	00 HOUR	39.540000	82243.20

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Information Systems Assistant Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
28	Information Systems Assistant Optional Renewal Year 3	2080.0000	HOUR	40.330000	83886.40

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Information Systems Assistant Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
29	Programmer Analyst	2080.000	0 HOUR	69.000000	143520.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

4.1.8 Programmer Analyst-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
30	Programmer Analyst Optional Renewal Year	1 2080.00	000 HOUR	70.380000	146390.40

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Programmer Analyst Optional Renewal Year 1-quantity of hours listed is for bidding purposes only.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
31	Programmer Analyst Optional Renewal Year	2 2080.00	000 HOUR	71.790000	149323.20

Comm Code	Manufacturer	Specification	Model #	
80111608				

Extended Description:

Programmer Analyst Optional Renewal Year 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
32	Programmer Analyst Optional Renewal Year	3 2080.00	00 HOUR	73.220000	152297.60

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Programmer Analyst Optional Renewal Year 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
33	Senior Mainframe Application Analyst	2080.0000	HOUR	92.000000	191360.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

4.1.9 Senior Mainframe Application Analyst-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
34	Senior Mainframe Application Analyst Optional Ren Yr 1	2080.000	HOUR	93.840000	195187.20

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Senior Mainframe Application Analyst Optional Ren Yr 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
35	Senior Mainframe Application Analyst Optional Ren Yr 2	2080.0000	HOUR	95.720000	199097.60

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Senior Mainframe Application Analyst Optional Ren Yr 2-quantity of hours listed is for bidding purposes only.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
36	Senior Mainframe Application Analyst Optional Ren Yr 3	2080.0000	HOUR	97.630000	203070.40

Comm Code	Manufacturer	Specification	Model #	
80111608				

Extended Description:

Senior Mainframe Application Analyst Optional Ren Yr 3-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
37	Mainframe Application Analyst	2080.0000	HOUR	87.000000	180960.00

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

4.1.10 Mainframe Application Analyst-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
38	Mainframe Application Analyst Renewal Yr 1	2080.000	00 HOUR	88.740000	184579.20

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Mainframe Application Analyst Renewal Yr 1-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
39	Mainframe Application Analyst Renewal Yr 2	2080.000	0 HOUR	90.510000	188260.80

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Mainframe Application Analyst Renewal Yr 2-quantity of hours listed is for bidding purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
40	Mainframe Application Analyst Renewal Yr 3	2080.0000	HOUR	92.330000	192046.40

Comm Code	Manufacturer	Specification	Model #	
80111608				

Commodity Line Comments:

Extended Description:

Mainframe Application Analyst Renewal Yr 3-quantity of hours listed is for bidding purposes only.

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SUBMITTED TO:

Bid Clerk

Department of Administration

Purchasing Division

2019 Washington Street East Charleston WV 25305-0130

SUBMITTED BY:

Sheik Rahmathullah Arthur Grand Technologies Inc.

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Ashburn VA 20147



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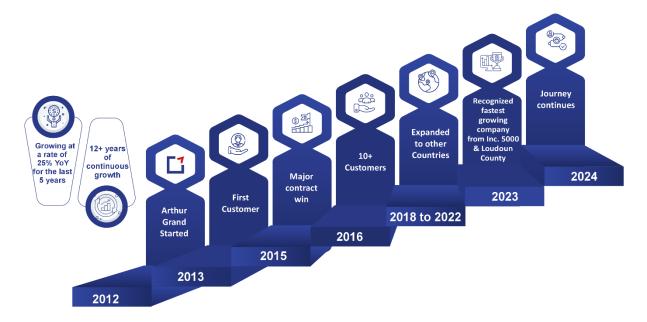
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1. Executive Summary

Arthur Grand Technologies Inc. is pleased to propose a comprehensive solution for technical temporary staffing services to the State of West Virginia. With over 12 years of industry experience, we offer scalable and flexible IT staffing and services designed to meet current needs while preparing for future challenges. Our staffing solutions ensure that the State of West Virginia has access to the most qualified personnel in the IT field.

This proposal outlines our approach to delivering IT infrastructure services, cybersecurity, cloud services, and data analytics. Additionally, it details our strategies for recruiting, training, and retaining top IT talent.

Our focus is on maintaining a high degree of transparency, quality, and accountability in every aspect of service delivery. We emphasize the use of cutting-edge technologies, industry best practices, and a customer-centric approach to enhance efficiency, security, and service continuity for the State of West Virginia.



2. Introduction to Arthur Grand Technologies

Arthur Grand Technologies Inc. is a trusted provider of high-quality IT solutions for government agencies, non-profits, and private enterprises. Located in Northern Virginia, we

excel in combining innovative technology with top-notch project management and customer service.

