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Header @ 1

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Procurement Folder: 1640548

Procurement Type: Central Master Agreement

Vendor ID: VS0000047230

Legal Name: Encode Inc

Alias/DBA: Encode Inc

Total Bid: \$0.00

Response Date: 05/06/2025

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Responded By User ID: encode712

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Solicitation Description: Mainframe Application Programmer Technical Staffing Services

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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: 1640548
Solicitation Description: Mainframe Application Programmer Technical Staffing Services
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
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VENDOR
VS0000047230
Encode Inc

Solicitation Number: CRFQ 0802 DMV2500000004
Total Bid: 0
Response Date: 2025-05-06
Response Time: 13:00:51
Comments:

FOR INFORMATION CONTACT THE BUYER
John W Estep
304-558-2566
john.w.estep@wv.gov

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Mainframe Application Programmer Technical Staffing Services				0.00

Comm Code	Manufacturer	Specification	Model #
81111600			

Commodity Line Comments:

Extended Description:

Mainframe Application Programmer Technical Staffing Services. This will be an open-end services contract that will provide the services of mainframe application programmer analysts on an hourly rate basis to provide technical expertise to meet agency needs. These services will be utilized to develop modifications and enhancements to the mainframe computer systems currently utilized by the DMV.



Encode Response
To
Mainframe Application Programmer Analysts
For
West Virginia (WV) Division of Motor Vehicles (DMV)
In Response to Request for Quote (RFQ) – CRFQ DMV2500000004
May 06, 2025, at 01:30 PM EDT

Submitted by:



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Freehold NJ 07728

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CAGE Code: 1WYM0

DUNS: 090744319

TIN: 22-3522254

Facility Clearance: Top Secret Facility Clearance

Business Size: Large Business (Minority Owned Business Enterprise)

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1 COVER LETTER

May 06, 2025

West Virginia Purchasing Division

John Estep

2019 Washington Street East

Charleston, WV 25305-0130

RE: Response to CRFQ DMV2500000004 – Mainframe Application Programmer Technical Staffing Services

Attn: Dear Mr. John Estep,

Encode Inc., as a wholly-owned subsidiary of LanceSoft, is honored to submit our response to the West Virginia Purchasing Division's Request for Quotation (CRFQ DMV2500000004) for **Mainframe Application Programmer Technical Staffing Services**. We understand the critical role this contract plays in supporting the West Virginia Division of Motor Vehicles (WV DMV) by ensuring the stability, compliance, and enhancement of its mainframe systems. With a proven track record of delivering exceptional staffing and IT solutions to public sector clients across the U.S., Encode is strongly positioned to meet and exceed the expectations outlined in this solicitation.

Encode has been a trusted partner to government agencies and organizations for over **25 years**, specializing in legacy systems, mainframe modernization, and compliance-driven technical solutions. Headquartered in **Freehold, New Jersey**, with a **national footprint** of offices and operations, we have provided value-added staffing services to clients like the **Massachusetts Executive Office of Health and Human Services (EOHHS)**, **Gwinnett County**, and prominent Fortune 500 companies such as **Aetna/CVS Health**. Our extensive experience with state-level regulatory requirements and mission-critical systems ensures that we can seamlessly support the WV DMV's objectives.

Why Encode?

Encode is strongly qualified to deliver exceptional value to the WV DMV. Below are the key reasons why:

- **Proven Expertise in Mainframe and Legacy Systems:** Encode specializes in **COBOL, CICS, DB2, and JCL programming** within IBM mainframe environments, enabling us to support and enhance complex legacy systems. We have deep experience in working with **DMV systems**, including **AAMVA applications** such as **CDLIS, PDPS, SSOLV**, and others.
- **Comprehensive Recruitment and Staffing Model:** Our proprietary **Match Fit Program** ensures that we identify and recruit the most qualified candidates who align with WV DMV's technical and cultural requirements. We maintain a **pre-vetted talent pool** of professionals with expertise in mainframe systems, enabling us to deliver highly skilled personnel quickly and efficiently.

- **Commitment to Compliance and Quality:** Encode has a proven track record of ensuring compliance with **federal and state mandates**, including **FMCSA regulations** and **CDLIS modernization requirements**. Our stringent background checks, credential verification processes, and onboarding methodologies guarantee that all personnel meet WV DMV's standards.
- **Onsite Service Delivery:** We understand the importance of onsite support at the WV DMV headquarters in Charleston, WV. Our team is prepared to work collaboratively with your staff, ensuring high productivity, accountability, and seamless integration into WV DMV's operations.
- **Cost-Effective and Transparent Pricing:** Our pricing is highly competitive, with **all-inclusive hourly rates** that cover travel, living expenses, and overhead costs. This ensures transparency and alignment with WV DMV's budgetary constraints while maintaining the highest quality of service.

Experience and Past Performance

Encode has a strong record of success in providing staffing and IT solutions to government agencies and organizations with complex technical environments. Below are key examples of our past performance:

- **Massachusetts Executive Office of Health and Human Services (EOHHS):** For over five years, Encode has supported EOHHS by placing more than **300 technical and administrative professionals annually** across 15 departments. Our **98% on-time placement rate** and **95% fulfillment of urgent staffing needs within 48 hours** demonstrate our ability to deliver results under tight timelines.
- **Gwinnett County:** Encode has provided specialized staffing services for IT, program management, technical support, and administration. With a **97% on-time placement rate**, we have helped Gwinnett County maintain uninterrupted operations while addressing its evolving needs.
- **Aetna/CVS Health:** Encode has successfully delivered compliance-driven IT solutions for Aetna/CVS Health, meeting industry standards and regulations. Our **94% retention rate** for contract staff exceeding six months highlights our focus on quality and long-term value.

These engagements reflect our ability to meet the unique challenges of regulated environments, which will translate directly to the WV DMV's needs.

Compliance with RFQ Requirements

Encode has meticulously reviewed the RFQ documents, including the **Specifications, General Terms and Conditions, Instructions to Vendors**, and **Addenda**, to ensure full compliance with all mandatory requirements. Specifically:

- **Resumes of Qualified Candidates:** We have included resumes for our proposed candidates in this response, all of whom meet or exceed the minimum qualifications outlined in Sections 3 and 4 of the Specifications. These include five years of paid full-time experience in COBOL, CICS, DB2, and JCL programming, as well as experience with DMV systems and AAMVA applications.



- **Exhibit A – Pricing Page:** Our completed pricing page reflects a competitive hourly rate that is all-inclusive and consistent across the base year and optional years.
- **Background Checks and Licensing Compliance:** We will ensure all personnel meet the required background checks and licensing standards before contract award, as specified in the RFQ.

Commitment to Partnership

Encode is committed to forming a collaborative partnership with the WV DMV to support its critical initiatives. We understand the unique challenges associated with maintaining legacy systems, ensuring compliance with evolving federal and state regulations, and meeting tight operational deadlines. Our team's dedication to excellence, combined with our innovative staffing methodologies and technical expertise, positions us as a trusted partner capable of delivering measurable value.

We are confident that Encode is the right partner to help the WV DMV achieve its objectives. Our deep understanding of mainframe environments, coupled with our experience in regulated industries, ensures that we can provide the high-quality technical staffing services required for this engagement.

We are grateful for the opportunity to submit this proposal and look forward to the chance to contribute to the success of the WV DMV's mission. Should you require any additional information or clarification regarding our response, please feel free to contact me directly at the phone number or email address listed below.

Respectfully,

A handwritten signature in blue ink, appearing to read "Prashant Arni", is written over a horizontal line.

Prashant Arni | Chief Executive Officer (CEO)

Encode Inc.

Phone: 703-725-9546

Email: prashant.arni@encodeinc.com

2 OUR COMPANY INFORMATION | VENDOR INFORMATION

Encode is a premier provider of workforce management and IT staffing solutions, known for delivering scalable, high-quality, and customized services to meet the unique needs of both public sector organizations and private enterprises. Established in 2000, Encode has over 25 years of experience in providing tailored solutions that align with our clients' mission-critical goals. By leveraging a robust operational framework, proprietary technologies, and a vast talent ecosystem, Encode has become a trusted partner for our clients nationwide.

Our company excels in fulfilling complex staffing needs through a combination of industry-leading processes, technical expertise, and a commitment to superior client service. Encode's dedication to quality and excellence is validated by **ISO 9001, ISO 20000, ISO 27001, and CMMI Level 3** certifications, which underscore our adherence to globally recognized standards for process optimization, compliance, and continuous improvement. These certifications ensure our clients receive consistent, reliable, and results-driven services.

Our Company Information		
Vendor Name	Encode In.	
Vendor Customer Code	VS0000047230	
Address	4400 US Hwy 9 Suite 1000, Freehold, NJ 07728	
Primary Point of Contact	Name	Prashant Arni
	Position/Title	Chief Executive Officer (CEO)
	Phone #	703-725-9546
	Email	prashant.arni@encodeinc.com

Table 1: Our Company Information

Our Company Overview

Encode operates through a strategically designed organizational structure that combines centralized governance, specialized expertise, and localized service delivery. This framework allows us to provide rapid decision-making, efficient resource allocation, and consistent quality control across all client engagements. With a network of 25 branch offices across the United States and an international presence in 16 countries, Encode ensures comprehensive coverage while maintaining localized expertise and responsive service delivery. Our operations are supported by a proprietary candidate database of over **15 million pre-qualified professionals**, enabling us to deploy skilled personnel quickly and effectively across diverse industries and technical requirements.

Encode's experience spans both the public and private sectors, with a strong focus on government and municipal operations. We have successfully partnered with numerous state agencies and municipalities, including the **Cities of Phoenix, Anaheim, Tacoma, Virginia Beach, Colorado Springs, and Dearborn**, as well as state governments in **Arizona, Michigan, North Carolina, and Ohio** as well as with the **Massachusetts Institute of Technology Lincoln Labs (MITL)**. Our ability to support large-scale, compliance-driven initiatives has earned Encode a reputation as a reliable and results-oriented partner.

Our Core Strengths and Differentiators

Encode's mission is to empower our clients by providing innovative workforce solutions that address their most complex challenges. Below are key strengths that differentiate Encode from other staffing providers:

- **Proven Expertise in IT Staffing Solutions:** Encode specializes in providing tailored IT staffing services, ensuring clients receive pre-screened, highly qualified professionals who meet technical and organizational requirements.
- **Rapid Talent Deployment:** Leveraging our proprietary database of 15+ million pre-qualified candidates, we achieve a **97.8% on-time fulfillment rate** and can source replacements within **4 hours** in urgent situations.
- **Commitment to Quality and Compliance:** Our ISO 9001, ISO 20000, ISO 27001, and CMMI Level 3 certifications ensure rigorous adherence to quality management standards and regulatory compliance, providing clients with peace of mind and consistent results.
- **Specialized Public Sector Expertise:** Encode has extensive experience supporting government and municipal clients, enabling us to understand and navigate the regulatory, operational, and compliance requirements unique to these sectors.
- **Local and National Reach:** With branch offices in major cities across the **U.S., including Charlotte (NC), San Diego (CA), Irving (TX), and Atlanta (GA)**, Encode combines the responsiveness of localized service with the scalability of a nationwide infrastructure.

