



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



Header @ 1

List View

General Information Contact Default Values Discount Document Information Clarification Request

Procurement Folder: 1475603

Procurement Type: Central Master Agreement

Vendor ID: VS0000039381

Legal Name: INTERNATIONAL SOFTWARE SYSTEMS INC

Alias/DBA:

Total Bid: \$6,996,350.40

Response Date: 10/31/2024

Response Time: 13:01

Responded By User ID: Erina

First Name: Erina

Last Name: Rajbhandari

Email: erajbhandari@issi-software.c

Phone: 3018868904

SO Doc Code: CRFQ

SO Dept: 0511

SO Doc ID: MIS2500000001

Published Date: 10/16/24

Close Date: 10/31/24

Close Time: 13:30

Status: Closed

Solicitation Description: TECHNICAL TEMPORARY STAFFING SERVICES

Total of Header Attachments: 1

Total of All Attachments: 1





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

State of West Virginia  
Solicitation Response

**Proc Folder:** 1475603  
**Solicitation Description:** TECHNICAL TEMPORARY STAFFING SERVICES  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-10-31 13:30	SR 0511 ESR10312400000003332	1

**VENDOR**  
VS0000039381  
INTERNATIONAL SOFTWARE SYSTEMS INC

**Solicitation Number:** CRFQ 0511 MIS2500000001  
**Total Bid:** 6996350.400000000372529029846 **Response Date:** 2024-10-31 **Response Time:** 13:01:39

**Comments:** International Software System, Inc. (ISSI) is pleased to respond to State of West Virginia Department of Administration, Purchasing Division's RFQ CRFQ- 0511-MIS2500000001 for Technical Temporary Staffing Services. We appreciate the opportunity to respond to your solicitation. ISSI is a CMMI Level 3, ISO 9001:2015, and ISO 27001:2013 certified IT Solutions Corporation. We have provided many successful solutions and excellent and experienced resources to the Government, non-profit, and private sector clients. ISSI is an MDOT MBE small business committed to quality, on-time, and within-budget delivery to satisfy, meet, or exceed customers expectations. Our Technical response includes all the signed attachments required by the RFQ.  
Thank you!

**FOR INFORMATION CONTACT THE BUYER**  
Crystal G Hustead  
(304) 558-2402  
crystal.g.hustead@wv.gov



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	Senior Web Application Analyst	2080.0000	HOUR	92.000000	191360.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

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	94.760000	197100.80

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	97.600000	203008.00

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	2080.0000	HOUR	100.530000	209102.40

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	2080.0000	HOUR	99.000000	205920.00

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.

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	101.970000	212097.60

Comm Code	Manufacturer	Specification	Model #
80111608			

**Commodity Line Comments:**

**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	2080.0000	HOUR	105.030000	218462.40

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	2080.0000	HOUR	108.180000	225014.40

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	95.000000	197600.00

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	97.850000	203528.00

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.

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	100.790000	209643.20

Comm Code	Manufacturer	Specification	Model #
80111608			

**Commodity Line Comments:**

**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	103.810000	215924.80

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 Contract Amount
13	SQL Server Database Administrator	2080.0000	HOUR	91.000000	189280.00

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	HOUR	93.730000	194958.40

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	2080.0000	HOUR	96.540000	200803.20

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.

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	HOUR	99.440000	206835.20

Comm Code	Manufacturer	Specification	Model #
80111608			

**Commodity Line Comments:**

**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	45.000000	93600.00

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	2080.0000	HOUR	46.350000	96408.00

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	2080.0000	HOUR	47.740000	99299.20

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	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
20	Help Desk Analyst Optional Renewal Year 3	2080.0000	HOUR	49.170000	102273.60

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.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
21	Business Analyst	2080.0000	HOUR	78.000000	162240.00

Comm Code	Manufacturer	Specification	Model #
80111608			

**Commodity Line Comments:**

**Extended Description:**

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
22	Business Analyst Optional Renewal Year 1	2080.0000	HOUR	80.340000	167107.20

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	2080.0000	HOUR	82.750000	172120.00

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	2080.0000	HOUR	85.230000	177278.40

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	2080.0000	HOUR	45.000000	93600.00

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.

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	46.350000	96408.00

Comm Code	Manufacturer	Specification	Model #
80111608			

**Commodity Line Comments:**

**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	2080.0000	HOUR	47.740000	99299.20

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	49.170000	102273.60

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	2080.0000	HOUR	80.000000	166400.00

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	2080.0000	HOUR	82.400000	171392.00

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.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
31	Programmer Analyst Optional Renewal Year 2	2080.0000	HOUR	84.870000	176529.60

Comm Code	Manufacturer	Specification	Model #
80111608			

**Commodity Line Comments:**

**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	2080.0000	HOUR	87.420000	181833.60

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	2080.0000	HOUR	94.760000	197100.80

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	97.600000	203008.00

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.

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	100.530000	209102.40

Comm Code	Manufacturer	Specification	Model #
80111608			

**Commodity Line Comments:**

**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	2080.0000	HOUR	89.610000	186388.80

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	2080.0000	HOUR	92.300000	191984.00

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	95.070000	197745.60

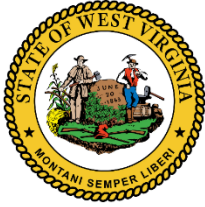
Comm Code	Manufacturer	Specification	Model #
80111608			

**Commodity Line Comments:**

**Extended Description:**

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





State of West Virginia  
Department of Administration, Purchasing  
Division

**Request for Quote**  
**CRFQ- 0511-MIS2500000001**

**TECHNICAL TEMPORARY STAFFING  
SERVICES**

**Submitted by :**

International Software Systems, Inc.  
Mr. Bhaskar Ganti, President/CEO  
7337 Hanover Parkway Suite  
Greenbelt, MD 20770  
Email: [bdgroup@issii-software.com](mailto:bdgroup@issii-software.com)  
Phone # 301-886-8900

**Submitted on,**

wvOASIS Portal  
SOLICITATION NO.: CRFQ MIS2500000001  
DATE: October 31, 2024

**Submitted to,**

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



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## Transmittal Letter

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

Dear Ms. Hustead,

International Software Systems, Inc. (ISSI) is pleased to submit this proposal in response to the Technical Temporary Staffing Services requirements (RFQ1475603) for the West Virginia Office of Shared Administration, Office of Management Information Services (OMIS), and related state entities.

Headquartered in Greenbelt, Maryland, ISSI is a leading and award-winning IT Services and IT Solutions provider, holding certifications such as **ISO 9001:2015** for Quality Management, **ISO 27001:2013** for Information Security, and **CMMI Level III** for Development. ISSI has provided multiple IT support solutions, including staff augmentation and consulting to Federal, State, and Commercial agencies and is recognized as a trusted industry partner. Our recruitment team comprises **15** specialized technical recruiters across **22** U.S. markets, supported by a networked database of over **10,000** qualified resumes. With over 29 years of experience, ISSI has partnered with clients to design, develop, modernize, and implement sophisticated information systems and software solutions while offering operations, maintenance, security, and support services. ISSI has extensive experience delivering tailored IT solutions through established methodologies such as **Agile** and cutting-edge technologies including cloud-based AWS solutions with CI/CD pipelines using Jenkins, containerization using Docker, and development frameworks such as .NET MVC and modern JavaScript frameworks. Our technical portfolio spans from web-based enterprise applications to complex database management systems utilizing Oracle, DB2, and SQL Server technologies.