Our company has been recognized by Loudoun County and Inc. magazine as one of the fastest-growing companies, highlighting our success in the IT industry. As an SBA (Small Business Administration) 8(a) and NMSDC (National Minority Supplier Development Council)-certified Minority Business Enterprise (MBE), we are committed to promoting diversity and excellence in all aspects of our business.

We have extensive experience across various industries, including government, healthcare, finance, retail, telecommunications, and engineering. Over the past 12 years, we have successfully delivered large-scale IT projects, including cybersecurity solutions, cloud migrations, and infrastructure development. We are currently involved in several major projects valued at over \$100 million with partnerships with large systems integrators including BAE Systems, Accenture Federal Services, Virtusa, and Hexaware, establishing us as a leader in providing IT services across industries.

Mission and Vision

Our mission is to deliver cutting-edge IT solutions that drive operational excellence. We aim to become the trusted partner for IT services and staffing in the public sector, known for our reliability and exceeding client expectations.

Core Competencies

Arthur Grand specializes in:

- IT Infrastructure Management
- Cybersecurity Solutions
- Application Development and Maintenance
- Data Analytics and Business Intelligence
- IT Staff Augmentation and Managed Services

Key Partnerships and Collaborations

We collaborate with leading technology vendors such as Microsoft, AWS, and Google to offer the most advanced IT staffing and services solutions. These partnerships enable us to utilize cutting-edge tools and platforms, ensuring superior outcomes for our clients.

3. IT Staffing Approach and Methodology

Arthur Grand is committed to delivering exceptional IT project outcomes by prioritizing the quality of our personnel. To guarantee the State of West Virginia receives the most qualified talent, we have established a comprehensive and robust staffing methodology. This methodology features a three-tier screening process, meticulously managed by a dedicated team of over 60 specialized recruiters. Our recruiters are experts in identifying and vetting top-tier IT professionals, ensuring that only the best candidates are selected for your projects.

3.1 Recruitment Strategy

Arthur Grand employs a robust and multifaceted recruitment strategy tailored to attract top-tier talent. Our approach includes:

- Job Fairs and Networking Events: We actively participate in both local and national
 job fairs, as well as industry–specific networking events, to connect with highly
 qualified professionals.
- Partnerships with Educational Institutions: We maintain strong collaborations with universities and training centers, focusing on recruiting graduates in key areas such as cybersecurity, software engineering, and data science.
- **Employee Referrals**: Our incentivized referral program encourages current employees to recommend exceptional candidates, ensuring a continuous influx of qualified talent.
- Social media and Online Platforms: We strategically leverage platforms like LinkedIn and GitHub to identify and engage with potential candidates, building a robust talent pipeline.

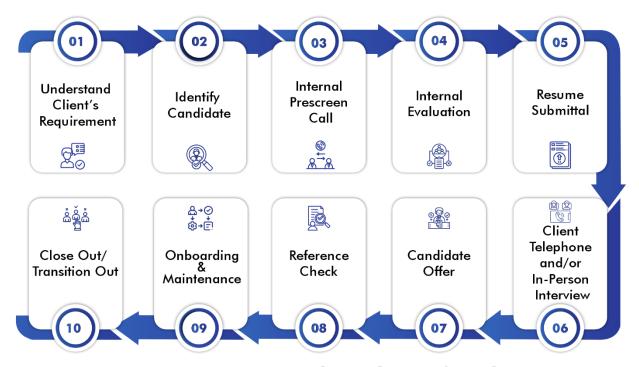
3.2 Retention Programs

At Arthur Grand, we prioritize retaining top talent through a comprehensive and strategic approach. Our retention initiatives are designed to foster employee satisfaction and long–term commitment:

• Competitive Salaries and Benefits: We provide salaries that surpass industry benchmarks, along with a robust benefits package to attract and retain high–caliber professionals.

- Professional Development: We emphasize continuous learning and career growth by offering access to certifications, specialized training, and mentorship opportunities.
- **Work–Life Balance**: We support our employees' well–being by offering flexible work arrangements and promoting a balanced work–life environment to mitigate burnout and reduce turnover.

The below diagram provides the process our firm follows in staffing IT resources to our customer projects.



Recruitment to Onboarding Lifecycle

3.3 Training and Development

Arthur Grand invests heavily in the continuous professional development of our employees, ensuring they remain at the forefront of industry trends and technological advancements. Our training programs include:

• **Arthur Grand University**: An internal platform offering a wide range of IT training courses.

