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Header 2

List View

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

Procurement Folder: 1698045

Procurement Type: Central Master Agreement

Vendor ID: VS0000048968

Legal Name: Arisma Group LLC

Alias/DBA: Cendien

Total Bid: \$208,000.00

Response Date: 09/09/2025

Response Time: 13:55

Responded By User ID: cendien

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Last Name: Denis

Email: vendor@cendien.com

Phone: 2142454580

SO Doc Code: CRFQ

SO Dept: 0802

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Solicitation Description: Mainframe Application Programmer  
Technical Staffing Services

Total of Header Attachments: 2

Total of All Attachments: 2



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:** 1698045  
**Solicitation Description:** Mainframe Application Programmer Technical Staffing Services  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2025-09-18 13:30	SR 0802 ESR09092500000001757	1

**VENDOR**  
VS0000048968  
Arisma Group LLC

**Solicitation Number:** CRFQ 0802 DMV2600000001  
**Total Bid:** 208000  
**Response Date:** 2025-09-09  
**Response Time:** 13:55:05  
**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

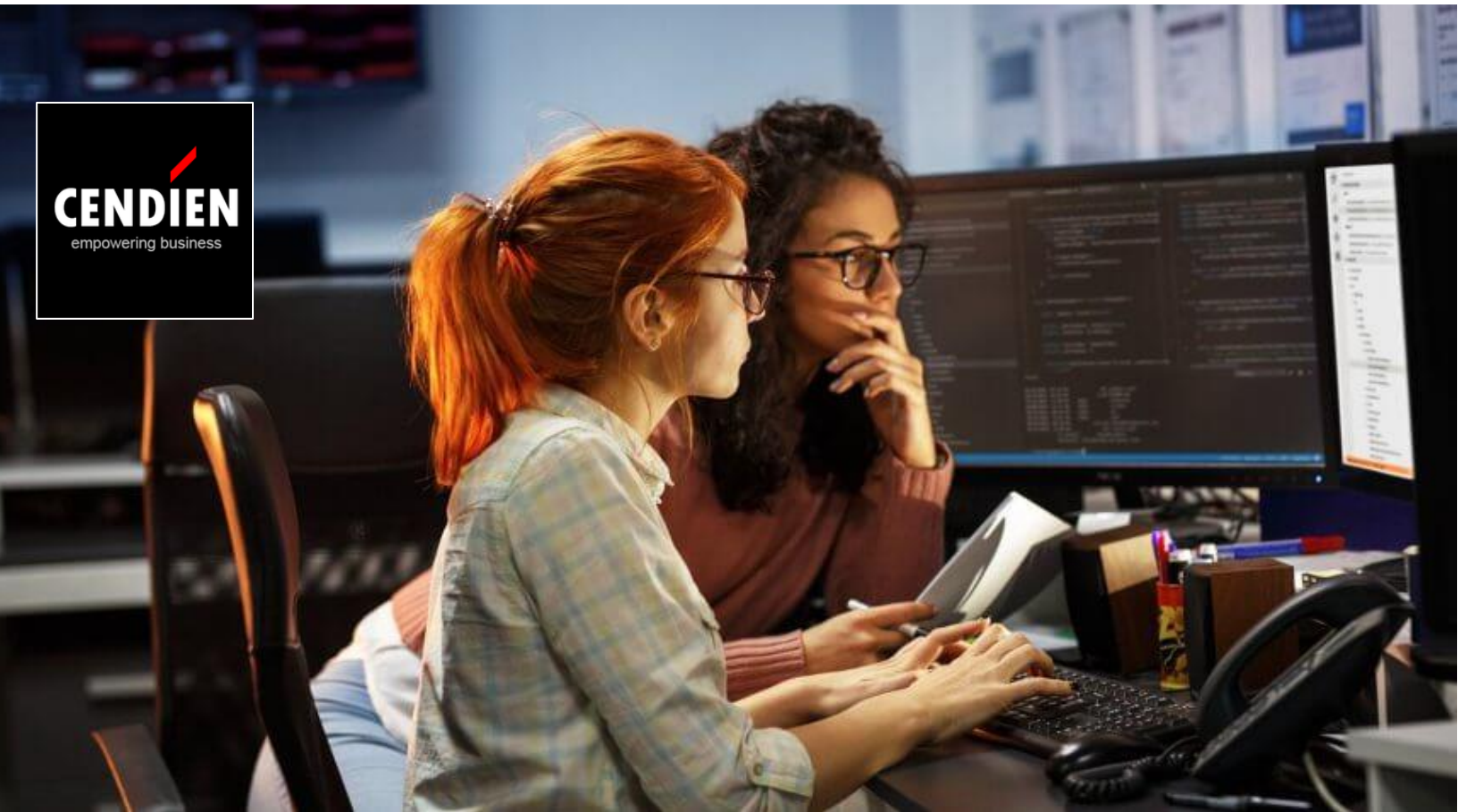
Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Mainframe Application Programmer Technical Staffing Services				208000.00

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.



## **West Virginia Division of Motor Vehicles (DMV)**

Request for Quotation

RFQ No. CRFQ 0802 DMV2600000001

# **Mainframe Application Programmer Technical Staffing Services**



September 11, 2025

John Estep  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

### **CENDIEN**

1846 E Rosemeade Parkway  
Suite 200  
Carrollton, TX 75007  
(214) 245-4580  
[www.cendien.com](http://www.cendien.com)

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## Cover Letter

Department of Administration  
Purchasing Division  
2019 Washington St East  
Charleston, WV 25305-0130

September 11, 2025

Dear Mr. Estep,

Arisma Group LLC, doing business as Cendien, is pleased to submit this proposal to provide Mainframe Application Programmer Technical Staffing Services to the West Virginia Division of Motor Vehicles (WVDMV) in response to RFQ No. CRFQ 0802 DMV2600000001.

Cendien brings extensive experience in delivering high-quality IT and staffing solutions to public sector agencies and enterprise clients. Our offerings encompass application implementations, professional staffing, managed services, system migrations, upgrades, and application integrations. We provide both technical and functional expertise across critical domains, including financials, procurement, human resources, payroll, budgeting, technology support, system administration, cybersecurity, and analytics.

Our team of consultants and application specialists is dedicated to delivering measurable results and exceeding expectations. We pride ourselves on forming strong, collaborative partnerships with our clients, ensuring that their missions and goals remain at the center of everything we do.

At Cendien, we recognize that each organization faces unique challenges. We tailor our services to address your specific needs, aligning our solutions with your operational objectives. This personalized approach enables us to support your modernization initiatives, enhance system reliability, and strengthen workforce efficiency.