We have successfully provided IT services and staff augmentation to numerous government clients, including various State departments and Federal agencies. We deliver top-notch consultative support and staff augmentation to organizations such as Leidos, the Social Security Administration (SSA), the Maryland Judiciary (MD JUD), the Maryland Department of Environment (MDE), the Maryland Department of Health (MDH), the Food and Drug Administration (FDA), the Environmental Protection Agency (EPA), and the National Rural Electric Cooperative Association (NRECA), to name a few. ISSI employs a rigorous, proven staff management process across our IT support service engagements, focusing on five key elements: *staffing planning, acquisition, training, tracking, and transition*. Our recruitment methodologies emphasize relationship-building, communication, and ongoing training, which have driven high consultant/employee retention and organizational growth.

We acknowledge receipt of Addendum 1 to this solicitation and have incorporated all its requirements into our proposal. With our extensive experience in IT services and strong staff



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augmentation capabilities, ISSI is confident in our ability to meet and exceed the requirements outlined in the RFQ, and we are committed to providing high-quality technical temporary staffing services to support the IT efforts of the West Virginia Office of Shared Administration and related state entities.

Sincerely,



Bhaskar Ganti  
President & CEO



## Designated Contact & Certification and Signature

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Erina Rajbhandari, Director of Finance and Contracts

(Address) 7337 Hanover Parkway, Suite A, Greenbelt, MD 20770

(Phone Number) / (Fax Number) (301) 866-8904 (301) 982-0500

(email address) erajbhandari@issi-software.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

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

International Software Systems, Inc.

(Company)



(Signature of Authorized Representative)

Erina Rajbhandari, Director of Finance and Contracts October 29, 2024

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

(301) 886-8904 (301) 982-0500

(Phone Number) (Fax Number)

erajbhandari@issi-software.com

(Email Address)

Revised 8/24/2023



## Addendum Acknowledgment Form

### ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO.: CRFQ MIS2500000001

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

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

Addendum Numbers Received:


*(Check the box next to each addendum received)*

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

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

\_\_\_\_\_  
International Software Systems, Inc.

Company

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

\_\_\_\_\_  
October 29, 2024

Date

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



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# Response to Technical Requirements (sections 1 and 2)

## Scope of Work

### 1. Purpose and Scope (RFP Section 1)

ISSI understands that the West Virginia Purchasing Division seeks to establish multiple open-end contracts for technical temporary staffing services on behalf of the West Virginia Office of Shared Administration and related state entities. These services will cover *ten specific position* classifications, ranging from Senior Web Application Analyst to Mainframe Application Analyst, designed to support diverse IT efforts across multiple state agencies. While primarily focused in the metro-Charleston area, services may potentially be required throughout West Virginia. The scope of work encompasses developing modifications and enhancements to computer systems, mentoring, providing technical training, and offering "shadowing" opportunities for State analysts. This comprehensive approach aims to provide the technical expertise necessary to meet the varied IT needs of the state agencies involved.

ISSI understands that end-user Agencies manage various systems with platforms including mainframe (Natural and DB2), client-server (PowerBuilder and Oracle), and web applications (Java, Visual Studio/MVC). While services are primarily focused in the metro Charlotte area, they may be required throughout West Virginia. We acknowledge that this request is partially or fully covered by federal funds, necessitating adherence to the "Federal Funds Addendum" (Attachment 1). ISSI has also reviewed and committed to the WVDHHR's EEOP Utilization Report and EEO policy.

ISSI recognizes the need for flexibility in staffing to meet diverse agency requirements, with specific tasks defined in each agency's Delivery Order. We are committed to providing high-quality, reliable staffing solutions that align with the state's IT strategies and objectives, leveraging our extensive experience in IT staffing and deep understanding of government IT needs.

### 2. Definitions (RFP Section 2)

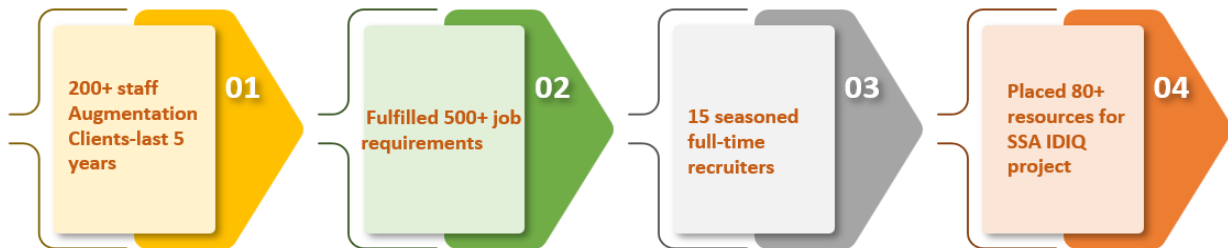
ISSI acknowledges and agrees to all definitions provided in Section 2 of the RFQ.

### 3. Qualifications (RFP Section 3)

With over 29 years of expertise in IT staff augmentation, ISSI excels at matching candidates to specific job descriptions and qualifications. We prioritize identifying and filtering employees transitioning from other projects or those currently available, ensuring we present only the most suitable candidates. Leveraging our proprietary database of over *10,000 resumes*, our Professional Services Team guarantees effective matches tailored to any State/Agency needs.



## Staff Augmentation Highlights



Our experience with government agencies demonstrates our proven ability to provide technical staffing services at scale. For example, our engagement with Leidos for the Social Security Administration involved successful deployment of over 80 technical experts across various positions matching those required in this solicitation, including Web Application Analysts, Database Administrators, and Business Analysts. Through this and other engagements with state agencies like the Maryland Department of Environment and Maryland Department of Health, we have demonstrated our capability to manage large-scale technical staffing requirements while maintaining high quality standards and ensuring compliance with government regulations. ISSI's experience across these projects aligns with the West Virginia Purchasing Division's technical temporary staffing services requirements. Our proven track record in providing skilled professionals across multiple position classifications demonstrates our capability to meet West Virginia's diverse IT staffing needs. Our experience with government agencies and large-scale IT modernization projects positions us to understand and address the unique challenges of state government IT initiatives. Our ability to rapidly deploy qualified personnel ensures we can efficiently meet urgent staffing needs. Furthermore, our expertise in managing projects that involve legacy system modernization, data security, and compliance with government regulations (such as HIPAA) is particularly relevant to the state's IT transformation goals. ISSI is well-equipped to support West Virginia in enhancing its IT capabilities, improving service delivery, and achieving its digital transformation objectives.