- Industry Certifications: We provide financial support and study resources for certifications such as CISSP, PMP, AWS, and more.
- **Mentorship Programs**: Each employee is assigned a mentor to guide them through their professional journey and help achieve their career goals.

3.4 Three–Level Screening Process

Our three-level screening process ensures that only the most qualified candidates are presented to the State of West Virginia. This multi-step process assesses candidates on both technical skills and cultural fit to guarantee they can contribute to the success of the project.

Level 1: Initial Screening and Skills Assessment

During the first stage, our recruiting team performs an initial evaluation of the candidate's resume and qualifications. This phase focuses on ensuring that the candidate meets the minimum technical qualifications and experience levels required for the specific role.

- Resume Review: Our recruiters analyze the candidate's education, certifications, and prior work experience to ensure alignment with job requirements.
- Skills Assessment: We leverage online testing platforms to evaluate candidates' technical skills in areas such as software development, network management, cybersecurity, and project management.

Level 2: Technical Interview with Subject Matter Experts (SMEs)

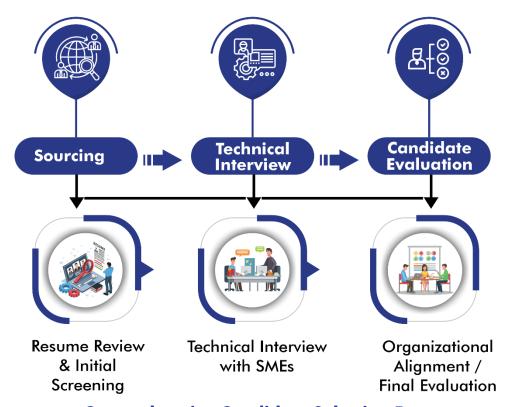
In the second phase, candidates undergo a technical interview conducted by Subject Matter Experts (SMEs). These are professionals with deep expertise in specific IT areas who can thoroughly assess the candidate's technical capabilities.

- Hands-On Exercises: Candidates are required to solve real-world technical problems related to the role, such as coding challenges, system design, or network troubleshooting.
- **Behavioral Interviews**: This interview also explores how candidates approach problem-solving and how they've handled technical challenges in previous roles.

Level 3: Cultural Fit and Final Evaluation

The final stage of the process focuses on assessing whether the candidate will fit within the State of West Virginia's organizational culture and work environment. This stage includes:

- **Team Dynamics Evaluation**: We assess whether the candidate's communication style, work habits, and collaborative skills align with the culture and team dynamics of the client's environment.
- **Reference Checks**: We perform thorough reference checks with previous employers to validate the candidate's performance, reliability, and overall work ethic.



Comprehensive Candidate Selection Process

Illustrate the flow of the three–level screening process, showing how candidates are filtered from resume review to technical interviews and final evaluation.

3.5 Recruitment Team of 60+ Recruiters

Arthur Grand Technologies boasts a team of over 60 highly skilled recruiters, each with specialized knowledge in IT staffing. Our recruiters are deeply embedded in the tech industry and have access to a vast network of IT professionals across various disciplines. This allows us to source and place candidates with niche skill sets efficiently.

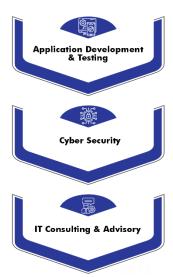
Recruitment Strategy

Our recruitment team is structured to ensure efficiency and specialization. We divide our team into focused groups, with each group specializing in specific IT roles such as cybersecurity, software engineering, project management, and cloud computing.

- **Expert Recruiters**: Each of our recruiters is trained in specific IT domains to ensure they understand the technical requirements and can quickly identify the right candidates for complex roles.
- **Sourcing Networks**: Our recruiters utilize a combination of online job platforms (LinkedIn, Indeed, etc.), university partnerships, and our internal candidate database to source highly qualified professionals.
- **Candidate Engagement**: We maintain ongoing relationships with our candidate pool, engaging them with opportunities for professional development, which keeps them interested in new roles and projects.

4. Alignment to Labor Categories and Functional Areas

Arthur Grand has mapped our personnel's qualifications and experience to align with the specific labor categories and functional areas outlined in the RFP. We are experts in providing staffing on various IT areas. The diagram below provides our key service officering on IT staffing.







5. Past Performance

Arthur Grand Technologies Inc. has a strong track record of delivering high-quality IT services and staffing solutions across both public and private sectors. Our ability to manage large-scale, multi-faceted IT projects in application development, cybersecurity, infrastructure technical support, project/program management, and service desk/NOC operations has positioned us as a trusted partner to leading organizations in government, finance, and beyond. Below is a comprehensive overview of key past performances relevant to the State of West Virginia's needs.