By partnering with Cendien, WVDMV will gain access to a diverse pool of highly skilled professionals, ready to provide the expertise necessary to maintain and advance your mainframe systems. Our consultants bring proven experience in complex environments and a track record of enabling government organizations to achieve their digital transformation goals.

As the President and Managing Director of Cendien, I am your primary point of contact for all matters related to this proposal and am fully authorized to commit to all assurances made herein. Cendien is a certified Minority Business Enterprise (MBE), and we take pride in our longstanding service to public sector clients. We look forward to the opportunity to further discuss how we can best support WVDMV in this important engagement.

Thank you for your consideration. We are confident that our experience, capabilities, and commitment to service excellence make Cendien the ideal partner for this engagement.

Sincerely,

Israel Denis  
Managing Director



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## Section 1 – Introduction

Arisma Group LLC dba Cendien submits this proposal to West Virginia Division of Motor Vehicles (WVDMV) RFQ No. CRFQ 0802 DMV2500000001 for **Mainframe Programmer Technical Staffing Services**. Cendien recognizes the significance of this initiative and commits to providing skilled resources in support of WV DMV’s mission.

Cendien is a private corporation providing IT Professional Services nationwide. Since 1999, we’ve been delivering IT and talent services for important projects to a variety of clients, including commercial, government, and industrial sectors. Our proven success in attracting and retaining the best IT talent can help WVDMV build high-performing teams to meet its primary business goals.

Our staffing services cover a wide range of areas, including application support, infrastructure optimization, ERP implementation, managed services, project management, hardware and software evaluations, database upkeep, workflow analysis, application development, technical writing, operating system support, training, and hardware installation and troubleshooting. This breadth of services allows us to provide skilled personnel for all roles mentioned in the RFQ and beyond, as needed.

Our leadership team has over 25 years of experience in professional IT services and will manage the relationship with West Virginia DMV and ensure positive outcomes. We’ve successfully provided these services to clients with needs like those of West Virginia DMV. Our focus is on customer service, and we’re committed to providing WVDMV with professional, skilled, and result-driven resources. With a dedicated team, extensive experience, resource capabilities, recruitment procedures, and business insight, we are confident that our partnership with thrive.

### Best in Class Services Team

Our team, our most prized asset, is highly skilled resources and our people are the heart of Cendien. Everyone, from our internal team to our field staff and the talented individuals we recruit, brings exceptional work ethic, attitude, skills, and team spirit. We’re all dedicated to our clients’ success and united by our shared belief in our values and mission.

We are recognized for our talent and support models. We recruit and develop our team members, providing our clients with dedicated, highly skilled staff. Our top-tier resources bring value to organizations without the need for them to hire or train full-time employees. We offer flexible, reliable, scalable, and predictable services. These attributes enable WVDMV to reap the benefits of our services.

- Efficient and economical talent sourcing.
- Centralized management of contractors through specific processes and methodologies.
- Adoption of compliant practices to lessen co-employment risks.
- Decreased risk using robust and consistent contracts.

Cendien presents WVDMV with the following unique advantages that we believe are vital to the success of this engagement.

- Fixed bill rates for each position, eliminating the need for negotiating rates.
- A dedicated Manager and Resource Coordinator to prioritize future needs.
- Programs to ensure employee satisfaction and retention.
- A wide network of recruiters and partners to fill even the most challenging positions.
- Quick and agile response capabilities.
- Unique recruitment methods with clear processes and timelines.
- Quality assurance through thorough recruiting processes and multi-stage screening.
- Performance metrics for strategic staffing.
- Metric-based management with a proven SLA process.



- Savings by finding innovative ways to reduce costs while maintaining high-quality labor.
- A large proprietary database with a huge pool of candidates.
- A vetted database of past and current active candidates.

## Relevant Experience and Past Performance

Cendien has a long-standing history of successful project delivery and trusted partnerships with clients across the public and private sectors. With decades of experience in IT professional services and technical staffing, we have refined our methodologies to ensure consistent, high-quality outcomes for every engagement.

Our recruitment process begins with a deep understanding of the local labor market and the unique dynamics of each client's environment. Our managers and recruiters interact daily with IT professionals, and many are engaged personally on a weekly basis. This direct market presence allows us to maintain real-time insight into talent availability, compensation trends, and candidate expectations, giving our clients an advantage in competitive hiring landscapes.

We also understand what top IT consultants value—and how to attract and retain them. By cultivating strong professional networks, leveraging referrals, and maintaining relationships with both active and former consultants, we are able to proactively build candidate pipelines for in-demand skills and forecasted client needs.

Our approach goes beyond matching skills to job descriptions. We work closely with clients to understand the specifics of each role and develop tailored value propositions that highlight the unique benefits of the opportunity. This ensures that positions are not only filled quickly but also with professionals who are highly motivated and aligned with client objectives.

Through this relationship-driven, proactive recruitment model, Cendien consistently delivers top-tier IT professionals who are the right fit both technically and culturally. This approach has proven effective in supporting mission-critical initiatives and enabling our clients to meet their strategic goals with confidence.

## Cendien as a Staffing Partner

Cendien is uniquely positioned to deliver the **Mainframe Application Programmer Technical Staffing Services** outlined in this RFQ. Our qualifications are rooted in a proven history of excellence, an adaptable delivery model, and a deep understanding of both local and national IT labor markets. We believe our partnership with WVDMV will deliver measurable value because of the following strengths:

- **Expertise** – With nearly **25 years of IT staffing and consulting experience**, Cendien has successfully supported public sector agencies and enterprise clients nationwide. Our team brings the knowledge and agility needed to respond to evolving requirements.
- **Infrastructure** – We maintain a **robust internal infrastructure**, including a proprietary database of over **50,000 IT professionals**, advanced recruitment tools, and a network of trusted partners. This ensures rapid sourcing and delivery of qualified candidates.
- **Competency** – Our **tested recruitment and engagement process**, honed over decades, consistently delivers top-tier consultants who align with both technical needs and organizational culture.
- **Local Talent** – In addition to our nationwide reach, we actively source **skilled local candidates** to strengthen client teams, reduce relocation costs, and ensure faster integration into client environments.

- **Integrity** – We follow a **comprehensive quality management plan**, incorporating client feedback, performance metrics, and continuous improvement to ensure long-term success and accountability in every engagement.

By combining these strengths, Cendien offers WVDMV not only qualified staffing resources, but also a **trusted, long-term partner** committed to supporting the agency’s mission and driving successful outcomes.