**ISSI Articles of Incorporation (Supporting Document)**

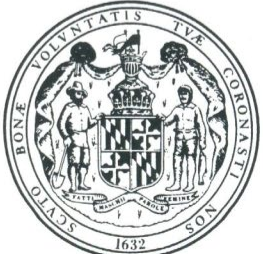
STATE OF MARYLAND 344265

DEPARTMENT OF  
ASSESSMENTS AND TAXATION  
*301 West Preston Street Baltimore, Maryland 21201*

DATE: FEBRUARY 14, 1995

THIS IS TO ADVISE YOU THAT THE ARTICLES OF INCORPORATION FOR  
INTERNATIONAL SOFTWARE SYSTEMS, INC.  
WERE RECEIVED AND APPROVED FOR RECORD ON FEBRUARY 14, 1995 AT 3:19 AM.

FEE PAID: 70.00



JOSEPH V. STEWART  
CHAPTER SPECIALIST

ATS-031 032



### RFP Section 3.1 Past Performances (past 5 years)

PROJECT TITLE		Information Technology System Support Contract (ITSSC)	
Name of Firm/Client:	Leidos/ Social Security Administration (SSA)		
Reference Name/Jurisdiction	State of Maryland		
Reference Address	3300 Lord Baltimore Drive, Windsor Mills, MD 21244		
Operational Contact Name:	Amber Garrison	Contact Title:	Senior Staffing Manager
Contact Phone:	443-316-6820	Contact Email	amber.garrison@leidos.com
Date(s) of Engagement	September 2013 – Present		
Summary Service Description			
ISSI's engagement with the <i>Social Security Administration (SSA)</i> through the Information Technology System Support Contract (ITSSC) showcases our capability to provide comprehensive IT services for large-scale government projects. This project showcased ISSI's ability to develop and maintain highly available, scalable, and web-based systems serving millions of Americans.			
ISSI's engagement with Leidos for the SSA's ITSSC project showcased our extensive capabilities in providing a wide range of technical staffing services. We deployed over <b>80 qualified experts</b> across various roles, including the following relevant to West Virginia Purchasing Division Requirements:			
<div><div>1.</div><div>Web Application Analysts (including those specializing in NodeJS, Java, and . NET)</div></div> <div><div>2.</div><div>Database Administrators (including those specializing in Oracle, DB2, SQL Server, and PostgreSQL)</div></div> <div><div>3.</div><div>Business Analysts</div></div> <div><div>4.</div><div>Programmer Analysts</div></div> <div><div>5.</div><div>Mainframe Application Analysts</div></div> <div><div>6.</div><div>Information Systems Assistants</div></div>			
Additionally, we provided specialists in areas such as DevOps, cloud architecture, quality assurance, and information security, as listed in the Leidos resource list. Our staffing support covered a wide range of technologies, including Java, .NET, Python, NodeJS, and various database platforms, demonstrating our ability to meet diverse technical needs.			
ISSI's <i>staff augmentation approach</i> for the SSA project exemplified our commitment to rapid deployment and seamless integration. We maintained a pool of pre-vetted, highly skilled professionals ready for immediate placement. Our streamlined onboarding process, coupled with a deep understanding of the client's technical environment, allowed for quick ramp-up times. This approach enabled us to consistently meet the SSA's urgent staffing needs, often deploying qualified personnel within 48-72 hours of the request.			
<b>Supported Technologies:</b> ColdFusion, Java, .NET, TypeScript, Node, Angular, Scala, COBOL, Perl, Python, ActionScript, Drupal, ArcGIS, ESRI, Microsoft Dynamics 365, Tableau, WebFOCUS, PostgreSQL, MS SQL Server, Oracle, DB2, Windows, LINUX, Mainframe, SharePoint, JIRA, ALM, HP Quality Centre, Confluence, JAWS, MAGic, DRAGON, WebSphere, WebLogic, JBoss, Apache Tomcat, IBM WebSphere9.x, and Jenkins.			



<b>PROJECT TITLE</b>	Maryland Department of Health # 21-18357- Sr. Prescription Drug Assistance Program Membership Database and Subsidy Payment System (MDSPS)		
<b>Name of Firm/Client:</b>	Maryland Department of Health		
<b>Jurisdiction</b>	State of Maryland		
<b>Project Dollar Amount:</b>	\$10.2M		
<b>Period of Performance:</b>	January 2021-Present		
<b>Type of Contract</b>	Indefinite Quantity with Firm Fixed Prices, Contract Number 21-18357		
<b>Contact Name:</b>	Sean Stafford	<b>Contact Title:</b>	Director, Senior Prescription Drug Assistance Program
<b>Contact Phone:</b>	410-767-3480	<b>Contact Email</b>	sean.stafford@maryland.gov
<b>PROJECT SCOPE: Overview of Services</b>			
<p>The Scope involved <i>implementing a web-based MDSPS solution</i> to manage applications and documents, enter data, store historical data, generate payment files, and determine applicant eligibility. This included developing and maintaining a member database for managing correspondence and processing subsidy payments. The solution integrated with the CMS mailbox for data updates and efficiently managing input and response files, including conducting usability testing and analytics to ensure accurate and timely payments. Tasks also included managing financial transactions and maintaining records in compliance with GAAP along with quality management and compliance auditing ensuring compliance with federal and state regulations. Additionally, ISSI provided call center Staff and support to SPDAP members and business partners, addressing applications, appeals, subsidy payments, and program benefits inquiries were essential for the contract. ISSI also performed updating, monitoring and maintaining the website that offered SPDAP information to the public.</p> <p>ISSI's engagement with SPDAP showcased our extensive capabilities in providing a wide range of healthcare technology staffing services. We deployed qualified experts across various roles, including following relevant to the project requirements:</p> <ol style="list-style-type: none"> <li>1. Web Application Analysts (including those specializing in AWS cloud technologies)</li> <li>2. Business Analysts (including those specializing in healthcare regulations)</li> <li>3. Database Administrators (including those specializing in HIPAA-compliant systems)</li> <li>4. Programmer Analysts (including those specializing in eligibility and payment systems)</li> <li>5. Help Desk Analyst / Technical Support Staff (including those specializing in member and Help Desk Services)</li> </ol> <p><b>Relevance to Requirements:</b></p> <p>The MDSPS project for MDH highlights ISSI's expertise in providing IT Staff and Support Services for complex government IT initiatives:</p> <ul style="list-style-type: none"> <li>• Deployment of experienced project managers skilled in overseeing complex, multi-faceted IT projects</li> <li>• Provision of business analysts proficient in requirements gathering and process improvement for government systems</li> <li>• Supply of technical leads capable of guiding development teams and ensuring technical excellence</li> </ul>			



- Deployment of DevOps engineers to implement and maintain CI/CD pipelines and enhance collaboration between development and operations
- Provision of content managers and technical writers to maintain up-to-date, accessible public-facing information

**Supported Technologies:** .NET, C#, JavaScript, jQuery, CSS, HTML, Microsoft SQL Server 2019, AWS Cloud, FedRamp Compliant, SOC2 Compliant, HIPPA Compliant, ASPOSE, s3 Bucket for Document Upload