1. Department of Justice (DOJ) - US Marshals Service (USMS) via BAE Systems

Project Scope:

Arthur Grand Technologies provided comprehensive services in application development, infrastructure support, business intelligence, GIS development, program/project management, and cybersecurity for the US Marshals Service (USMS) through BAE Systems. Our team was responsible for the development and optimization of mission—critical applications, ensuring seamless performance and security. This included the integration of GIS solutions to support geospatial data analysis for law enforcement operations.

We delivered robust business intelligence solutions by developing custom reporting tools that enabled USMS leadership to make data—driven decisions. Our team designed and implemented interactive dashboards that synthesized key metrics from various systems, offering real—time insights into operational performance.

Our infrastructure support included managing servers, optimizing networks, and maintaining critical data storage systems, ensuring high availability and performance of USMS's core IT infrastructure. In the cybersecurity domain, we focused on identifying and fixing system vulnerabilities, ensuring that applications and infrastructure were safeguarded through regular patching and vulnerability management.

Our program and project management team effectively coordinated multiple parallel development and infrastructure projects, ensuring adherence to timelines and budgets. We utilized agile methodologies to ensure projects were delivered on time and efficiently.

Relevance to the State of West Virginia:

The State of West Virginia's IT environment can greatly benefit from **Arthur Grand Technologies Inc.'s** extensive experience in managing complex, integrated solutions that span application development, infrastructure management, business intelligence, GIS

development, cybersecurity, and project management. Our proven success in supporting large-scale federal programs demonstrates our ability to provide secure, scalable IT solutions that enhance operational efficiency, improve decision-making, and meet the state's evolving technological needs.

Key Achievements:

- Developed and optimized mission-critical applications for USMS, including GIS solutions for enhanced geospatial analysis and decision-making.
- Implemented business intelligence tools, creating interactive dashboards that provided real-time insights, enabling USMS leadership to track performance metrics and improve operational decisions.
- Delivered extensive infrastructure management services, ensuring optimized server performance, network reliability, and secure data storage solutions.
- Led various infrastructure and development projects using agile methodologies, ensuring on–time delivery and efficient resource utilization.
- Proactively identified and fixed system vulnerabilities, applying patches and security updates to safeguard USMS applications and infrastructure.
- Ensured compliance with federal cybersecurity standards, protecting sensitive USMS data from emerging threats.

Staffing Flexibility:

Our staffing model allowed us to quickly scale resources to meet the changing needs of USMS, especially during peak project phases or in response to newly discovered vulnerabilities. We provided on–demand expertise in areas such as infrastructure management, cybersecurity, and application development, ensuring smooth and secure project execution.

2. Department of Justice (DOJ) - US Marshals Service (USMS) via Accenture

Project Scope:

Arthur Grand Technologies partnered with Accenture to provide cloud migration and business intelligence services to the USMS as part of its Mission Modernization Program. Our team led the migration of several mission—critical applications to a secure cloud environment, ensuring data integrity, confidentiality, and availability throughout the

process. Additionally, we developed custom business intelligence tools to enhance decision—making capabilities within the USMS.

Our application development teams built APIs to connect on–premise systems to cloud environments, ensuring seamless data flow and secure access to critical applications for USMS personnel. We also designed custom dashboards to help USMS leaders track key metrics and identify trends in law enforcement activities.

Relevance the State of West Virginia:

The State of West Virginia's ongoing IT modernization efforts can benefit from **Arthur Grand Technologies Inc.'s** expertise in cloud migration and secure application development. Our ability to deliver customized solutions that enhance operational efficiency and data security positions us as a valuable partner for the state's IT initiatives.

Key Achievements:

- Migrated over 15 mission-critical applications to a secure cloud environment, reducing system downtime by 20%.
- Developed custom APIs that streamlined data access and improved system interoperability.
- Enhanced USMS's decision-making capabilities by providing real-time business intelligence through custom-built dashboards.

3. US Patent and Trademark Office (USPTO)

Project Scope:

Arthur Grand Technologies played a central role in modernizing the USPTO's internal systems by migrating over 20 legacy SharePoint applications to SharePoint Online. Our team also automated several manual workflows using Microsoft Power Platform, which significantly improved internal processes and cross–departmental collaboration. This project included elements of application development, project management, and service desk/NOC support, ensuring that USPTO personnel could access the systems they needed in a timely and efficient manner.

Our service desk/NOC support teams played a key role in maintaining system uptime and addressing any issues that arose during the transition to SharePoint Online. By implementing proactive monitoring systems, we ensured that any disruptions were quickly addressed, and critical applications remained available to end–users.

