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Header 4

List View

General Information Contact Default Values Discount Document Information Clarification Request

Procurement Folder: 1698045

Procurement Type: Central Master Agreement

Vendor ID: VS0000049992

Legal Name: 24x7SaaS

Alias/DBA:

Total Bid: \$187,200.00

Response Date: 09/17/2025

Response Time: 10:14

Responded By User ID: sburli

First Name: SRINIVAS

Last Name: BURLI

Email: sburli@24x7saas.com

Phone: 4083916205

SO Doc Code: CRFQ

SO Dept: 0802

SO Doc ID: DMV2600000001

Published Date: 9/10/25

Close Date: 9/18/25

Close Time: 13:30

Status: Closed

Solicitation Description: Mainframe Application Programmer
Technical Staffing Services

Total of Header Attachments: 4

Total of All Attachments: 4



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 ESR09102500000001820	1

VENDOR
VS0000049992
24x7SaaS

Solicitation Number: CRFQ 0802 DMV2600000001
Total Bid: 187200
Response Date: 2025-09-17
Response Time: 10:14:57
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				187200.00

Comm Code	Manufacturer	Specification	Model #
81111600			

Commodity Line Comments: "Year One - Regular Time
 " "2,080 hours
 " Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours- - Year One
 \$90.00 \$187,200.00
 "Year One - Overtime
 " 832 hours Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - -
 Year One \$112.50 \$93,600.00
 "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 \$90.00 \$187,200.00
 "Optional Year Two
 Overtime" 832 hours Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime
 hours - - Optional Year Two \$112.50 \$93,600.00
 "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 \$95.00 \$197,600.00
 "Optional Year Three
 Overtime" 832 hours Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime
 hours - - Optional Year Three \$118.75 \$98,800.00
 "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 \$95.00 \$197,600.00
 "Optional Year Four
 Overtime" 832 hours Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime
 hours - - Optional Year Four \$118.75 \$98,800.00

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.

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	\$ 90.00	\$ 187,200.00
Year One - Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Year One	\$ 112.50	\$ 93,600.00
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	\$ 90.00	\$ 187,200.00
Optional Year Two Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Two	\$ 112.50	\$ 93,600.00
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	\$ 95.00	\$ 197,600.00
Optional Year Three Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Three	\$ 118.75	\$ 98,800.00
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	\$ 95.00	\$ 197,600.00
Optional Year Four Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Four	\$ 118.75	\$ 98,800.00

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

24x7SaaS
2307 Larkspur Canyon Dr
San Jose, CA 95138

September 10, 2025

John W. Estep
Senior Buyer
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Re: Bid Submission for CRFQ 0802 DMV2600000001 - Mainframe Application Programmer
Technical Staffing Services

Dear Mr. Estep,

We are delighted to submit our bid for the Centralized Request for Quote (CRFQ) 0802 DMV2600000001 on behalf of 247 SaaS Inc. Our company, headquartered in [Your City, State], is eager to collaborate with the West Virginia Division of Motor Vehicles (WV DMV) to provide technical staffing services for their mainframe systems. With extensive experience in IT staffing solutions, we bring a dedicated team ready to support the DMV's needs onsite in Charleston, WV.

This submission includes:

- A completed and signed Exhibit A pricing form with our proposed all-inclusive hourly rate.
- Nine (9) resumes of our qualified professionals, showcasing their expertise and readiness to contribute to this project.
- Acknowledgment of all terms, conditions, and any addenda associated with this solicitation.
- Our Vendor Registration details, including FEIN# 27-1711651, and confirmation of compliance with applicable registration requirements.

At 247 SaaS Inc., we are committed to delivering high-quality services and look forward to the opportunity to support the WV DMV's mission. Should you need any further information or clarification, please feel free to contact me.

Thank you for considering our proposal. We are excited about the potential to work together.

Sincerely,

24x7SaaS
2307 Larkspur Canyon Dr
San Jose, CA 95138
Phone: (408) 391-6205
Email: sburli@24x7SaaS.com

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
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Year One - Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Year One	\$ 112.50	\$ 93,600.00
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	\$ 90.00	\$ 1,87,200.00
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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	\$ 95.00	\$ 1,97,600.00
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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	\$ 95.00	\$ 1,97,600.00
Optional Year Four Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Four	\$ 118.75	\$ 98,800.00

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



MAINFRAME DEVELOPER

Rishik Erukulla

SUMMARY:

- Overall 8+ years of IT experience with primary focus on Application Development, Maintenance & Production Support projects in IBM Mainframe environment and exposure to Waterfall methodologies and agile methodologies.
- Strong hands-on experience on COBOL, JCL, VSAM, Easytrieve, IMS DB/DC, DB2, CICS, SQL & FTP Process. Expertise in using mainframe tools such as XPEDITER, CHANGEMAN, SYNCSORT, DFSORT, Endeavor, File-Aid, File Manager, SPUFI, and QMF, CA-7.
- Manage project scoping and estimation activities, document the project scope and approach, review plans with business and technology stakeholders and acquire sign-off from business and technology leadership.
- Documented workflows and results of business analysis and obtained sign-off from client on specifications.
- Have Strong analytical and problem-solving skills.
- Worked on multiple products developing projects for Insurance, banking and retail clients involving new product launch and modifications to the existing products.
- Performed unit testing on the developed code by using the tools and standards applicable to the organization, scheduled and contributed to Brainstorming sessions.
- UAT supported the majority of the new insurance products.
- Experience in tracking defects, issues, risks using DMS tool. Strong Judgment, Analytical, Communication and Documentation skills in all phases of SDLC process.
- Involved in war room discussions for priority 1 issues.
- Good work experience in Insurance, Retail, Banking and healthcare domains.
- High degree of experience in identifying and solving technical problems related to JCL, COBOL, DB2, VSAM and CICS.
- Excellent experience in analyzing and managing customers operational problems related to mainframe functions.
- Conducted root cause analysis to improve operational services.
- Assisted with Disaster Recovery planning and execution.
- Have experience on the modernization from mainframe to Java.

TECHNICAL SKILLS:

Operating systems: IBM MVS, Z/OS, windows Vista, windows XP

Menu Process: TSO/ISPF

Languages: COBOL, JCL, REXX

Database: DB2, IMS DB, IDMS, VSAM (File system)

OLTP: CICS

Tools: SPUFI, PLATINUM, DMS

Change controller: Endeavor, Changeman

Debugging Tools: Xpeditior, Intertest

File Handler: File Aid

PROFESSIONAL EXPERIENCE:

Broadridge Financials, NY

May 2024 - Present

Sr Mainframe Developer

Responsibilities:

- Involving in requirement gathering calls with business analysts for new requests and application enhancement requests to understand the business requirements, discuss with business analyst if there are any queries in requirements analysis.
- Designing software applications in the form of pseudo code using enterprise COBOL for Z/OS by establishing specific solutions as per business requirements.
- Designing and developing new IMS and DB2 Version 11 databases schema for business requirements.
- Developing new insurance applications by using enterprise COBOL for Z/OS according to technical design document for business requirements.
- Involving in maintaining and modifying the batch and online insurance Mainframe applications.
- Modifying existing application COBOL software healthcare applications by using enterprise COBOL for Z/OS to incorporate business requirements logic as per the technical design document.
- Preparing tech response documents for business requirements, technical design documents for tech responses, testing

approach documents for tech responses, unit test results documents as part of various software development life cycle phases.

- Preparing unit test cases for each requirement in unit test plan document as per the design approach for the business requirements.
- Have experience working on stored procedures.
- Testing the batch and online applications code prior to deploying into production. Involving in documenting test results in Unit test results document.
- Reviewing the deliverables quality of each phase before delivering to clients.
- Providing support to IT/Business Checkout as part of implementation/Installs of projects work efforts and generating necessary reports as part of validation/verification of changes.
- Preparing the strategy and steps for installation of Mainframe software business applications in Go-Live document. Responsible in reviewing installation steps with business analysts before implementing them into production.
- Providing support to the QA team, by helping with code move to QA regions, addressing the issues/queries that come through in QA phase.
- Supporting software applications and systems after implementation into production.
- Have experience on modernization of mainframe to Java and Github.

Environment: COBOL, JCL, IMS, DB2, FILEAID, SPUFI, ENDEVOR, Expeditor, ISPF.

**Tufts Health, MA,
Mainframe Developer**

Aug 2022 – Apr 2024

Responsibilities:

- Understanding new requirements and project change requests.
- Responsible for estimation of efforts for new requirements as well as Project Change requests and get the approvals from the respective Project Managers.
- Preparation of detailed design documents and Impact analysis documents.
- Coordinate with the onsite team and attend daily meetings to get a report on work progress and work assignments.
- Participated in the daily SCRUM meetings and provided updates to the management.
- Develop/Modify complex programs with mainframe technologies COBOL, IMS and DB2
- Fine tuning COBOL, CICS and DB2/SQL programs and applications for efficiency when applicable
- Collaborating with other teams, interfacing with the Deployment Group, and providing them necessary information & support as and when required.
- Preparation of Unit Test scripts.
- Designed and developed online screens to perform various functions.
- SIT and UAT testing support.
- Work closely with the QA testing team, attend defect status meetings, and provide status updates on all defects assigned.
- Analysis of the defects and to provide detailed description and solution (fix) to the defects.
- Participate in peer code review meetings.
- Prepare the Production Readiness and Approval document and get the approvals from the various system managers involved with the implementation.
- Monitor the production implementation process and production validation.

Environment: COBOL, JCL, IMS, DB2, FILEAID, SPUFI, Expeditor, PDX, Interrest.

**Inline Infotech, India
Mainframe Developer**

Dec 2019 – Jan 2022

Responsibilities:

- Analysis and preparation of System specification and technical specifications from the Business requirements provided by the Client.
- Engages the User Acceptance Testing and Performance Testing team and makes sure the application developed is compliant with Project's performance standards.
- Analyze the business and system requirements and obtain clarifications and develop High Level Design (HLD).
- Guiding the team to implement the batch jobs automation.
- Working with the QA team to support System / Regression / Integration testing for Abend Solving and handled System.
- Co-ordinate the work with onsite counterparts and play a vital role in deriving the expected outcome for both the Client and the Organization.
- Involves in deriving the estimates on the effort required for new projects.
- New coding or enhancements to the existing code
- Prepare test cases and Unit testing

Environment: COBOL, JCL, IMS, CICS, DB2, VSAM, FILEAID, SPUFI, ENDEVOR, Expeditor, CA7.

Responsibilities:

- Gathered requirements from the client and got clarifications on the requirements.
- Analyzed the tasks received.
- Prepared the system specification documents as per the analysis and got the sign off.
- Coding/Changes in the existing code.
- Prepared test cases and Unit testing.
- Implemented the changes to production.
- Production cycle monitoring, support, and Maintenance.
- Co-ordinate with the Share point team to review the flow and processing of the term reinstatement policies.
- Responsible for setting up test environment, writing test plan, test approach, acceptance criteria, analyzing functional specifications and communicating risks.
- Attended Design Review Meetings.
- Reviewed the test data prepared for unit testing.
- Coordinated with the offshore team for daily task updates and work assignments.
- Coordinated with different systems for data sync issues.
- Performed User Acceptance Testing in Pre-Production region.
- Carried out Quality Assurance activities for all deliverables.

Environment: COBOL, JCL, VSAM, REXX, CICS, Assembler, FILEAID, XPEDITOR, SPUFI, ENDEVOR, CA7.

Education : Masters in computers and information sciences From sacred heart University 2022-23
Bsc In computer Science From Srk University 2015-18

Rajasekhar Lingamallu



Professional Summary

Mainframe Application Developer with 20+ years of experience in COBOL, JCL, DB2, CICS, IMS, VSAM, and mainframe utilities supporting mission-critical applications across insurance, financial, retail, and telecom domains. Specialized in test environment support, batch execution/monitoring, JCL maintenance, defect resolution, and break-fix analysis. Proven ability to work directly with development and QA teams, ensuring smooth release management and on-time delivery of test and production cycles. Strong communicator with hands-on expertise in both legacy modernization and mainframe environment stability.

Technical Skills

- Mainframe Languages/Tools: COBOL, JCL, DB2 (SQL/SPUFI), CA-IDEAL, CA-DATACOM, IMS DB/DC, CICS, VSAM, Assembler, Easytrieve
- Utilities & Tools: File-Aid, SPUFI, Endevor, JOBTRAC, CA-7, Control-M, IBM Z Workload Scheduler (IZWS), RDX (Relational Data Extraction), TSO/ISPF, SDSF
- Testing & Support: Test Batch Execution, Data Extraction/Loading, Break-Fix Analysis, UAT & System Testing, Regression Testing
- Additional Tools: MQ, GitLab, Rally, JIRA, Confluence, Splunk
- Methodologies: Agile/Scrum, SDLC, Release & Change Management

Professional Experience

Sr. Mainframe Consultant – Branta Group LLC @ PACCAR, Seattle, WA

Jan 2024 – May 2025

- Monitored and managed mainframe systems to ensure 24/7 availability and performance.
- Attending Daily Standup meeting, Sprint planning , User-story refinement , Sprint Retrospective, weekly demos etc,.

- Provide 24/7 L1-L3 production support for mainframe applications including credit card, billing, and Loan systems.
- Monitor batch job schedules (CA7, Control-M) and respond to abends using Abend-AID and job logs.
- Perform incident triage (L1), analysis and resolution (L2), and code fixes with RCA (L3).
- Troubleshoot CICS and IMS transactions, resolve DB2 deadlocks, and escalate hardware/network issues.
- Automate job restart procedures using REXX scripts and improve first-time resolution by 25%.
- Participate in weekend releases and coordinate with change and release teams for deployment validation.
- Monitored mainframe systems and handled job failures, spooling issues, and data transmission errors.
- Supported online and batch environments in z/OS and IMS/DC with over 500+ daily jobs.
- Provided off-hours on-call support for severity 1 and 2 incidents, achieving 99.9% SLA compliance.
- Handled FTP/NDM/XCOM data transfers across environments and performed RACF ID management.
- Performed IPL prep, LPAR checks, and disaster recovery tests quarterly.
- Supported non-production environments, including test data extraction, loading, and JCL maintenance.
- Partnered with QA and developer teams to coordinate defect resolution and test validation.
- Participated in release management activities, contributing to smooth deployments and minimized outages.

Sr. Mainframe Consultant – Concentrix Inc. @ AT&T, Bothell, WA

Jan 2018 – Dec 2023

- Provided batch and online support for business-critical services, including break-fix resolution in test and production.