PROJECT TITLE		CATS + TORFP # U00B7400001 Environmental Permit Tracking System Modernization Implementation- now named Environmental Tracking System (ETS)	
Name of Firm/Client:	Maryland Department of Environment		
Jurisdiction	State of Maryland		
Project Dollar Amount:	\$3.1M		
Period of Performance:	11/01/2017-11/30/2022		
Type of Contract	Firm Fixed Price, U00B7400001		
Contact Name:	Gary Anastasio	Contact Title:	IT Director
Contact Phone:	410-537-4022	Contact Email	Gary.anastasio1@maryland.gov
PROJECT SCOPE: Description of Services Provided			
<p>The Environmental Tracking System (ETS) Modernization initiative at the Maryland Department of Environment was an effort to remediate the user community's many challenges with their legacy permitting system. 12+ MDE Programs relied on this public-facing application for permit requests, eligibility reviews, approvals, compliance, enforcement, and investigations. The twelve (12) MDE programs capture permit data in the TEMPO system, necessitating a solution to integrate with the user endpoints of these programs and the TEMPO database. ISSI led the modernization of MDE's Environmental Tracking System, transforming a legacy permitting system into a user-centric, efficient web-based solution.</p> <p>ISSI's engagement with MDE's Environmental Tracking System modernization project showcased our extensive capabilities in transforming legacy systems into efficient web-based solutions. We deployed qualified experts across various roles, including following relevant to the modernization requirements:</p> <ol style="list-style-type: none"><li>1. Web Application Analysts (including those specializing in .NET development)</li><li>2. Business Analysts (including those specializing in environmental regulations)</li><li>3. System Administrators (including those specializing in data migration and support)</li><li>4. Programmer Analysts (implements, maintains, and enhances systems and databases by evaluating requirements, coding, and documenting processes to ensure systems function effectively and meet user needs.</li><li>5. Database Administrators (including those specializing in system integration and data migration)</li></ol> <p>ISSI led the modernization of MDE's Environmental Tracking System, transforming a legacy permitting system into a user-centric, efficient web-based solution. Our team provided crucial staffing support, including <i>Web Application Analysts</i> who developed the .NET-based system and <i>Business Analysts</i> who gathered and translated complex environmental regulations into system requirements. The project</p>			



showcased our ability to deploy System Administrators for data migration and system support, as well as Programmer Analysts who implemented key features for permit tracking, compliance monitoring, and reporting. Our Database Administrators ensured seamless integration with existing databases and maintained data integrity throughout the modernization process.

**Relevance to Requirements:**

- Deployment of staff experienced in legacy system modernization, crucial for any IT transformation initiatives
- Provision of *Business Analysts* skilled in environmental regulations and processes, showcasing our ability to provide domain-specific expertise
- Supply of Business Analysts proficient in process improvement and performance measurement
- Deployment of Technology Trainers/Writers capable of creating comprehensive documentation and training programs for modernized systems
- Provision of Documentation Specialists to ensure thorough system documentation and knowledge transfer

Our experience in managing and supporting the modernization of critical government systems positions us well to assist WVA in upgrading and streamlining its IT infrastructure, ensuring improved efficiency and better service delivery to residents.

**Supported Technologies:** Oracle 11g, C#, SQL, Bootstrap 4, JavaScript, HTML5, Ajax, CSS 3.0, ASPOSE, jQuery, .NET, MVC framework, Stripe JS

**RFP Section 3.2 Ability to demonstrate potential to provide services for of at least six (6) individuals within past five (5) years**

Over the past five years, we have successfully provided staffing for more than six individuals within the classifications listed in Section 1 of the RFQ. Below are examples that showcase our experience:

**1. Senior Web Application Analyst**

- **Candidate Name:** Rob Taylor
- **Entity:** Social Security Administration (via Leidos)
- **Contact:** Amber A Early, Senior Staffing Manager, Digital Modernization Sector
- **Phone:** 443-316-6820
- **Email:** [amber.early@leidos.com](mailto:amber.early@leidos.com)
- **Duration:** June 2024 onwards



Vendor Information System (VIS)

LEIDOS - ITSSC II STAFFING	
The hiring manager has selected your candidate for the position below. Click <a href="#">here</a> to view the candidate record in VIS.	
<b>Candidate Name</b>	Taylor, Rob
<b>Candidate Status</b>	Selected
<b>Position ID</b>	ODT-1981
<b>Position Title</b>	Senior Frontend Engineer
<b>Labor Category</b>	CSA3
<b>Hiring Manager</b>	Owens, Nicholas

## 2. Business Analyst

- **Candidate Name:** Anuradha Umapathy
- **Entity:** Social Security Administration (via Leidos)
- **Contact:** Amber A Early, Senior Staffing Manager, Digital Modernization Sector
- **Phone:** 443-316-6820
- **Email:** [amber.early@leidos.com](mailto:amber.early@leidos.com)
- **Date of Service:** June 2023 onwards

Vendor Information System

LEIDOS - ITSSC II STAFFING	
Anuradha, Umapathy has been preselected for the position below. Because the candidate was preselected, no candidate record exists in VIS. Before onboarding can begin, please <a href="#">create a candidate record in VIS</a> for the position ID shown below.	
If the selected candidate is no longer available, please notify via e-mail <a href="#">Leidos ITSSC Security</a> and the <a href="#">hiring manager</a> immediately.	
<b>Candidate Name</b>	Umapathy, Anuradha
<b>Employer</b>	International Software Systems
<b>Position ID</b>	OEIS-4095
<b>Position Title</b>	Lead Business Analyst
<b>Labor Category</b>	VAL3
<b>Hiring Manager</b>	Gupta, Mukesh

## 3. Senior Mainframe Application Analyst

- **Candidate Name:** Venu Dudla
- **Entity:** Social Security Administration (via Leidos)
- **Contact:** Amber A Early, Senior Staffing Manager, Digital Modernization Sector
- **Phone:** 443-316-6820
- **Email:** [amber.early@leidos.com](mailto:amber.early@leidos.com)
- **Date of Service:** May 2024 onwards



Vendor Information System (VIS)

**LEIDOS - ITSSC II STAFFING**

The hiring manager has selected your candidate for the position below. Click [here](#) to view the candidate record in VIS.

<b>Candidate Name</b>	DUDLA, VENU
<b>Candidate Status</b>	Selected
<b>Position ID</b>	OSA-1858
<b>Position Title</b>	Mainframe Software Developer
<b>Labor Category</b>	CSA3
<b>Hiring Manager</b>	Williams, Robin L.

**4. Information Systems Assistant**

- **Candidate Name :** Mark Dustin Evans
- **Entity:** Social Security Administration (via Leidos)
- **Contact:** Amber A Early, Senior Staffing Manager, Digital Modernization Sector
- **Phone:** 443-316-6820
- **Email:** [amber.early@leidos.com](mailto:amber.early@leidos.com)
- **Date of Service:** March 2024 Onwards

Vendor Information System (VIS)

**LEIDOS - ITSSC II STAFFING**

The hiring manager has selected your candidate for the position below. Click [here](#) to view the candidate record in VIS.