Relevance to the State of West Virginia:

The State of West Virginia relies on collaborative platforms to manage its IT operations. **Arthur Grand Technologies Inc.'s** expertise in modernizing these platforms and providing ongoing support ensures that the State of West Virginia can improve IT efficiency, reduce manual processes, and enhance internal collaboration across departments.

Key Achievements:

- Migrated over 20 legacy SharePoint applications with zero downtime, ensuring uninterrupted business operations.
- Automated 40% of manual workflows, saving hundreds of hours in administrative tasks across multiple departments.
- Provided 24/7 service desk and NOC support to ensure high availability of critical SharePoint systems.

4. Virtusa and Banking Clients (JPMC, Citibank, BMO)

Project Scope:

Since 2021, Arthur Grand Technologies has provided critical IT staffing solutions to Virtusa, serving major banking clients such as JPMorgan Chase (JPMC), Citibank, and the Bank of Montreal (BMO). This project has involved sourcing and deploying professionals across several IT disciplines, with a focus on application development, cybersecurity, and infrastructure technical support. Our team helped these banks manage both backend and frontend systems, ensuring the security and scalability of their IT environments.

Our professionals contributed to the continuous enhancement of banking platforms, including digital payment systems, online customer portals, and secure internal networks. By maintaining **high availability systems**, our team ensured that banking clients could provide seamless and secure customer experiences.

Relevance to West Virginia:

The State of West Virginia requires a high-quality IT staffing solution that can adapt to the dynamic and evolving needs of its IT infrastructure. **Arthur Grand Technologies Inc.** is uniquely positioned to meet these demands, with a proven track record of providing skilled IT professionals to organizations in highly regulated industries. Our deep experience with government agencies and critical infrastructure projects ensures that we can support the State of West Virginia with the talent needed to enhance and maintain its technical environment.

Annual Revenue: Over \$3 million annually from Virtusa's banking clients.

Key Achievements:

- **JPMC**: Delivered skilled IT professionals for the development and integration of secure software systems and cybersecurity enhancements, including encryption, access control, and fraud detection systems.
- **Citibank**: Provided expertise in application development for digital transformation projects, including the modernization of mobile banking apps, cloud migrations, and continuous integration pipelines.
- **BMO**: Delivered talent for **cybersecurity** initiatives, enhancing digital banking features while ensuring robust security protocols, such as multi–factor authentication and secure cloud infrastructure.

Staffing Flexibility:

Our staffing approach allowed for rapid scale—up during project peaks, deploying additional cybersecurity and application development experts during critical phases, while adjusting staffing levels based on evolving project needs. This flexibility ensured that Virtusa's clients received the right resources at the right time.

5. Zenius Corporation

Project Scope:

Since 2019, Arthur Grand Technologies has been a key IT staffing partner for Zenius Corporation, providing services to multiple federal government clients, including the Department of Education, IRS, SSA, and DOE. Our IT professionals supported Zenius in key areas such as application development, cybersecurity, infrastructure technical support, and project/program management. We supplied software developers, mainframe programmers, cybersecurity analysts, network engineers, and project managers who played critical roles in modernizing federal IT infrastructure.

For instance, we helped streamline the development and deployment of software solutions used by the Social Security Administration (SSA), enhancing the system's ability to handle large volumes of sensitive data. Additionally, our cybersecurity experts ensured that the DOE's systems remained compliant with NIST guidelines and other federal cybersecurity mandates.

Relevance to the State of West Virginia:

The complexity and scale of the projects we have executed for government clients align well with the State of West Virginia's IT needs. Our ability to source and deploy top-tier IT

professionals in high-demand roles across cybersecurity, infrastructure support, and application development makes **Arthur Grand Technologies Inc.** the ideal partner for West Virginia's IT staffing requirements.

Annual Revenue: Over \$1 million annually from Zenius Corporation.

Key Achievements:

- **Department of Education**: Delivered application development teams that modernized legacy systems, improving efficiency and user experience for internal and external stakeholders.
- **IRS**: Provided cybersecurity specialists who ensured federal tax systems adhered to stringent security protocols, protecting millions of records from potential breaches.
- **DOE**: Supplied project managers and technical support staff who ensured the smooth delivery of critical infrastructure projects while maintaining strict compliance with federal cybersecurity regulations.

Staffing Flexibility:

Our staffing model allowed us to scale IT resources as needed, supporting large-scale IT initiatives such as infrastructure upgrades and software modernization projects. By maintaining a pipeline of pre-vetted professionals, **Arthur Grand Technologies Inc.** ensures that the State of West Virginia has access to the skilled IT talent required at every stage of its projects.