S. Nitish Kumar

Senior Mainframe Developer | Core Banking, Securities & Claims Systems



PROFESSIONAL SUMMARY:

- Seasoned Senior Mainframe Developer with over 10+ years of hands-on experience designing, enhancing, and supporting high-volume enterprise systems in the banking, healthcare, and financial sectors.
- Proven expertise in developing robust mainframe applications using COBOL, JCL, IMS (IMS DB/DC), DB2, VSAM, CA7, and Teradata with deep domain knowledge in card processing, claims adjudication, and securities settlement.
- Extensive experience in Analysis, Development, Maintenance, Testing/Debugging, Production Support and implementation on various projects in banking, healthcare, and financial sectors.
- Proven expertise in Mainframe technologies: COBOL, JCL, CA7, IMS DB/DC, DB2, VSAM, CICS, SPUFI, CONTROL M, EXPEDITOR, IDCAMS, FILEAID, DCLGEN, Endeavor, GitHub and Change Man with deep hands-on involvement in both online and batch applications.
- Experienced in using CA Gen (Cool:Gen/IEF) for model-driven application development, code generation, and maintenance of enterprise-scale financial and healthcare systems.
- Hands-on experience in real-time messaging and integration using IBM MQ, including queue management, triggering, and CICS-DB2 interaction for high-volume financial transactions.
- Strong background in disaster recovery (DR) and performance tuning, including SLDS/OLDS processing, CPU optimization, and segment I/O profiling.
- Hands-on experience on XML methodologies including SOAP & REST Web Services, SFTP and proficiency in integrating mainframe applications with modern APIs using z/OS Connect, including SOAP, REST, and IMS DB/DC integration.
- Experienced in configuring system requirements, developing custom code for non-configurable functions, and ensuring alignment with sprint deliverables in Agile banking projects.
- Skilled in creating and executing functional and unit test plans per approved client specifications, including API and data migration testing
- Performed multiple roles including team member, Senior Developer, Module lead and Onshore coordinator with great success.
- Substantial exposure to Software Development Life Cycle in prototyping software applications including Requirements Analysis, Program Design, Development, Unit testing, System Integration Testing, User Acceptance Testing, Maintenance and Documentation.
- Undergone Training in Planning & Prioritizing Skills, Team Building, Defect and Problem Prevention, Quality Processes and Metrics.
- Excellent Customer interface, Team Building, Project handling, Analytical, interpersonal and communication skills.
- Handled several techno-functional responsibilities including estimates, identifying functional and technical gaps, requirements gathering, designing solutions, development, developing documentation, and production support.
- Good understanding and experience with Software Development methodologies like Agile and Waterfall.
- Experienced in design, development, Unit testing, integration, debugging and implementation and production support, client interaction and understanding business application, business data flow and data relations from them.
- Very adept at working in new environments and learning new tools and technologies.
- Successfully contributed to mission-critical platforms, including Mastercard's Card Management System and regulatory initiatives such as CSDR implementation across European financial markets.
- Adept at improving system performance, ensuring regulatory compliance, and maintaining data integrity in complex, deadline-driven environments. Skilled in leading technical initiatives, collaborating with cross-functional teams, and delivering scalable solutions aligned with evolving business needs.
- Strong communicator with a consistent record of bridging gaps between technical teams and business stakeholders across global delivery models.
- Detail-oriented and dependable, known for proactively identifying risks, resolving issues, and ensuring smooth project delivery under tight timelines.

TECHNICAL SKILLS:

Mainframe Technologies: COBOL, JCL, CICS, IMS DB/DC, VSAM, TSO/ISPF, z/OS Connect

Low-Level Programming: IBM Assembler (HLASM), control block handling, system exits

Database & Data Access: DB2, SQL, Teradata.

Version Control & Deployment: Changeman, Endeavor, GitHub

Application Development Tools: CA Gen (Cool:Gen/IEF)

Batch Scheduling Tools: Control-M, CA7

Debugging & Monitoring Tools: Xpediter, Abend-AID

Cloud & Integration Platforms: IBM MQ, Microsoft Azure (Logic Apps, Azure Functions, Blob Storage, Azure DevOps)

Testing & Quality Assurance: Unit Testing, System Integration Testing (SIT), User Acceptance Testing (UAT), Regression Testing, Impact Analysis, Peer Code Reviews

Domain Expertise: Pharmacy Benefit Management (PBM), Central Securities Depository (CSD) Systems, Card Processing Systems (Authorization, Posting, Settlement), Claims Adjudication, Financial Transaction Processing

Regulatory & Compliance Knowledge: Central Securities Depository Regulation (CSDR), HIPAA, CFPB, OCC, EU Financial Regulations, Audit Readiness

Project & Delivery Methodologies: Software Development Life Cycle (SDLC), Waterfall Model, Onshore-Offshore Coordination, Disaster Recovery Planning, Production Support, Root Cause Analysis.

EXPERIENCE:

Client: Mastercard

May 2023 – Present

Location: Remote (Chandler, AZ)

Role: Senior Mainframe Developer

Project Description: Supporting and enhancing the Core Mastercard Cards (CMC) system, Mastercard's central mainframe platform for managing all card processing activities. This high-volume, mission-critical system powers core functions, including transaction posting, real-time authorization, settlement, and cycle generation, for millions of cardholders. Responsible for maintaining data integrity, ensuring system availability, and implementing enhancements to support regulatory compliance and seamless financial operations across multiple downstream applications.

Responsibilities:

- Supported and enhanced the platform, processing 50M+ card transactions daily with near-zero downtime, ensuring business continuity and revenue assurance.
- Designed and maintained COBOL, JCL, and CICS-based applications for transaction posting, settlement, billing, and fraud detection, using CA7 for enterprise job scheduling
- Developed and scheduled complex batch jobs for nightly processing of interest, fees, and balance adjustments.
- Utilized IMS DB and VSAM for high-speed transaction storage, integrated with DB2 and Teradata to manage large-scale datasets.
- Designed and maintained IMS DB hierarchical segments for optimized performance in both batch and online transactions.
- Integrated IBM MQ with CICS applications for real-time transaction processing and customer interactions.
- Designed and maintained MQ-based messaging flows to ensure reliable delivery and processing of financial transactions.
- Monitored and tuned MQ queues to prevent message buildup, ensuring high availability and compliance with SLA
- Optimized SQL queries and batch routines to meet strict SLAs and reduce CPU/resource consumption.
- Worked with cross-functional teams to optimize integration points between COBOL and Assembler components
- Exposed core mainframe functions as REST APIs using z/OS Connect, enabling integration with mobile and cloud systems, and leveraging SFTP for secure file exchanges with partner systems.
- Developed and consumed APIs for real-time data exchange with external financial services.
- Configured and developed integration code to connect MVP to the platform via defined APIs, ensuring seamless interoperability.
- Created and obtained approval on test plans for sprint features and performed functional/unit testing per client-approved plans.
- Configured and validated data migration processes for transferring legacy data into SIT using Azure Data Factory.

- Enabled dynamic interactions between IMS transactions and REST services, improving interoperability
- Coordinated SIT, UAT, and regression cycles; performed peer reviews and impact analysis.
- Utilized Xpediter, Abend-AID, and TSO/ISPF for debugging and root cause analysis of batch and online failures.
- Provided L3 production support, ensuring system uptime and quick resolution of incidents.
- Implemented CFPB-driven enhancements, ensuring 100% compliance and reducing exceptions by 20%.
- Led documentation efforts for flowcharts, technical specifications, batch schedules, and disaster recovery procedures.
- Collaborated with QA, infrastructure, product owners, and risk teams to align solutions with business and compliance goals.
- Used GitHub alongside Endeavor for version control and code collaboration.
- Drove automation and process optimization initiatives, reducing manual deployment steps and improving audit readiness.

Client: Euroclear France

April 2020 – March 2023

Location: Hyderabad, India

Role: Senior Mainframe Developer

Project Description: Worked on implementing the Central Securities Depository Regulation (CSDR) across EU financial systems to strengthen settlement safety and regulatory compliance. As a Senior Mainframe Developer, developed and maintained secure, high-performance database systems to track all security movements and enable long-term archival of transaction records for up to 10 years, supporting audit readiness and data integrity across European Central Securities Depositories.

Responsibilities:

- Designed and developed COBOL programs to support compliance with the Central Securities Depository Regulation (CSDR) for EU settlement systems.
- Created robust JCL batch processes for processing, validating, and storing securities settlement records, integrated with Control-M for scheduling and monitoring
- Developed CICS-based online modules to manage real-time security movement and transaction tracking.
- Designed and implemented DB2 archival solutions to ensure long-term data retention (up to 10 years) in compliance with EU audit and regulatory requirements.
- Developed robust data validation and reconciliation processes to uphold accuracy and consistency across integrated systems.
- Optimized SQL queries and indexing strategies, reducing batch processing time by 35% and improving nightly job throughput across 10M+ transaction records.
- Automated exception handling and fail-tracking processes aligned with CSDR settlement discipline requirements.
- Designed audit-ready reports covering 100% of settlement activity logs, supporting EU audit requests and annual regulatory reviews without compliance breaches.
- Collaborated with compliance teams, business analysts, and legal stakeholders to interpret and apply CSDR rules into technical specifications.
- Led requirement analysis sessions, authored high-level and low-level design documents, and contributed to architecture planning.
- Used Endeavor for source code versioning, package promotion, and deployment tracking across environments.
- Coordinated closely with European central depositories to implement changes supporting harmonized settlement reporting.
- Mentored and guided junior developers on mainframe development standards, CSDR objectives, and code quality best practices.
- Conducted code reviews, walkthroughs, and impact assessments for all enhancement and maintenance activities.
- Participated in system integration testing (SIT) and user acceptance testing (UAT) to validate functional compliance and performance.
- Supported fail penalty and buy-in logic automation, helping enforce regulatory guidelines across transaction failures.
- Delivered technical presentations and status updates to stakeholders across functional and geographic lines.
- Consistently utilized Xpediter, Abend-AID, and TSO/ISPF across projects to investigate abends, validate data accuracy, and resolve job failures in production.
- Coordinated with cross-functional teams for regression testing, configuration management, and release planning.

- Ensured end-to-end system compliance with European Union financial regulations, maintaining auditability and long-term system integrity.

Client: Euroclear France

December 2017 - March 2020

Location: Hyderabad, India

Role: Mainframe Developer

Project Description: Contributed to the development of a unified Central Securities Depository (CSD) system for Eurozone countries, formed by the European Central Bank (ECB). The project aimed to simplify and standardize securities trading and settlement across borders, enabling seamless transactions within the European financial market and concentrated on delivering key mainframe components to support secure, efficient, and integrated transaction processing, enhancing market accessibility, reducing settlement risks, and enhancing liquidity across participating CSDs.

Responsibilities:

- Designed, developed, and maintained mainframe applications using COBOL, JCL, and DB2 and utilized Control-M for coordinating batch workflows across multiple systems in a high-availability financial environment.
- Built batch processing programs for validating, clearing, and settling trades across multiple Eurozone Central Securities Depositories (CSDs).
- Designed and implemented CICS-based online transactions for real-time trade matching and settlement initiation.
- Utilized VSAM files for managing large volumes of trade and settlement data efficiently.
- Collaborated with stakeholders to interpret ECB regulatory requirements and translate them into functional system components.
- Conducted impact analysis, prepared technical design documents, and estimated efforts for new change requests.
- Participated in peer reviews, code walkthroughs, and quality checks to ensure adherence to compliance and coding standards.
- Wrote and optimized complex SQL queries in DB2 for data validation and reporting on transactional flows.
- Assisted in system integration testing (SIT) and user acceptance testing (UAT) to validate trade processing workflows.
- Supported ISO 15022 messaging formats and SWIFT MT standards for secure and standardized financial communications (include only if applicable).
- Resolved production issues, job failures, and system abends using tools like Xpediter, Abend-AID, and TSO/ISPF.
- Coordinated with onshore counterparts in Europe to align technical deliveries with evolving business processes.
- Performed data reconciliation and integrity checks between local and cross-border settlement systems.
- Used Endeavor for version control and deployment of application components across development and production environments.
- Ensured application performance, accuracy, and reliability in compliance with EU financial regulations and ECB standards.

Client: Express Script Pharmacy Benefit Services

June 2015 – December 2017

Location: , Hyderabad, India

Role: Mainframe Developer

Project Description: Contributed to the enhancement of Express Scripts Co-Payment Benefit Plan System (CBPS), a critical mainframe application supporting the company's Pharmacy Benefit Management (PBM) operations. The initiative focused on implementing new co-payment structures and optimizing existing functionalities for processing prescription claims. Enhancements enabled more dynamic benefit configurations, improved claims accuracy, and offered greater flexibility in designing competitive prescription plans—while ensuring compliance within a highly regulated U.S. healthcare landscape.

Responsibilities:

- Developed and maintained Express Scripts CBPS platform, enhancing prescription claims accuracy for over 3M+ users.
- Designed and implemented logic changes to support dynamic co-payment structures, improving the system's flexibility for configuring competitive prescription plans.
- Built and maintained batch and online programs that processed 500K+ prescription claims daily, ensuring 99.9% adjudication accuracy aligned with PBM SLAs.
- Utilized CICS for online transaction processing and VSAM for efficient data access and storage management.

- Utilized CA Gen (Cool:Gen/IEF) for designing and generating COBOL/DB2 programs, improving development productivity and ensuring consistency across modules.
- Developed and maintained model-based components in CA Gen for claims adjudication workflows and benefit configuration logic.
- Generated and customized COBOL code from CA Gen models to integrate with VSAM and DB2 databases for prescription claims processing.
- Collaborated with business analysts to translate functional requirements into CA Gen models, reducing manual coding effort and defects.
- Analyzed and interpreted business requirements to deliver code modifications and system enhancements in compliance with HIPAA and CMS guidelines.
- Collaborated with QA teams to develop and implement unit tests and participated in system integration and user acceptance testing (UAT) phases.
- Conducted impact analysis and participated in code walkthroughs and peer reviews to ensure system stability during enhancements and change requests.
- Managed source code and deployment processes using Endeavor for version control and release coordination.
- Provided production support by identifying and resolving batch failures using debugging tools such as Xpediter and Abend-AID.
- Collaborated with onshore teams and stakeholders to clarify requirements, deliver project updates, and support knowledge transfer activities.

EDUCATION:

Masters in Data Science from Monroe University

Bachelor of Technology from Jawaharlal Nehru Technological University, Hyderabad

May'2015



Mantu Agrawala

- Have 12+ years of experience in System Analysis, Design, Functional studies, Development, Production and Maintenance of IBM Mainframe based applications.
- Extensive experience in writing Batch and Online applications.
- Lead project application teams, involved in work allocation and status reporting, responsible for SDLC of business applications for high User Productivity and Ease of Use.
- Have strong analytical, problem solving and time-management skills, quality work, team player, quick learner, and adapt to new technologies and cross-platforms.
- Worked with various clients (HEB Grocery, Wal-Mart, Lowe's, Boeing, BNSF Railways, Sears Holdings, PACCAR Truck Manufacturing Comp., and BNY Mellon Corp.) and business functions (Retail, Logistics, Manufacturing, Banking - Credit Risk and Margin)
- Good experience in working with projects which follows both Waterfall and Agile method
- Have a very good experience with working Offshore-Onshore Model, directly working with client as an individual contributor as well as a team player.
- Having both system development as well as Maintenance/support experience.