Vendor Profile		
Legal Name (as on W9 Form)		Arisma Group LLC, dba Cendien
Ownership Structure		Corporation
State of Incorporation		Texas
Date of Incorporation		1999
Number of years in business		20+ years
Years involved with services requested		20+ years
Total number of employees		40+ Consultants
Partnerships		Microsoft, Oracle, PeopleSoft, Infor, AWS
Certifications		Certified Microsoft and Infor Partner, Certified Delivery Partner, Minority Certified Vendor (MBE-Minority Business Enterprise), NCTRCA Minority Certified Vendor (MBE) HMMB47549N0725
Point of Contact	Name	Israel Denis
	Address	1846 E Rosemeade Parkway Suite 200, Carrollton, TX 75007
	Phone	(214) 245-4580 office   (888) 353-6744   (214) 202-5896 cell
	Email	<a href="mailto:vendor@cendien.com">vendor@cendien.com</a>
Website		<a href="https://cendien.com">https://cendien.com</a>
FEIN		20-2859158
UEI		KLD6QM2MTNX5   MKXYFPN734H3

With Cendien’s Mainframe Application Programmer Technical Staffing Services you will receive:

Feature	What Cendien Provides	Benefit to WVDMV
Superior Tools	Advanced recruitment technologies, proprietary database, and AI-driven search platforms.	Faster access to top-tier consultants with precisely matched skills.
Round-the-Clock Support	Dedicated support team available 24/7.	Immediate responsiveness and assurance that staffing needs are met without delays.
Industry Best Practices	Recruiters have experience in local labor markets and proven staffing methodologies.	Efficient, compliant, and reliable staffing aligned with DMV’s unique requirements.

<b>Assured Quality</b>	Multi-stage candidate screening, technical testing, and behavioral interviews.	Guaranteed delivery of consultants who are both technically proficient and a cultural fit.
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## Section 2 – Cost Proposal & Compensation Schedule

Please refer to the attached Compensation Schedule (Exhibit A) for detailed information regarding our proposed hourly bill rates for Mainframe Application Programmer Technical Staffing Services. The schedule outlines distinct rate tiers for Junior (1–5 years), Mid-Level (5–10 years), and Senior (10+ years) professionals, providing WVDMV with the flexibility to engage resources at the most appropriate level of experience and cost efficiency for each assignment.

We confirm that our cost proposal and compensation schedule will remain valid until the RFQ is awarded. Furthermore, if awarded, the terms and rates outlined in our proposal will remain firm and binding for the entire five-year duration of the Value Contract, in accordance with the solicitation’s terms and conditions. This commitment ensures that WVDMV benefits from predictable and stable pricing throughout the life of the contract, eliminating the need for renegotiation and guarding against market fluctuations.

Cendien’s rate structure has been designed to be both competitive and sustainable, reflecting the value we bring through:

- **Transparent Pricing** – Fixed hourly rates by level, clearly defined with no hidden costs.
- **Cost Control for the State** – Predictable budgeting over the long term with the assurance of rate stability.
- **Flexibility of Resources** – Access to a wide range of expertise at varying experience levels to match scope, complexity, and budget.
- **Value Beyond Price** – Each consultant undergoes a rigorous multi-stage screening, technical evaluation, and reference validation process to ensure that the State receives not only cost efficiency but also **high-quality, dependable talent**.

Our cost proposal reflects our commitment to delivering exceptional value, fiscal responsibility, and long-term partnership with WVDMV.

## Section 3 – Proven Experience & Strategic Objectives

Cendien is fully prepared to provide Mainframe Application Programmer Technical Staffing Services to the West Virginia Division of Motor Vehicles (WVDMV). We recognize that WVDMV requires a partner with proven experience, reliability, and the ability to deliver high-quality IT professionals who can support mission-critical systems. We are excited about the opportunity to bring our expertise, resources, and commitment to service excellence to this engagement.

### Broad IT Staffing Expertise

Our recruitment team consists of **highly skilled professionals** with deep experience across a wide range of IT disciplines. In addition to mainframe programming, Cendien has successfully delivered staffing solutions in:

- **Application Development & Support**
- **System Administration & Infrastructure Management**

- **Cybersecurity & Identity Management**
- **Data Analytics, Business Intelligence, and Data Governance**
- **ERP and Enterprise Applications**

This breadth of experience ensures that we can meet not only your immediate mainframe staffing requirements but also evolving IT needs across the DMV’s broader technology landscape.

### **Client-Centered Approach**

At Cendien, we take the time to understand WVDMV’s specific staffing needs and tailor our services to ensure the best possible fit. By aligning candidate expertise with organizational goals, we help enhance your workforce capabilities, improve operational efficiency, and deliver measurable value.

### **Flexible Staffing Model**

To give WVDMV flexibility and cost control, we categorize our candidates into three levels of experience:

- **Junior (1–5 years of experience)** – Entry-level professionals with solid foundations and the ability to grow within the role.
- **Mid-Level (5–10 years of experience)** – Experienced consultants who bring proven technical skills and hands-on project delivery expertise.
- **Senior (10+ years of experience)** – Seasoned experts with advanced problem-solving skills, leadership qualities, and the ability to mentor junior staff.

Each candidate we submit is carefully vetted through our rigorous screening process, ensuring that they bring the right mix of technical ability, professional integrity, and cultural fit to thrive within your organization.

### **Commitment to WVDMV’s Mission**

Partnering with Cendien means access to a vast pool of top-tier talent backed by a staffing partner who is fully invested in your success. Our goal is to strengthen WVDMV’s IT capabilities, support your modernization initiatives, and ensure that your mainframe systems continue to operate with stability, security, and efficiency.

### **Our Service Offerings also include**

Category	Roles Provided
Applications Development & Support	ERP Developer, SAP Hana/ABAP/Basis/BI Analysts, SAP Functional & Configuration Specialists, O365 SharePoint Developer, Software/Power App/Full Stack Developer, Analyst/Programmer, Application Developer
Business Analysis	Business Analyst, ERP Business Analyst, Systems Analyst
Business Intelligence & Data	BI Developer, Power BI Developer, Database Administrator
Data Engineering	Data Engineer, Data Architect
Data Science & Modeling	Data Scientist
Data Governance	Data Governance Analyst, Data Quality Specialist
Information Security	Cyber Security Analyst, Identity & Access Management Specialist, Cyber Security Architect

IT Architecture	Enterprise Architect, Solution Architect, IT Solutions Engineer, Cloud Engineer
IT Product Development	IT Product Manager, Scrum Master
IT Support	Desktop Support Analyst, End User Support Engineer, Service Desk Analyst, Digital Services Specialist, Mobile Billing & Tech Support Analyst, Video Conference Technician
IT Resiliency	IT Resiliency Analyst, Performance & Monitoring Analyst, IT Resiliency & Disaster Recovery Analyst
IT Systems	IT Systems Administrator, Mainframe Application Programmer, Infrastructure Core Services Specialist, System Architect, Cloud Operations Engineer
IT Project Management	Program Manager, Project Manager, Project Coordinator
Network Solutions	Network Analyst, Network Architect, Wireless Engineer
Technology Business Management	Portfolio Analyst, Portfolio Planning Manager, Business Relationship Manager, IT Governance Analyst
Test Engineering	Test Engineer

### Alignment with WVDMV's Needs

We are confident that Cendien's expertise, proven methodologies, and client-focused approach align perfectly with the needs of the West Virginia Division of Motor Vehicles. Our commitment is to collaborate closely with WVDMV, ensuring that your IT staffing requirements are fully met while supporting the agency's broader mission and strategic objectives.