Conclusion

Arthur Grand Technologies Inc. has a demonstrated history of delivering high-quality IT solutions and staffing services across application development, cybersecurity, infrastructure technical support, project/program management, and service desk/NOC support. Our work with leading financial institutions and federal agencies aligns perfectly with the State of West Virginia's IT needs, and our ability to deliver scalable, secure, and efficient IT solutions positions us as the ideal partner for the state's IT initiatives.

6. Staffing Surge Capabilities

Arthur Grand has developed a robust surge staffing capability to ensure that we can meet the State of West Virginia's needs in the event of increased demand. Our flexible staffing model, combined with our network of pre-vetted professionals, allows us to quickly scale up or down as needed to handle changes in project scope or unexpected demands.

Our Surge Staffing Model Includes:

- Rapid Response Teams: We maintain a dedicated team of experts who can be deployed within 24 to 48 hours to meet sudden increases in demand. These teams are well–versed in working under tight deadlines and high–pressure environments.
- **Flexible Labor Pools**: With a bench of pre–screened and qualified candidates, we can activate our network of specialists to ensure that any surge in workload is efficiently handled without disrupting ongoing operations.
- Vendor Partnerships: We collaborate with partner staffing agencies to provide additional resources when needed, leveraging their expertise while maintaining full control over quality and service standards.

Surge Staffing Capabilities for the State of West Virginia

Arthur Grand understands that government projects often experience unpredictable demand fluctuations. Whether it's a sudden need for more cybersecurity professionals, additional project managers, or technical support personnel, we are fully prepared to provide the necessary resources at short notice.

7. Transition—In and Transition—Out Plans

Transition-In Plan

Arthur Grand's Transition-In Plan ensures a smooth and seamless start to service delivery. We will work closely with the State of West Virginia to implement a phased transition plan that includes:

- **Knowledge Transfer**: Sessions with the outgoing team to capture relevant project information.
- **Logistical Coordination**: Organizing the deployment of resources, personnel, and equipment to ensure no disruption in services.

• Onboarding Procedures: New staff will be fully integrated into the State of West Virginia's operational framework within the first 14 calendar days..

Transition-Out Plan

Our Transition-Out Plan ensures that, when the contract concludes, the State of West Virginia can seamlessly transition services to a new vendor or internal team. This minimizes disruptions and ensures service continuity.

Our Transition-Out Plan includes:

- Data and Documentation Transfer: We will provide all necessary project documentation, reports, and historical data to the State of West Virginia or the new vendor. This includes a comprehensive knowledge transfer to ensure the incoming team has everything they need to take over seamlessly.
- **Personnel Handover**: Arthur Grand will work with the State of West Virginia to transfer any ongoing roles and responsibilities to the new service provider. This includes making key personnel available during the transition phase for knowledge sharing and troubleshooting.
- Exit Interviews and Feedback: We conduct exit interviews with key project personnel to capture any lessons learned and feedback on service delivery. This information will be compiled into a final report for the State of West Virginia.

8. Risk Management and Mitigation Strategies

At Arthur Grand Technologies, we understand that proactive risk management is crucial to the success of any IT project. Our risk management framework is designed to identify, assess, and mitigate potential risks before they become issues that affect project delivery, system security, or service quality. By focusing on continuous monitoring, timely incident response, and robust contingency planning, we ensure that the State of West Virginia's IT systems remain secure, efficient, and resilient in the face of any challenges.

Our comprehensive approach to risk management includes the following key elements:

1. Regular Risk Assessments

Arthur Grand conducts continuous, thorough risk assessments to proactively identify potential vulnerabilities or threats that could impact the State of West Virginia's IT

infrastructure or service delivery. Our assessments cover both technical and operational risks, ensuring that all possible issues are accounted for and mitigated in a timely manner.

- **Continuous Monitoring**: We employ automated tools and manual review processes to continuously monitor the IT environment for emerging risks, including system vulnerabilities, security threats, and operational inefficiencies. This real–time monitoring allows us to detect issues before they escalate into serious problems.
- Comprehensive Risk Evaluation: Each risk is evaluated based on its likelihood of occurrence and potential impact on critical systems and operations. We categorize risks into different levels of severity to prioritize mitigation efforts, ensuring that high–impact risks are addressed promptly.
- **Stakeholder Involvement**: Our risk assessments involve key stakeholders from both the State of West Virginia and our internal team.

2. Incident Response Plans

Arthur Grand places a strong emphasis on having detailed, actionable incident response plans in place to manage any security breaches, system failures, or other disruptions. Our goal is to minimize downtime and ensure that the State of West Virginia's operations can continue smoothly, even in the face of unforeseen events.