Key Skills:

Programming Languages: COBOL, Microfocus COBOL, JCL, CICS, Easytrieve, Quikjob, REXX(Basics)

Operating Systems: OS/390 & Z/OS IBM Mainframe, Windows

Databases: VSAM, DB2, IMS, SQL Server

Tools: File-Manager, File-Aid, Platinum, Spufi, DBeaver, SQL Assistant, Control-M, Control-D, INSYNC, JIRA, Zephyr, Zephyr Scale

Version Controls: ChangeMan, Endeavor, Librarian, Service Now, ISPW, Cherwell, SCCB, GITLab, Z Developer

Modernization Skills: Mainframe Migration, Re-Engineering (Legacy to open systems, Microfocus)

People Skills: Well-developed interpersonal/communication skills, proven ability to work in teams

Related Experience:

Birlasoft Solutions Inc. (Client: BNY Mellon Corp.) – Lake Mary, FL

06/2023-Present

Sr. Technical Lead, Onshore Coordinator

Credit Risk and Margin (Global Margin):

- Created an automated process to generate NC Asset reports through batch jobs which sends the reports to respective stakeholders via email
- Created the batch process for GMR vs ERI data reconciliation report generation for month end Audit
- Analysis, design, coding, testing, code review, implementation and post implementation support
- Coordination with various business stake holders
- Took responsibility for Adhoc requests from various stakeholders for fixes and enhancements like, High requirement options and default govt. bond changes, SPACs report changes, MMF report changes
- Took part in the Disaster Recovery changes and Money Market Funds used for equity changes on ABTT
- Appreciated by Client business users and senior leadership for a flawless delivery with minimal issues.
- Responsible for scheduling and monitoring deployment activities
- Well versed in using Zephyr, Zephyr Scale, RFC creation and Production roll-out process with new POM Model of work
- Well versed in GIT Lab version control for mainframe application components.
- Working on various enhancements and maintenance projects part of GMAR (Global Margin) Appln.

Birlasoft Solutions Inc. (Client: PACCAR Inc.) – Renton, WA

10/2020-05/2023

Sr. Technical Lead, Onshore Coordinator

CA EASYTREV Replacement:

- Involved in the POC for Z-Writer utility (ZWEASY)
- Part of the pilot roll-out for sample easytrev programs with DB2 and IMS converted to ZWEASY

- Analysis, design, coding, testing, code review, implementation and post implementation support
- Coordination with various business stake holders and guiding them for MS Jobs
- Took the responsibility to drive the project from Onshore and delivered 6500+ programs and 1300+ jcls as a team within expected timelines and quality using ISPW, ZWEASY, Regina Rextx, Control-D, Control-M
- Appreciated by Client business users and senior leadership for a flawless delivery with minimal issues.
- Responsible for scheduling and monitoring deployment activities

COBOL V4 to V6.2 Migration: Pune, India

10/2020 - 02/2022

- Analysis, Design, Coding, Testing, peer code review and production roll-out of V6 converted modules.
- Output data validation between V4 to V6 with a two-phase test method for both Online and Batch programs associated with Chassis, OPS (Order Processing), Materials and Finance applications
- Work on COBOL, JCL, CICS, DB2, IMS Basics, Endeavor, File Aid, File Manager, CA-VIEW
- Used SSRANGE, NUMCHECK, PARMCHECK compiler options for V4 and V6 runs.

Hostbridge Replacement:

- Involved in the kick-off meeting of the project and took ownership of stabilizing the project
- Co-ordinated with DBAs, APP DEV team, Integration team and offshore counterparts for the understanding and deliverables
- Played a vital role understanding, testing and delivering the Stored Procedures
- Responsible for the delivery from Mainframe team and co-ordination with distributed systems team
- Deploy the respective Stored Procedures, PSBs, SVCG, SVCS and STRP components and post implementation support activities.

Order Processing System Support:

- Involved in resolving day to day IRs and SRs (Priority 2, 3, 4)
- Provided On-Call Support on a rotational basis
- Work on system enhancement requests to support the OPS system to perform better.

Alten Calsoft Labs India Pvt. Ltd. (Client: Sears Holdings Corp.) - Pune, India 10/2019-07/2020

Sr. Lead Developer

- Migrate to Openframe Env. - Analysis, Design, Coding & Unit Testing of impacted Jobs and programs
- Work on COBOL, JCL, QUIKJOB, Tmax Openframe, Tmax Manager, DB2, Endeavor, File Aid, File Manager, Control-M
- Re-engineer/Re-write all Vision reports (QUIKJOB programs) to COBOL modules

HCL Technologies Ltd. (Client: BNSF Railway) - Chennai, India

11/2018-10/2019

Sr. Lead Developer

- Analysis, Design, Coding and Testing, peer code review and production roll-out of COBOL V6 converted module of WSM application with data comparison between V4 to V6 using COBOL, JCL, CICS, DB2, IMS Basics, Endeavor, File Aid, File Manager, CA-VIEW
- Used SSRANGE, NUMCHECK, PARMCHECK compiler options for V4 and V6 runs.

HCL Technologies Ltd. (Client: BOEING) - Chennai, India

11/2017-10/2018

Sr. Developer

- Migrate from DB2 to SQL SERVER and Legacy Mainframe to MicroFocus part of MSMS Re-Host
- Work on MicroFocus COBOL, JCL, EASYTREV, CICS, DB2, SQL Server, MSDN Enterprise, IMS DB/DC Basics, MicroFocus Enterprise Developer, Rumba, Classic Data Tool, SQL Server (SSMS)
- Re-engineer all EASYTRIEVES to Micro Focus COBOL programs
- IKJEFT01/1A/1B with program changes to make it compatible to SQL Server for jobs
- Online Module(CICS) changes and testing IMS Screens for various MSMS Applications

Cognizant Technology Solutions (Client: Lowe's Inc.) - Mooresville, NC

07/2016-10/2017

Sr. Developer – Onsite Coordinator

- Deep dive analysis on Programs, Jobs, Copybooks, control cards to introduce a new DC Type '8' such that it can uniquely identify DFCs (Direct Fulfillment Centre) on logistics, Transportation functions
- Work on COBOL, JCL, EASYTREV, CICS, DB2, Endeavor, File Manager, File Aid, Fault Analyzer

Cognizant Technology Solutions (Client: Wal-Mart Inc.) - Bentonville, AR

03/2015-06/2016

Sr. Developer – Onsite Coordinator

- Create new JCLs that fetch data from Informix database to flat file and COBOL programs that re-structure the extracted data based on the Cassandra DB layout compatibility.
- Restructured data is sent to UNIX Box (middleware) through SFTP. (HOBUS: Home-Office Business Decommission)
- Work on COBOL, JCL, CICS, DB2, Platinum, Librarian, File Manager, File Aid, Fault Analyzer
- Modify the components related to 'Store Number' containing 4-digits to 5-digits (SNE - Store Number Expansion) and 'UIN (Unique Item Number)' containing 6-digits to 9-digits capable (SAM's UIN Expansion).

Cognizant Technology Solutions (Client: HEB Grocery) - Chennai, India

06/2011 – 02/2015

Developer, Tech Lead

Deals & Cost Management System: (Migration, Re-Engineering)

- Requirement analysis, Design, Coding and enhancement of impacted components using SOA Architecture, Unit testing, SIT bug fixes and post implementation support.
- Work on COBOL, JCL, EASYTREV, CICS, VSAM, DB2, Basics of REXX, Platinum, ChangeMan, File Manager, File Aid, Fault Analyzer

Cost Field Expansion Project:

- Modifying the components related to the 'COST/CST' field where there is an impact for containing 4-digit cost value to 5-digit.
- Impacted components include programs (COBOL-DB2, Ezytrieve and Assembler), JCLs, Copybooks, Control Cards and program name and file name depends on the executions and flows.

Education & Certificates:

Biju Pattnaik University of Technology, Odisha, India 2010

Bachelor of Technology – Electronics & Telecom

Bargarh Panchayat College, Odisha, India 2006

Associate of Science – Information Technology

Store Operations (L1) 2014

Merchandising (L1) 2013

COBOL CCP 2013

Retail (Level o) CCP 2012

VENKAT RAMANA JEEDIKANTI

- Mainframe professional with 5+years of extensive experience in mainframe administration, development, and testing on a mainframe Z/OS architecture utilizing various Z/OS sub-systems to support large enterprise-level applications, including database management, and efficient transaction data processing for batch and online applications.
- Subject Matter expert in COBOL, REXX, JCL, DB2, CICS, VSAM, AS400, IMS DB, JES3, MQ, OPS/MVS, SPUFI, SPOOL RMF, SMF, and RACF.
- Provided 24/7 support for managing end-to-end MVS-related activities, including Z/OS 2.2 and 2.3 upgrades and maintenance, disaster recovery activities, and supporting IPL.
- Hands-on experience in integrating a DB2 system with COBOL applications to efficiently retrieve and process data, enabling seamless handling of large-scale business transactions.
- Administered and configured multiple CICS regions on Z/OS and resolved CICS transaction failures by optimizing resource allocation and transaction throughput for enterprise-level applications.
- Delivered robust MQ application support, troubleshooting issues, and ensuring seamless functionality for message queuing applications.
- Diagnosed and resolved database-related issues, such as deadlocks, long-running queries, and transaction failures, ensuring minimal downtime.
- Proficient in utilizing CA-7 and other scheduling tools (Control-M, OPC, ESP, Tivoli) to schedule, execute, and monitor batch jobs in a mainframe Z/OS environment.
- Hands-on experience with OPS/MVS and JES3 to automate the flow of jobs and continuously monitor CPU, memory, disk usage, and I/O performance to ensure optimal system operations.
- Proficient in writing REXX rules and JCL scripts to automate mainframe tasks within OPS/MVS.
- Analyzed and troubleshot issues related to JCL errors, database connectivity, application failures, or resource contention, implementing fixes or restarting jobs as needed, or escalating complex issues to higher levels of support.
- Utilized Endeavor for version control, code deployment, and change management processes, ensuring that COBOL code was properly migrated and tested before being deployed to production.
- Proficient in developing CL400 scripts and COBOL 400 application programs to support critical business transactions on the IBM I Series within the AS400 platform

Technical Skills

- **Technologies:** Mainframe Computers.
- **Programming Languages:** COBOL, C, C++, PYTHON.
- **Scripting Languages:** JCL, REXX, CL400, JavaScript.
- **Database:** Oracle DB, SQL DB2, IMS DB, DB2 400, Azure SQL DB, Azure Blob Storage.
- **Operating Systems:** Z/OS, AS400, Ubuntu, Linux.
- **Batch Monitoring tools:** CA7, CA11, ESP, OPC, Control-M.
- **Tools(O/P) & Utilities:** TSO/ISPF, SDSF, RMDS.
- **File Handling:** VSAM – PS, PDS datasets, and PF, LF handling across AS400.
- **Security Systems:** CICS (Customer Information Control System), RACF (Resource Access Control Facility).

Professional Experience

Humana Inc.
Mainframe Production Support Engineer

06/23-Till Date

Roles and Responsibilities:

- Scheduled, triggered, and monitored mainframe batch transactions for KIDS (Kids Information Data System) and CARES (Client Assistance for Reemployment and Economic Support), troubleshooting batch job abends in COBOL and JCL programs to ensure smooth batch processing.
- Utilized CA7 for job scheduling, maintaining the dependencies between the batch jobs, and consistently monitored system performance using z/OS tools such as RMF (Resource Measurement Facility), Tivoli Workload Scheduler (TWS), System Display and Search Facility (SDSF), and IBM OMEGAMON.
- Proficient in OPS/MVS and JES3 for real-time event monitoring, automating responses to system events, and troubleshooting system alerts to ensure operational efficiency and timely issue resolution.
- Experienced with Endeavor for version control, deployment, and promotion of application code across multiple environments, ensuring seamless integration of code changes into production, and collaborating with development teams to maintain code integrity and adhere to change management processes.
- Ensured adherence to backup procedures for critical system files and databases, including backup system configuration files, databases, and application data using tools like DFSMS (Data Facility Storage Management) and DFHSM (DFSMS Hierarchical Storage Manager).
- Administered and maintained VSAM (Virtual Storage Access Method) datasets, ensuring proper file management, allocation, and organization for efficient data storage and retrieval.
- Administered system patches and updates using SMP/E to ensure system integrity, availability, and smooth operation across the production environment.
- Configured and managed CICS online transactions, ensuring smooth execution and real-time troubleshooting of errors. Established security protocols and access controls using RACF, ensuring secure operations within mainframe environments, detecting unauthorized access, and enforcing access permissions according to organizational security policies.
- Performed routine tasks such as backup and recovery, running DB2 SQL queries to validate data integrity, troubleshooting performance issues, and optimizing SQL queries for better efficiency.

University Of Wisconsin-Milwaukee.

09/2022-06/2023

Azure Data Engineering Team Member – University Technology Food Research and Production support, Project Sponsor - Connected Systems Institute.

Roles and Responsibilities:

- Developed and optimized SQL queries in Azure DB to emphasize and identify the volume and time duration of the university restaurant recipe data.
- Insightful data analysis was conducted among all the data columns to ensure the quality of university recipes by considering time and volume as the key columns
- Conducted correlation analysis in Azure Data-bricks using Python, prioritizing handling missing values and exploring statistical relationships among all data columns.
- Developing and maintaining data pipelines using Azure Data Factory and Azure Data-bricks, assuring the quality of the university recipe, and maximizing data processing performance.
- Utilized Azure Machine Learning to develop predictive models, primarily focusing on accurately forecasting throughput in university restaurant recipe data.

Tata Consultancy Services Pvt Limited, India.

03/2022-08/2022

Mainframe Systems Engineer– Testing Support (Full-Time), Project Sponsor - American Electric Power

Roles and Responsibilities:

- Managed Mainframe Test Environments (RA61, MA61, MA63, QA63) by extracting business data from the production region using SQL queries and transferring the data to testing environments using JCL jobs and utilities.
- Validated downloaded household data in the CICS/ONLINE region, exported to Excel and TSO regions using FTP servers for further analysis and testing.
- Triggered and monitored the performance region batch in TSO. Resolved batch job abends in COBOL, JCL, DB2, and CICS applications through EFIX, MCSSKIP, and COBOL procedures.
- Ensured successful transaction creation for all clients; in cases of abended transactions, took necessary actions in TSO and CICS regions, promptly addressing and resolving issues to ensure smooth business operations.

- Utilized defect tracking tools (e.g., JIRA, HP ALM) to report, prioritize, and monitor the status of issues throughout the testing lifecycle, ensuring timely resolution and maintaining testing progress.
- Automated repetitive testing tasks using REXX and other scripting languages to enhance testing efficiency, minimize errors, and accelerate regression testing cycles.
- Executed SQL queries to validate data consistency, accuracy, and the performance of stored procedures and triggers in the mainframe database, ensuring data integrity across all environments.