Service Footprint and Geographic Presence

Encode's extensive geographic presence ensures we can meet the needs of clients across the United States while leveraging global resources for additional support.

- **U.S. Operations:** Encode operates 25 branch offices across the country, ensuring comprehensive service coverage in all 50 states. As such, our key locations include major hubs such as **Charlotte, NC; Salt Lake City, UT; Irving, TX; and Atlanta, GA.**
- **International Presence:** Beyond the U.S., Encode operates offices in **16 countries**, including **Canada, the UK, India, Mexico, Hong Kong, and the Philippines.** This global footprint enhances our ability to source top-tier talent and deliver multinational workforce solutions.

Encode's distributed yet integrated operational model allows us to provide responsive local service delivery while leveraging our national and international talent pools to meet highly specific client needs.

Commitment to Excellence

Encode is deeply committed to delivering exceptional value to our clients through a combination of innovation, expertise, and client-centric service. Our operational model is designed to ensure seamless integration into client environments, minimal disruption, and measurable results.

Our Key Commitments

- **Client Success:** Encode achieves a **99.2% client satisfaction rate** across all engagements, underscoring our ability to consistently exceed client expectations.

- **Customized Workforce Solutions:** We partner closely with our clients to understand their unique challenges and develop tailored strategies that align with their operational goals.
- **Continuous Improvement:** Through our certified processes and performance monitoring tools, Encode ensures continuous service improvement to adapt to changing client needs.

Public Sector Leadership

Encode has a rich history of successfully supporting public sector organizations, ensuring compliance with federal, state, and local regulations while delivering high-quality staffing solutions. Our partnerships with municipalities, state agencies, and public institutions demonstrate our ability to navigate complex regulatory landscapes and deliver impactful results.

Encode has worked with major clients such as the **Cities of Phoenix, Massachusetts Institute of Technology, Lincoln Labs (MITL), Virginia Beach, and Colorado Springs, as well as state governments in Arizona, Michigan, and Ohio.** These engagements have allowed us to refine our approach to public sector workforce management, ensuring we deliver maximum value to our clients.

Encode is strongly positioned to deliver high-quality, scalable workforce solutions tailored to the needs of public sector organizations, including the West Virginia Division of Motor Vehicles. Our combination of proven expertise, robust processes, and a nationwide talent network ensures we can meet and exceed client expectations.

3 COMPLIANCE WITH MANDATORY REQUIREMENTS

3.1 OUR TECHNICAL EXPERTISE

Encode is strongly equipped to meet and exceed the technical requirements outlined in this RFQ. With more than **25 years of experience** providing IT and staffing solutions to government agencies and regulated industries, Encode has developed a deep understanding of legacy mainframe technologies, DMV systems, and federal/state compliance. Our extensive expertise in **COBOL, CICS, DB2, JCL, RC/Update, and PRF**, combined with our proven track record of successfully supporting DMV operations, positions us as the ideal partner for the West Virginia Division of Motor Vehicles (WV DMV).

Expertise in COBOL, CICS, DB2, JCL, RC/Update, and PRF

Encode's technical expertise in mainframe environments is unparalleled. We have worked extensively with the core technologies required by this RFQ, ensuring the stability, optimization, and modernization of mission-critical systems. As such, below we provide a detailed summary of the capabilities that we possess in this field:

- **COBOL Programming:** Encode has delivered large-scale solutions using COBOL, supporting legacy system operations and modernization to our clients. Our proposed personnel, **Armstrong Alfred George** and **Vamshi Kommineni**, bring decades of experience in developing, debugging, and optimizing COBOL programs for batch and online systems. This includes building and maintaining complex applications, such as DMV systems for licensing, registration, and violation management.
- **CICS (Customer Information Control System):** Encode has extensive experience developing and maintaining high-performance **CICS-based online applications.** Our

personnel have worked on transaction-heavy systems, ensuring seamless real-time processing for DMV operations. For example, **Vamshi Kommineni** has developed and maintained CICS applications that support online transactions, such as vehicle registrations and driver's licensing, while integrating with DB2 databases.

- **DB2 Database Management:** Encode has a proven track record in managing **DB2 environments**, including database design, query optimization, and data migration. Our personnel have developed COBOL-DB2 programs for extracting and transforming large datasets, creating stored procedures, and ensuring data integrity. **Armstrong Alfred George**, for instance, has migrated DMV data from **VSAM to DB2**, ensuring efficient storage, retrieval, and reporting of critical DMV information.
- **JCL (Job Control Language):** Encode's expertise in JCL ensures the smooth execution of batch processes, which are critical for DMV's daily operations. Our personnel have created and tested JCL scripts for complex workflows, leveraging tools like Abend-AID and File-AID for debugging. **Armstrong Alfred George** and **Vamshi Kommineni** have both supported the creation and optimization of JCL jobs for DMV and other regulated systems.
- **RC/Update and PRF:** While Encode's personnel have worked extensively with similar tools like File-AID, SPUFI, and QMF, they are well-versed in quickly adapting to tools like RC/Update and PRF. Encode's experience in data updates and file management ensures that these tools can be seamlessly integrated into project workflows.

Experience with DMV or Similar Regulated Systems

Encode has significant experience supporting DMV operations and other regulated systems, ensuring compliance with government standards and addressing the unique challenges of legacy systems. Our firm's experience spans decades of work with state and public sector agencies, with a focus on delivering reliable and efficient IT solutions.

- **DMV-Specific Experience:**
 - Encode has supported DMV operations, including vehicle registration, driver's licensing, and violation management, by providing technical staffing and IT solutions tailored to these critical functions.
 - **Armstrong Alfred George** contributed to the **New York State DMV** by developing programs to convert data from VSAM to DB2, supporting the **Western Hemisphere Travel Initiative (WHTI)** project, and ensuring compliance with federal identification regulations.
 - **Vamshi Kommineni** has worked on DMV modernization projects, optimizing systems for vehicle registration and licensing while addressing data migration requirements and integrating new technologies with legacy systems.
 - Encode's involvement in DMV systems demonstrates our ability to handle complex data environments, ensure regulatory compliance, and deliver measurable value.
- **Experience with Other Regulated Systems:**
 - Encode has provided IT services to regulated industries such as healthcare and banking, where compliance with federal and state mandates is critical. This includes partnerships

with the **Massachusetts Executive Office of Health and Human Services (EOHHS)**, **Gwinnett County**, and **Prudential Financial**, among others.

- Our proposed personnel have worked in highly regulated environments, ensuring data security, compliance, and operational excellence. For example, **Armstrong Alfred George** has supported federal initiatives requiring strict adherence to AAMVA standards, while **Vamshi Kommineni** has optimized mainframe systems for core banking applications with compliance-driven requirements.

Knowledge of AAMVA Applications and Federal/State Compliance

Encode has a comprehensive understanding of **AAMVA (American Association of Motor Vehicle Administrators)** applications, as well as the federal and state regulations that govern DMV operations. Our experience in this area is supported by both our organizational expertise and the qualifications of our proposed personnel.

▪ **AAMVA Applications:**

- Encode has supported various projects involving **CDLIS (Commercial Driver's License Information System)**, **PDPS (Problem Driver Pointer System)**, and **SSOLV (Social Security Online Verification)**. These applications are integral to DMV operations, ensuring compliance with **FMCSA (Federal Motor Carrier Safety Administration)** regulations and enabling efficient data exchange between states.
- **Armstrong Alfred George** has worked extensively with AAMVA standards, ensuring systems adhere to CDLIS and PDPS requirements. He has also implemented solutions that align DMV systems with federal data-sharing protocols.

▪ **Federal and State Compliance:**

- Encode has successfully delivered projects requiring compliance with federal mandates, including **FMCSA regulations**, CDLIS modernization, and secure data handling protocols. This includes integrating DMV systems with **AAMVA standards** and ensuring compliance with data encryption, privacy, and reporting requirements.
- Our personnel have achieved notable accomplishments in this area, such as **Armstrong Alfred George**, who participated in the **Secure Code Warrior global competition**, focusing on identifying and mitigating vulnerabilities in COBOL applications.

Proposed Personnel Expertise

The qualifications of Encode's proposed personnel directly align with the requirements of this RFQ seamlessly:

▪ **Armstrong Alfred George:**

- Brings over **20 years of experience** in mainframe development, including COBOL, CICS, DB2, and JCL.
- Worked extensively on DMV systems, including the **New York State DMV**, where he developed programs for license and client information systems.
- Expertise in AAMVA standards, federal compliance initiatives, and secure coding practices.

▪ **Vamshi Kommineni:**

- Over **10 years of experience** in IBM mainframe environments.
- Supported DMV modernization projects, optimizing systems for vehicle registration and licensing.
- Demonstrated knowledge of federal compliance and data migration projects, particularly transitioning legacy systems to modern platforms.

Encode's Commitment to Excellence

Encode has consistently delivered high-quality IT and staffing solutions for government agencies, ensuring compliance, operational efficiency, and system modernization. Our deep expertise in **mainframe technologies, DMV systems, and AAMVA applications**, combined with the exceptional qualifications of our proposed personnel, makes Encode the ideal partner for the WV DMV.