<b>Candidate Name</b>	Evans, Mark Dustin
<b>Candidate Status</b>	Selected
<b>Position ID</b>	DCS-1812
<b>Position Title</b>	Systems Administrator
<b>Labor Category</b>	VAL3
<b>Hiring Manager</b>	Neal, Dona

[Portions hereof © Leidos](#) | [Web Privacy Statement](#)

**5. Senior Application Oracle Database Administrator**

- **Candidate Name:** Nitin Nayak
- **Entity:** GovCIO
- **Contact:** Bryndyn Weiner, Program Director
- **Phone:** 301-717-7604
- **Email:** [Bryndyn.Weiner@GovCIO.com](mailto:Bryndyn.Weiner@GovCIO.com)
- **Date of Service:** September 2020 - Present





Weiner, Bryndyn (US) <Bryndyn.Weiner@salientcrgt.com>

...

To: 🌟 Usman Muhammad

Tue 3/10/2020 3:58 AM

Usman,

We'd like to bring Nitin on. Below are a couple of things to firm up before moving forward:

1. If you are able to bring his rate down to  that would work better for us.
2. The position would be contingent on him receiving his FDA clearance. He would not be able to onboard and perform work for us until this contingency is met.
3. Would you be agreeable to a 3 month CTH period? This would start once his contingency is lifted.
4. As discussed previously, his annual salary after conversion would be  He would be eligible for a pro-rated merit increase in October.
5. He would be working in our Rockville office.
6. He would be eligible to start a teleworking plan after the 3 month CTH period. Once on a telework plan, he can work a maximum of 2 days per week from home.
7. Core business hours would be from 9 to 4pm, M-F.
8. While he is awaiting his FDA clearance, we would like for him to increase his understanding of MySQL administration.

Please let me know if this are all agreeable.

Regards,  
Bryndyn

---

#### 6. Help Desk Analyst - LeapPoint

- **Candidate Name:** Albab H. Sikder (This resource was a temporary staff)
- **Entity:** Small Business Administration
- **Contact:** Megan Shipley
- **Phone:** 240-474-8387
- **Email:** mshipley@leappoint.com
- **Date of Service:** 2021



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**TASK ORDER No. 05**

**Subcontract No. AZ-01**

This Task Order No. 01, under Subcontract AZ-01, effective the 15th day of May, 2017, by and between LeapPoint, LLC, a Virginia Limited Liability Corporation located at 12110 Sunset Hills Rd #600, Reston, VA 20190 ("LeapPoint"), and International Software Systems, Inc, a Corporation located at 7337 Hanover Parkway, Suite A, Greenbelt, MD 20770 ("Subcontractor") is hereby issued pursuant to the Parties mutual agreement as follows:

1. Subcontractor shall perform the Statement of Work at Exhibit A to this Task Order, subject to any additional terms and conditions that may be contained in Exhibit A.
2. Subcontractor is authorized to proceed with work under this Task Order subject to the Task Order Price in Exhibit B.

All terms and conditions under Subcontract Number AZ-01 remain in full force and effect.

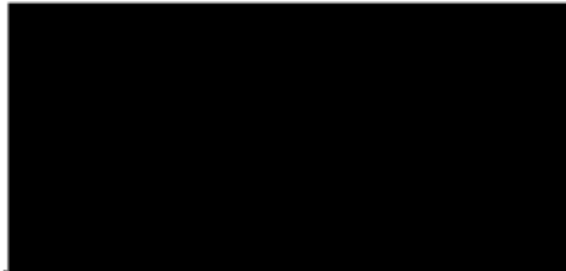
**LEAPPOINT, LLC**

Signature:

Name (Print):

Title:

Date:



**(Subcontractor)**

Signature:

Name (Print):

Title:

Date:

  
\_\_\_\_\_  
Erina Rajbhandari  
\_\_\_\_\_  
Director, Finance & Contracts  
\_\_\_\_\_  
02/11/2021  
\_\_\_\_\_



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**Exhibit A**  
**Statement of Work**

**Scope:**

Provide phone and online customer support for the Small Business Associate.

**Deliverables:**

- Answer incoming or making outbound customer calls
- Document the resolution of calls in the prescribed customer relationship management system
- Review customer accounts and conveying status updates to callers
- Confirm the identity of all customers and resolving the inquiry as appropriate per standard operating procedures
- Escalate issues according to standard operation procedures
- Communicate verbally or in writing in a clear and professional manner
- Apply judgement to escalate issues based on prescribed procedures
- Participate in ad hoc activities such as system testing or business process improvement meetings
- Other duties as assigned

**Timeline:**

January 19<sup>th</sup> – April 31<sup>st</sup>, 2021

**Exhibit B**  
**Task Order Price**

Labor Category	Rate	Hours	Total Not to Exceed
Customer Service Rep			
Total			



**Additional document:**

Please find below additional documentation to support similar staffing efforts, as evident in our project with Leidos, where we are currently staffing 80+ resources.



**MODIFICATION TO TASK ORDER RELEASE 01**

<b>SELLER:</b> International Software Systems, Inc. (ISSI)	<b>SUBCONTRACT No.:</b> P010278177 – Modification 002
<b>ADDRESS:</b> 7337 Hanover Parkway, Suite A Greenbelt, MD 20770-3669	<b>Release No.:</b> 01 <b>Modification Date:</b> September 29, 2024
	<b>Defense Priority Allocation System (DPAS) rating:</b> N/A
<b>Period of Performance:</b> Sept 29, 2022 through Sept 28, 2024	<b>Task Order Funding:</b> \$ [REDACTED]

This modification is issued to update the Schedule A terms and conditions to the above referenced subcontract agreement. Modification to the terms shall take effect on the above referenced date upon full execution. With exception to the updates provided as follows, all other terms and condition remain in full effect.

1. Section 3.1 OPTIONS TO EXTEND PERIOD OF PERFORMANCE. Option Year 2: 9/29/24 – 9/28/25 – Option Year 3 (IDIQ Option IV Ordering Period (CY9)) is being awarded. Section 3.1 is deleted in its entirety and replaced as provided for below.
2. Section 4.0 Pricing. Task Order FUNDING VALUE has increased by \$ [REDACTED] from \$ [REDACTED] to \$ [REDACTED] per the chart below.
3. Section 5.0 Funding: This Subcontract is currently funded in the amount of \$ [REDACTED], which will allow services to continue through September 28, 2025. Section 5.0 is deleted in its entirety and replaced as provided for below.

**1. 3.1 OPTIONS TO EXTEND PERIOD OF PERFORMANCE**

Buyer may exercise the options below to extend the period of performance by giving written notice to the Seller before the end of the then current period of performance:

Base Period: 9/29/22 – 9/28/23 – Option Year 1 (IDIQ - Option III Ordering Period (CY7)) – Awarded – 9/29/2022

Option Year 1: 9/29/23 – 9/28/24 – Option Year 2 (IDIQ Option III Ordering Period (CY8)) – Awarded – 9/29/2023

Option Year 2: 9/29/24 – 9/28/25 – Option Year 3 (IDIQ Option IV Ordering Period (CY9)) – Awarded – 9/29/2024

Option Year 3: 9/29/25 – 9/28/26 – Option Year 4 (IDIQ Option IV Ordering Period (CY10)) – Not Exercised at this time

Option to Extend: 09/29/2026 – 03/31/2027 – Not Exercised at this time – Per FAR 52.217-8. This option may be exercised any time during the period of the contract any number of times for a total duration not to exceed six months. The Option shall be exercised using rates current at the time exercised.