DXC Technology India Pvt Limited

08/2019-02/2022

Associate Professional Mainframe Engineer – Production and Development Support (Full-Time), Project Sponsor - Farmers Insurance (A Zurich Farmers Company)

Roles and Responsibilities:

- ALM HP Quality Control Administrator: Managed RACF access, system server reboots, and overall QC application maintenance for a 2-member team, ensuring software updates, patching, weekend maintenance, and downtime resolutions.
- Mainframe PLA Developer: Edited COBOL programs with extended RACF access and executed business JCL jobs in a 5-member team. Developed SQL queries in DB2 systems. Resolved batch job abends in COBOL and JCL programs, handled transaction rollbacks, and managed CICS resource operations.
- Developed and executed JCL jobs using IBM utilities like IEBGENER, IEFBR14, IEBCOPY, and IDCAMS, aligning with business and system requirements.
- Strong knowledge of working with DCLGEN copy books, SQL CA, COMMAREA, DB2 Cursors, which play a vital role in fetching more than one row from a DB2 system.
- Developed DB2 schemas according to client requirements using Mainframe DB2, SPUFI (SQL Processor using File Input), and QMF (Query Management Facility).
- Created Mainframe VSAM PS and PDS files and handled the file data in the COBOL application using the File Control Handle System according to client requirements.
- Performed MASS BIND to establish a connection between the online COBOL program and database schema according to client requirements in the TSO region.
- Utilized COBOL for account management, fund transfers, and transaction processing, with JCL scripting for batch processes and data backups. Integrated the COBOL application with a DB2 interface using SQL for tasks such as updating transaction records and generating reports.
- Leveraged CICS for creating user interfaces, managing interactions, and ensuring seamless communication between COBOL programs and the DB2 database, ensuring accurate and secure online transaction processing.
- Developed COBOL programs for an airline reservation system, overseeing flight reservations, passenger management, and seat availability updates. Utilized JCL for system updates and report generation through batch processes, ensuring data accuracy. Managed data storage with DB2, executing SQL queries for tasks like retrieving flight details and updating seat availability. Implemented online CICS for real-time interactions, facilitating booking flights and modifying reservations with seamless communication between the user interface, COBOL programs, and the DB2 database.

Certifications

- Certified MAINFRAME TECHNOLOGY ANALYST, DXC Technology India Private Limited.

Education

University of Wisconsin – Milwaukee, Lubar School of Business, Milwaukee, WI

2022-2023

Master's in information technology and management Concentration: AI and Data Analytics.

- GPA: 3.72 / 4.0.
- Key Coursework: Big Data in Business, Machine Learning Engineering, Introduction to Business Intelligence, Data and Information Management, Web-based Development Solutions, Social Media Analytics, Web Mining, and Analytics.

Gandhi Institute of Technology and Management, Hyderabad, India.

2016-2020

Bachelor of Technology in Electronics and Communication Engineering.

- GPA: 7.78 / 10.0.
- Key Coursework: C programming, Relational Database Management, OOP with Java,
- Programming with C++, Digital Logic Design, Digital Communications, Signals and Systems, Web Development Design, Fundamentals of BIG DATA and ARTIFICIAL INTELLIGENCE.

KAVYASHREE PURA CHANDRANNA

MAINFRAME DEVELOPER

Innovative and analytical technology professional leading and contributing to large-scale projects across banking, healthcare, and financial services sectors. Deliver technical expertise and in-depth knowledge of the software development life cycle (SDLC). History of analyzing complex problems and developing efficient solutions to ensure high performance and reliability of mainframe systems, while automating processes to minimize errors. Draw on leadership skills to manage high-performing teams in building and enhancing new/existing applications to meet business requirements and support needs. Excel at interfacing with key stakeholders and product owners in understanding user needs. Recognized as “go-to-person” in sharing knowledge and assisting team in identifying and resolving issues quickly. *Core competencies include:*

Agile Methodologies | COBOL Programming | z/OS Operating Systems | Job Control Language (JCL) | DB2 Database Management
Batch Processing | Mainframe Security and Compliance | Virtual Storage Access Method (VSAM)
Resource Access Control Facility (RACF) | Mainframe Networking and Connectivity

TECHNICAL SKILLS

Languages: COBOL, JCL, SQL
Operating System: MVS
Databases: DB2, VSAM
Utilities and Tools: TSO/ISPF, MQ Series 5.3, SPUFI, QMF, Endeavor, Change Man, IBM File Manager, ISPF, DB2I, IBM WebSphere Data Interchange
Scheduler Tools: Operations Planning and Control (OPC)
Ticketing Tools: Jira, RTC, Service Now, Pager Duty
Methodologies: Agile, Kanban

PROFESSIONAL EXPERIENCE

IBM, Bengaluru, Karnataka (India)

01/2017 – 11/2023

Mainframe Production Support Specialist (09/2019 – 11/2023)

Project: IBM Global Financing

Led production support team of four across geographies, providing real-time monitoring for both mainframe and interface applications/systems to proactively detect and prevent service disruption. Diagnosed and troubleshoot complex problems through resolution.

- Monitored and managed 800+ mainframe batch jobs using job scheduling tool OPC (Operations Planning & Control) to ensure 100% efficiency and reliability, resulting in uninterrupted service to customers.
- Investigated and resolved ~70-80 production incidents per quarter within service level agreements (SLA), resolving all priority jobs within 30 minutes to ensure performance targets were met.
 - Conducted comprehensive root cause analysis of production issues and implemented preventive measures to mitigate recurrence, resulting in the lowest possible error rate of jobs.
- Responded to system alerts and provided notification within 15 minutes to applicable teams; engaged teams as necessary to provide increased resolution, minimizing service disruption time to meet the SLA.
- Collaborated with development teams to diagnose and replicate complex problems through unit testing, implementing code fixes and enhancements which resulted in zero manual efforts from support team.
- Oversaw production release planning and coordinated activities with interface teams to ensure the application flow was not disturbed.
- Documented root cause analysis, resolutions, and troubleshooting steps for incidents, ensuring proper procedures were followed to minimize job down time, maintaining consistent systems operational flow of jobs.
- Provided 24/7 on-call support during weekends and actively participated in maintenance activities and system upgrades.
 - Participated in interface system disaster recovery tests to do failover and fallback.
 - Supported interface system maintenance and upgrades, guaranteeing application flow remained seamless through thorough checkouts.

KAVYASHREE PURA CHANDRANNA

PROFESSIONAL EXPERIENCE (CONT)

- Partnered with Mexico team to ensure seamless transition of work responsibilities and mitigate dependencies; facilitated weekly calls with Mexico and interface teams for progress review and in fostering knowledge sharing initiatives as a lead.

Iteration Manager (11/2020 – 11/2023)

Project: IBM Global Financing

Led cross-functional team of fifteen across India, Mexico, and U.S., while serving US-based client (Drive). Defined and tracked status of project, feature, and sprint levels. Guided Agile development teams to successful project outcomes. Earned **Agile Iteration**

Manager Circle certification.

- Collaborated closely with product owner to prioritize backlog items and ensure alignment with project goals, leading team through long-term roadmap exercise which helped estimating the work efforts required for the successful sprint delivery.
- Identified and addressed impediments to team progress, ensuring successful sprint goal delivery of committed user stories to UAT on time.
- Generated comprehensive iteration reports using Jira, including burndown charts, velocity metrics, cumulative flow diagrams, and sprint summaries (on a sprint basis), helping in sprint retrospection.
- Contributed to the development and maintenance of project documentation, conducting brainstorming sessions with development team to address technical challenges and optimize code performance.
- Provided coaching and guidance to team members on Agile best practices and principles.
- Facilitated ceremonies including planning poker, sprint planning, stand-ups, reviews, and retrospectives, employing extensive proficiency in Agile methodologies.

Mainframe Developer and Peer Reviewer (06/2018 – 09/2019)

Project: IBM Global Financing

Played key role in development of new and existing applications. Involved in design, development, troubleshooting, debugs, and implementation of software code using the mainframe components.

- Designed, developed, and maintained COBOL programs for mainframe business applications.
- Collaborated with business team to gather requirements and translate into technical specifications.
- Created and managed JCL (Job Control Language) jobs for efficient batch processing and scheduling.
- Developed maps, usages, and profiles for EDI X12 in WebSphere Data Interchange for translating data formats.
- Conducted unit testing and system integration testing for application quality assurance, delivering defect free code to production.
- Led comprehensive code reviews to assess code quality, readability, and maintainability, resulting in delivery of quality code.
 - Documented review findings, recommendations, and action items for tracking and follow-up.

Mainframe Developer (01/2017 – 06/2018)

Client: Anthem | Project: CS90 Claims

Analyzed, debugged, and resolved issues in COBOL, JCL, and DB2 code changes.

- Managed code migration to test regions and collaborated with testing teams for test case execution to deliver defect-free code to production.
- Conducted root cause analysis by recreating defect scenarios and preparing test data for debugging.
- Used business requirements to design, develop, test, and deploy code for SIT testing, ensuring smooth-running and error-free development across integration, UAT, and Prod regions.

EDUCATION & CERTIFICATION

EAST WEST INSTITUTE OF TECHNOLOGY, Bengaluru, Karnataka (India)

Bachelor of Technology in Computer Science

IBM

Agile Iteration Manager Circle

Kanban Certification

Mainframe Developer

Pavani Challa

PROFESSIONAL SUMMARY:

- > Having 7+ years of experience in mainframe application development, maintenance, and production support. Strong hands-on skills in **COBOL, JCL, IMS DB, DB2, and mainframe job scheduling (CA-7, OPC)**.
- > Strong hands-on experience on **COBOL, JCL, VSAM, Easy rive, IMS DB/DC, DB2, CICS, EDI 837, SQL & FTP** Process.
- > Expertise in using mainframe tools such as **Endevor, XPEDITER, CHANGEMAN, File-Aid, Abend-Aid, SYNC SORT, DFSORT**, Endeavor, File-Aid, File Manager, **SPUFI, QMF, CA-7** And Healthcare providers use software to create and submit **EDI 837** claims.
- > Extensive experience working with **IMS DB/DC** and **CICS** in insurance and healthcare domains. Skilled in developing and debugging real-time **CICS transactions** and **IMS hierarchical data models** using DL/I calls and MFS mapping.
- > Proven expertise in multiple flavors of coding based on **Mainframe Stored Procedures**, Triggers, Functions, Cursors, Packages, SQL Query Profiling and data base remodeling for performance.
- > Manage project scoping and estimation activities, document the project scope and approach, review plans with business and technology stakeholders and acquire sign-off from business and technology leadership
- > AWS Certified Solutions Architect with exposure to cloud migration and integration. Basic familiarity with **Docker, Kubernetes**, and observability tools such as **CloudWatch and Splunk**
- > Documented workflows and results of business analysis and obtained sign-off from client on specifications.
- > Have Strong analytical and problem-solving skills
- > Experience working with Infrastructure as Code (IaC) using **Terraform, CloudFormation**, and **Ansible** to automate environment provisioning, enforce configuration consistency, and support DevOps pipelines.
- > Managed and scheduled batch jobs using OPC/CA-7, including regular updates to job streams and scheduling criteria.
- > Solid knowledge of **Assembler programming concepts** with ongoing upskilling. Experienced in SDLC processes and agile methodologies, including **CI/CD pipeline implementation using Jenkins, GitLab, AWS Code Pipeline**, and **IaC tools like Terraform and Ansible**.
- > Worked on multiple products developing projects for Insurance, banking and retail clients involving new product launch and modifications to the existing products
- > Performed unit testing on the developed code by using the tools and standards applicable to the organization, scheduled and contributed to Brainstorming sessions
- > Developed, maintained, and optimized JCLs ensuring timely and error-free execution of nightly batch processes.
- > Supported UAT for majority of the new insurance products
- > Experience in tracking defects, issues, risks using DMS tool. Strong Judgment, Analytical, Communication and Documentation skills in all phases of SDLC process
- > Familiarity with Customer/1 billing system and its integration with mainframe-based financial and service modules.
- > Involved in war room discussions for priority 1 issues
- > Good work experience in Insurance, Retail, Banking and healthcare domains
- > High degree of experience in identifying and solving technical problems related to JCL, COBOL, DB2, VSAM and CICS Led migration efforts for CI/CD pipelines from on-premises to AWS, achieving reduction in build and deployment times
Designed and implemented CI/CD pipelines using AWS Code Pipeline, Code Build, and Jenkins, reducing deployment times by X% and increasing release frequency from monthly to weekly
Automated infrastructure provisioning using Terraform and CloudFormation to ensure consistent and reproducible environments for staging, testing, and production
- > Excellent experience in analyzing and managing customer's operational problems related to mainframe functions
- > Excellent experience in analyzing and managing customer's operational problems related to mainframe functions
- > Conducted root cause analysis to improve operational services

- Assisted with Disaster Recovery planning and execution
- Have experience on the modernization from mainframe to Cloud.

TECHNICAL COMPETENCIES:

Operating systems: IBM MVS, Z/OS, windows Vista, windows XP

Menu Process: TSO/ISPF

Languages: COBOL, OPC, JCL, REXX

Database: DB2, Stored Procedure, IMS DB, IDMS, VSAM (File system)

OLTP: CICS

Tools: SPUFI, PLATINUM, DMS, CA7

Change controller: Endeavor, Changeman

Debugging Tools: Xpedit, Intertest

Infrastructure as Code (IaC): Terraform, AWS CloudFormation, Ansible (basic)

Project Tools: JIRA, ServiceNow, Confluence, Remedy, SharePoint, Qmetry

File Handler: File Aid

CI/CD Tools: Jenkins, GitLab, Code Pipeline, Code Build

Cloud Services: AWS (EC2, S3, Code Deploy, Code Pipeline, CloudFormation, Lambda, VPC, IAM, CloudWatch)

Automation Tools: Ansible for configuration management and deployment automation

Certification:

AWS Certified Solutions Architect – Associate

PROFESSIONAL EXPERIENCE:

Limited Brands, Columbus, OH

SEP 2024 to Till Now

Mainframe Developer

In This Project I am involved in Agile scrum team. I work on story to update and create stores procedure for to retrieve the member details which are having like fund in Esetup. Create Views for the tables and update the data in cloud by using Pg-admin tool.

Responsibilities:

- Requirement Gathering, Analysis, Coding, Testing and Project Implementation for Change Requests.
- Worked on an *Account Servicing and Claims Processing Module* involving IMS DB and CICS.
- Application status reporting to Management. Attending Status calls with Clients on the ongoing Assignments and preparing the daily reports.
- Designed, developed, and optimized COBOL-based stored procedures for mainframe systems, ensuring high performance and reliability.
- Administered and maintained CA Endeavor environments across Development, QA, and Production LPARs to support seamless software lifecycle transitions.
- Developed and executed SCL (Software Control Language) scripts for automated element addition, deletion, movement, and version tracking.
- Supported developers and QA teams in code promotion processes, ensuring version integrity and adherence to change control standards.
- Investigated and resolved Endeavor integration issues involving JCL, component conflicts, library mismatches, and batch job failures.
- Participated in emergency code fix deployments, including after-hours and weekend releases, to ensure timely resolution of production incidents.
- Developed and maintained online CICS screens to handle dynamic customer service requests including fund allocation, claim tracking, and transaction history.
- Implemented pseudo-conversational CICS programs using BMS maps to support seamless online user experience for customer reps.
- Designed COBOL-IMS modules that accessed hierarchical IMS DB structures to retrieve customer policy details and update benefit eligibility flags.