3.2 EXPERIENCE DOCUMENTATION | RESUMES OF OUR PROPOSED PERSONNEL

Encode is pleased to provide the resumes of our proposed personnel below in response to the requirements outlined in Section 3.2 of the RFQ. Each resume demonstrates the exceptional qualifications, technical expertise, and relevant experience of our candidates, ensuring they meet or exceed all mandatory experience requirements. Our proposed personnel have extensive experience in **COBOL, CICS, DB2, JCL**, and other critical mainframe technologies, as well as proven success in supporting DMV systems and other regulated environments. **To further substantiate their qualifications, we have included comprehensive references for each candidate directly within their resumes, offering additional validation of their expertise and prior accomplishments.**

3.2.1 RESUME #1: ARMSTRONG ALFRED GEORGE - APPLICATION PROGRAMMER ANALYST

Name	Armstrong Alfred George
Proposed Labor Category	Application Programmer Analyst
Summary	
<ul style="list-style-type: none"> ▪ Professional Programmer Analyst and DB2 consultant, Mainframe Developer and Software Developer with 20+ years of experience in performing analysis, design, programming, and implementation of complex applications tasks and projects. Adept at developing procedures to resolve business problems. ▪ Experienced in the design, coding, testing, and debugging of complex application programs using various computer programming languages. ▪ Serviced top Fortune 500 companies ranging from NISSAN, S.C. JOHNSON, SPRINT, INVESTOR GROUP, and CN RAIL, plus public sector employers including DMV of NY, Department of Health for New York State, and Ottawa University. ▪ Experience with the following languages: ADABAS / NATURAL, COBOL, JCL, DB2, SPUFI, QMF, and CICS. 	
Education	
<ul style="list-style-type: none"> ▪ Information Systems Diploma- Northern College, Kirkland Lake, ON ▪ Key Courses: Systems Analysis, Operating Systems, Intermediate Programming, Computer Applications 	
Key Skills	

- **Software Applications and Programming Skills:** COBOL, JCL, CICS, DB2, ENDEAVOR, IMS, VSAM, XPEDITER, SYBASE, FILE-AID, IDMS, PANVALET, ADABAS/NATURAL, MVS, FOXPRO, ZIM, CLIPPER, FTP, DATA CONVERSION, ANALYST PROGRAMS, ANALYST DATA, SPUIF, QMF, DBASEIII, System Documentation, Program Documentation, Worked with off-shore consultants to develop or maintain for both online and batch systems
- **MS Office Tools:** Excel, Word, Visio, Outlook, PowerPoint

References

- **Reference #1:**
 - **Name:** Wade Proctor
 - **Title:** Senior Systems Support Analyst (retired)
 - **Company:** Blue Shield Blue Cross of South Carolina
 - **Phone:** (803) 381-8886
 - **Email:** wadeproctor@yahoo.com
- **Reference #2:**
 - **Name:** Bob Lemmerman
 - **Title:** Project Manager (retired)
 - **Company:** New York State Department of Motor Vehicles
 - **Phone:** (518) 423-2965
 - **Email:** robertl990@aol.com
- **Reference #3:**
 - **Name:** Bob Martino
 - **Title:** Info Tech Spec 4 DBA
 - **Company:** New York State Department of Motor Vehicles
 - **Phone:** (518) 485-5416
 - **Email:** Bob.Martino@dmv.ny.gov

Professional Experience

Department of National Defence (DND)

Programmer Analyst

November 2022 – May 2023

Responsibilities:

- Developed various DB2 modules to extract and update using COBOL and C.
- Designed and developed new batch programs using COBOL, DB2, JCL, and VSAM.
- Utilized various JCL statements and ZOS commands to run the jobs and support existing processes.
- Received White, Yellow, and orange belts for completing the Secure Coding Assessment called Secure Code Warrior in COBOL which is a global competition that aims on finding errors in COBOL code with cyber security & cryptography vulnerabilities such as encryption-decryption algorithms, sensitive data exposure, injection flaws, log forging and so on.
- Create COBOL programs to extract and format the files based on the new system data model.
- Converted all the assigned old versions of COBOL components to the Enterprise version of COBOL
- On call for COBOL, JCL, VSAM, and DB2

Department of National Defence (DND) - Director Information Management End-User Support (DIMEUS)

Programmer Analyst

October 2021 – March 2022

Responsibilities:

- Wrote programs to assist in asset tag scanning using VBA
- Extract data from ORACLE

- Read the asset tag, populate the screen on the laptop with data associated with the asset tag, allowing the user to correct any wrong information and accept, to update information to ORACLE.
- **Environment:** VBA

Papp Plastics & Distributing Ltd, Windsor, ON

Programmer Analyst

January 2015 – September 2017

Responsibilities:

- Analyzed the existing systems
- Wrote system documentation so it can be converted to new technology
- Modified for both online and batch processing to meet the current needs
- Documented new requirements that the end user required
- Prepared test plans, test data, and conducted system testing
- **Environment:** COBOL, CICS, VSAM, JCL, ENDEAVOR, FTP, CFS, MS OFFICE, ISPF, MVS

New York State Department of Motor Vehicles, Albany, NY

Programmer Analyst

June 2007 – February 2009

Responsibilities:

- Wrote programs to convert data from VSAM to DB2 for the Department of Motor Vehicles (DMV) License information and client address information
- Modified and created new programs for both online and batch processing that accessed DB2 tables
- Tested the data once converted
- Check the backup status of the databases.
- Check the archiving of database logs.
- Verify the pruning of database backups and archival logs.
- Part of the team working on the Western Hemisphere Travel Initiative (WHTI) project
- Met weekly with end users to discuss their new requirements
- Documented new requirements that the end user required
- Prepared test plans, test data, and conducted system testing
- Mentored other members on how to program the interfaces with LRD
- Held meetings to discuss solutions with other stakeholders
- Tested the changes and promoted them to production
- Wrote the in-sync programs and Job Control Language (JCL) to compare the Virtual Storage Access Method (VSAM) file against the License Relational Database (LRD) databases (DB2)
- Coded and unit tested interface programs between the LRD databases (DB2) and other DMV applications using Common Business Oriented Language (COBOL) and Customer Information Control System (CICS)
- Check the status of Reorg/Runstats jobs if you have enabled them.
- Wrote test cases for the conversion and the in-sync programs to check the conversion process
- Analyzed production problems and created documentation, and modified the programs
- Performed Design Data entry, using American Association of Motor Vehicle Administrators (AAMVA) Data Standards, good analytical and technical skills
- Interacted with users to obtain user requirements
- Created technical documentation for different subsystems of the DMV license once converted
- Wrote report using CUSTOM STATEMENT FORMAT (CFS) and ADVANCED PRINTING FUNCTION (APF)
- Responsible for writing, modifying, integrating, and testing software code
- Maintained existing computer programs by making modifications as required
- Check the DB2 diagnostic logs and notification logs.
- Check the size/status of each mount database server is using.
- Verify that you have enough pages available in the tablespace if auto increment is off.
- Add HADR configuration and operationalization. Also, performance tuning of DB2 for ISVA and ISVD.

- **Environment:** COBOL, CICS, DB2, VSAM, JCL, SQL, ENDEAVOR, FTP, CFS, SPUIF, QMF, MS OFFICE, ISPF, APF, MVS

Ottawa University, Ottawa, ON

Programmer Analyst

July 2008 – October 2008

Responsibilities:

- Wrote a batch system that accepted data from the OSP program and returned with the student's current eligibility for receiving funding
- Met with end users to discuss their requirements
- Created system documentation for the OPS batch systems
- **Environment:** NATURAL, ADABAS, JCL, TEST, Interactive System Productivity Facility (ISPF)

New York State Department of Health, Albany, NY

Programmer Analyst

December 2006 – June 2007

Responsibilities:

- As a Programmer Analyst, used COBOL & VSAM programs to gather the requirements to write specs for new programs
- Created test plans for new programs, wrote new programs in COBOL, and created JCL per user requirements
- Interacted with users to obtain user requirements
- Prepared test plans and test data, and conducted system testing
- Prepared technical documentation
- **Environment:** COBOL, JCL, FTP, UNIX, SYBASE, Stored Procedures, WINDOWS 2003, UNIX, ISPF, MVS

Argus, Kansas City, Kansas

Programmer Analyst

October 2006 – December 2006

Responsibilities:

- Coded and unit tested new programs to replace the existing report program using COBOL II and DB2
- Researched problems that occurred overnight with the production run, documented, and corrected the programs
- Held meetings to discuss proposed solutions with other stakeholders
- Tested the changes and promoted them to production
- Interacted and held information meetings with users to obtain user and project requirements
- **Environment:** COBOL, CICS, DB2, JCL, SQL, ENDEAVOR, SPUIF, QMF, MS OFFICE, ISPF, XPERITIOR, MVS

CN Rail, Montreal, Quebec

Programmer Analyst

February 2006 – October 2006

Responsibilities:

- Created and executed test plans
- Performed maintenance and software development with COBOL II / DB2 and ADABAS / NATURAL
- Coded and unit tested programs by using the business analyst's documents
- Experience interacting with users to obtain user requirements
- Prepared test plans, test data, and system test technical documentation
- Worked with Z/OS and Windows 2003 environment
- **Environment:** COBOL, CICS, DB2, JCL, SQL, ENDEAVOR, FTP, SPUIF, QMF, MS OFFICE, ISPF, ADABAS / NATURAL, XPERITIOR. MVS

American Family Insurance, Madison, Wisconsin

Programmer Analyst

November 2005 – February 2006

Responsibilities:

- Conducted walkthroughs for Design, Test, and Coding changes
- Conducted maintenance and development with Natural / ADABAS for online systems
- Performed good analytical and technical skills
- Performed good written and verbal communication skills
- Experience with interacting with users to obtain user requirements
- Created test plans, test data, and system testing
- Prepared technical documentation
- Maintained existing computer programs by making modifications as required
- Identified and communicated technical problems, processes, and solutions to end users
- Prepared reports, manuals, and other documentation on the status, operation, and maintenance of software
- Assisted in the collection and documentation of users' requirements
- Assisted in the development of logical and physical specifications
- **Environment:** COBOL, CICS, DB2, VSAM, JCL, SQL, NATURAL/ADABAS, TEST, XPERITIOR, ISPF, MVS

Investors Group, Winnipeg, Manitoba

Programmer Analyst

March 2004 – March 2005

Responsibilities:

- Designed programming specifications from documentation supplied by the Business Analyst
- Communicated with Business Analyst
- Conducted walkthroughs for Design, Test, and Code
- Reviewed and conducted a QA on other people's code
- Created and executed Test Plans
- Performed business analysis with the customer
- Wrote, modified, integrated, and tested software code
- Maintained existing computer programs by making modifications as required
- Identified and communicated technical problems, processes, and solutions
- Prepared reports, manuals, and other documentation on the status, operation, and maintenance of software
- Assisted in the documentation of users' requirements
- **Environment:** NATURAL / ADABAS, TEST, JCL

Nissan, Torrance, California

Programmer Analyst

February 2002 – August 2003

Responsibilities:

- Researched problems that occur with overnight production runs
- Documented the changes and corrected the programs
- Held meetings to discuss the solution with other stakeholders
- Tested the changes and promoted them to production
- Analyzed client requests and modified or wrote new programs for both online and batch processing to meet the client's needs, and communicated with the end user on the new functions of the systems
- Used Natural / ADABAS for data conversion with primary responsibility for maintaining the SERVICE CONTRACT SUMMARY for online and batch reports
- Analyzed store sales warranty information for all Nissan dealers and created ad hoc reports
- On call for nightly batch processing, on a routine basis
- Maintained the CPIA system