Our primary aim is to deliver high-quality talent and services that meet and exceed expectations, adhering to the standards, policies, and best practices defined by your organization. By doing so, we enable WVDMV to maintain system reliability, drive modernization, and achieve long-term success.

### Industries and Sectors Served

Sector	Examples of Engagement
<b>Government</b>	State and local agencies, municipal organizations
<b>Manufacturing</b>	ERP support, system automation, and IT infrastructure
<b>Services</b>	Professional staffing and managed IT services
<b>Healthcare</b>	Hospitals, clinics, and healthcare networks
<b>Retail</b>	National retail chains and e-commerce platforms
<b>Finance</b>	Banking, insurance, and financial services firms
<b>Education</b>	Universities, colleges, and school systems
<b>Transportation</b>	Transit authorities, logistics, and fleet management
<b>Pharmaceuticals</b>	Research organizations and pharmaceutical companies



## Broad Service Capabilities

Cendien provides a full spectrum of consulting services, managed services, and IT staffing solutions to clients across diverse industries. Our portfolio includes successful engagements with leading organizations such as the City of Concord, Valley Water, MV Transit, and Guilford County, demonstrating our ability to support both public and private sector clients with complex and mission-critical IT needs.

For more than 15 years, we have consistently delivered IT services that combine technical expertise, industry best practices, and customer-focused execution. Our approach ensures that each client engagement is tailored to meet immediate operational goals while also supporting long-term strategic objectives.

Cendien is committed to staying at the forefront of emerging technologies and evolving business needs. We continuously adapt our services and methodologies to provide clients with the most relevant, future-ready resources. This forward-looking mindset enables our clients to modernize effectively, optimize performance, and maintain resilience in a fast-changing environment.

At the core of our philosophy is a simple yet powerful principle: the right people, at the right time, delivering the right value. By aligning top-tier talent and innovative solutions with client objectives, Cendien helps organizations achieve measurable results and sustainable growth.

## Section 4 – Clients References and Portfolio

Cendien’s reputation has been built on the trust, satisfaction, and success of our clients. Over the years, we have had the privilege of partnering with a wide range of organizations across the public and private sectors. These partnerships not only demonstrate the depth and breadth of our capabilities, but they also highlight our commitment to excellence, reliability, and long-term value delivery.

We recognize that the strongest endorsements come directly from our clients. Their feedback and continued confidence in our services are the best evidence of our dedication to quality and results. We are confident that their experiences will validate the expertise, responsiveness, and professionalism Cendien consistently brings to every engagement.

To ensure the reference-checking process is efficient and respectful of our clients’ time, we ask that initial contact be made via email. This allows us to coordinate schedules and ensure that reference discussions are conducted at a convenient time for all parties.


We have included a selection of client references below as requested. Additional references are available upon request, and we would be happy to help arrange further discussions as needed.

### Cendien clients include but are not limited to:


<ul style="list-style-type: none"><li>• Nurse Assist</li><li>• City of Concord</li><li>• Globe Life</li><li>• Guilford</li><li>• GNC</li><li>• MV Transportation</li><li>• Regional Transit City</li><li>• Bon Secours</li><li>• Rochester Medical</li><li>• JFK Medical Center</li></ul>	<ul style="list-style-type: none"><li>• Cinemark USA</li><li>• CVS Health</li><li>• Arvest Bank</li><li>• Eastern Maine Healthcare</li><li>• Olathe Medical Center</li><li>• Golden Gate Capital</li><li>• Boy Scouts of America</li><li>• Valley Water District</li><li>• DeVry University</li><li>• Cooks Children’s</li></ul>	<ul style="list-style-type: none"><li>• University Health</li><li>• Arabian Centers</li><li>• Froedtert Health</li><li>• McKinsey &amp; Co</li><li>• City of Carrollton</li><li>• City of Arlington</li><li>• Sheridan Healthcare</li><li>• Novant Health</li><li>• Tift Regional Medical Center</li></ul>
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		<ul style="list-style-type: none"> <li>Workers Compensation of Manitoba</li> </ul>
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#### Reference 1: IT Staffing Services, IT Managed Services, and IT Support to Nurse Assist

	<p><b>Nurse Assist</b> required IT staff to help in maintaining their Microsoft Office and Infor CSI software products. This encompassed the oversight of their Office 365 and Azure environments. Cendien presently offers IT staffing services to handle tasks such as email security, Azure management, and continuous maintenance of Nurse Assist's IT infrastructure and surveillance systems. Additionally, Cendien supplies IT personnel to oversee corporate applications, including the ERP application Infor Syteline and Factory Track. Furthermore, Cendien extends its support to network and server management, as well as helping for end-users on their desktops.</p>
Project Objective	Acquire technical proficiency to enhance application management. Seek technical support during organizational acquisitions. Initiate support requests with Cendien through incident tickets and service requests. Give priority to projects and initiatives focused on system automation, strategy, and guidance.
Dates of Engagement	2019 to present, 2 extensions of 5 Years
Project Owners	Israel Denis, Javier Silva
Team Members	Austin Hynes, Colby Criswell, Luis Acevedo, Shirley Duong, Brian Granados
Contact	<p>Ryan Winter Chief Financial Officer 4409 Haltom Road, Haltom City, TX 76117 Phone: (505) 410-5684 <a href="mailto:rwinter@nurseassist.com">rwinter@nurseassist.com</a></p>
Contract Amount	\$250,000 (IT Staffing, IT Consulting, IT Managed Services)
Contract Duration	5+ years (Status: Ongoing)
Completion Date	12/31/2028 (Contract Projected)