- Predefined Response Protocols: We develop comprehensive incident response
 protocols tailored to the State of West Virginia's specific IT environment. These
 protocols outline clear steps to follow in the event of various incidents, including
 data breaches, system outages, or cyberattacks.
- **24/7 Monitoring and Response**: Our dedicated incident response team is available around the clock to detect, assess, and respond to potential threats. If a security breach or system failure is detected, our team immediately initiates the response plan, working to contain and mitigate the impact of the incident.
- Collaboration and Communication: In the event of an incident, we maintain open lines of communication with the State of West Virginia's leadership and IT teams, ensuring that all stakeholders are informed of the situation, the response plan, and expected timelines for resolution.
- **Post–Incident Analysis**: After every incident, we conduct a thorough analysis to identify the root cause and evaluate the effectiveness of the response plan. Lessons learned from this analysis are used to refine our incident response strategies, ensuring continuous improvement.

3. Contingency Planning

At Arthur Grand Technologies, we understand that unexpected events can occur despite the best planning and preparation. That's why we invest heavily in developing robust contingency plans that ensure service continuity in the face of disruptions. Our contingency plans include both technical and staffing strategies, designed to ensure that the State of West Virginia's operations are never interrupted.

- Technical Backup Solutions: We implement redundant systems and backup solutions to protect critical data and ensure that IT systems remain operational during outages or system failures. This includes regular data backups, disaster recovery protocols, and failover systems to ensure minimal downtime.
- Alternative Staffing Plans: To ensure that staffing shortages or surges in demand
 do not affect service delivery, we maintain a flexible staffing model that can quickly
 adapt to changing circumstances. Our alternative staffing plans include on–call
 experts and a pool of pre–vetted personnel who can be deployed within hours to
 maintain business continuity.
- Scalability and Flexibility: Our contingency planning extends to anticipating
 changes in the State of West Virginia's operational needs. Whether due to seasonal
 demand, unexpected project expansions, or system upgrades, we ensure that the
 necessary resources—both human and technical—are readily available to scale up
 or down as needed.
- Risk Scenario Simulations: As part of our contingency planning, we regularly
 conduct scenario—based simulations to test the effectiveness of our risk mitigation
 strategies. These simulations allow us to evaluate how our team and systems will
 perform in the event of various risk scenarios, including data breaches, natural
 disasters, or technical failures.

4. Regular Audits and Continuous Improvement

Risk management is not a one-time process; it requires constant refinement and adaptation to changing circumstances. **Arthur Grand Technologies Inc.** conducts regular audits and reviews of our risk management strategies to ensure they remain effective and aligned with the State of West Virginia's evolving needs.

• Scheduled Risk Audits: We perform periodic audits of our risk management practices to ensure all systems, processes, and strategies remain up to date and

compliant with industry standards. These audits help us uncover any emerging risks that may have developed since the last assessment.

- **Feedback Loops**: We establish feedback loops between our technical teams, the State of West Virginia's IT department, and key stakeholders. This ensures that any risks identified in daily operations are communicated and addressed promptly.
- Process Optimization: Continuous improvement is embedded in our risk
 management framework. Based on audit findings and post-incident analyses, we
 adjust our processes and protocols to close any identified gaps and strengthen the
 overall resilience of the State of West Virginia's IT infrastructure.

Summary

Arthur Grand Technologies' proactive and comprehensive risk management approach ensures that the State of West Virginia's IT operations are secure, resilient, and adaptable to any potential threats or challenges. By combining real-time monitoring, rapid incident response, detailed contingency planning, and continuous improvement, we ensure that risks are identified and mitigated before they can impact the state's operations.

This approach not only reduces the likelihood of disruptions but also provides the State of West Virginia with the peace of mind that its IT systems are protected by a dedicated team of experts committed to maintaining high standards of performance and security.

9. Quality Assurance and Compliance

Arthur Grand is fully committed to delivering the highest level of service quality to the State of West Virginia. Our approach to quality assurance (QA) integrates stringent processes and best practices at every stage of the project to ensure that all deliverables meet or exceed client expectations.

Quality Assurance Methodology

Our QA methodology is built on internationally recognized standards, including ISO and CMMI practices. The framework is designed to embed quality checks at key points throughout the project lifecycle, minimizing the risk of errors or deviations from project requirements.

1. QA Planning

- During project initiation, we work with the State of West Virginia to define quality standards, success metrics, and key deliverables. These quality standards are incorporated into the project's scope, timeline, and resource planning.
- We develop a Quality Management Plan (QMP) that outlines the specific processes, tools, and techniques that will be used to monitor and control quality throughout the project.