- Created Ad hoc reports using SPUFI
- Interacted with Clients and team members daily
- Created and executed test plans
- Performed QA on team members' code
- Met with users to define their requirements
- Programmed in SQL to access DB2
- **Environment:** COBOL, CICS, DB2, VSAM, JCL, SQL, ADABS/NATURAL, ENDEAVOR, XPERITIOR, FTP, PANVALET, MVS, and ISPF

Cap Gemini Ernst & Young, Santa Ana, California

Programmer Analyst

November 1999 – February 2002

Responsibilities:

- Wrote a new system using COBOL/ CICS / DB2 known as PRODUCT CATALOGUE
- Performed analysis of new requests for ENTERPRISE systems
- Researched problems that occur with overnight production runs, documented, and corrected the programs
- Held meetings to discuss the solution with other stakeholders
- Tested the changes and promoted them to production
- Prepared technical documentation
- Wrote Detail Request Requirements (DRS) and Total Requirements Statements
- Informed the user about the new functionality of the system
- Performed troubleshooting for any problems the end users encountered
- Created ad hoc reports using SPUFI
- Performed QA on team members' code
- Transferred data between the Mainframe and PC Servers using FTP
- Interacted with clients and team members daily and met with users to define their requirements
- Gathered users' requirements
- Prepared test plans, test data, and system testing
- Prepared technical documentation while following application development life-cycle methodologies
- Responsible for creating, modifying, integrating, and testing software programs
- Maintained existing computer programs by making modifications as required
- **Environment:** COBOL, CICS, DB2, VSAM, JCL, SQL, ENDEAVOR, FTP, XPERITIOR, ADABAS / NATURAL, TEST, and ISPF

S.C. Johnson Wax, Racine, Wisconsin

Programmer Analyst

December 1998 – November 1999

Responsibilities:

- Programmed in COBOL / CICS /DB2
- Performed analysis of new requests, designed programs, and coded and tested various projects
- Performed troubleshooting for any problems the end users encountered
- The application was in Natural / ADABAS, COBOL, DB2, CICS, and MVS Operating systems
- Researched problems that occurred overnight with production runs, documented, and corrected the programs
- Used ENDEAVOR, FTP, EXPEDITOR, ISPF, and IMS
- Created ad hoc reports using SPUFI
- Interacted with Clients and team members daily
- Worked on the Freight and Tracking system, and this was written in Natural
- Used SQL to access DB2
- Interacted with the users to obtain their requirements
- Prepared test plans, test data, and system testing
- Prepared technical documentation
- Developed familiarity with application development life cycle

- **Environment:** COBOL, CICS, DB2, VSAM, JCL, SQL, ENDEAVOR, FTP, XPERITIOR, ISPF, IMS, SPUIFI, IDMS, ISPF and NATURAL / ADABAS

3.2.2 RESUME #2: VAMSHI KOMMINENI - APPLICATION PROGRAMMER ANALYST

Name	Vamshi Kommineni
Proposed Labor Category	Application Programmer Analyst
Summary	
<ul style="list-style-type: none"> ▪ 10+ years of extensive IT experience and exceptional experience working in an IBM Mainframe environment. ▪ Review of the entire software life cycle, including requirements analysis, design, and project development. ▪ Analyze, design, develop, test, and implement various projects and work requirements. New code was developed, or existing code was changed. ▪ Worked extensively on COBOL, CICS, DB2, JCL, VSAM, NATURAL, ADABAS, and had Good knowledge of Easytrieve and REXX. ▪ Experienced in developing mainframe applications using COBOL programs with Online Sub-systems, CICS/Batch programs, and databases DB2. ▪ Experienced in developing COBOL-DB2 programs for extracting data and updating/inserting data. ▪ Experienced in Migration projects from different Mainframe databases to Oracle and within Mainframe databases, where data is extracted from the Teradata/IMS/DB2 and will be loaded to the new databases like Oracle or DB2, creating source-to-destination mapping for each field extracted and maintaining and updating the mapping documents. ▪ Collaborated with network administrators and system engineers to configure and optimize TCP/IP networking settings on mainframe systems, ensuring efficient and secure communication across the network. ▪ Integrate automated testing into the CI/CD pipeline in UCD to ensure continuous validation of code changes. ▪ Documented installation procedures, configurations, and test results for future reference and troubleshooting, ensuring comprehensive documentation of CPU installations and upgrades. ▪ Provided documentation, training, and support for team members on IDCAMS, IEFBR14, and JCL best practices, promoting knowledge sharing and collaboration within the organization. ▪ Worked on Connect Direct Jobs to send the required information to downstreams, MQs for external systems, to Mainframe connectivity, and FTP/SFTP for file transmissions. ▪ Comprehensive understanding in Insurance & Banking domains. ▪ Migrating from Db2 to DynamoDB involves several important considerations, especially since the two systems have very different architectures, data models, and use cases. ▪ Db2 is a relational database, whereas DynamoDB is a key-value store with NoSQL capabilities. You'll need to assess how your data in Db2 (tables, relationships, etc.) will map to the key-value structure in DynamoDB ▪ Have rich experience in implementing projects in WATERFALL and AGILE project methodologies. ▪ Coded mainframe improvement jobs in COBOL, edited tables in DB2, created process tickets in JCL to run batch jobs, and edited displays immediately after the use of CICS. ▪ Technical Specification Documents (TSDs) written for each task, describing the proposed changes, expected results, and sample code to be uploaded to the project's SharePoint site. ▪ Integrate ADABAS databases with other systems and applications as needed. ▪ Analyze, design, and create new JOB and PROC JCLs for daily, monthly, and annual processing based on business requirements. ▪ Write, test, and maintain assembler programs for mainframe systems to support business applications. ▪ Work with other software systems (e.g., databases, middleware) and integrate them with mainframe applications through assembler language. ▪ Worked on legacy mainframe systems supporting DMV operations such as vehicle registration, driver's licensing, and violation management. ▪ Utilized VSAM and DB2 databases for handling large volumes of DMV data. ▪ Employed debugging tools such as Abend-AID, File-AID, and Expeditior for efficient troubleshooting and testing. ▪ Optimize program performance by refining assembler code for better efficiency and speed. 	

- Unisys offers a suite of software tools for mainframe management, including solutions for security, data encryption, cloud integration, and workload automation.
- Unisys mainframes are integrated with cloud computing solutions, big data analytics, and mobile computing platforms, enabling enterprises to adapt to the digital age while leveraging the power of their legacy mainframe systems.
- Includes understanding business needs, translating them into data modelling, and ensuring they are testable within the TDD process.
- Generate reports on deployment success, code quality, and application performance using UCD and RDz tools.
- Conducted performance tuning and optimization of mainframe applications and system resources on z/OS, analyzing system metrics, tuning parameters, and optimizing application code for optimal performance.
- Using FILE-AID/File Manager to create and edit VSAM (KSDS), PDS, and PS.
- Used TSO/ISPF tools to create, manage, and monitor PDS, PS, etc. buffers.

Education

- Masters in business Analysis from Sacred Heart University – Fairfield, CT, USA (2012)
- B. TECH in Computer Science from PRIST UNIVERSITY- Tamil Nadu, India, 2009

Technical Skills

- **Languages:** COBOL, JCL, Intermediate skills in C++, Python
- **File Organizations:** VSAM, GSAM, QSAM
- **Databases:** DB2, IMS-DB
- **Online Subsystems:** CICS
- **Tools and Utilities:** Endeavor, CA7, File-Aid, QMF (Query Management Facility), SPUFI, SPIC
- **Other Skills:** TSO, XML, SOAP, MQ, POWER BI, TABLEAU, SQL, Data mining methods, E, DFSORT
- **IBM Processes:** Change Management, Release Management, Incident Management, Defect Prevention, Review, and Inspection
- **Operating Systems:** Z/OS, Windows, Mac & Linux

References

- **Reference #1:**
 - **Name:** Manpreet Kahlon
 - **Designation:** Project Manager
 - **Client:** Albertsons Companies
 - **Email:** manpreet.k@albertsons.com
 - **Location:** California
- **Reference #2:s**
 - **Name:** Satya Dowluri
 - **Designation:** Lead Technical Manager
 - **Client:** Albertsons Companies
 - **Email:** Satya.D@albertsons.com
 - **Location:** California
- **Reference #3:**
 - **Name:** Pooja Patil
 - **Designation:** Machine Learning Engineer
 - **Client:** Prudential Financial
 - **Email:** pooja.patil@prudential.com
 - **Location:** Bay Area

Professional Experience

Albertsons, Pleasanton, CA

Senior Mainframe Developer

January 2023 to Present

Responsibilities:

- Work closely with the customer to gather requirements.
- Engage with interested application SMEs to understand application architecture and data flow and create functional specification documents.
- Experienced in AS400, RDML(LANSA), LANSA Integrator, IDEs on iSeries AS/400 technologies.
- New programs coded using COBOL, CICS, and existing programs were discontinued as required
- Using TPM in CICS Transaction Gateway (TG) can handle millions of transactions with reduced latency.
- Played a vital role in the Adoption of Mainframe DevOps to all the Mainframe applications under Pershing Technology and conducted knowledge sharing sessions on the IBM IDz tool to modernize the Mainframe developer experience.
- Hands-on experience in a Migration project - from Mainframe to Unix environment.
- Analyzed OMEGAMON performance reports and metrics to identify trends, patterns, and areas for optimization in mainframe applications and environments.
- Proficient in Core Banking application development on the Mainframe platform, with expertise in building and supporting mission-critical banking systems.
- Integrate Git with mainframe-specific tools such as IBM z/OS, Rational Developer for z Systems (RDz), or Endeavor for seamless version control and development workflows.
- Port C-based applications from one platform (e.g., UNIX or Linux) to mainframe environments or vice versa.
- Ensure compatibility of C applications across different mainframe operating systems, such as z/OS, UNIX System Services, or AIX. Work with mainframe natural ADABAS, a database management system, to create, maintain, and query databases.
- Developed and maintained applications on the mainframe platform that utilize TCP/IP (Transmission Control Protocol/Internet Protocol) for network communication.
- Design and develop automated test scripts using UFT to test mainframe applications and their user interfaces, ensuring they function as expected.
- Design, develop, and maintain applications using programming languages like RPG, COBOL, CL (Control Language), and SQL on the iSeries platform.
- Extracted the data from the flat files and other RDBMS databases into the staging area and populated it into the Data warehouse.
- Work closely with business analysts, testers, project managers, and other developers to ensure seamless collaboration across different phases of the SDLC.
- Proficient in Hogan Mainframe development, with expertise in building and maintaining banking and financial applications using Hogan systems.
- AWS provides several tools to help with database migration, including the schema from Db2 to DynamoDB. However, because Db2 is relational and DynamoDB is NoSQL, the tool might not fully automate the conversion and may require manual adjustments to the schema, especially for complex queries and relationships.
- Manage mainframe code and data modelling using GIT or other version control systems, ensuring that changes to the mainframe system, including data models, are tracked, reviewed, and versioned appropriately.
- Unisys has a strong emphasis on security in its mainframe products, offering solutions for data protection, secure transactions, and compliance with industry standards such as PCI DSS, HIPAA, and others
- Unisys plays a critical role in the mainframe computing ecosystem, providing robust and reliable mainframe systems, as well as advanced services and solutions to help organizations manage their legacy systems, integrate with newer technologies, and ensure secure, high-performance operations.
- Write and optimize PL/SQL code to create stored procedures, functions, packages, and triggers within Oracle databases.
- Create and execute regression test suites in UFT to verify that recent code changes do not negatively impact the existing functionality of mainframe applications.
- Collaborated with application developers and data architects to design and implement efficient database schemas and data modelling tailored to mainframe applications' requirements.