**2. Section 4.0 Pricing.**

Leidos shall have no obligation to compensate Seller for any amount exceeding the funding value as provided in Section 5.0 herein, unless the Subcontract is modified in writing by the parties. The table below reflects the anticipated ceiling costs for the program. Subject to the foregoing, unless otherwise indicated in Section 5.0, Seller may use a greater or lesser number of hours in any labor category, and may incur a greater or lesser amount of material and other direct costs in performance of the Statement of Work requirements from Attachment I.

The below chart are the allocated Labor Categories, hours and rates for the period of September 29, 2024 through September 28, 2025.



Leidos Proprietary



International Software Systems Inc - Systems		OPTION YEAR 3 09/29/2024 - 09/28/2025	
LCAT	Rate	Hours	TOTAL
Computer Systems Analyst/Programmer 2 (CSA2)	\$	13,920.00	\$
Computer Systems Analyst/Programmer 2 (CSA2) - Exception Rate	\$	2,000.00	\$
Computer Systems Analyst/Programmer 2 (CSA2) - Exception Rate	\$	4,000.00	\$
Computer Systems Analyst/Programmer 2 (CSA2) - Exception Rate	\$	2,000.00	\$
Computer Systems Analyst/Programmer 2 (CSA2) - Exception Rate	\$	2,000.00	\$
Computer Systems Analyst/Programmer 2 (CSA2) - Exception Rate	\$	2,000.00	\$
Computer Systems Analyst/Programmer 2 (CSA2) - Exception Rate	\$	2,000.00	\$
Computer Systems Analyst/Programmer 3 (CSA3)	\$	36,000.00	\$
Computer Systems Analyst/Programmer 3 (CSA3) - Exception Rate	\$	2,000.00	\$
Computer Systems Analyst/Programmer 3 (CSA3) - Exception Rate	\$	2,000.00	\$
Computer Systems Analyst/Programmer 3 (CSA3) - Exception Rate	\$	2,000.00	\$
Computer Systems Analyst/Programmer 3 (CSA3) - Exception Rate	\$	2,000.00	\$
Computer Systems Analyst/Programmer 3 (CSA3) - Exception Rate	\$	2,000.00	\$
Computer Systems Analyst/Programmer 3 (CSA3) - Exception Rate	\$	35,920.00	\$
Computer Systems Analyst/Programmer 3 (CSA3) - Exception Rate	\$	2,000.00	\$
Data/Database Engineer 3 (DBE3) - Exception Rate	\$	2,000.00	\$
Data/Database Engineer 3 (DBE3) - Exception Rate	\$	4,000.00	\$
Data/Database Engineer 3 (DBE3) - Exception Rate	\$	2,000.00	\$
Data/Database Engineer 3 (DBE3) - Exception Rate	\$	2,000.00	\$
Subject Matter Expert 4 (SME4)	\$	4,000.00	\$
Subject Matter Expert 4 (SME4) - Exception Rate	\$	2,000.00	\$
Subject Matter Expert 4 (SME4) - Exception Rate	\$	2,000.00	\$
Validation Specialist 2 (VAL2) - Exception Rate	\$	2,000.00	\$
Validation Specialist 2 (VAL2) - Exception Rate	\$	2,000.00	\$
Validation Specialist 2 (VAL2) - Exception Rate	\$	2,000.00	\$
Validation Specialist 3 (VAL3)	\$	18,000.00	\$
Validation Specialist 3 (VAL3) - Exception Rate	\$	1,920.00	\$
Validation Specialist 3 (VAL3) - Exception Rate	\$	2,000.00	\$
Validation Specialist 3 (VAL3) - Exception Rate	\$	1,920.00	\$
Validation Specialist 3 (VAL3) - Exception Rate	\$	4,000.00	\$
Validation Specialist 3 (VAL3) - Exception Rate	\$	2,000.00	\$
Validation Specialist 3 (VAL3) - Exception Rate	\$	2,000.00	\$
Validation Specialist 3 (VAL3) - Exception Rate	\$	2,000.00	\$
Validation Specialist 3 (VAL3) - Exception Rate	\$	169,680.00	\$

3. **Section 5.0 Funding:** This Subcontract is currently funded in the amount of \$ [REDACTED], which will allow services to continue through September 28, 2025. Unless modified in writing my mutual agreement of the parties, Seller is not obligated to incur expenses or make commitments in excess of the Subcontract funded amount, and Leidos is not obligated to compensate Seller beyond such amount. Seller shall provide the required notices set forth in FAR 52.232.22, Limitation of Funds. The foregoing notification requirement applies to each increment of funds provided to Seller under this Subcontract. The following is a breakdown of Line Items and the funded amount:

If at any time the Seller has reason to believe that the hourly rate payments and material costs that will accrue in performing this Task Order in the next succeeding 30 days, if added to all other payments and costs previously accrued will exceed eighty-five percent (85%) of the total funded amount of this Task Order, the Seller shall immediately notify Leidos in writing providing supporting rationale for additional funds. It is mutually agreed and understood that the above 85% notification requirement applies to each increment of funds provided to Seller under this Task Order.

[End of changes to the terms and conditions]

By Seller's acceptance of this modification, Seller certifies to the best of its knowledge and belief that no Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on its behalf in connection with the awarding of this subcontract.



Leidos Proprietary

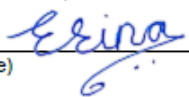


Seller further certifies the organization or any of its Principals are not presently debarred, suspended, proposed for debarment or declared ineligible for the award of contracts by any Federal agency. In the event the Seller is proposed or debarred by any Federal agency during the performance term of this subcontract, Seller shall notify the Leidos contractual representative immediately in writing.

If so identified, this Subcontract is a "rated order" certified for national defense use, and Seller's signature constitutes acceptance of requirements under the Defense Priorities and Allocation System Regulation (15 C.F.R. Part 700).

SELLER:

International Software Systems, Inc. (ISSI)  
(Company Name)


x   
(Signature)


NAME: Erina Rajbhandari  
(Type or Print)

TITLE: Director, Finance & Contracts

DATE: 09/27/2024

LEIDOS, INC.

x   
(Signature)

NAME:   
(Type or Print)

TITLE: Lead Subcontracts Management

DATE: \_\_\_\_\_



## 4. Mandatory Requirements (RFP Sections 4.1 and Sections 4.2)

### STAFFING PLAN

Team ISSI has close to a 30-year proven track record of successfully standardizing and implementing Staffing processes at the program and project levels, enabling managers to employ personnel optimally across projects for several Federal and State agencies, such as the SSA, DoE, LOC, DoDEA, CMS, EPA, USDT, and MIA. Team ISSI employs innovative solutions to ensure

***Team ISSI prides itself on the Management of Staffing Resources sourced independently and in collaboration with strong teaming partnerships.***

the sustainability and stability of resource management services.

Some of the key benefits of utilizing Team ISSI's Staffing Management Plan include.