#### Reference 2: IT Staffing Services, IT Managed Services, and IT Support to City of Concord

	<p>The <b>City of Concord</b> faced challenges in adequately maintaining their Infor Lawson ERP Applications due to a shortage of staff. They required assistance with various aspects, including project management, continuous support, strategic planning, patch application, system upgrades, performance enhancement, LBI and 4GL development, Year-End closing procedures, interface support, and technical/functional expertise to optimize their Infor applications.</p> <p>Furthermore, the City of Concord sought help with their Windows servers, encompassing tasks such as database management, Windows server patch updates, replication rebuilding, and process automation.</p>
Project Objective	Provide both functional & technical expertise for issues resolution, business process improvement, system setup, configuration changes, user requirements, report design, enhancement requests, and system changes. Cendien was able to



	quickly integrate its IT team to City of Concord and become an extension of their support team.
Dates of Engagement	2021 to present, 2 years + of providing service
Project Owners	Israel Denis, Linda VanTran Gebbia
Team Members	Austin Hynes, Luis Acevedo, Shirley Duong, Nicole Sutti, Lakshmi Damerla, Dave Alwardt, Javier Silva
Contact	Damaris Sambajon IT Manager, Enterprise Applications 1950 Parkside Dr, Concord, CA 94519 Phone: (510) 207-9737 <a href="mailto:damaris.sambajon@cityofconcord.org">damaris.sambajon@cityofconcord.org</a>
Contract Amount	\$300,000 (ERP Staffing, ERP Consulting, ERP Managed Services)
Contract Duration	5+ years (Status: Ongoing)
Completion Date	12/31/2026 (Contract Projected)

### Reference 3: IT Managed Services and Consulting to Guilford County

<p>Project Description</p> 	<p><b>Guilford County</b> recognized the necessity for a boost in technical and functional proficiency to strengthen their existing team as they embarked on the crucial journey of transitioning to Tyler Munis. This transition required comprehensive assistance, encompassing system support, functional expertise, the development of Integrations, Process Automation (IPA), and custom program development tailored to facilitate their smooth migration to the Tyler Munis platform.</p> <p>Additionally, they sought overarching guidance to effectively manage and optimize their Infor applications environment throughout this transformative process. In essence, Guilford County aimed to fortify their capabilities and ensure a successful transition to Tyler Munis with the aid of comprehensive technical and functional support.</p>
Project Objective	Provide both functional & technical expertise for issues resolution, business process improvement, system setup, configuration changes, user requirements, report design, enhancement requests, and system changes. Cendien was able to quickly integrate to Guilford and become an extension of their support team.
Dates of Engagement	2019 to present
Project Owners	Linda VanTran Gebbia, Joanne Delorenzo
Team Members	Joanne DeLorenzo, Lakshmi Damerla, Nicole Sutti, Sharon Jordan, Imran Khan, Javier Silva
Contact	Sherry Bigelow Project Manager, Enterprise Applications 301 West Market Street, Greensboro, NC 27401 Phone: (336) 641-4836



	<a href="mailto:sbigelow@guilfordcountync.gov">sbigelow@guilfordcountync.gov</a>
Contract Amount	\$200,000 (ERP Staffing, ERP Consulting)
Contract Duration	4+ years (Status: Ongoing)
Completion Date	12/31/2024 (Contract Projected)

Cendien distinguishes itself with attributes that underscore our dedication to service excellence and client satisfaction. Below are the pivotal factors that position Cendien as a leading choice for IT staffing.

We provide seasoned experts for your IT requirements. Upholding a dedication to quality and excellence in delivery, Cendien guarantees the provision of services within the agreed time and budget. The company's top management is always accessible, ensuring streamlined procedures. Their fervor, extensive industry knowledge, and profound expertise distinguish them in the competitive landscape of IT staffing.

### Key Differentiators of Cendien IT Services

- **Onshore Based IT Firm:** Our strategic location in the tech hub of Dallas, TX, enables us to tap into a vast pool of national IT talent and resources.
- **Experienced Team:** Our team, comprised of seasoned recruiters and professionals, brings a wealth of experience in consulting and staffing services, ensuring the right fit for your IT staffing needs.
- **Passion, Industry Experience, Deep Expertise:** Our passion for IT staffing services, coupled with our industry experience and deep expertise, sets us apart in delivering high-quality staffing solutions.
- **Commitment to Quality and Delivery Excellence:** We are committed to providing top-notch quality in our IT staffing services and strive for excellence in delivery, ensuring your projects are completed on time and within budget.
- **Consistent On-Time, On-Budget Delivery:** We pride ourselves on our track record of consistently delivering IT staffing services on time and within budget, ensuring your projects stay on track.
- **Accessible Executive Leadership:** Our executive leadership is readily available and committed to achieving the desired results, ensuring a smooth and efficient IT staffing process.

### Cendien's Unique Selling Points

Cendien showcases the following distinctive advantages to WV of DMV, setting us apart from our competitors and empowering us to provide superior value:

- **Exceptional Account Management Team:** Employing a well-defined and documented team management approach, we ensure the fulfillment of contract requirements. WV of DMV will be assigned a dedicated Account Management team, ensuring services are delivered effectively with high satisfaction.
- **Robust Recruitment Strategy:** Drawing from our experience managing IT staffing & consulting contracts for federal, state, and local clients nationwide, we understand the importance of each recruitment step.
- **Strategic Business Partnerships:** Through partnerships with leading providers of open-standard software platforms, we deliver premium-quality services to clients, offering early access to new technologies, preferred training, and technical support.
- **Immediate Staffing Capability & Extensive Resume Database:** Recognizing WV of DMV's initiatives, we commit to providing top resources promptly. Cendien boasts an extensive resume database of highly skilled IT professionals, continually updated to meet client requirements at short notice.
- **Financial Stability & Established Reputation:** Cendien is a financially stable and rapidly growing company.
- **Tailored Engagement Process:** Our engagement process, the Perfect Fit Program, aligns with clients' business needs, ensuring the selection of the ideal candidate. This program includes Customer Analysis, Sourcing,

Screening, Selection, and Performance Monitoring phases, customized to maximize efficiency and effectiveness.

## Section 5 – Approach and Methodology

Cendien has developed a robust, repeatable, and client-focused recruitment methodology that ensures we consistently deliver high-quality IT professionals who not only meet technical requirements but also align with our clients' organizational culture and long-term goals. Our approach is structured, transparent, and results-driven, giving our clients confidence in both the process and the outcome.

### End-to-End Recruitment Process

Upon receipt of the Scope of Work (SOW) or detailed project requirements from WVDMV, our recruiting team initiates a comprehensive Search–Qualify–Select–Hire process. This structured workflow ensures that every candidate is thoroughly vetted for technical competence, behavioral fit, and client-specific needs before being presented for consideration.