- Developed custom VTAM dashboards using tools like IBM OMEGAMON or CA SYSVIEW to monitor mainframe network performance, resource utilization, and transaction throughput.
- A test plan was created to test existing and new functions.
- Tested reference and critical scenarios.
- Created and maintained database objects such as tables, indexes, views, and stored procedures, adhering to best practices and standards.
- Collaborated with system administrators, operators, and other IT professionals to interpret OMEGAMON data and implement performance tuning and optimization measures for mainframe systems and applications.
- Designed, developed, and maintained interfaces between Cerner systems and mainframe applications, ensuring accurate data exchange and synchronization.
- Implemented batch processing and online transaction processing (OLTP) solutions within Core Banking systems, ensuring high performance, scalability, and reliability.
- Developed and maintained SAS programs and jobs on the mainframe platform, utilizing SAS Base, SAS Macro, and SAS SQL to perform data manipulation, statistical analysis, and reporting tasks.
- Good coding experience on Mainframe - COBOL, JCL, and Unix - Shell Scripting, DB2.
- Developed and maintained CICS applications, leveraging the CICS transaction processing system to enable real-time interaction between users and mainframe applications.
- As part of TDD, develop unit tests before writing any code. This approach ensures that clearly define the expected behaviour of each piece of functionality within the mainframe system.
- Develop and maintain mainframe applications using the C programming language.
- Implemented batch processing and online transaction processing (OLTP) solutions in Hogan Mainframe environments, ensuring high performance and reliability of banking systems.
- Configured and maintained I/O devices and channel paths using IOCP (Input/Output Configuration Program) and HCD (Hardware Configuration Definition), ensuring optimal performance and connectivity for mainframe I/O operations.
- Extracted, transformed, and loaded (ETL) data from mainframe databases (e.g., DB2, VSAM) into SAS datasets, leveraging SAS/ACCESS engines or SAS Data Integration Studio to establish connectivity and optimize data transfer between mainframe and SAS environments.
- By involved with VTAM configured network resources like terminals, LU (Logical Unit) pools, and PU (Physical Unit) types.
- Provide guidance and mentorship to junior developers, helping them navigate the complexities of SDLC, Agile, and Waterfall methodologies.
- Design APIs with a focus on scalability, security, and ease of use, ensuring they meet business and technical requirements.
- Interacted with z/OS systems and performed administrative tasks using TSO (Time Sharing Option), including submitting jobs, accessing datasets, and executing system utilities and commands.
- Create SORT cards using the IBM Mainframe SORT tools to sort the output into the required formats.
- Prepare SQL queries to test IBM DB2 databases and tables.
- Developed and enhanced COBOL programs to interact with IDMS databases, implementing complex data retrieval and manipulation logic.
- Create interfaces for integrating SOAP and REST services with mainframe applications, allowing seamless data exchange and process automation.
- Provide connectivity between mainframe batch applications and web applications over an FTP/SFTP connection to transfer and process data in real time.
- Implemented and managed backup and recovery procedures for IDMS databases, ensuring data availability and protection against data loss.
- Work with CICS, Network, VTAM, and IP-Ethernet systems programming
- Participated in mainframe CPU installation projects, collaborating with hardware vendors, system administrators, and other IT professionals to plan, coordinate, and execute CPU upgrades or installations
- Perform a data update from the production region to the pre-production region.
- **Environment:** IBM Mainframes, JCL, COBOL, CICS, NATURAL, ADABAS, Control-M scheduler, SORT Utilities, JHS, IBM SPUFI, SDSF, BMC, DB2, SQL, FTP, PL/SQL, JIRA, ServiceNow.

State of Hartford, Hartford, CT

Mainframe developer

March 2020 to December 2022

Responsibilities:

- Analysis, Enhancements, and development of the Auto credit evaluation system.
- Successfully implemented automating the unarchive process from POC, design, and development. (Process automation – saved 80-man hours/month).
- Manage and maintain DB2 databases on iSeries, performing tasks like querying, data manipulation, and optimization.
- Used Batch and Online for online processing to enable mixed workload management.
- Designed and implemented custom network protocols or communication formats in mainframe applications to ensure compatibility and interoperability with other systems or platforms.
- Direct interaction with Client, understand requirements, design, develop, write test cases, and test the programs using Cobol, CICS, and JCL, utilizing VSAM, DB2, and utilizing version control tool Endeavor utilities.
- Use RDz's integrated debugging tools to test and debug applications, identifying and fixing issues in the code.
- Debug and resolve issues in C-based mainframe applications, ensuring reliable performance.
- Use UFT to simulate interactions with mainframe systems, such as logging in, submitting transactions, or processing batch jobs, to ensure they behave correctly.
- Leverage testing frameworks or tools that can automate unit and integration testing, ensuring that the TDD process is streamlined.
- End-Points were developed in Java/J2EE/EJBs/Web Services using Rational Application developer (RAD) IDE for systems such as 1Star, POS and Sales Net running on zOS mainframe / WAS 6.0.4.
- Ensure that applications are compatible with new versions of Natural, ADABAS, and other related technologies.
- Integrate iSeries applications with other enterprise systems using APIs, web services, or middleware like IBM WebSphere.
- Handling data migration from legacy to modern systems (common in DMV modernization efforts).
- Implementing security and audit features as per government compliance.
- Integrating APIs or middleware as DMVs move to more web-based front ends.
- Developed and maintained COBOL programs for batch processing and online CICS applications.
- Participated in system modernization efforts, including data migration from mainframe to distributed/cloud systems.
- Coordinated with the ESB team to resolve the MQ message broker issues and resolved issues with messages getting stuck in the local/remote MQs.
- Ensure that all development activities are aligned with the overall SDLC framework, whether following Agile or Waterfall methodologies.
- Designed and implemented complex data processing workflows and batch jobs in SAS, including data cleansing, data aggregation, and data validation routines, to prepare large volumes of structured and unstructured data for analysis and reporting purposes.
- Involved with IBM Integration Bus (formerly known as WebSphere Message Broker) to facilitate communication and data transfer between mainframe and Unix systems.
- Integrated OMEGAMON with other monitoring tools and systems, such as IBM Tivoli Monitoring or third-party monitoring solutions, to provide a comprehensive view of mainframe performance and health.
- Conducted system analysis, design, and testing activities for Core Banking applications, collaborating with business stakeholders and subject matter experts to gather requirements and validate solutions.
- Implement strategies for API versioning and manage the API lifecycle, including updates, deprecations.
- Provided technical support and guidance to junior developers and team members on Hogan Mainframe development best practices, coding standards, and system architecture.
- Implemented IMS database (IMS DB) and transaction (IMS TM) components using IMS Data Definition Language (DDL) and application programming interfaces (APIs) to manage and access data in IMS databases.
- Implement data-driven tests in UFT, pulling data from external files or databases to test various input conditions on the mainframe application.
- Implemented integration of mainframe and Unix systems, such as addressing data inconsistencies, connectivity problems.
- Monitor and improve the performance of iSeries applications by optimizing code and database queries.

- Collaborated with business analysts, data scientists, and stakeholders to understand data requirements, define analytical objectives, and develop SAS solutions to address business challenges, including predictive modelling, forecasting, and segmentation.
- Expertise in TCP/IP and z/OS and well-versed in developing applications and systems that run on IBM mainframes.
- Integrate Git into DevOps pipelines for mainframe applications. This includes automating deployments, continuous integration (CI), and continuous delivery (CD) for mainframe systems using Git as the SCM.
- Provided documentation, training, and support for team members on z/OS, JES2, SMP/E, TSO, IOCP, and other mainframe technologies, promoting knowledge sharing and collaboration within the organization.
- Provided documentation, training, and support for team members on TCP/IP networking concepts, protocols, and best practices, promoting knowledge sharing and collaboration within the organization.
- Create and execute automated Postman test collections that test multiple API endpoints to ensure data integration and flow between the mainframe system and other platforms are working as expected.
- Utilized IDCAMS (Interactive Data Control Access Method Services) for managing VSAM (Virtual Storage Access Method) datasets, including creation, deletion, copying, and restructuring operations.
- Manage the Agile process efficiently, ensuring that project timelines are met and that all deliverables are of high quality.
- Implement data integration processes, including ETL (Extract, Transform, Load) using PL/SQL to move data between mainframe systems and other platforms.
- Provided documentation, training, and support for stakeholders on VTAM dashboards, empowering them to leverage insights for proactive management and optimization of mainframe networks.
- Document SOAP and REST APIs, including WSDL (Web Services Description Language) for SOAP services and OpenAPI/Swagger for REST services.
- Leading an Offshore team of 4 members, and providing code review, technical support.
- Implemented automation of the Unarchive process of credit applications.
- Implemented data migration and conversion processes using IDCAMS to transfer data between different types of VSAM datasets or to migrate data from flat files to VSAM datasets and vice versa.
- Provide technical support to project teams and testing, and business teams.
- Modified applications written in COBOL, CICS, Easytrieve2 and DB2/SQL and SPUFI.
- **Environment:** COBOL, DB2, JCL, CICS, Endeavor, PL/SQL, MQ series, VSAM.