- Created stored procedures to interface with DB2 databases, facilitating efficient data retrieval and manipulation for enterprise applications.
- Developed stored procedures to support integration with modern applications, including web services and APIs.
- Involving in maintaining and modifying the batch and online Mainframe applications.
- Preparing Tech response documents for business requirements, Technical Design documents for tech responses, testing approach documents for tech responses.
- Testing the batch and online applications code prior to deploying into production. Involving in documenting test Managed and scheduled batch jobs using IBM Tivoli Workload Scheduler (OPC), ensuring accurate execution timelines and job dependencies.
- Performed day-to-day maintenance and enhancements of JCLs, optimizing for performance and minimizing execution time.
- Coordinated with application support and development teams to design efficient scheduling workflows, aligned with business SLAs and compliance needs.
- Executed short-term and long-term capacity and production planning (CP/LTP), balancing workload distribution and identifying opportunities for automation.
- Created and maintained job streams, special resources, and operator instructions within OPC.
- Analyzed job logs and error traces to troubleshoot job failures, identify root causes, and apply corrective/preventative actions.
- Updated OPC calendars and defined new periods/yearly cycles based on business requirements and holiday schedules.
- Developed reusable JCL templates and maintained version-controlled job libraries for standardized implementation.
- Collaborated with change and release management teams to validate production schedules and implement job control modifications.
- Generated monthly and ad hoc performance reports using OPC reporting tools to identify optimization opportunities and ensure SLA adherence.
- Participated in DR (Disaster Recovery) drills, validating job schedules and batch run continuity in failover environments. results in Unit test results document.
- Reviewing the deliverables quality of each phase before delivering to clients.
- Providing support to IT/Business Checkout as part of implementation/Installs of projects work efforts and generating necessary reports as part of validation/verification of changes.
- Identifying the project requirements, delegating tasks among team members, guiding the team technically and functionally on work assigned, tracking progress and ensuring on-time delivery.
- Change Management Activities related to Release.
- Providing help for design/ coding for project requests handled by sub-ordinates and reviewing the same.
- Technical guidance and Peer review.
- Batch Monitoring and providing fix for Production Batch failure.
- Actively participated in on-call rotations, supporting 24x7 production environments and providing immediate response to high-priority issues.

Environment: COBOL, JCL, DB2, OPC, FILEAID, SPUFI, ENDEVOR, Expeditor, ISPF.

Nixsol India Private Limited
VANGAURD- Hyderabad India
Mainframe Developer

Nov 2021 to May 2023

In This Project I am involved in Agile scrum team. The card system is a system that deals with all the process related to the management of both Debit and Credit cards (Requesting, Renewal, Blocking, Cancelling, Cost charging etc.) and not the transactions involved in cards. This system deals with Debit cards (BC/Mc: Belgain debit card scheme, Portion: Electronic purse-low value payments, Maestro: European card scheme)/Credit cards (Charge cards or Classis cards- Pay at the end of every month, Revolving credit cards- Pay in multiple installments)/Fuel cards (VAB petrol cards), Gift cards. This system is situated with in domain Payments. Cards interface significantly with some external parties such as ATOS or Banksys (cards issuing service provider), Cetelem (Issuer of revolving credit cards), Sinsys: Partner in processing of credit cards (no direct interfacing),

Server side: Provides services for managing photos on card, VAB: Group partner for issuing of petrol cards (Subsidiary of CONFIDENTIAL), Swing: External partner for issuing of prepaid gift cards.

Responsibilities:

- Understanding new requirements and project change requests.
- Responsible for estimation of efforts for new requirements as well as Project Change requests and get the approvals from the respective Project Managers.
- Preparation of detailed design documents and Impact analysis documents.
- Coordinate with the onsite team and attend daily meetings to get a report on work progress and work assignments.
- Participated in the daily SCRUM meetings and provided updates to the management.
- Develop/Modify complex programs with mainframe technologies COBOL, IMS and DB2
- Fine tuning COBOL, CICS and DB2/SQL programs and applications for efficiency when applicable
- Collaborating with other teams, interfacing with the Deployment Group, and providing them necessary information support as and when required.
- Preparation of Unit Test scripts.
- Designed and developed online screens to perform various functions.
- SIT and UAT testing support.
- Work closely with the QA testing team, attend defect status meetings, and provide status updates on all defects assigned.
- Analysis of the defects and to provide detailed description and solution (fix) to the defects.
- Participate in peer code review meetings.
- Prepare the Production Readiness and Approval document and get the approvals from the various system managers involved with the implementation.
- Monitor the production implementation process and production validation.

TATA Consultancy Services
HUMANA, Hyderabad India
Mainframe Developer

SEP 2018 to OCT 2021

American Health Insurance mainly provide Individual Insurance, Group Insurance and also provide commercial insurance Of Business Unit. Project Involves Enhancement and Maintenance, Complex Business ticket bug fixing, Root cause Analysis Etc.

In this project various transactions according to HIPAA rules (834,278) for Enrollment (834), Health plan premium (820), Eligibility Transaction (270/271), Claims (837), Healthcare Claims (835) and Enrollment/Dis-enrollment (834).

Responsibilities

Project 2:

Support Executive

- Involving in requirement gathering calls with business analysts for new requests and application enhancement requests to understand the business requirements, discuss with business analyst if there are any queries in requirements analysis.
- Designing software application in the form of pseudo code using enterprise COBOL for Z/OS by establishing specific solutions as per business requirements.
- Designing and developing new IMS and DB2 Version 11 databases schema for business requirements.
- Developing new insurance applications by using enterprise COBOL for Z/OS according to technical design document for business requirements.

- Supported and maintained CA Endeavor environments to manage version control of COBOL, JCL, DB2, and IMS components across multiple environments (DEV, QA, UAT, PROD).
- Coordinated code promotion and package approval processes, ensuring accurate implementation through different lifecycle stages.
- Developed and utilized SCL scripts to automate routine batch operations such as element moves, deletes, and component updates.
- Collaborated with QA and release management teams to package and validate code for emergency production deployments and off-cycle releases.
- Participated in change control board (CCB) meetings, providing technical impact analysis for planned deployments.
- Ensured adherence to SOX and HIPAA compliance by documenting and auditing all Endeavor-related activities and production releases.
- Handled Endeavor-related issues during release weekends, providing support for urgent business-critical deployments.
- Performed impact analysis on components being promoted, identifying dependency risks and resolving library mismatches prior to promotion.
- Created internal documentation and guides for developers on using Endeavor and promoting code correctly through project stages.
- Supported troubleshooting of batch job failures linked to Endeavor stage misconfigurations, ensuring quick turnaround to meet SLA targets.
- Provided mentorship and hands-on support to new team members in understanding Endeavor lifecycle management and best practices.
- Developed COBOL-IMS transactions that managed member eligibility checks and policy updates in real-time.
- Created BMS maps and handled CICS communication areas (COMMAREA) to pass data between COBOL modules and CICS screens.
- Responsible for error logging and abend handling in CICS transactions to ensure smooth batch-to-online process flows.
- Modified DL/I calls in COBOL programs to accommodate new hierarchy levels in IMS DB introduced by ACA (Affordable Care Act) compliance changes.
- Involving in maintaining and modifying the batch and online insurance Mainframe applications.
- Modifying existing application COBOL software healthcare applications by using enterprise COBOL for Z/OS to incorporate business requirements logic as per the technical design document.
- Preparing tech response documents for business requirements, technical design documents for tech responses, testing approach documents for tech responses, unit test results documents as part of various software development life cycle phases.
- Preparing unit test cases for each requirement in unit test plan document as per the design approach for the business requirements.
- Worked on CI/CD pipelines with Jenkins, GitLab, AWS Code Pipeline, ensuring faster and automated deployments in large-scale environments.
- Integrated Terraform and CloudFormation for consistent infrastructure provisioning.
- Wrote and deployed Ansible playbooks to automate mainframe job configuration, scheduling, and maintenance.
- Gained working knowledge of Assembler programming, supporting team efforts involving legacy code review and optimization.
- Leveraged AWS CloudWatch and Splunk for performance monitoring, job log analysis, and early failure detection in batch workflows.
- Began working with Docker and Kubernetes to understand containerized application strategies and deployment models.
- Automated infrastructure provisioning using Terraform and CloudFormation, enabling consistent and repeatable deployments across environments.
- Contributed to setting up Ansible playbooks to automate mainframe job configurations, schedule maintenance tasks, and manage batch job environments.
- Developed scripts and automation flows for deployment pipelines using Jenkins, GitLab, and AWS Code Pipeline, improving release frequency and reliability.
- Collaborated with DevOps teams to align mainframe batch processing with IaC-driven hybrid cloud workflows.
- Have experience working on stored procedures.
- Testing the batch and online applications code prior to deploying into production. Involving in documenting test results in Unit test results document.
- Reviewing the deliverables quality of each phase before delivering to clients.

- Providing support to IT/Business Checkout as part of implementation/Installs of projects work efforts and generating necessary reports as part of validation/verification of changes.
 - Preparing the strategy and steps for installation of Mainframe software business applications in Go-Live document.
- Responsible in reviewing installation steps with business analysts before implementing into production.
- Providing support to the QA team, by helping with code move to QA regions, addressing the issues/queries that come through in QA phase.
 - Supporting software applications and systems after implementation into production.
 - Have experience on modernization of mainframe to Cloud.

Environment: COBOL, JCL, IMS, DB2, FILEAID, SPUFI, ENDEVOR, Expeditor, ISPF.

Responsibilities

Project 1

Research Analyst

- Involving in requirement gathering calls with business analysts for new requests and application enhancement requests to understand the business requirements, discuss with business analyst if there are any queries in requirements analysis.
- Designing software application in the form of pseudo code using enterprise COBOL for Z/OS by establishing specific solutions as per business requirements.
- Designing and developing new IMS and DB2 Version 11 databases schema for business requirements.
- Developing new insurance applications by using enterprise COBOL for Z/OS according to technical design document for business requirements.
- Involving in maintaining and modifying the batch and online insurance Mainframe applications.
- Modifying existing application COBOL software healthcare applications by using enterprise COBOL for Z/OS to incorporate business requirements logic as per the technical design document.
- Preparing tech response documents for business requirements, technical design documents for tech responses, testing approach documents for tech responses, unit test results documents as part of various software development life cycle phases.
- Preparing unit test cases for each requirement in unit test plan document as per the design approach for the business requirements.
- Have experience working on stored procedures.
- Testing the batch and online applications code prior to deploying into production. Involving in documenting test results in Unit test results document.
- Reviewing the deliverables quality of each phase before delivering to clients.
- Providing support to IT/Business Checkout as part of implementation/Installs of projects work efforts and generating necessary reports as part of validation/verification of changes.
- Preparing the strategy and steps for installation of Mainframe software business applications in Go-Live document. Responsible in reviewing installation steps with business analysts before implementing into production.
- Providing support to the QA team, by helping with code move to QA regions, addressing the issues/queries that come through in QA phase.
- Supporting software applications and systems after implementation into production.

- Have experience on modernization of mainframe to Cloud.

Environment: COBOL, JCL, IMS, DB2, FILEAID, SPUFI, ENDEVOR, Easytrives, Expeditor, ISPF, EPAS with ROCC ESP.

NanoMindz

MANULIFE Insurance-- India
Mainframe Developer

June 2016 to SEP 2018

This Project mainly provide Individual Insurance Solution (IIS) and Group Benefit Solution (GBS) Of Business Unit. Project Involves Enhancement and Maintenance, Complex Business ticket bug fixing, Root cause Analysis Etc.

Responsibilities:

- Understanding new requirements and project change requests.
- Responsible for estimation of efforts for new requirements as well as Project Change requests and get the approvals from the respective Project Managers.
- Preparation of detailed design documents and Impact analysis documents.
- Coordinate with the onsite team and attend daily meetings to get a report on work progress and work assignments.
- Participated in the daily SCRUM meetings and provided updates to the management.
- Develop/Modify complex programs with mainframe technologies COBOL, IMS and DB2
- Fine tuning COBOL, CICS and DB2/SQL programs and applications for efficiency when applicable
- Collaborating with other teams, interfacing with the Deployment Group, and providing them necessary information support as and when required.
- Preparation of Unit Test scripts.
- Designed and developed online screens to perform various functions.
- SIT and UAT testing support.
- Work closely with the QA testing team, attend defect status meetings, and provide status updates on all defects assigned.
- Analysis of the defects and to provide detailed description and solution (fix) to the defects.
- Participate in peer code review meetings.
- Prepare the Production Readiness and Approval document and get the approvals from the various system managers involved with the implementation.
- Monitor the production implementation process and production validation.

Environment: COBOL, JCL, IMS, DB2, FILEAID, SPUFI, Expeditor, PDX. Interrest.

EDUCATION:

- Master's Degree in Information Science (Graduated in 2024) Tine University, Detroit.
- Bachelors in Computer Science (Graduated in 2016) QIS Institute of Technology, Andhra Pradesh, India.



MUDUNURI SATYANARAYANA RAJU

Mainframe Engineer

SUMMARY

Mainframe and Middleware Engineer with 6+ years of experience delivering banking and financial modernization projects, specializing in AAF-based WebSphere Application Server (WAS) migrations, COBOL-to-Java service transitions, and mainframe-to-cloud transformations. Proven track record in optimizing COBOL-CICS-DB2 workloads, automating Control-M/CA7 pipelines, and achieving 99.9% SLA uptime on high-throughput transactional systems. Strong command of DevOps, PCI-DSS compliance, wsadmin scripting, and middleware integration across core banking, healthcare, and insurance domains.