2. Process Audits and Continuous Improvement

- Regular internal and external audits are conducted to ensure compliance with the State of West Virginia's requirements and industry regulations.
 These audits focus on all critical aspects of the project, from cybersecurity and data protection to system performance and user satisfaction.
- We promote continuous improvement through a feedback loop that involves gathering input from project stakeholders, identifying areas of improvement, and making process adjustments as necessary.

3. Client-Specific Customizations

customizes our QA processes to meet the specific requirements of the State
of West Virginia. For example, we ensure that all deliverables comply with
local, state, and federal regulations related to data privacy, security, and
accessibility.

Compliance Management

In addition to QA, Arthur Grand Technologies ensures compliance with all regulatory requirements and government policies. We stay current on all legal and industry regulations that impact the State of West Virginia's operations, including:

- GDPR Compliance
- **HIPAA Compliance** (for healthcare–related projects)
- Federal Information Security Management Act (FISMA)
- National Institute of Standards and Technology (NIST) Guidelines

Graphic: Quality Assurance and Compliance Workflow

This graphic will depict the flow of QA processes, from planning to monitoring, including checkpoints for audits, process improvements, and compliance tracking.

10. Conclusion

Arthur Grand Technologies is dedicated to providing the State of West Virginia with the highest level of IT services and staffing solutions. Our team of experts, combined with our proven methodologies, ensures that we are well-positioned to meet the state's current and future needs. We are committed to transparency, accountability, and delivering results that exceed expectations.

We look forward to the opportunity to collaborate with the State of West Virginia on this important initiative. Our goal is to become your trusted partner in IT services, ensuring that your operations remain efficient, secure, and future-ready.

Closing Remarks

With our comprehensive staffing methodology, detailed transition plans, rigorous risk management strategies, and high standards for quality and compliance, Arthur Grand Technologies is fully equipped to support the State of West Virginia's IT operations. We are confident that our approach will bring value, efficiency, and innovation to the state's IT infrastructure and services.

Appendix A: Pricing

S.NO.	Working Title	Hourly Rate
1	Senior Web Application Analyst	\$82.00
2	Senior Web Application Analyst Optional renewal year 1	\$83.64
3	Senior Web Application Analyst Optional renewal year 2	\$85.31
4	Senior Web Application Analyst Optional renewal year 3	\$87.02
5	Senior Application Oracle Database Administrator	\$89.00
6	Senior Application Oracle Database Administrator Opt Ren Yr1	\$90.78
7	Senior Application Oracle Database Administrator Opt Ren Yr2	\$92.60
8	Senior Application Oracle Database Administrator Opt Ren Yr3	\$94.45
9	Senior Application DB2 Database Administrator	\$93.00
10	Senior Application DB2 Database Administrator Opt Ren Yr1	\$94.86
11	Senior Application DB2 Database Administrator Opt Ren Yr2	\$96.76
12	Senior Application DB2 Database Administrator Opt Ren Yr3	\$98.69
13	SQL Server Database Administrator	\$78.00
14	SQL Server Database Administrator Opt Ren Yr 1	\$79.56
15	SQL Server Database Administrator Opt Ren Yr 2	\$81.15
16	SQL Server Database Administrator Opt Ren Yr 3	\$82.77
17	Help Desk Analyst	\$42.00
18	Help Desk Analyst Optional Renewal Year 1	\$42.84
19	Help Desk Analyst Optional Renewal Year 2	\$43.70
20	Help Desk Analyst Optional Renewal Year 3	\$44.57
21	Business Analyst	\$61.00
22	Business Analyst Optional Renewal Year 1	\$62.22
23	Business Analyst Optional Renewal Year 2	\$63.46
24	Business Analyst Optional Renewal Year 3	\$64.73
25	Information Systems Assistant	\$38.00
26	Information Systems Assistant Optional Renewal Year 1	\$38.76
27	Information Systems Assistant Optional Renewal Year 2	\$39.54
28	Information Systems Assistant Optional Renewal Year 3	\$40.33
29	Programmer Analyst	\$69.00
30	Programmer Analyst Optional Renewal Year 1	\$70.38
31	Programmer Analyst Optional Renewal Year 2	\$71.79
32	Programmer Analyst Optional Renewal Year 3	\$73.22
33	Senior Mainframe Application Analyst	\$92.00
34	Senior Mainframe Application Analyst Optional Ren Yr 1	\$93.84
35	Senior Mainframe Application Analyst Optional Ren Yr 2	\$95.72
36	Senior Mainframe Application Analyst Optional Ren Yr 3	\$97.63
37	Mainframe Application Analyst	\$87.00
38	Mainframe Application Analyst Renewal Yr 1	\$88.74

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39	Mainframe Application Analyst Renewal Yr 2	\$90.51
40	Mainframe Application Analyst Renewal Yr 3	\$92.33