Siemens Healthcare Diagnostics Solution, Tarrytown, NY

Mainframe Developer

November 2018 to February 2020

Responsibilities:

- Involved in gathering, analyzing, and documenting user requirements and translating them into system requirements.
- Planned processing, performing operational maintenance, enhancements, and maintaining standards.
- Analyzing the optimum way to provide the best solution before development starts.
- Designed, developed, and maintained online and batch programs using COBOL, RDBMS (DB2/ SQL), IMS, VSAM, CICS, z/OS JCL.
- Perform low-level or system-level programming tasks in C, such as managing memory, file I/O, or interacting with mainframe operating systems like z/OS.
- Conducted performance tuning and optimization of VTAM dashboards to improve responsiveness, scalability, and usability, optimizing data collection intervals and dashboard layouts.
- Collaborate with team members using Git for code reviews, utilizing Git workflows to ensure code quality and adherence to coding standards.
- Conduct integration testing using Postman to ensure mainframe applications communicate correctly with external systems via APIs, such as financial systems, third-party services, or cloud platforms.
- Work closely with QA testers to ensure that TDD principles are incorporated into broader integration and system testing efforts.
- Set up and manage CI/CD pipelines in UCD to ensure smooth and automated code integration, testing, and deployment processes.
- Familiar with DevOps tools/products, such as GitHub, uDeploy, DBB, IDz, and Jenkins.

- Integrated IDCAMS and IEFBR14 utility programs into batch processing workflows using JCL, defining job steps, dependencies, and execution parameters to orchestrate data management and processing tasks on IBM mainframe systems.
- Utilized CICS as TPM to manage user sessions, allowing users to interact with applications while maintaining state and context.
- Write Selenium test scripts to automate the testing of web-based interfaces that interact with mainframe applications (for example, web portals connected to mainframe backends).
- Experienced with z/OS concepts such as job control language (JCL), system management facilities (SMF), and resource access control facility (RACF).
- Incorporate TDD practices into the development of data modelling by defining tests that ensure the correctness and performance of database queries, transactions, and data integrity.
- Stayed updated on industry trends, regulations, and best practices in Core Banking systems, attending training sessions and participating in forums and conferences to enhance skills and knowledge.
- Provided training and support for team members on CPU installation procedures, hardware configurations, and best practices, promoting knowledge sharing and collaboration within the organization.
- Merge code efficiently using Git commands, ensuring smooth integration with the main codebase.
- Adapt communication styles and techniques to suit both Agile and Waterfall environments.
- Assisted in the installation and configuration of mainframe CPUs, including physical installation, cabling, power connections, and initial system setup tasks, ensuring proper alignment with vendor specifications and best practices.
- Involved with the Unix platform due to the bridge gap between legacy mainframe systems and modern Unix-based environments.
- Ensure code adheres to best practices and coding standards, utilizing RDz tools for static code analysis and refactoring.
- Involved with TCP/IP and z/OS, in designing, developing, and maintaining robust and efficient mainframe systems
- Implement security best practices for APIs, including authentication, authorization, data encryption, and protection against common vulnerabilities like SQL injection and cross-site scripting (XSS).
- Provided documentation, training, and support for team members on OMEGAMON best practices, features, and usage, promoting knowledge sharing and collaboration within the organization.
- Provided documentation, training, and support for SAS development practices, coding standards, and best practices to mainframe development teams, fostering knowledge sharing and continuous improvement in SAS development processes.
- Used Batch and Online to Debug any problems by using debugging tools available on the mainframe or by analyzing logs.
- Preparation of Design documents based on analysis during the analysis phases and spike stories in Agile.
- Coordinate with impacted tech groups and business on implementation activities.
- Implementing functional requirements into programming codes in the design phase using programming languages like Mainframe Z/OS, (Cobol), EASYTRIEVE.
- Performing unit testing once the build is completed through COBOL, JCL, DB2, and File Aid.
- Tools used in development and testing are EASYTRIEVE, File-AID, Secured FTP process, and IBM utilities.
- Working experience with databases like DB2, Oracle.
- Worked on the batch side of the system, which was made up of COBOL-2 and DB2 modules. All modules were kept in the management package Endeavor.
- Responsible for creating several new CICS programs used to help drive the development and maintenance of new online interface applications.
- Use UCD to automate the deployment of applications across different environments (development, test, production).
- Use Selenium to perform UI tests on front-end web interfaces that connect to the mainframe, ensuring the UI and user experience are functioning correctly with mainframe data.
- Providing SIT support to the downstream and upstream and resolving their defects, if any.
- Perform SIT on modules where no downstream is involved and load the results in Rally/HP QC.
- Review the unit test results and provide the review comments.
- Covering front-end and back-end testing on a required basis.

Prudential Financial, California

Mainframe Developer

January 2016 to October 2018

Responsibilities:

- Worked in the analysis of the business requirements and development of the SDLC by interacting with business users and developing the product using SCRUM, an Agile Methodology.
- Designed and developed different programs and processes using COBOL and DB2.
- Converts project specifications into sequence of detailed instructions and develop/write new programs to support the functionality using COBOL, RDBMS and ECL concepts.
- Integrate C-based programs with other languages commonly used in mainframe environments, such as COBOL or Assembler.
- Manage databases and hierarchical file systems used in Unisys environments.
- Translate customer requirements into formal requirements and design documents, establish specific solutions, and do programming and testing that culminate in client acceptance of the results.
- Deliver new and complex high-quality solutions to our clients in response to varying business requirements.
- Write and optimize code, typically using languages like COBOL or Natural, to perform CRUD (Create, Read, Update, and Delete) operations on ADABAS databases.
- Developed CICS as TPM to dynamically allocate resources for user sessions, optimizing resource use.
- Wrote components and libraries in C/C++ for the backend legacy system to communicate with third-party applications outside of Lowe's network via HTTP APIs, MQ (Message Queues), and Kafka.
- Resolve severity 1, 2, 3, and 4 problem tickets by analysis, preparing data fix or program fix for problems.
- Develop RESTful APIs to expose mainframe data and functionalities to external applications, ensuring they follow best practices for REST architecture.
- Manage and maintain mainframe application source code in a Git repository, ensuring proper versioning and traceability of changes.
- Responsible for analysis of the existing system to find the improvement areas and to discuss with clients to explain the solutions for improvement.
- Working on change requests that require immediate deployment to minimize production loss and/or outages.
- Run Selenium tests across different browsers to ensure that web interfaces built on or interacting with mainframe systems work across multiple platforms.
- Utilize in-depth knowledge of functional and technical experience in Pac base and other leading-edge products and technology in conjunction with industry and business skills to deliver solutions to customer.
- Make Health Checks on the system to confirm that system is up and running and hence, avoid any potential High Severity issues.

T Mobile, Seattle, WA

Mainframe Developer

June 2013 to December 2015

Responsibilities:

- Analyzed the structure, system, and attributes of two merging entities.
- Analyze and optimize C code for better performance and efficiency in the mainframe environment.
- Prepared Software Requirement Document for the critical Business Requirements.
- Prepared Program Specification Documents for online programs, batch programs, and online files (VSAM).
- Developed/Modified MQ, CICS, BMS, COBOL, JCL, SQL-DB2 programs, Copybooks, and VSAM files based on Specification documents.
- Monitor the performance of Unisys applications and mainframe environments, ensuring that systems are running efficiently.
- Continuously assess and improve Agile practices within the team, fostering a culture of adaptability and responsiveness to change.
- Design and create ADABAS databases to meet the specific needs of applications.

- Integrate UFT and Selenium automated tests into CI/CD pipelines using tools like Jenkins, ensuring that tests run automatically with every code change or deployment to mainframe systems. Maintained the components/programs checkout, stage, and promotion using the Super-Package feature in Endeavor.
- Created a Unit test plan, a Regression test plan, and performed testing.
- Logged the defects identified during Unit testing in the Review Comments Repository.

Encode is confident that our proposed personnel's qualifications, technical proficiency, and extensive experience align perfectly with the requirements of this RFQ. By including detailed resumes and direct references, we ensure full transparency and provide verifiable proof of their capabilities. Our candidates are fully prepared to deliver outstanding results, seamlessly integrate into the WV DMV's environment, and contribute significantly to the success of its operations. We look forward to the opportunity to bring our expertise to this engagement and to supporting the WV DMV in achieving its goals.

4 EXHIBIT A: PRICING PAGE

Encode is pleased to present our completed **Exhibit A – Pricing Page (CRFQ-DMV2500000004-REVISED-Exhibit-A-Pricing-Page-updated-410.25)** in alignment with the requirements outlined in the solicitation documents. Our pricing proposal provides an **all-inclusive hourly rate** for the services of Mainframe Application Programmer Analysts, ensuring that all associated costs, including travel, living expenses, and overhead, are fully accounted for. The proposed rates are competitive, sustainable, and reflective of current market trends while maintaining compliance with the RFQ's specifications and mandatory requirements. This pricing structure ensures the West Virginia Division of Motor Vehicles receives the highest value for the services provided without compromising on quality or compliance. The completed pricing table has been embedded within this document for DMV's review and convenience.

Exhibit A - Pricing Page				
Mainframe application programmer analysts				
Location - 5707 MacCorkle Avenue, S.E., Charleston, WV 25304				
Item Number	Quantity	Description	Hourly Rate	Annual Total
Year One	20,000 (8x2500 hrs)	Application Programmer Analysts Contract Cost for 1 year based on hourly rate - Year One	\$72.00	\$1,440,000.00
Optional Year Two	20,000 (8x2500 hrs)	Application Programmer Analysts Contract Cost for 1 year based on hourly rate - Optional Year Two	\$72.00	\$1,440,000.00
Optional Year Three	20,000 (8x2500 hrs)	Application Programmer Analysts Contract Cost for 1 year based on hourly rate - Optional Year Three	\$72.00	\$1,440,000.00
Optional Year Four	20,000 (8x2500 hrs)	Application Programmer Analysts Contract Cost for 1 year based on hourly rate - Optional Year Four	\$72.00	\$1,440,000.00

Encode affirms that the pricing presented in **Exhibit A – Pricing Page** is comprehensive, transparent, and consistent across the base year and optional renewal years. By embedding our completed pricing page directly into this response document, we ensure compliance with the RFQ's requirements for a single, consolidated bid submission. Our all-inclusive hourly rate of



\$72.00/hour reflects our commitment to providing exceptional value through experienced professionals who meet all mandatory qualifications and performance expectations. We are confident that this pricing proposal aligns with the West Virginia DMV's operational and budgetary goals, and we look forward to the opportunity to deliver outstanding service under this contract. Should any clarifications or additional details be required, Encode is fully prepared to provide further information promptly.

5 LICENSING AND INSURANCE

Encode is proud to confirm our compliance and readiness to fulfill the licensing and insurance requirements as outlined in the Request for Quotation (RFQ). We recognize the critical importance of meeting these obligations to ensure seamless engagement with the State of West Virginia and to safeguard both parties throughout the contract.