- Expedited time for resource acquisition.
- Centralized control over resources, performance and issues
- Process governance and seamless transition
- Mitigation of co-employment risks
- Efficient management of changing priorities
- Improved visibility through reports and dashboards
- Reduced risks and costs

For the present State's requirement, Team ISSI will utilize the dedicated Professional Services (PS) Department to assist with staffing needs. The 7 key factors driving the success of our staffing model are:

- An efficient and effective team structure promoting communication, collaboration, and execution
- Current and experienced employees in staffing key positions.
- Rapid and aggressive staff recruitment prepared for any surge requirements while ensuring that new hires are aligned with Team ISSI's values
- Safe workspace promoting efficiency, collegiality, and a positive experience
- Continuous performance monitoring
- Strong contribution of Team ISSI Senior Level executives, and
- Resource retention



Team ISSI's Staffing Management Lifecycle comprises distinct operational phases, as shown in **Figure 1**. We will utilize these phases for the state to fulfill the agency's needs. Our approach follows the industry best practices



that have matured through the years as we follow the *ITIL Plan, Do, Check and Act methodology*.

Team ISSI's Staffing Management lifecycle begins with talent acquisition following the established organizational processes and procedures. Our team employs a proven and time-tested process tailored to the agency's needs. The customized staffing services are consistently channeled to exceed the State's vision of the project and the benefits it will bring to the agency.

## STAFFING MANAGEMENT APPROACH

We follow a stringent selection process administered by the PS Department comprising of highly qualified professionals with noteworthy experience in the talent acquisition process, including talent identification, evaluation, and training. Team ISSI has an extensive database of approximately **10,000** resumes that would be thoroughly vetted against the State's requirements. Our recruiters search the database and create job postings for online job boards and social media. They will follow the standardized pre-tested Staff Management Process to staff the Project efficiently.

A clear understanding of the project needs facilitates a business-centric and unique workforce planning process. Upon evaluating the staffing requirements from the Scope of Work, our team develops an effective search and screening strategy to staff the project. The Staffing Management Plan employed at Team ISSI consists of five vital steps:

- ✦ *Staff Planning*
- ✦ *Staff Acquisition*
- ✦ *Staff Training*
- ✦ *Staff Tracking*
- ✦ *Staff Transition*

### A. STAFF PLANNING

ISSI initiates a comprehensive requirement mapping methodology to identify key personnel and support staff. This process begins with a thorough analysis of the project scope, deliverables, and specific technical requirements outlined in the solicitation. Our experienced staffing team collaborates with subject matter experts to break down the project needs into specific skill sets, experience levels, and qualifications required for each position. We then map these requirements to the classifications specified in the contract, ensuring that we have a clear understanding of the ideal candidate profile for each role. This detailed mapping allows us to efficiently target our recruitment efforts, aligning the right talent with the right positions. Our approach also includes contingency planning, identifying potential challenges in staffing certain roles and developing strategies to address these challenges proactively. By thoroughly understanding and mapping the requirements upfront, we ensure a more accurate and efficient staffing process, ultimately leading to better-matched candidates and improved project outcomes for the agency.

### B. STAFF ACQUISITION

The acquisition efforts begin after gathering information in the staff planning phase. The PS department initiates its search of the database of over 10,000 professional resumes. The resumes are filtered by an understanding of the requirements received from our clients. After selection, the candidates go through our two-step screening process.



During our initial level of screening, Our recruitment team carefully reviews profiles to ensure they meet the specific requirements of the position. Once the candidate passes the first stage, the second round of selection is initiated by our Subject Matter Experts to assess the candidates' qualifications further. The confirmed profiles will be sent to the State for additional review. A backup plan is drafted to confirm a quick turn-around time in exigencies of circumstances. Relationship building, communication, and training are paramount to our recruitment methodology, consultant/employee retention, and organizational growth.

Team ISSI is an equal opportunity employer and abides by the Title VII of the Civil Rights Act of 1964 against discrimination. In our hiring process, we select and deploy talent from our internal pool and, when needed, recruit experts to hire the right talent through open houses. ISSI utilizes provisional hiring as an efficient solution for temporary staffing needs, unpredictable workloads, project work, seasonal peaks, and other limited-term needs, such as a leave of absence. These are temporary positions and typically have a set timeframe.

### ***Team ISSI-established Recruitment Methodology***

Qualified Personnel search the databases to match the right candidate with the understanding of the client's needs. If we do not have the right match in our database, we leverage other sources such as the Internet, our consultants coming from other assignments, local and national advertising, consultant referrals, telemarketing, job fairs, user groups, outplacement firms, universities, and technical schools to find the right candidate. State input/client feedback on the submitted profile is crucial to our success. All candidates will be sent to the state for input. Team ISSI follows the below-mentioned eight steps to a robust interview process:

- *Informational Interview:* Acquiring knowledge of resource capabilities
- *Screening Criteria:* Assessing capability matches to skills matrix with the State's requirements
- *Traditional Interview:* In-person interview discussing the proven ability to perform project tasks
- *Panel Interview:* Evaluation of skills by SMEs gauging candidates' expertise to perform tasks
- *Behavior-based Interview:* Soft skills are assessed usually in combination with the traditional interview
- *Task Oriented Interview:* Determine problem-solving skills through a time-boxed response
- *Background Check:* Conducted by Human Resources
- *Reference Check:* Conducted by Human Resources

### ***C. STAFF TRAINING***

Staff training is conducted before the start of every project. Before training, new personnel sign the Confidentiality, Conflict of Interest form and Network Access Policy. The topics discussed include agency background, organizational structure and hierarchy, job responsibilities and expectations, code of conduct, and introductions to the staff and consultants. Staff receive necessary training to ensure compliance with all relevant regulations and policies. Moreover, the staff is encouraged to take company-reimbursed training courses to keep them adept with changing technological advancement.

### ***D. STAFF TRACKING***

Team ISSI will closely govern staff performance throughout the contract's life in collaboration



with the State regularly as needed. We will address and resolve performance issues or perceived risks to advance the active projects. Team ISSI has a dedicated Delivery Manager responsible for overseeing staff and their performance. The Delivery Manager collaborates with any assigned Program Manager monthly to properly evaluate their efforts.

#### *E. STAFF TRANSITION*

In accordance with the solicitation requirements Ref 4.2.9, if a staff member needs to be replaced, ISSI will provide written notice to the Agency within one (1) business day, explaining the circumstances. We commit to providing a list of potential replacement candidates within 10 business days, with a goal to provide this list within five business days whenever possible. All replacement candidates will meet or exceed the requirements for the position as specified in the contract. The Human Resources staff and Contracts Administrator coordinate the knowledge transfer to a new hire to guarantee efficacy.

Team ISSI has an **89%** retention rate, and thus, replacing a staff member is infrequent within our organization; however, we firmly believe in a proactive approach. The staff acquisition process at Team ISSI entails a backup plan. The PS Department shortlists a pipeline of candidates with matching qualifications who undergo the same interview and verification process. Where possible, the replacement staff will begin work before the original staff departs to ensure an appropriate transition of responsibilities and knowledge.