### Key Methodologies and Tools

We leverage multiple sourcing channels and advanced technologies to identify, evaluate, and place the most qualified professionals:

- **Proprietary Database** – Our internal database includes **50,000+ active IT professionals**, continuously updated through automated communication and regular candidate engagement. This allows us to quickly identify pre-screened consultants with the exact skills required.
- **Advanced Search Engines & AI Tools** – We employ **AI-driven recruitment tools** and specialized search engines that scan multiple job boards, industry sites, and talent pools. This ensures precision in identifying candidates with specialized mainframe and IT skillsets.
- **Professional Networks & Industry Communities** – Our recruiters actively participate in professional associations, user groups, and technical forums, enabling us to tap into **exclusive pools of niche talent** not available through traditional job boards.
- **Job Portals & Social Media** – Platforms such as **LinkedIn, Indeed, Dice, and Glassdoor** expand our reach and ensure wide visibility for open positions, helping us attract both active and passive candidates.
- **Employee Referrals** – We incentivize referrals from our existing employees and consultants, leveraging their networks to identify **proven, high-performing professionals**.
- **Recruitment Marketing Campaigns** – Targeted campaigns engage **passive candidates** who may not be actively seeking roles but are open to compelling opportunities aligned with their expertise.

### Rigorous Screening and Evaluation

Cendien's **multi-stage screening and vetting process** ensures that only the most qualified candidates reach our clients. This includes:

- **Technical Evaluations** – Hands-on skills assessments, coding exercises, and problem-solving tests to validate technical proficiency.
- **Behavioral Interviews** – Assessments of communication, teamwork, adaptability, and work ethic to ensure cultural fit.
- **Reference Checks & Background Screening** – Verification of past performance, employment history, certifications, and compliance with security standards.

- **Final Candidate Presentation** – A concise **skill matrix and summary profile** are provided for each candidate, allowing WVDMV decision-makers to easily assess suitability.

### Commitment to Quality and Speed

Through this comprehensive approach, Cendien ensures:

- **Speed-to-Staffing** – Resumes of pre-screened candidates can be delivered within **48–72 hours** of requisition.
- **Right-Fit Talent** – Candidates are carefully matched not only on technical expertise but also on organizational culture and role expectations.
- **Sustained Value** – Ongoing performance monitoring and client feedback loops ensure that our consultants continue to meet or exceed expectations throughout their engagement.

### Recruitment Source Matrix

Source	Description
Internet Job Sites	Actively recruit through leading online job boards and electronic bulletins. Cendien also maintains a dedicated recruitment website to attract candidates and streamline applications.
Internal Recruiting Database	Proprietary database of 50,000+ pre-qualified IT professionals, continuously updated through automated outreach. Candidates reconfirm availability every 60 days; dormant profiles are excluded.
Cendien Recruiting & Partnerships	Highly skilled internal recruiters supported by a network of partner organizations for hard-to-find skills, local talent sourcing, and rapid large-team deployment when required.
Job Fairs & Industry Events	Direct engagement with candidates at targeted career fairs, technology expos, and professional networking events.
Client Recommendations	Trusted referrals from existing clients, providing access to proven professionals with a track record of successful performance.
Contractor Referrals	Current and former consultants recommend skilled professionals from their networks, ensuring quality and reliability.
University & College Recruiting	Partnerships with colleges and universities to build early-career pipelines of adaptable, modern IT talent.
Candidate Recommendations	Engagement with prospective candidates who recommend peers within their own professional networks.
Social Media Campaigns	Proactive outreach on platforms such as LinkedIn, GitHub, and Twitter, targeting both active and passive IT professionals.
Other Channels	To maximize reach, we also leverage: <ul style="list-style-type: none"> <li>• Attendance at job fairs</li> <li>• Recommendations from clients</li> <li>• Contractor referrals</li> <li>• University/college recruiting</li> <li>• Candidate referrals</li> <li>• Social media outreach</li> </ul>

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## Sourcing and Engagement Process

At Cendien, we recognize that successful staffing requires more than simply filling a position—it demands a strategic, disciplined, and client-focused process that ensures the right candidate is matched to the right role at the right time. To achieve this, we have developed a comprehensive and adaptable recruitment framework that consistently delivers results.

### Technology-Enabled Recruitment

We use internal automation tools to streamline task assignment, track progress, and maintain accountability at every step of the process. Automated reporting keeps our recruiting team aligned with client priorities, ensuring that requisitions remain on schedule and no detail is overlooked. This blend of technology and human expertise allows us to respond quickly to client needs while maintaining high-quality standards.

### Step 1 – Requirements Discovery

Each engagement begins with a **thorough understanding of client requirements**, including:

- Technical skills and certifications required.
- Years of experience and domain expertise.
- Cultural considerations and team dynamics.
- Project timelines, compliance needs, and budget constraints.

This holistic view ensures that our recruitment effort is tailored precisely to the client’s operational environment.

### Step 2 – Talent Identification

Cendien’s experienced recruiters then leverage multiple sourcing channels, including:

- Our proprietary 50,000+ candidate database of pre-vetted IT professionals.
- Strategic use of job boards, social media, and referral programs.
- Professional networks, industry communities, and partner alliances.

Each potential candidate undergoes a **careful review of qualifications, skills, and experience** to confirm suitability for the specific engagement.

### Step 3 – Candidate Screening & Interviews

Once a pool of strong candidates is identified, we conduct a multi-layered evaluation process that may include:

- Technical Assessments to validate role-specific expertise.
- Behavioral and Situational Interviews to gauge adaptability, teamwork, and communication skills.
- Cultural Fit Analysis to align candidates with client values and team environment.

We can customize this process to the client’s preferred level of involvement, ranging from single-round evaluations to multi-stage collaborative interviews.

### Step 4 – Shortlisting & Client Review

After thorough screening, we deliver a **curated shortlist** of the most qualified candidates, accompanied by:

- Detailed resumes.
- Skill matrices aligned with client requirements.
- References and background verification status.

This ensures that clients can make informed decisions with confidence.

## Step 5 – Offer, Negotiation & Onboarding

Once the client selects a candidate, Cendien supports the final stages of engagement by:

- Facilitating offer negotiations.
- Conducting background checks and security clearances.
- Managing onboarding logistics, including compliance with workplace and IT security policies.

Our goal is to ensure a seamless transition, allowing the new hire to become productive in the shortest possible time.

### A Flexible and Client-Centered Approach

While the above represents our standard framework, we understand that every client and project is unique. Cendien customizes its recruitment process to reflect the preferences, standards, and operational requirements of each organization. This adaptability ensures that WVDMV receives not just a candidate, but the perfect fit for long-term success.