Registration with the West Virginia Purchasing Division

Encode is fully registered with the West Virginia Purchasing Division, affirming our eligibility to conduct business with state agencies. Our registration details are as follows:

- **Vendor Name:** Encode Inc.
- **Vendor Customer Code:** VS0000047230
- **Registration Status:** Active and valid

Our listing in the wvOASIS portal demonstrates our preparedness to receive and execute orders from the State of West Virginia. Encode remains committed to maintaining this registration throughout the engagement and ensuring compliance with all relevant state requirements.

Proof of Licensing

Encode acknowledges the licensing requirements stipulated in the solicitation documents and confirms our readiness to provide proof of all necessary licenses before the award. As part of our commitment to full compliance, we will take immediate steps to secure any additional licensing requirements specific to this engagement if such needs are identified.

Encode operates with a robust administrative framework designed to ensure that all licensing obligations are met promptly. This approach enables us to consistently deliver services that meet the highest legal, regulatory, and operational standards.

Insurance Documentation

Encode understands the critical role of maintaining comprehensive insurance coverage to protect the interests of all stakeholders during the engagement. We hereby confirm that all required insurance documentation will be submitted promptly upon award. Our insurance policies are structured to meet or exceed industry standards and comply fully with applicable regulations. These policies include, but are not limited to, the following:

- **General Liability Insurance:** Providing broad coverage to address potential liabilities arising from operations.
- **Workers' Compensation Insurance:** Ensuring protection for employees by state requirements.

- **Professional Liability Insurance (if applicable):** Covers professional services to safeguard against risks associated with service delivery.

Encode is committed to ensuring that all required insurance coverage remains active and compliant throughout the term of the engagement. We will provide timely updates or renewals of these documents as needed.

Commitment to Compliance and Excellence

Encode is deeply committed to adhering to all licensing and insurance requirements outlined in the solicitation. Our active registration with the West Virginia Purchasing Division (Vendor Customer Code: **VS0000047230**) underscores our eligibility and readiness to engage in this contract.

- Encode will provide proof of all necessary licenses before the award.
- We will submit all required insurance documentation promptly upon award.
- Our policies and procedures ensure full compliance with legal and regulatory standards, safeguarding the interests of both Encode and the State.

Encode looks forward to the opportunity to support the West Virginia Division of Motor Vehicles with our proven expertise, commitment to excellence, and compliance-driven approach. Our robust administrative processes, proactive compliance measures, and industry-leading practices ensure that we are well-positioned to deliver outstanding results.

6 BACKGROUND CHECKS

Encode is fully committed to ensuring that all proposed candidates meet the stringent background check requirements set forth by the agency. We recognize the importance of safeguarding the integrity and security of the West Virginia Division of Motor Vehicles (WV DMV) by providing personnel who comply with all necessary criteria.

Background Check Compliance

Encode confirms that all proposed candidates will undergo the required background checks as part of our comprehensive vetting process. These checks will be conducted in alignment with the agency's specified criteria to ensure that only qualified and compliant individuals are presented for consideration. As such, our background check process includes, but is not limited to, the following:

- **Criminal History Verification:** A thorough review of local, state, and federal criminal records to identify any disqualifying offenses.
- **Employment Verification:** Confirmation of previous work history to validate the candidates' experience and credentials.
- **Education Verification:** Validation of academic qualifications and certifications to ensure accuracy and alignment with role requirements.
- **Identity Verification:** Ensuring candidates provide accurate identification to prevent identity fraud.

- **Drug Screening (if required):** Conducted as per agency guidelines to ensure compliance with workplace policies.

Adherence to Agency Criteria

Encode guarantees that all candidates presented for this engagement will meet or exceed the agency's background check criteria. Any candidate who fails to meet the required standards will not be submitted for consideration. Our internal compliance team rigorously reviews all background check results before finalizing candidate submissions to ensure full adherence to the agency's expectations.

Commitment to Security and Quality

Encode understands the critical importance of maintaining a secure and reliable workforce, particularly in sensitive operational environments such as the WV DMV. Our commitment to thorough background checks reflects our dedication to safeguarding the agency's operations and reputation.

- **Proactive Compliance:** We stay updated on background check requirements and ensure that our processes align with current regulations and agency-specific criteria.
- **Transparency:** We are prepared to confirm completed background checks for all proposed candidates as part of the onboarding process.

Encode is fully committed to ensuring that all proposed candidates undergo the required background checks and meet the WV DMV's criteria. We take pride in our rigorous screening processes, which are designed to deliver reliable, qualified, and compliant personnel.

7 ADDENDUM ACKNOWLEDGMENT

Encode is pleased to confirm our compliance with the requirement to acknowledge and include all amendments issued as part of the solicitation process. We have carefully reviewed and completed the **Addendum Acknowledgment Form**, which confirms our receipt, understanding, and acknowledgment of all issued addenda. By providing the completed and signed acknowledgment form, Encode ensures that all amendments have been fully incorporated into our proposal response, demonstrating our commitment to meeting the agency's requirements with accuracy, transparency, and professionalism.

7.1 ADDENDUM #1

ADDENDUM ACKNOWLEDGEMENT FORM **SOLICITATION NO.: CRFO DMV2500000004**

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

Encode Inc.

Company

Prashant Arni | Chief Executive Officer (CEO)

Authorized Signature

05-05-20225

Date

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

7.2 ADDENDUM #2

ADDENDUM ACKNOWLEDGEMENT FORM **SOLICITATION NO.: CRFQ DOT2500000004**

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)

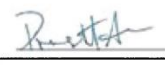
<input type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/>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

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

Encode Inc.

Company

Prashant Arni | Chief Executive Officer (CEO)



Authorized Signature

05-05-2025

Date

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

7.3 ADDENDUM #3

ADDENDUM ACKNOWLEDGEMENT FORM **SOLICITATION NO.: CRFO DMV2500000004**

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

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

Encode Inc.

Company

Prashant Arni | Chief Executive Officer (CEO)


Authorized Signature

05-05-2025

Date

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

8 APPROACH TO SERVICE DELIVERY

Encode is dedicated to providing exceptional staffing solutions and operational support to the West Virginia Division of Motor Vehicles (WV DMV). Our approach is designed to address the agency's technical and operational needs with precision, efficiency, and professionalism. Leveraging our proven recruitment methodologies, advanced proprietary technology, and robust compliance processes, we ensure seamless service delivery while maintaining the highest

standards of operational excellence. Below, we provide details about our onsite staffing plan, methodology for ensuring compliance with regulatory requirements, and procedures for handling replacements while minimizing service disruptions.

Onsite Staffing Plan

Encode employs a structured and tailored onsite staffing plan to meet the technical and operational needs of the WV DMV. Our plan is designed to ensure the seamless integration of qualified personnel who align with the agency's organizational culture, goals, and operational requirements. As such, the key components of our onsite staffing plan include but are not limited to the following:

- **Customized Resource Allocation:** We use our proprietary **Match Fit Program**, a four-phase recruitment process, to ensure that every candidate is aligned with the agency's requirements. During the **Customer Analysis Phase**, we work closely with WV DMV hiring managers to understand the technical skills, soft skills, workplace behaviors, and cultural values critical to success. This ensures that we assign personnel who not only meet technical requirements but also integrate seamlessly into the agency's environment.
- **Proactive Talent Pipelining:** To address staffing needs promptly, Encode maintains a robust pipeline of pre-screened, qualified candidates using our proprietary **CPX technology**. This ensures immediate access to skilled professionals, reducing time-to-fill metrics and avoiding delays in staffing. We continuously nurture this pipeline with active and passive candidates through targeted engagement strategies, such as social media outreach and participation in local community events.
- **Multi-Channel Recruitment Strategy:** Our recruitment strategy combines traditional recruitment methods such as job fairs, community partnerships, and university collaborations with innovative online approaches, including optimized job board postings, programmatic advertising, and AI-enabled talent matching. This ensures access to a diverse and expansive talent pool, allowing us to source and deploy candidates with the right technical expertise and cultural fit.
- **Onsite Team Structure and Leadership:** Each onsite staffing engagement includes a designated **Onsite Team Lead** who is responsible for managing day-to-day operations, supporting team members, and acting as the primary point of contact for the WV DMV. This individual ensures seamless coordination between the Encode team and the agency. Additionally, the onsite team is supported by our **remote management team**, which provides administrative oversight, reporting, and escalation management as needed.
- **Comprehensive Onboarding and Training:** Encode's onboarding process is customized to ensure that new hires will integrate smoothly into the WV DMV's workflows. We collaborate with hiring managers to develop tailored onboarding plans that familiarize new team members with the agency's systems, policies, and expectations. Ongoing training is also provided to keep skillsets aligned with evolving operational needs.

This multi-faceted staffing plan ensures a consistent, reliable, and high-performing workforce that will meet the WV DMV's operational requirements.

Methodology for Ensuring Compliance with Regulatory Requirements

Encode places compliance at the core of our service delivery model. We recognize the critical importance of adhering to all applicable state and federal regulations to protect the integrity of the WV DMV's operations and workforce. Our comprehensive compliance methodology includes, but is not limited to, the following:

- **Rigorous Candidate Screening and Background Checks:** Our compliance begins with a thorough vetting process for all candidates. We conduct a series of detailed background checks, including but not limited to the following:
 - Criminal history verification (local, state, and federal levels).
 - Employment verification to confirm work history, roles, and performance.
 - Education and credential checks are conducted directly with institutions to ensure validity.
 - Drug screening using 10-panel tests to detect illicit substances.
 - E-Verify and Form I-9 checks to validate work authorization.

By ensuring that only fully qualified and compliant candidates are presented, we uphold the highest standards of integrity and reliability.

- **Proactive Regulatory Monitoring and Updates:** Encode's compliance team continuously monitors changes in labor laws, equal employment opportunity requirements, and workplace safety regulations. These updates are promptly incorporated into our processes, ensuring that all staffing activities remain compliant with current legal standards.
- **Integrated Compliance Tools and Technology:** Using our proprietary **CPX technology**, we track and document compliance data for each candidate, including background verification, certifications, and work eligibility. This centralized system allows us to maintain transparency and accountability at every stage of the recruitment and onboarding process.
- **Diversity and Inclusion Initiatives:** Encode actively promotes diversity and inclusion in our hiring practices, ensuring compliance with equal opportunity regulations. Through partnerships with diversity-focused organizations, job boards, and community groups, we attract candidates from underrepresented populations, including veterans, minorities, and individuals with disabilities.
- **Regular Audits and Documentation:** We conduct periodic audits of our compliance processes to ensure adherence to regulatory standards. Detailed documentation of background checks, certifications, and other compliance activities will be maintained and readily available for review by the WV DMV or other stakeholders.

This rigorous compliance methodology ensures that all Encode candidates meet the WV DMV's regulatory requirements and contribute to a secure and compliant workforce.