TECH STACK

COBOL, JCL, CICS, DB2, VSAM, Java EE, IBM WebSphere Application Server, IBM MQ, AAF Frameworks, Control-M, CA7, Jenkins, Git, Terraform, Ansible, WS Admin Scripting, AWS, PostgreSQL, Oracle, Abend-Aid, Xpeditor, OMEGAMON, SDSF, REXX, PL/I, Assembler

TECHNICAL SKILLS

- **Mainframe Modernization:** COBOL, JCL, DB2, VSAM, CICS, PL/I, REXX, Assembler
- **Middleware & AAF Migration:** WebSphere Application Server (WAS), IBM MQ, ws admin, AAF Frameworks
- **Cloud & Automation:** AWS (EC2, S3), Control-M, CA7, Jenkins, Ansible, Git, Terraform
- **Database & Integration:** DB2, IMS, Oracle, PostgreSQL, IBM MQ, API Gateways
- **DevOps & QA:** CI/CD Pipelines, Shift-Left Testing, Xpeditor, Abend-Aid, SDSF, OMEGAMON, HP ALM
- **Project Methodologies:** Agile, Scrum, DevOps, ITIL, Incident & Change Management
- **Domains:** Banking & Finance, Healthcare, Insurance, Airlines

PROFESSIONAL EXPERIENCE

UNITEDHEALTH GROUP MAINFRAME ENGINEER

JAN 2025-PRESENT

- Designed and maintained COBOL-JCL programs integrated with DB2 and CICS, ensuring 99.9% data accuracy and compliance with enterprise standards.
- Translated business requirements into technical specifications; developed new modules and optimized existing code to support evolving financial workflows.
- Managed production incidents using Abend-Aid and Xpeditor; implemented root-cause fixes, reducing recurrence by 40% and safeguarding business continuity.
- Partnered with onshore/offshore Agile teams in sprint planning, daily stand-ups, and retrospectives to deliver on schedule and within budget.
- Conducted DB2 performance tuning and query optimization, cutting average batch cycle times by 20%.

HEXAWARE TECHNOLOGIES SENIOR MAINFRAME ENGINEER

JAN 2023-OCT 2023

- Led functional/regression test planning for mainframe-to-cloud modernization, mapping 200+ COBOL/JCL cases for 100% business-logic coverage.
- Validated DB2 → PostgreSQL batch and ETL processes, securing 99.9% data integrity for financial records.
- Managed Jira defect lifecycle within Agile/DevOps pipelines, triaging 500+ issues to accelerate fixes and cut QA rework by 25%.

- Orchestrated CI/CD smoke, shakedown, and cutover tests; maintained traceability matrices and UAT sign-offs, enabling zero-downtime deployments with 100% user acceptance.
- Championed shift-left testing and systematized frameworks for COBOL batch jobs and online workflows, reducing regression cycle time by 40%.

SAGE SOFTECH

JAN 2020–OCT 2022

MAINFRAME ENGINEER

- Spearheaded end-to-end development of COBOL, JCL, and DB2 programs for a high-volume financial platform, boosting feature throughput by 30% while maintaining 99.9% uptime.
- Modernized legacy routines and tuned DB2 access paths, cutting average runtime by 22% across 15+ critical workflows.
- Automated batch pipelines with Control-M and CA7, deploying self-healing scripts that lowered job failures by 60% and manual interventions by 80%.
- Led root cause analyses and permanent remediation plans for critical outages, driving MTTR down by 50%.
- Provided 24/7 production support and crafted escalation playbooks that improved incident response time by 45%.
- Mentored 8+ junior engineers through best-practice guides and knowledge-transfer sessions, halving onboarding time.

BROWNFRAME TECHNOLOGIES

JAN 2018–DEC 2019

ASSOCIATE MAINFRAME ENGINEER

- Refactored COBOL batch and CICS transactions into Java EE services for AAF-compliant WebSphere migrations, achieving 99.5% SLA compliance.
- Automated WAS deployment with wsadmin scripts, cutting migration effort by 40%.
- Tuned COBOL–DB2–VSAM processes to handle 1M+ daily transactions at 99.9% uptime.
- Integrated Control-M and CA7 for hybrid scheduling, slashing manual steps by 50%.
- Resolved high-priority abends using Abend-Aid and Xpeditor, reducing MTTR by 30%.

PROJECT HIGHLIGHTS

AAF WAS Migration

BANKING

Migrated z/OS COBOL batch modules to Java EE on WebSphere using AAF frameworks. Automated deployments with wsadmin and Control-M; achieved 30% faster nightly cycles.

Healthcare Claims Modernization

HEALTHCARE

Revamped COBOL–CICS–DB2 claims engine, tuning JCL and DB2 queries to cut cycle time by 40%. Introduced validation scripts that reduced manual QA by 30%.

Loan & Deposit Processing Optimization

BANKING

Redesigned loan origination workflows; restructured VSAM and DB2 schemas to shorten nightly runs by 3+ hours and improve SLA from 95% to 99%.

Airline Mainframe-to-Cloud Migration

AIRLINES

Ported COBOL/CICS applications for reservations and scheduling into cloud-enabled batch workflows. Implemented automated recovery procedures, reducing incident recurrence by 30% and sustaining 99.9% uptime during peak travel.

EDUCATION

- **Master of Science** – Computer Information Studies,
Trine University, USA
- **Bachelor of Science** – Computer Science,
Sabarmati University, India



Sirisha Kotha

Mainframe Application
Development/Enhancements/
Production support
Mainframe Modernization
Mainframe Migration
Banking/Insurance Domain
Release Management
Incident Management
Azure Fundamentals

- Having 10+ years of Experience in Mainframe Development, Enhancement, Support, Mainframe Modernization, Mainframe Migration.
- Worked extensively in modernizing the legacy application.
- Extensively worked in Mainframe technologies (COBOL, JCL, VSAM, CICS, DB2) and performance optimization initiatives.
- Having working Domain experience in the areas of banking and Insurance.
- Extensive knowledge and work experience z/OS, COBOL, PL/1, JCL, CICS, MQ, HOGAN, Assembler, PYTHON, Azure, C Programming, JAVA, ETL, API Calls.
- Have Good Knowledge in Databases DB2, GTTs, IMS-DB and VSAM.
- Extensively used debugging tools such as IBM Debugger.
- Hands on experience on DB2 tools such as QMF, SPUFI, DB2 PLATINUM, DB2 FILE-AID, Snowflake, Teradata.
- Experience in Utilities like LOAD/UNLOAD, BIND/REBIND/FREE, IMAGE COPY, REORG, RUNSTATS.
- Expertise in using configuration management tools CHANGEMAN, ENDEVOR, IDZ.
- Expertise in using the SORT Utility.
- Expertise in using scheduling tool TWS, Control-M and CA-7.
- Expertise in File Transfer Protocols FTP, MFTS, SFTP, Connect Direct, NDM.
- Excellent knowledge of both Batch and Online Systems running on Mainframes.
- Identifying, Unloading and Loading Test data from Production to Test regions.
- Have strong business analysis experience along with onsite-offshore coordination.
- Experience in Full Cycle of Software Development including Requirements gathering, Estimation, preparing technical specifications and design, coding, developing Test Cases and Test Scripts, Unit testing, System Testing, Integration testing, deployment, and support.
- Good understanding of business applications, their Integration, and a proven ability to adapt to new areas.

TECHNICAL PROFICIENCIES:

Programming Languages:	COBOL, JCL, CICS, PL/1, AS400, REXX, C, JAVA, PYTHON, DB2 Stored procedures.
Operating Systems:	Windows, MVS, Z/OS, Unix
Databases:	DB2, IMS DB, Natural Adabas, Oracle, Snowflake, SQL Server
Middle Layer:	MQ Series.
Software Configuration Tools:	Endevor, Changeman, ISPW.
Databases Tools and Utilities:	DB2 Admin, QMF, SPUFI, Platinum, File Aid for DB2, IBM Debugger, Xpeditior, SORT, IDCAMS, SUPERC.

EDUCATION

- Post-graduate degree- MCA (**Master of Computer Applications**) from **Anil Neerukonda Institute of technology and sciences** from **Andhra University**.

CERTIFICATIONS

- AZ-900 - Microsoft Azure Fundamentals
- DP-900 - Microsoft Azure Data Fundamentals

EXPERIENCE HISTORY:

Experience	Start Date	End Date
EPAM Systems	04/2024	07/2025
TEKsystems Global Services	12/2023	04/2024
ATOS Syntel	02/2023	11/2023
Cognizant Technology Solutions	03/2022	01/2023
CGI Information Systems	02/2021	03/2022
ITC Infotech(Contractor)	06/2015	02/2021

PROFESSIONAL EXPERIENCE

EPAM Systems

04/2024 –07/2025

Client: Edward Jones

Role: Mainframe Enhancements & Production Support

Designation: Application Support Analyst

Technology: Z/OS, COBOL, JCL, DB2, CICS, PEP+, Control-M, Datadog, JavaScript, FTP, SFTP, Connect Direct, DB2 Platinum, Splunk, CA GEN.

- Translate Business requirement into functional and technical Designs.
- Monitor and respond to system alerts in internal and external funds transfer workflows, ensuring high availability and accuracy of client transactions.
- Perform incident triage and troubleshooting for COBOL, DB2, and CICS-based transfer applications, escalating critical issues to development or infrastructure teams.
- Manage Control-M job schedules and resolve job failures impacting real-time and batch transfer processing between internal and external accounts.
- Use Datadog to monitor digital transfer channels, detect channel down events, and coordinate with cross-functional teams for immediate resolution.
- Enhance and maintain mainframe code supporting digital transfer workflows, applying JavaScript skills where applicable to improve automation and dashboarding.
- Collaborate across teams to validate system changes, perform runbook-driven resolutions, and ensure regulatory and business continuity compliance.

TEKsystems Global Services

12/2023 –04/2024

Client: Trowieprice

Role: Mainframe Modernization

Designation: Senior Software Engineer

Technology: Z/OS, COBOL, JCL, DB2, Assembler, CICS, MQ, VSAM, File-AID, Changeman, CA-7, NDM, DB2 PLATINUM, CA GEN.

- Creation of High and Detail level designs for COBOL, JCL, DB2, VSAM and CICS.
- Applies knowledge of programming techniques to mentor developers and review code when required.
- Applies knowledge of database design standards and database management.
- Analyze existing mainframe applications and codebase to understand functionality, dependencies, and business logic.
- Identify potential challenges, risks, and opportunities for optimization during the migration process.
- Provides specifications, using flowcharts and diagrams, into sequence of detailed instructions and logical steps for coding into language that can be processed by computer.
- Work with business partners to drive and capture both functional and non-functional system requirements.
- Monitor the Prod batches and solve the abends in the batch.

ATOS Syntel

02/2023 – 11/2023

Client: Standard Chartered Bank

Role: Mainframe Modernization

Designation: Associate Consultant

Technology: Z/OS, COBOL, Hogan, JCL, DB2, MQ, VSAM, CICS, File-AID, Changeman, Stored Procs, APIs, Service Now, CA GEN.

- Creation of High and Detail level designs for COBOL, JCL, DB2, VSAM and CICS.
- Maintain and enhance existing mainframe applications by debugging, troubleshooting, and implementing changes as required.
- Documents current system functionalities and identifies areas for improvement.
- Assess the compatibility of existing COBOL code with the target version and identify any potential compatibility issues or deprecated features.
- Identifying potential areas for cost saving by running business applications with improved techniques.
- Migrate data from mainframe databases to Oracle databases.
- Refactor or rewrite mainframe applications to be compatible with the distributed environment.
- Conducted performance tuning and optimization of mainframe systems to improve efficiency and reduce costs.
- Assisted in the migration of legacy systems to newer technologies.
- Create Implementation plan for deployments.
- Provided on-call support and troubleshooting for production and QA job abend issues.

Cognizant Technology Solutions**03/2022 – 01/2023****Client: MetLife****Role: Senior Mainframe Developer****Designation: Associate****Technology: Z/OS, COBOL, JCL, DB2, PL/1, VSAM, REXX, EAZYTRIVE, File-Manager, DB2 ADMIN, Endeavor, IDZ, CONTROL-M.**

- Involve in Code Review & Defect triaging
- Prepare the design document for the enhancement
- Actively participate in Coding, Unit testing, Code review, Support SIT and UAT
- Create change request to deploy the change in production
- Involving in the estimations.
- Test data preparation for unit and system testing.
- Conducting daily scrum meeting for the team.
- Creating Pre implementation plan and post implementation review.
- Mentored the junior team members.

CGI Information Systems**02/2021 – 03/2022****Client: PNC Bank****Role: Mainframe Developer****Designation: Senior Software Engineer****Technology: Z/OS, COBOL, HOGAN, JCL, DB2, SORT, IMS-DB, VSAM, REXX, CICS, FILE-AID, Endeavor, TWS.**

- Mainframe development expertise in COBOL, JCL, DB2, VSAM, utilities, Endeavor, debuggers.
- Understanding the design and technical specification documents
- Coding and Code Review as per the Client standards.
- Preparation of test plan, Test Model and test cases for System Testing related to functionality.
- Performing the System Testing support.
- Resolving abends in the batch execution.
- Monitoring the jobs execution, manual hold, release and restart the jobs as per the request.
- Document test defects in the QA Test Mgmt. tool (Quality Center).
- Attending walk through meetings with clients.
- Ensuring that all the work products are signed off by the appropriate stakeholders.

ITC Infotech(Contractor)**06/2015 – 02/2021****Client: Danske IT****Role: Mainframe Application Programmer****Technology: Z/OS, COBOL, PL/1, JCL, SORT, Ezytrive, DB2, IMS DB, VSAM, REXX, CICS, FILE-AID, Endeavor, GIT, IBM debugger, NDM, OPC.**

- Design, develop, test, and maintain mainframe applications using COBOL, JCL, VSAM, DB2, and CICS with Mainframe tools and utilities.
- Analyze business requirements and translate them into technical specifications and code.
- Coding and Code Review as per the Client standards.
- Preparation of test cases for Unit Testing and System Testing related to functionality.
- Performing the Unit Testing and System Testing support.
- Involving in the implementation activities.
- Used NDM to transfer the data files from production to test region for preparing test data.
- Identifying, Unloading and Loading Test data from Production to Test regions.
- Creating Pre implementation plan and post implementation review.
- Optimize mainframe application performance and troubleshoot issues.
- Knowledge transferring to new members and sharing with other team members.
- Monitor the Preprod& Prod batches and solve the abends in the batch.



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

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 1698045 **Reason for Modification:**

Doc Description: Mainframe Application Programmer Technical Staffing Services

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2025-08-14	2025-09-11 13:30	CRFQ 0802 DMV2600000001	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000049992

Vendor Name : 24x7SaaS

Address : 2307 Larkspur Canyon Dr

Street :

City : San Jose

State : CA

Country : Santa Clara

Zip : 95138

Principal Contact : Srini Burli

Vendor Contact Phone: 4083916205

Extension:

FOR INFORMATION CONTACT THE BUYER

John W Estep
304-558-2566
john.w.estep@wv.gov

**Vendor
Signature X**

FEIN# 27-1711651

DATE Sept 9, 2025

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

ADDITIONAL INFORMATION**REQUEST FOR QUOTATION :**

The West Virginia Purchasing Division is soliciting bids on behalf of WV Division of Motor Vehicles (WV DMV) to establish a contract for technical mainframe application programmer technical staffing services. This will be an Open-End services contract that will provide the services of Mainframe Application Programmer Analysts. All services will be provided at the DMV Headquarters location in Charleston, WV. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

INVOICE TO

DIVISION OF MOTOR
VEHICLES
5707 MACCORKLE AVE. S.E.,
SUITE 200

CHARLESTON
US

WV

SHIP TO

DIVISION OF MOTOR
VEHICLES
RECEIVING AND
PROCESSING
5707 MACCORKLE AVENUE,
S.E. SUITE 200

CHARLESTON
US

WV

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

Comm Code**Manufacturer****Specification****Model #**

81111600

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.