### Recruitment Workflow Summary

Cendien follows a structured, time-bound process to ensure **speed, quality, and compliance** in staffing engagements:

Activity involved	Time (hours)
<b>Client Requisition</b> <ul style="list-style-type: none"> <li>• Examine the requisition, create a summary of the requisition, and submit the Job Description along with client requirements in the Req Tool.</li> </ul>	2-4
<b>Identify Consultant</b> <ul style="list-style-type: none"> <li>• Assign to Cendien team lead through Req Tool.</li> <li>• Check if there is a matching skilled consultant available "on the bench".</li> <li>• Identify existing skill sets and candidates within Cendien Job database.</li> <li>• Share job profile to all consultants by posting it on our website and sending a mailer to approved consultants for referrals.</li> <li>• Post job to the external job sites (Cendien website, LinkedIn, Dice, CareerBuilder)</li> </ul>	4-8
<b>Pre-Screening &amp; Security Prescreening</b> <ul style="list-style-type: none"> <li>• Execute a comprehensive prescreening plan that confirms experience, motivation, salary, skill level, and potential team fit.</li> <li>• Pre-Screening includes online test and internal tools</li> <li>• Discuss salary and relocation needs with candidates and update in Req Tool.</li> <li>• Evaluate attitude and aptitude by discussing team scenarios</li> <li>• Provide Cendien overview and explain benefits</li> <li>• Review existing clearances.</li> <li>• Check references and conduct basic background checks.</li> </ul>	2-4
<b>Candidate Interviews</b> <ul style="list-style-type: none"> <li>• Candidate Skill Evaluation</li> <li>• Conduct initial assessment of the candidate's qualifications</li> <li>• Conduct detailed interviews based on job requirement</li> <li>• Soft Skills and Personal Skills Evaluation</li> </ul>	2-4

Activity involved	Time (hours)
<ul style="list-style-type: none"> <li>Evaluate communication, creativity, analytical thinking, diplomacy, flexibility, change-readiness, problem-solving, leadership, team building, and listening skills</li> </ul>	
<b>Evaluation Summary</b> <ul style="list-style-type: none"> <li>Prepare the feedback form to summarize the results of the interview</li> <li>Update Req Tool with qualified consultants</li> <li>Relay interview results to the consultants</li> <li>Check consultant's references</li> </ul>	1-2
<b>Consultant presentation and Client Interviews</b> <ul style="list-style-type: none"> <li>Create skill matrix matching required skills with experience of consultants to present consistent skill summary to WV of DMV.</li> <li>Submit resumes with a Skill summary of consultants and references to client</li> <li>Discuss interview schedule with the hiring manager for pre-qualified consultants</li> <li>Set face to face or telephone interview depending upon WV of DMV's requirements</li> </ul>	4-6
<b>Final Security Screening</b> <ul style="list-style-type: none"> <li>Conduct criminal, credit and background check including driving record and sexual offender database search</li> <li>Conduct drug check for selected consultants</li> <li>Verification of employment, education, certifications, and licenses</li> </ul>	12-24
<b>Consultant Offer</b> <ul style="list-style-type: none"> <li>Complete all due diligence before extending an offer to successful consultants</li> </ul>	4-6

### Cendien's Training Process

At Cendien, we prioritize staff development through a comprehensive approach aimed at equipping employees with the necessary tools for success. This includes providing virtual assistants, talent transformation sabbaticals, expert guidance for accelerated growth, and fostering a culture of democratic empowerment. We attribute our success to the dedication of our consultants and believe in compensating them fairly. While we acknowledge the significance of pre-employment selection, rigorous training, and robust management support, we firmly believe that our inclusive employee benefits package, performance incentives, and individual recognition awards significantly contribute to attracting, retaining, and motivating a stellar team of professionals.

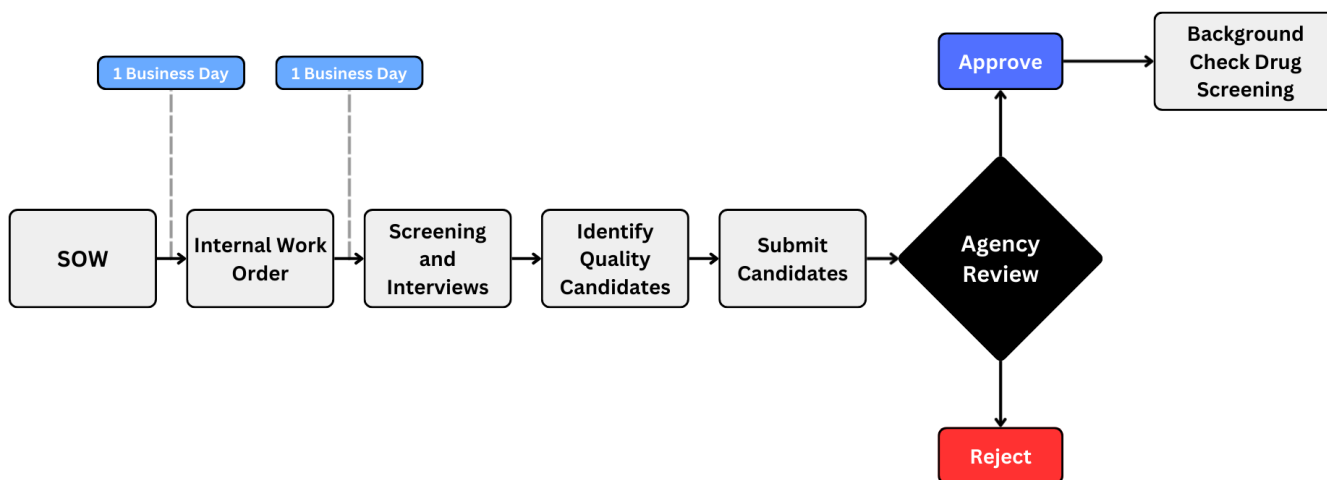
- **Assess Training Needs:** We begin by identifying problem areas in the workplace, the specific tasks and skills required for the job, and pinpointing employees who require training.
- **Determine Training Requirements:** Our training aims to ensure employees can perform their roles effectively and safely. We analyze additional data to identify specific training needs.
- **Establish Goals and Objectives:** When crafting objectives, we consider the audience, desired behaviors, relevant conditions, and performance standards.
- **Design Learning Activities:** We tailor training methods (such as lectures, role-plays, simulations, or self-paced modules), select appropriate media, and develop supporting materials and assessments.
- **Execute the Training:** We kick off training with a brief overview, linking objectives to employee goals and experiences. Active participation and practice in a supportive environment are key components.
- **Assess the Program:** We employ various evaluation methods including tests, supervisor observations, injury rates, and informal discussions to gauge the effectiveness of the training and identify areas for improvement.



## Rapid and Efficient Recruitment Delivery

Cendien operates with a highly efficient recruitment process designed to balance **speed, quality, and compliance**. Our streamlined procedures ensure that clients receive top-tier candidates quickly without compromising on due diligence or thoroughness.