Team ISSI understands the required effort to meet and exceed the State's project schedules. The key personnel proposed for the success of this project have been selected are based on their technical abilities and experience and their availability throughout the project time frame. Each key member is committed to the required time for this project and has submitted a letter of intent.

#### *Staff Retention*

Team ISSI is a strong advocate of retaining staff. One of the many incentives is Team ISSI's benefits package. Our competitive benefits package contains competitive salaries, paid time-off, Health Insurance, Disability, and Term Life Insurance, 401K eligibility & employer matching contribution, Tuition reimbursement, paid relocation & travel expenses, an employee referral program, and performance bonuses.

## 5. Acknowledgement (RFP Sections 4.3, 4.4, 4.5)

ISSI acknowledges and fully commits to comply with all requirements outlined in Sections 4.3, 4.4, and 4.5 of the RFQ.

Ref Section 4.3, ISSI understands the Agency's responsibilities in the ordering procedure, including notification of staffing needs, candidate selection, and issuance of Delivery Orders. We commit to working closely with the Agency to facilitate this process efficiently.

Ref Section 4.4, ISSI agrees that the State of West Virginia shall not incur a fee if the Department hires a temporary employee for a permanent position. We will not require the Department to complete credit applications or additional forms, adhering strictly to the terms outlined in the contract.



## 6. HIPAA Compliance (HIPAA BUSINESS ASSOCIATE ADDENDUM – Signed Copy) ( RFP Section 4.5)

Concerning Section 4.5, ISSI acknowledges the importance of HIPAA compliance and have signed (shared below) and will adhere to all HIPAA requirements per the RFP requirement. We understand the critical nature of data privacy and security in government operations and will ensure all our staff is fully trained and compliant with these regulations.

### WV STATE GOVERNMENT

#### HIPAA BUSINESS ASSOCIATE ADDENDUM

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

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

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

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

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

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

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



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

## 2. Permitted Uses and Disclosures.

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



3. Obligations of Associate.

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



f. **Support of Individual Rights.**

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



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



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

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

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

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

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

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

#### Addendum Administration.

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



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

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

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

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



AGREED:

Name of Agency: \_\_\_\_\_

Name of Associate: Erina Rajbhanadari

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

Signature: 


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

Title: Director of Finance and Contracts

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

Date: October 29, 2024

Form - WVBAA-012004  
Amended 06.26.2013


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



## 7. Contract Award (RFP Section 5)

ISSI fully acknowledges and accepts the contract award process described in **Section 5** of the RFQ. We understand this will be a progressive award with multiple vendors based on the lowest price per classification provided on the pricing page in wvOASIS. The completed Pricing Page have been provided via wvOasis, per the agency requirement.


### RFP Section 5.2 Signed Pricing Page

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	<b>State of West Virginia</b> <b>Centralized Request for Quote</b> <b>Service - Prof</b>	
<b>Proc Folder:</b> 1475603 <b>Doc Description:</b> TECHNICAL TEMPORARY STAFFING SERVICES  <b>Proc Type:</b> Central Master Agreement		<b>Reason for Modification:</b>	
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-10-02	2024-10-31 13:30	CRFQ 0511 MIS2500000001	1

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

**VENDOR**  
**Vendor Customer Code:** VS0000039381  
**Vendor Name :** International Software Systems, Inc.  
**Address :** 7337 Hanover Parkway, Suite A  
**Street :**  
**City :** Greenbelt  
**State :** Maryland **Country :** USA **Zip :** 20770  
**Principal Contact :** Erina Rajbhandari  
**Vendor Contact Phone:** 301-886-8904 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**  
 Crystal G Hustead  
 (304) 558-2402  
 crystal.g.hustead@wv.gov

  
**Vendor Signature X**

**FEIN#** 52-1915109

**DATE** October 29, 2024

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



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## 8. Performance (RFP Section 6)

ISSI acknowledges and agrees to meet all performance requirements outlined in the RFQ. ISSI acknowledges and commits to meeting all performance requirements outlined in **Section 6** of the RFQ. We understand the critical nature of consistent, high-quality service delivery in supporting the State's operations. ISSI is dedicated to maintaining the highest performance standards throughout the contract period, including adherence to all specified timelines, quality benchmarks, and service level agreements. We are prepared to work closely with the Agency to ensure all performance standards are not only met but exceeded and to address any concerns promptly and effectively.

## 9. Payment (RFP Section 7)

ISSI acknowledges and accepts all payment terms and conditions as described in **Section 7** of the RFQ. We understand that payment will be made in accordance with the West Virginia State Auditor's office payment policies and procedures. ISSI commits to submitting accurate and timely invoices for services rendered, in the format and with the detail required by the Agency. We recognize that payment is contingent upon proper delivery of services and submission of acceptable invoices. ISSI will work diligently to ensure all payment processes are smooth and efficient, minimizing any potential disruptions to service delivery.

## 10. Travel (RFP Section 8)

ISSI acknowledges and agrees to comply with all travel-related requirements in **Section 8** of the RFQ. We understand and accept that all travel expenses must be included in our hourly rates and will not be billed separately to the Agency. ISSI commits to absorbing any necessary travel costs within our proposed rates, ensuring transparency and predictability in our pricing structure. We recognize that services may be required throughout West Virginia and have factored this into our pricing model. ISSI will manage all travel arrangements efficiently to minimize any impact on service delivery and to ensure optimal value for the State.

## 11. Facilities Access (RFP Section 9)

ISSI acknowledges and commits to comply with all facilities access requirements outlined in Section 9 of the RFQ. We understand the importance of maintaining strict security protocols when accessing Agency facilities. ISSI will identify all principal service personnel requiring access cards and/or keys and will assume full responsibility for controlling and safeguarding these items. We commit to immediately notifying the Agency of any lost, stolen, or missing access cards or keys and will cover any replacement fees incurred. ISSI ensures that all personnel under this Contract will adhere to the Agency's security protocols and procedures. We will thoroughly inform and train our staff on these protocols, ensuring full compliance and maintaining the highest standards of security and professionalism when accessing Agency facilities.

## 12. Vendor Default (RFP Section 10)

ISSI fully acknowledges and understands the terms related to vendor default as outlined in **Section 10** of the RFQ. We recognize the seriousness of vendor default and its potential consequences for



the vendor and the Agency. ISSI is committed to fulfilling all aspects of the contract diligently and in good faith, ensuring timely delivery of high-quality services as specified. Failure to perform any contract requirements or violation of contract terms may be considered default and could result in contract termination. ISSI has robust internal processes to monitor contract compliance and promptly address issues. In the unlikely event of any circumstances leading to default, we commit to immediate and transparent communication with the Agency to resolve the situation. We aim to maintain a strong, reliable partnership with the Agency throughout the contract period, consistently meeting or exceeding all contractual obligations.

## 13. Miscellaneous (RFP Section 11)

### 11. MISCELLANEOUS:

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

**Contract Manager:** Erina Rajbhandari  
**Telephone Number:** (301) 886-8904  
**Fax Number:** (301) 982-0500  
**Email Address:** erajbhandari@issi-software.com