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2025-09-02

	Document Phase	Document Description	Page 3
DMV2600000001	Final	Mainframe Application Programmer Technical Staffing Services	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 1698045			Reason for Modification: ADDENDUM NO_1 Vendor Questions and Responses REVISED Specifications
Doc Description: Mainframe Application Programmer Technical Staffing Services			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2025-09-03	2025-09-11 13:30	CRFQ 0802 DMV2600000001	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:	VS0000049992		
Vendor Name :	24x7SaaS		
Address :	2307 Larkspur Canyon Dr		
Street :			
City :	San Jose	Country :	Santa Clara
State :	CA	Zip :	95138
Principal Contact :	Srini Burli		
Vendor Contact Phone:	4083916205	Extension:	

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Signature X

FEIN#

27-1711651

DATE

Sept 10 2025

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ADDITIONAL INFORMATION

ADDENDUM NO_1

Addendum No_1 issued to publish and distribute the attached information to the Vendor Community

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Comm Code	Manufacturer	Specification	Model #
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Vendor Questions and
Responses
REVISED Specifications

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SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2025-09-02

SOLICITATION NUMBER: CRFQ DMV2600000001

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as CRFQ DMV26000000001 (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☒ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

Additional Documentation:

Attach Vendor Questions and responses

Revised Specifications

Bid Opening remains 09/11/2025 @ 1:30 PM

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

**CRFQ 0802 DMV2600000001
Mainframe Programmer**

Vendor Questions and Agency Response

Q1. Is it a vacant position or do you have an incumbent? In case there is an incumbent, do you intend to renew their services?

A1. This is a new procurement, refer to section 1 in the RFQ specifications.

Q2. Who are previous incumbents on this project?

A2. This is a new procurement, refer to section 1 in the RFQ specifications. Reporting data information can be requested via the FOIA process for previous contract information.

Q3. What was the annual spend for the previous year on this project?

A3. This is a new procurement, refer to section 1 in the RFQ specifications. Reporting data information can be requested via the FOIA process for previous contract information.

Q4. If this is a new contract, what is the anticipated budget for this contract?

A4. Purchasing rules and regulations prohibit the release of budgetary information.

Q5. Is this RFP intended for a single vendor award or multiple vendor award?

A5. The contract will be awarded to the lowest single bidder meeting all mandatory requirements. This is a request for quotations and is not an request for proposals.

Q6. Could you please advise whether interviews will be conducted in person at the DMV Headquarters in Charleston, WV, or virtually?

A6. Refer to section 5, vendor responsibilities.

Q7. Is a minimum of three years of DMV experience a mandatory requirement?

A7. All requirements outlined in this RFQ are mandatory requirements. Specific experience requirements are outlined in section 3.

Q8. Does this position offer the option to work remotely?

A8. Refer to section 1 and section 5 in the specifications.

Q9. Is this a new requirement, or is there an incumbent currently providing these services?

A9. This is a new procurement, for background information refer to section 1 in the specifications.

Q10. Is prior experience with the West Virginia Department a mandatory requirement?

A10. Refer to section 3 in the specifications for the mandatory experience requirements.

Q11. For the candidate selection process, will interviews be conducted on-site or through video conferencing?

A11. Refer to section 1 and section 5 in the specifications.

Q12. If a vendor has past performance in IT staffing but has not previously provided Mainframe Application Programmer positions, are they still eligible to bid?

A12. Vendors must comply with all mandatory requirements regardless of previous contract awards.

Q13. Are there any certifications or licenses required to be submitted by vendors apart from the WV business license?

A13. Refer to sections 3, 4 and 5 in the specifications for information regarding vendor submission requirements.

Q14. What is the estimated number of open positions or anticipated usage under this contract?

A14. Refer to sections 1 and 5 in the specifications. Estimated quantities are outlined in Exhibit A, Pricing Page.

Q15. Is it mandatory for vendors to have a local office in West Virginia to be eligible for award?

A15. A local office is not required; however, the vendor must comply with all mandatory contract requirements to be considered contract award.

Q16. What type of vendor past performance or experience is DMV specifically seeking for this requirement?

A16. Refer to sections 3, 4 and 5 in the specifications for mandatory experience requirements.

Q17. Can a vendor still bid if they have never provided this exact position before?

A17. Refer to sections 3, 4 and 5 in the specifications for mandatory requirements.

Q18. What is the estimated budget or expected spend for this contract?

A18. Refer to the response to question 4.

Q19. Are there any liquidated damages or penalties for non-performance under this contract?

A19. Refer to item 11 in the contract Terms and Conditions.

Q20. Could you clarify if vendor references are required, as this was not explicitly mentioned (other than references related to candidates)?

A20. Refer to sections 3, 4 and 5 in the specifications for mandatory submission requirements.

Q21. If vendor references are required, how many should be submitted?

A21. See the response to question 20.

Q22. Is this requirement considered a new need or a recompile of an existing contract? If a recompile, could you provide details on the incumbent vendor(s)?

A22. This is a new procurement, refer to section 1 in the specifications for background information. Historical information for previous contracts may be requested via the FOIA process.

Q23. Could you provide historical usage information such as hours billed, number of resources used, or total spend from previous similar contracts?

A23. See response to question 22.

Q24. Should resumes of proposed candidates be submitted with the proposal, or only provided upon request or award?

A24. See response to question 20.

Q25. Could you please provide the budget allocated for the contract?

A25. Refer to the answer for question 4.

Q26. Can we know the previous spending on the project?

A26. Refer to the answer for question 3.

Q27. Is this contract going to be a single award or multiple award?

A27. Refer to the answer for question 5.

Q28. Is there an incumbent?

A28. Refer to response for question 1.

Q29. What is the minimum number of references required for each candidate?

A29. Refer to sections 3, 4 and 5 for mandatory requirements and bid submission requirements.

Q30. Does the proposed candidate should meet all the qualifications mentioned in 3.1 – 3.7.

A30. All requirements listed in specifications document are mandatory requirements.

Q31. Is it mandatory for proposed candidates to have prior experience specifically related to federal and/or state legal requirements governing Commercial Driving Licensing in West Virginia as outlined in section 3.5.

A31. All requirements in the specifications document are mandatory requirements.

Q32. Can WV DMV confirm the anticipated state date for the selected candidates?

A32. The contract start date will be the date of the contract award. Candidates should be prepared to start upon receiving award notification and completion of the requirements outlined in section 5.

Q33. Is there a maximum number of hours per week or per year that the DMV expects to utilize?

A33. Anticipated work hours are outlined in section 5.1.

Q34. Will the WV DMV provide workstations and necessary software tools onsite, or should the vendor supply them?

A34. Equipment and software will be provided by the WV DMV for candidates to utilize on-site during the contract period.

Q35. Can WV DMV confirm whether the selected candidate to be fully on-site or hybrid work arrangement would be considered.

A35. Refer to sections 1 and 5 in the specifications.

Q36. Is there a preferred format or template for submitting candidate names and experience documentation?

A36. Refer to sections 3, 4 and 5 in the specifications for mandatory submission requirements.

Q37. In the event that a proposed candidate is deemed non-compliant or disqualified during the evaluation process, will the vendor be permitted to submit a replacement prior to contact award?

A37. Replacement/alternative candidates are subject to the same contract requirements and approval process as outlined in the specifications. Review section 5.

Q38. If a candidate becomes unavailable or is found to be unsuitable after the contracts has been awarded during the engagement period, the vendor will be allowed to propose a qualified replacement to ensure continuity of service.

A38. Replacement/alternative candidates are subject to the same contract requirements and approval process as outlined in the specifications. Review section 5.

Q39. What specific information is required to validate the professional references of the proposed candidate?

A39. The vendor will be required to submit information necessary to contact proposed applicant references as outlined in section 3.7. At a minimum the vendor should provide contact information for references, this must include a contact name, telephone number and email address for each reference provided.

Item 5.1.1.1 will be added to the specifications and shall read as follows:
“Vendors shall provide contact information for all references, this shall include at a minimum, contact name, vendor name, telephone number and email address.”

Q40. Will the WV DMV accept pricing adjustments in future renewal years due to inflation or market changes.

A40. Refer to pricing page Exhibit A. Space is provided for pricing for years 2, 3 and 4 option renewal years.

Q41. Is it mandatory for proposed candidates to have prior experience working with AAMVA applications that interface with the WV Drivers' System, including CDLIS, PDPS, SSOLV, UNI and State-to-State systems?

A41. All the requirements outlined in the specification document are mandatory.

Q42. Should the vendor need to be registered in WV to apply for this opportunity?
Please confirm.

A42. Vendor must be compliant with all vendor registration requirements prior to contract award.

Q43. If a highly qualified candidate working with mainframe systems and technologies does not have experience with the WV Drivers' System, can they still qualify for this bid?

A43. All requirements outlined in the specification document are mandatory.

Q44. Could the agency confirm where there are any consideration for extending the submission due date for this solicitation?

A44. The bid opening date is 9/11/2025. No extensions will be provided.

Q45. How would you prefer to receive the proposals, in PDF or Word format?

A45. Bid submission instructions are included in section 6 of the Instructions to Vendors.

Q46. Should the proposal response, resumes of candidates, references, amendment acknowledgement and pricing pages to be compiled in a single document?

A46. Bid submission instructions are included in section 6 of the Instructions to Vendors.

Q47. Will 2 candidates be selected from a single vendor?

A47. Refer to response to question 5.

Q48. Is it mandatory for the business to be licensed in WV to be eligible to apply for this bid.

A48. Vendor must be compliant with all vendor registration requirements prior to contract award.

Q49. Will the agency assist in coordinating background checks, or must the vendors handle all aspects independently?

A49. Refer to section 5 for details regarding vendor responsibilities.

Q50. What is the expected turnaround time for background check approvals?

A50. Refer to section 5 for details regarding vendor responsibilities. Item 5.1.1.2 has been added to include a turnaround requirement for background checks. The requirement will read as follows: "Vendor is responsible for completely background checks outlined in section 5 within fourteen days".

Q51. What criteria will the agency use to determine whether to exercise the renewal options for years 2, 3 and 4.

A51. Refer to section 6.1.

Q52. Will vendors be notified in advance if the agency intends to renew the contract? Would you like help drafting a formal email or preparing a Q&A sheet for your team?

A52. Refer to section 6.1. Assistance in drafting a formal email or Q&A sheet is not needed.

Q53. Can agency list the details to be included in the proposal document for submission?

A53. Vendor should review Bid submission instructions in section 6 of the Instructions to Vendors.

REQUEST FOR QUOTATION
Mainframe Application Programmer Analysts – Onsite Only

SPECIFICATIONS

- 1. PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of WV Division of Motor Vehicles (WV DMV) to establish a contract for technical 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 on-site hourly rate basis. All services will be provided at the DMV Headquarters location in Charleston, WV. Proposals for providing services remotely will NOT be considered.

The Mainframe Programmer Analysts positions are needed to provide technical expertise to meet the temporary contracted staffing needs. These services will be utilized to develop modifications and enhancements to the mainframe computer systems currently utilized by the West Virginia Division of Motor Vehicles (WV DMV). A minimum of two (2) analyst positions are currently needed, however, additional positions may be required in the future.

The Mainframe Programmer Analysts positions are located on-site only, at WV DMV Headquarters, 5707 MacCorkle Avenue, S.E., Charleston, WV 25304, Monday through Friday, 8:00 AM to 4:00 PM, excluding holidays listed herein. Proposed candidates must be legally authorized to work in the United States.

- 2. DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

2.1 “Contract Services” means application software analysis, programming support and development, code review, project reporting and project management services necessary for the day-to-day operations of the WV DMV Drivers’ Systems as more fully described in these specifications.

2.2 “Pricing Page” means the pages, contained in wvOASIS or attached hereto as Exhibit A, upon which Vendor should list its proposed price for the Contract Services.

2.3 “Solicitation” means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.4 “AAMVA” is the American Association of Motor Vehicle Administrators and is a national organization that is charged with improving highway safety and identification security by promoting uniform standards for all areas related to driver licensing.

2.5 “ACD” is the AAMVA Code Dictionary.

2.6 “DB2” or DataBase 2 is a Relational DataBase Management System designed by IBM to operate in a mainframe environment.

REQUEST FOR QUOTATION
Mainframe Application Programmer Analysts – Onsite Only

- 2.7 “CA”** is a company that develops programming tools for the IBM mainframe environment.
- 2.8 “COBOL”** is a programming language designed for use in an IBM enterprise mainframe environment.
- 2.9 “CICS”** Customer Information Control System (CICS) is a family of mixed language application services that provide online transaction management connectivity for applications on IBM Mainframe systems.
- 2.10 “CD31”** means a sanitized Commercial Driver License Data File.
- 2.11 “CDLIS”** is a system mandated by the Commercial Motor Vehicle Safety Act of 1986 and is a nationwide computer system that enables licensing agencies to ensure that each commercial driver has only one driver’s license and one complete driver record.
- 2.12 “FMCSA”** means the Federal Motor Carrier Safety Administration
- 2.13 “JCL”** means Job Control Language.
- 2.14 “PRF”** means Pseudo Random Function and is a tool utilized on an IBM mainframe system.
- 2.15 “RC/UPDATE”** is a tool that allows for programming updates to a DB2 database in an IBM mainframe environment.
- 2.16 “RC/QUERY”** is a tool that allows for programming updates to a DB2 database in an IBM mainframe environment.
- 2.17 “HOLIDAY EXCEPTIONS”** is a list of holidays the WV DMV adheres to annually.
- New Year’s Day
 - Martin Luther King Day
 - Washington’s Birthday
 - Memorial Day
 - Juneteenth
 - West Virginia Day
 - Independence Day
 - Labor Day
 - Columbus Day
 - Veterans Day
 - Thanksgiving Day
 - Christmas Day

REQUEST FOR QUOTATION
Mainframe Application Programmer Analysts – Onsite Only

3. QUALIFICATIONS: Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

- 3.1.** The Application Programmer Analysts must have at least (5) five years of paid full-time experience programming in IBM Mainframe, designing and maintaining enterprise level complex COBOL/CICS/DB2 environments. Vendor shall provide Agency with supporting documentation, such as, a resume to support the required years of experience to meet the qualifications. Documentation should be provided with the bid; however, document must be provided prior to the award. Failure to provide documentation will result in disqualification.
- 3.2.** The Application Programmer Analysts must have at least (5) five years of paid full-time experience programming with JCL in an enterprise mainframe environment. Vendor shall provide Agency with supporting documentation, such as, a resume to support the required years of experience to meet the qualifications. Documentation should be provided with the bid; however, document must be provided prior to the award. Failure to provide documentation will result in disqualification.
- 3.3.** The Application Programmer Analysts must have at least (3) three years of paid full-time experience programming in the WV Drivers enterprise mainframe database analysis and design. Due to the complexity of the WV Driver's environment. The Application Programmer Analysts must also have experience working in a regulated environment either at the federal or state level. Vendor shall provide Agency with supporting documentation, such as, a resume to support the required years of experience to meet the qualifications. Documentation should be provided with the bid; however, document must be provided prior to the award. Failure to provide documentation will result in disqualification.
- 3.4.** The Application Programmer Analysts must have at least (3) three years of paid full-time experience using Computer Associates DB2/IBM Tools – RC/Update and PRF. Vendor shall provide Agency with supporting documentation, such as, a resume to support the required years of experience to meet the qualifications. Documentation should be provided with the bid; however, document must be provided prior to the award. Failure to provide documentation will result in disqualification.
- 3.5.** The Application Programmer Analysts must have at least (1) one year of experience working with the federal and/or state legal requirements regarding Commercial Driver Licensing in WV. Vendor shall provide Agency with

REQUEST FOR QUOTATION
Mainframe Application Programmer Analysts – Onsite Only

supporting documentation, such as, a resume to support the required years of experience to meet the qualifications. Documentation should be provided with the bid; however, document must be provided prior to the award. Failure to provide documentation will result in disqualification.