- **Fast Turnaround** – Within 48–72 hours, we submit a tailored proposal that includes:
  - A list of shortlisted, pre-screened candidates.
  - An overview of our internal screening and vetting process.
  - At least two professional references for each candidate to validate experience and performance.
- **Interview Readiness** – Candidates are prepared for client interviews **within 24 hours of shortlisting**. We facilitate interviews via **telephone, video conference, or in-person meetings** depending on client preferences.
- **Immediate Availability** – Once approved, candidates are able to **commence work immediately**, ensuring minimal downtime for critical projects.
- **Comprehensive Compliance Checks** – Every selected candidate undergoes required **background investigations**, including drug screening, criminal history checks, employment verification, and education/certification validation. This ensures compliance with client and state security standards.
- **Transparent Documentation** – All screening results, along with candidate proposals, resumes, and references, are **readily available to the client upon request**, ensuring complete transparency in the hiring process.



## Client Onboarding

Cendien’s onboarding process is designed to ensure that each consultant integrates smoothly into the client environment and becomes **productive in the shortest possible time**. Our structured approach balances speed, compliance, and clear communication, reducing disruption and maximizing value from day one.

- **Account Manager Oversight**
  - Upon receipt of a purchase order, a dedicated **Account Manager** oversees the onboarding process, serving as the primary liaison between Cendien, the candidate, and WVDMV.

- The Account Manager ensures all steps are completed efficiently and that candidates are aligned with the client's expectations from the outset.
- **Orientation and Education**
  - Our **Contract Manager** provides a thorough orientation covering:
    1. Rules of conduct and workplace expectations.
    2. Security protocols and compliance requirements.
    3. IT acceptable use policies and data handling guidelines.
    4. Agency-specific policies, procedures, and regulations.
- **Compliance and Security Readiness**
  - Candidates are briefed on all **confidentiality, compliance, and cybersecurity standards**, ensuring they adhere to both WVDMV and state government requirements.
  - Where necessary, additional background verification or system access permissions are coordinated prior to project initiation.
- **Team Integration**
  - Cendien facilitates smooth integration with the client team by:
    1. Aligning expectations for roles and responsibilities.
    2. Ensuring candidates are equipped with the proper tools, credentials, and resources.
    3. Providing ongoing support during the adjustment period to address questions or challenges.
- **Productivity Acceleration**
  - Our goal is to make every consultant **fully operational and productive as quickly as possible**.
  - Regular check-ins are conducted during the initial weeks to confirm successful integration and to capture feedback from both the client and the consultant.

## Section 6 – Additional Information

### Strong financial standing

Since its founding in 1999, Cendien has consistently demonstrated financial stability and operational resilience. In nearly 25 years of continuous service, we have never filed for bankruptcy, defaulted on contractual obligations, or failed to deliver on project commitments. This long record of stability underscores our reputation for reliability, accountability, and excellence in service delivery.

As a privately held corporation, Cendien places the highest value on confidentiality. For this reason, we do not publish financial statements in response to RFQs. However, we are fully prepared to engage in detailed discussions regarding our financial standing during contract negotiations. At that time, we can provide supporting documentation in a secure and appropriate manner. This approach ensures that sensitive data is safeguarded while still giving clients the confidence that Cendien possesses the financial capacity and resources to sustain long-term contracts with public sector organizations.

### Accurate and timely invoice and contract handling processes

Cendien is committed to providing billing processes that are accurate, transparent, and timely. Our Finance Department works closely with both front-office and back-office teams to ensure that procedures are well-defined, consistently applied, and fully supported across all engagements.

Key elements of our billing and contract handling practices include:

- **Clear and Detailed Invoicing** – As a best practice, we submit separate invoices for each temporary employee, which simplifies reconciliation and ensures complete transparency for our clients.
- **Reduced Administrative Burden** – Our streamlined processes minimize errors and discrepancies, saving client staff valuable time in managing billing and contract oversight.
- **Full Accountability** – Every invoice is tied directly to specific resources and deliverables, ensuring traceability and audit-readiness.

Clients can trust Cendien to manage invoicing and contracts with the same precision, professionalism, and integrity that we bring to all aspects of service delivery.

### Robust Payment and Payroll Systems

Cendien maintains a fully integrated, in-house Accounting and Payroll Team to ensure that consultants and sub-vendors are paid accurately and on time. Our systems include:

- **Electronic Fund Transfer (EFT)** – Secure and efficient payments to sub-vendors.
- **Automated Payroll Solutions** – Reliable internal payroll management for all consultants and employees.
- **Dedicated Finance Oversight** – Continuous monitoring of compliance, payment cycles, and financial controls to uphold fiscal discipline.

This end-to-end financial management structure guarantees that Cendien operates with stability, efficiency, and accountability, reinforcing our ability to serve as a trusted partner to WVDMV and the State of West Virginia.

### Key Benefits for WVDMV

By choosing Cendien, WVDMV gains:

- A **financially secure partner** with a proven 25-year track record.
- **Transparent invoicing** practices that simplify reconciliation and audits.
- **Reduced administrative workload** through clear, streamlined processes.
- **Full accountability** for all billing, tied directly to resources and deliverables.
- **Reliable payment systems** ensuring consultants and sub-vendors are always paid on time, reducing turnover risk.

### Proposal Summary – Why Choose Cendien

Category	Cendien Advantage
<b>Experience &amp; Stability</b>	25 years in IT staffing and consulting, with a proven record of financial stability (no bankruptcies or defaults).
<b>Compliance &amp; Certification</b>	Certified Minority Business Enterprise (MBE) and partnerships with leading technology providers (Microsoft, Oracle, Infor, AWS).
<b>Recruitment Excellence</b>	Proprietary 50,000+ candidate database, AI-driven sourcing tools, and multi-stage screening for quality and cultural fit.

<b>Speed to Staffing</b>	Resumes delivered within 48–72 hours, candidates ready for interviews within 24 hours, and immediate work commencement upon approval.
<b>Billing &amp; Accountability</b>	Transparent invoicing (separate invoices per consultant), reduced administrative burden, and full audit traceability.
<b>Client References</b>	Long-term public sector and enterprise clients (City of Concord, Guilford County, Nurse Assist) with contracts exceeding 5 years in duration.
<b>Onboarding &amp; Support</b>	Structured onboarding led by account managers, compliance with security and IT policies, and ongoing consultant support to ensure rapid productivity.
<b>Value Commitment</b>	Competitive and fixed pricing for 5 years, predictable costs, and a commitment to exceeding expectations in both performance and client satisfaction.

## 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 - Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours- - Year One	\$100	\$208,000
Year One - Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Year One	\$150	\$124,800
Optional Year Two Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours- - Optional Year Two	\$100	\$208,000
Optional Year Two Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Two	\$150	\$124,800
Optional Year Three Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Three	\$100	\$208,000
Optional Year Three Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Three	\$150	\$124,800
Optional Year Four Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Four	\$100	\$208,00
Optional Year Four Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Four	\$150	\$124,800

**\*\* THIS AMOUNT IS FOR EVALUATION PURPOSES ONLY\*\***