Procedures for Handling Replacements and Minimizing Service Disruption

Encode understands the critical importance of minimizing service disruptions and ensuring continuity of operations in the event of staff replacements. Our proactive and efficient approach to handling replacements includes the following key elements:

- **Proactive Talent Reserves:**

- Utilizing our **proprietary CPX platform**, we maintain a pool of pre-vetted, qualified candidates who are ready to be deployed at short notice. This ensures that any vacancies can be filled quickly and efficiently without compromising service quality.
- Our proactive talent pipelining strategy involves continuous engagement with passive candidates, allowing us to have a steady flow of potential replacements readily available.
- **Rapid Replacement Process:**
 - Encode is committed to submitting qualified replacement candidates within **24-48 business hours** of receiving a replacement request. This rapid response minimizes downtime and ensures uninterrupted service delivery.
 - Our **Match Fit Program** enables us to quickly identify candidates with the required technical and cultural fit, expediting the replacement process.
- **Streamlined Onboarding for Replacements:**
 - Replacement candidates undergo a fast-tracked onboarding process to ensure they are quickly integrated into the WV DMV's operations. This includes tailored training on agency-specific procedures and expectations.
- **Redundancy and Cross-Training:**
 - Proactively mitigates risks by incorporating redundancy into our staffing plan. Team members are cross-trained to handle critical responsibilities, ensuring that essential functions are maintained even during transitions.
- **Dedicated Account Management and Communication:**
 - Each replacement process is overseen by a **dedicated account manager** who will ensure clear communication between Encode, the WV DMV, and the replacement candidate. This manager provides regular updates and ensures that any challenges are resolved promptly.
- **Continuous Improvement and Feedback:**
 - After each replacement, we will actively seek feedback from the WV DMV to identify areas for improvement. This feedback is used to refine our processes, ensuring even greater efficiency and effectiveness in future replacements.

By combining proactive planning, rapid response, and effective communication, Encode ensures that staff replacements are handled seamlessly, minimizing any potential disruptions to the WV DMV's operations.

Encode's approach to service delivery is built on a foundation of robust methodologies, advanced technology, and an unwavering commitment to excellence. Our comprehensive onsite staffing plan ensures the deployment of skilled personnel who will align with the WV DMV's operational needs, while our rigorous compliance processes guarantee adherence to all regulatory requirements. In addition, our proactive and efficient procedures for handling replacements ensure continuity of service and operational stability.

We are confident that our approach will provide the WV DMV with exceptional staffing solutions that drive success and operational efficiency. Encode looks forward to serving as a trusted partner and delivering unparalleled value to the agency.

9 OUR REFERENCES

Encode is proud to provide references that demonstrate our extensive experience and proven ability to deliver high-quality, reliable services that align with the scope of work and task areas outlined in this RFQ. Over the years, we have partnered with leading organizations across the public and private sectors, delivering tailored staffing solutions, operational support, and regulatory compliance services. The following references highlight our success in providing similar services to meet the technical and operational needs of our clients. These engagements showcase our expertise in talent acquisition, workforce management, and seamless service delivery, ensuring minimal disruption and maximum efficiency. Specifically, we supported the **Massachusetts Executive Office of Health and Human Services, Gwinnett County, and Aetna/CVS Health** by delivering high-performing staff, ensuring regulatory compliance, and maintaining operational continuity during their respective periods of performance. These examples reflect Encode's ability to meet complex, mission-critical requirements with professionalism and precision.

9.1 REFERENCE #1: MASSACHUSETTS EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES (EOHHS)

Client Name	Massachusetts Executive Office of Health and Human Services (EOHHS)	
Client Address	1 Ashburton Place, Boston, MA 02108	
Period of Performance	09/13/2019 - Ongoing	
Dollar Value	\$1.2 Million	
Primary Point of Contact	Name	Kara Banderier, EOHHS IT Contractor Staffing Coordinator
	Email	617-348-5029
	Phone #	kara.banderier@state.ma.us
Description of Services Provided to the Client		
<p>Encode's partnership with the Massachusetts Executive Office of Health and Human Services (EOHHS) highlights our expertise in delivering comprehensive staffing solutions to support large-scale government operations. This ongoing engagement, initiated in September 2019, involves providing specialized staffing services across all 15 departments within the EOHHS umbrella. EOHHS, which faced challenges in maintaining adequate staffing levels for critical service areas due to rigid state procurement guidelines and stringent qualification requirements, turned to Encode for a tailored solution.</p> <p>Our approach was specifically designed to address the complexities of public health and human services environments. We deployed a dedicated recruitment team with expertise in healthcare administration, social services, and government operations, leveraging specialized sourcing channels to identify experienced professionals familiar with Massachusetts state systems and regulations. This engagement required strict adherence to regulatory compliance standards, including comprehensive background verifications such as criminal history screening, employment verification, and credential validation, aligning closely with the requirements of the West Virginia DMV. As such, the key aspects of the EOHHS engagement include but are not limited to the following:</p> <ul style="list-style-type: none"> ▪ Staffing Volume: Placement of over 300 positions annually, including administrative support, technical roles, healthcare specialists, and program management personnel. ▪ Geographic Scope: Coverage across the Commonwealth of Massachusetts, with a focus on the Greater Boston area. ▪ Rapid Response Staffing: Fulfillment of urgent staffing requests within 24–48 hours to support critical operations. ▪ Compliance Protocols: Implementation of rigorous verification processes for roles requiring access to sensitive constituent information. 		

- **Onboarding and Training:** Development of customized onboarding programs to accelerate productivity in complex regulatory environments.

Our performance has been exemplary, with a 98% on-time placement rate and 95% fulfillment of urgent staffing requests within 48 hours, ensuring operational continuity for EOHHS. Additionally, our efforts have contributed to a 22% increase in operational efficiency within EOHHS departments, a testament to our ability to align candidate qualifications with position requirements effectively.

9.2 REFERENCE #2: GWINNETT COUNTY

Client Name	Gwinnett County	
Client Address	75 Langley Drive Lawrenceville, GA 30046	
Period of Performance	04/03/2019 - Active	
Dollar Value	\$0.60 Million	
Primary Point of Contact	Name	Melanie Brooks
	Email	770-822-7905
	Phone #	melanie.brooks@gwinnettcountry.com
Description of Services Provided to the Client		
<p>Our engagement with Gwinnett County demonstrates our ability to support local government operations with a robust staffing plan tailored to meet diverse technical and operational needs. This engagement, which began in 2019, involved the placement of highly qualified personnel across multiple departments, including administrative, technical, and program management functions. Gwinnett County required a partner capable of addressing both scheduled staffing needs and rapid-response requirements while ensuring compliance with county regulations and operational protocols.</p> <p>To meet these challenges, Encode employed a multi-channel recruitment strategy, integrating traditional and innovative sourcing methods to build a deep and diverse talent pool. We also leveraged our proprietary CPX technology to maintain a pipeline of pre-vetted candidates, ensuring rapid deployment of staff in response to urgent needs. As such, the key services provided to Gwinnett County include, but are not limited to, the following:</p> <ul style="list-style-type: none"> ▪ Customized Staffing Support: Placement of personnel in critical operational roles, including IT support, administrative services, and program coordination. ▪ Regulatory Compliance: Adherence to county-specific regulatory requirements, including stringent background checks, employment verification, and credential validation. ▪ Rapid Fulfillment of Staffing Needs: Provision of qualified candidates for urgent staffing requests with 24–48-hour turnaround times. ▪ Onboarding and Training: Collaboration with county officials to develop tailored onboarding processes that ensured the smooth integration of new hires. <p>Throughout this engagement, Encode has maintained a 97% on-time placement rate, with high retention rates for long-term placements. Our ability to provide reliable, compliant, and efficient staffing solutions has contributed to Gwinnett County's operational success, ensuring uninterrupted service delivery to its citizens.</p>		

9.3 REFERENCE #3: AETNA/CVS HEALTH

Client Name	Aetna/CVS Health	
Client Address	151 Farmington Avenue, Hartford, CT 06156	
Period of Performance	01/06/2018 – Active	
Dollar Value	\$88.54 Million	
Primary Point of Contact	Name	Nick Hansen Program Manager, Talent Acquisition - Contingent Workforce Program (CWP), One CVS Drive, Woonsocket, RI 02895 (Remote – IL)

	Email 262- 358-9915
	Phone # Nick.Hansen@cvshealth.com
Description of Services Provided to the Client	
<p>Our partnership with Aetna/CVS Health underscores our ability to deliver staffing solutions in highly regulated corporate environments. This engagement, initiated in 2018, involved providing skilled professionals for various departments, including IT, healthcare administration, and corporate operations. As a Fortune 500 company, Aetna/CVS Health required a staffing partner capable of meeting stringent compliance standards while delivering high-quality talent to support its dynamic operations.</p> <p>To address these needs, Encode implemented a consultative recruitment approach through our Match Fit Program, which ensured the alignment of candidate qualifications with Aetna/CVS Health’s technical, cultural, and operational requirements. Additionally, we utilized proactive talent pipelining and AI-enabled talent matching to source both active and passive candidates. The key components of the Aetna/CVS Health engagement include the following:</p> <ul style="list-style-type: none"> ▪ Specialized Staffing Services: Placement of personnel in roles such as IT support, healthcare claims management, and administrative operations. ▪ Compliance with Industry Standards: Execution of rigorous background checks, including criminal history screening, employment verification, and healthcare industry-specific credential validation. ▪ Onboarding and Training: Development of customized onboarding plans to ensure that new hires were quickly acclimated to Aetna/CVS Health’s systems and processes. ▪ Rapid Response Capability: Deployment of qualified candidates within 48 hours for urgent staffing needs. <p>Our performance metrics for this engagement have been exceptional, including a 96% on-time placement rate and a 94% retention rate for placements exceeding six months. Aetna/CVS Health has consistently recognized Encode’s ability to deliver skilled professionals who contribute to operational excellence while ensuring full compliance with industry and corporate standards.</p>	

The references provided demonstrate Encode’s consistent ability to deliver services that align with the expectations and requirements of our partners. For the **Massachusetts Executive Office of Health and Human Services**, we successfully delivered onsite staffing and operational support for critical state health programs, ensuring regulatory compliance and seamless service delivery. At **Gwinnett County**, we implemented a comprehensive staffing plan to support local government operations with efficiency and reliability. For **Aetna/CVS Health**, we provided skilled professionals in a regulated corporate environment, ensuring continuity in operations and compliance with all industry standards. These engagements underscore our commitment to excellence, adaptability, and client satisfaction. Encode is confident that our proven methodologies, robust solutions, and commitment to quality will enable us to deliver outstanding results for the West Virginia Division of Motor Vehicles.