3.6. The Application Programmer Analysts must have experience working with the American Association of Motor Vehicle Administrators (AAMVA) applications which interfaces with the WV Drivers' System. These applications include the Commercial Driver's Licensing Information System (CDLIS), the Problem Driver Pointer System (PDPS) and the Social Security Online Verification and the Unified Network Interface as well as knowledge of the State-to-State system with AAMVA. Vendor shall provide Agency with supporting documentation, such as, a resume to support the required years of experience to meet the qualifications. Documentation should be provided with the bid; however, document must be provided prior to the award. Failure to provide documentation will result in disqualification.

3.7. All references to experience requirements listed in this RFQ shall be demonstrated through references provided in the candidates resumes as described above. WV DMV will verify such experience by contacting the references provided in the resumes. In the event WV DMV is unable to confirm experience based on reference information, this may result in disqualification. The vendor will be required to provide resume documentation for a minimum of two (2) candidates. Documentation should be provided with the bid; however, document must be provided prior to the award. Failure to provide documentation will result in disqualification.

4. MANDATORY REQUIREMENTS:

4.1 Mandatory Contract Services Requirements and Deliverables: Contract Services must meet or exceed the mandatory requirements listed below.

4.1.1 The vendor shall provide the Agency with an all-inclusive hourly rate and an overtime rate for the onsite contract services listed below on an open-end continuing basis. The individuals supplied by the vendor to fulfill the Contract Services must meet or exceed the mandatory requirements shown below:

4.1.1.1 Mainframe Application Programmer Analysts must create and implement modifications to the WV DMV Drivers' License System to meet the AAMVA CDLIS Modernization Federal requirements which will allow WV to create a clean CDL file (CD31).

REQUEST FOR QUOTATION
Mainframe Application Programmer Analysts – Onsite Only

- 4.1.1.2** Mainframe Application Programmer Analysts must perform enhancements to the WV DMV Driver License system to incorporate the new ACD codes as required by the Agency.
- 4.1.1.3** Mainframe Application Programmer Analysts must perform enhancements to the WV DMV Drivers' License System to satisfy the requirements of the FMCSA to interface with the WV Court System to comply with the requirement that all convictions involving a Commercial Driver License holder or Commercial Motor Vehicle must be added to the driver's record within (10) days from conviction date for compliance with federal law.
- 4.1.1.4** Mainframe Application Programmer Analysts must perform enhancements to the WV DMV Drivers' License System as required to establish the interface with all WV DMV systems.
- 4.1.1.5** Mainframe Application Programmer Analysts must perform enhancements to the current WV DMV Drivers' License System to ensure compliance with changes in both Federal and State laws.
- 4.1.1.6** Mainframe Application Programmer Analysts must perform enhancements and ensure the day-to-day operation of the WV DMV Drivers' License System resulting from mainframe system upgrades and new programming requests submitted by WV DMV.
- 4.1.1.7** Mainframe Application Programmer Analysts must perform daily operational support that includes, telephone support provided to end users, attending meetings, developing, conducting training and troubleshooting problems as they occur. Some examples of enhancements that would be required, include the development of a state-to-state interface based on mandated made by Federal and State regulatory authorities. The candidates would be required to develop code to programmatically meet these mandates. This would also involve system design, documentation, meeting with agency personnel, system testing and training.

REQUEST FOR QUOTATION
Mainframe Application Programmer Analysts – Onsite Only

5. VENDOR RESPONSIBILITIES:

5.1 The vendor must provide an all-inclusive hourly rate and an overtime rate that is inclusive of all costs including, but not limited to federal, state, and local withholding taxes, social security, and Medicare taxes as well as all unemployment compensation, workers compensation, general and professional liability premiums. All overhead for the vendor and fringe for the candidates must be included in the successful vendor's hourly rates. All travel expenses must be included in the vendor's hourly rates. Vendor must be located within the continental US, recommended candidates are required to work onsite at WV DMV Headquarters located at 5707 MacCorkle Avenue, S.E., Charleston, WV 25304. It is anticipated that the proposed candidates will be working approximately 40 hours per week onsite. The number of hours per week will be determined by the WV DMV. In the event of emergencies, candidates must be able to report to the DMV Offices within 48 hours to respond to emergencies, meetings, etc.

5.1.1. Vendor shall provide the Agency with information for the candidates according to state and federal standards, including applications for each candidate, that include candidates experience and background, with a description of each candidates programming language experience, years of experience and work history using said experience. Documentation should be provided with the bid; however, documentation must be provided prior to award. Failure to provide documentation will result in disqualification.

5.1.1.1 Vendor shall provide contact information for all references, this shall include at a minimum, contact name, vendor name, telephone number and email address.

5.1.1.2 Vendor is responsible for completing background checks as outlined in Section 5 within fourteen (14) days.

5.1.2. The Vendor's candidates must consistently perform the contracted duties as outlined in these specifications and in accordance with the delivery order issued against this open-end contract.

5.1.3. The successful candidates will be required to present a timesheet along with a brief summary of the tasks performed for approval on a weekly basis.

REQUEST FOR QUOTATION
Mainframe Application Programmer Analysts – Onsite Only

- 5.1.4.** If during the term of the Delivery Order the candidate(s) placed by the vendor leaves the company and/or has to be replaced; the vendor must give written notice to the Agency within one (1) business day, explaining the circumstances of the departure, and must replace the candidate(s) with another candidate(s) meeting or surpassing all the requirements for the classification listed sections 3 and 4 to maintain continuity of services. Vendor must provide the Agency a list of potential candidates for replacement staffing needs within 2 weeks (10 business days) of the notification of replacement. Vendor must provide documentation and resumes for every candidate which indicates their meeting the classification. Vendors may send multiple resumes so that the agency may make the selection. Any interruption of service greater than (10) business days will be grounds for cancellation of the Delivery Order.
- 5.1.5.** The successful vendor and candidates must comply with all Agency policies and procedures. Any access or user accounts issued to a candidate to permit work in the State computing environment are subject to revocation without notice.
- 5.1.6** All potential candidates proposed for service under this contract must have a complete background check performed by the vendor at the vendor's sole cost. The background check will include but not be limited to the following:
1. A credit check
 2. Confirmation of previous employment
 3. Verification of references
 4. Criminal record check on the state and federal level
 5. Driver's license verification and background information
 6. Fingerprint validation

5.2. DUTIES AND RESPONSIBILITIES OF THE AGENCY:

- 5.2.1.** Ordering Procedure: Agency will issue an Agency Delivery Order to the successful vendor requesting the total number of hours for the positions defined in sections 3 and 4.

REQUEST FOR QUOTATION
Mainframe Application Programmer Analysts – Onsite Only

- 5.2.2.** Successful Vendor's candidates shall work under Agency supervision. The Agency shall be solely responsible for providing the candidates with day-to-day guidance in the execution of responsibilities at the Agency.
- 5.2.3.** Agency reserves the right to terminate the candidate(s) selected for the position providing services to the Agency without cause if it is determined in the best interest and wellbeing of the Agency. Termination would occur by cancellation of the remainder of the Delivery Order and does not require prior notification to the Vendor.
- 5.2.4.** Independent Contractor Status: The purpose of this contract is to obtain temporary services that are provided by individuals or entities as independent contractors and not as employees of the State of West Virginia. The distinction between independent contractor and an employee is complex and can require analysis of 20 or more factors relating to the circumstances of each contract. The Internal Revenue Service and the U.S. Department of Labor have provided guidance on the issue at:

IRS – <http://www.irs.gov/pub/irs-pdf/p15a.pdf>

IRS– <http://www.irs.gov/Business/Small-Business-&Self-Employed/Independent-Contractor-Self-Employed-or-Employee>

DOL – <http://www.dol.gov/elaws/esa/flsa/docs/contractors.asp>

Prior to utilizing the services available under this contract, the agency and Vendor must ensure that the factors relating to the broad categories of behavioral control, financial contract, and the type of relationship between the state and the temporary worker will not cause the independent contractor relationship to be constructed as an employee/employer relationship. Items that must be considered, include but are not limited to, the degree of control exercised by the State over the temporary worker relating to performance of the job and the degree to which the temporary worker is integrated into the State's system. The Purchasing Division recommends that the agency and Vendor review the IRS and DOL publications found at the links above and obtain further assurances from their respective internal legal counsel to maintain the independent contractor status of individuals and entities under this contract.

REQUEST FOR QUOTATION
Mainframe Application Programmer Analysts – Onsite Only

6. CONTRACT AWARD:

6.1 Contract Award: The Contract is intended to provide Agency with an open-end contract to provide an hourly rate and an overtime rate for the services described in this RFQ. Contract shall be awarded to the Vendor that provides the Contract Services meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.

Contract will be evaluated on all lines but will only be awarded on first year. Renewal options for years 2, 3, and 4 will be initiated by the Agency, agreed to by the Vendor and processed by the West Virginia Purchasing Division as Change Orders for subsequent years.

6.2 Pricing Page: Vendor must complete the Pricing Page by completing Exhibit A with an hourly rate unit price and total annual rate for an estimated 2080 hours and an overtime hourly rate unit price and for an estimated 832 hours. Then complete the same for each of the optional years. The estimated hours will be used for evaluation purposes. Vendor must complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified.

Vendor should type or electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document. Vendors are able to download the Exhibit A Pricing Page from the wvOASIS VSS website for this solicitation.

- 7. PERFORMANCE:** Vendor and Agency shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Agency. In the event that this Contract is designated as an open-end contract, Vendor shall perform in accordance with the release orders that may be issued against this Contract.
- 8. PAYMENT:** Agency shall pay an hourly rate and overtime rate annually, as shown on the Pricing Pages, for all Contract Services performed and accepted under this Contract. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.
- 9. TRAVEL:** Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the Agency separately.

REQUEST FOR QUOTATION
Mainframe Application Programmer Analysts – Onsite Only

10. FACILITIES ACCESS: Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. If access cards and/or keys are required:

10.1. Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.

10.2. Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.

10.3. Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.

10.4. Anyone performing under this Contract will be subject to Agency's security protocol and procedures. This includes, but is not limited to, agreeing to and

submitting the attached Exhibit "B", WVDMV PII Acknowledgement form, and Exhibit "C" Notice of State of West Virginia Confidentiality Policies and Information Security Accountability Requirements. The WVDMV is the record owner of, and bears the responsibility for maintaining electronic Driver Licensing and Motor Vehicle Information, including Personal Information and Sensitive Personal Information as defined in the Federal Drive Privacy Protection Act ("DPPA") and the Uniform Motor Vehicles Records Disclosure Act (W. VA. Code § 17A-2A-1 et seq.) ("UMVRDA")

10.5. Vendor shall inform all staff of Agency's security protocol and procedures.

11. VENDOR DEFAULT:

11.1 The following shall be considered a vendor default under this Contract.

11.1.1. Failure to perform Contract Services in accordance with the requirements contained herein.

11.1.2. Failure to comply with other specifications and requirements contained herein.

11.1.3. Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

11.1.4. Failure to remedy deficient performance upon request.

REQUEST FOR QUOTATION
Mainframe Application Programmer Analysts – Onsite Only

11.2 The following remedies shall be available to Agency upon default.

11.2.1. Immediate cancellation of the Contract.

11.2.2. Immediate cancellation of one or more release orders issued under this Contract.

11.2.3. Any other remedies available in law or equity.

12. MISCELLANEOUS:

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

Contract Manager: Srini Burli

Telephone Number: 4083916205

Fax Number: _____

Email Address: sburli@24x7SaaS.com

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DMV2600000001

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 the 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:

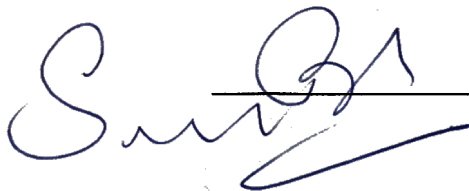
(Check the box next to each addendum received)

<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 the 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.

24x7SaaS

Company

_____
Authorized Signature

Sept 10, 2025

Date

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



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

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 1698045
Doc Description: Mainframe Application Programmer Technical Staffing Services
Reason for Modification: to post Addendum No. 2

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2025-09-10	2025-09-18 13:30	CRFQ 0802 DMV2600000001	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000049992
Vendor Name : 24x7SaaS
Address : 2307 Larkspur Canyon Dr
Street :
City : San Jose
State : CA
Country : Santa Clara
Zip : 95138
Principal Contact : Srini Burli
Vendor Contact Phone: 4083916205
Extension:

FOR INFORMATION CONTACT THE BUYER

John W Estep
304-558-2566
john.w.estep@wv.gov

Vendor
Signature X

FEIN# 27-1711651

DATE September 17, 2025

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

ADDITIONAL INFORMATION
ADDENDUM NO_2
1.Attach vendor question and response.
2.To extend the bid opening date from 9/11/2025 to 9/18/2025.
3.The bid opening time remains at 1:30 pm.
No other changes

INVOICE TO	SHIP TO
DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200 CHARLESTON WV US	DIVISION OF MOTOR VEHICLES RECEIVING AND PROCESSING 5707 MACCORKLE AVENUE, S.E. SUITE 200 CHARLESTON WV US

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

Comm Code	Manufacturer	Specification	Model #
81111600			

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.

SCHEDULE OF EVENTS		
Line	Event	Event Date
1	Tech Questions due by 10:00am	2025-09-02

	Document Phase	Document Description	Page 3
DMV2600000001	Final	Mainframe Application Programmer Technical Staffing Services	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 1698045			Reason for Modification: to post Addendum No. 2
Doc Description: Mainframe Application Programmer Technical Staffing Services			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2025-09-10	2025-09-18 13:30	CRFQ 0802 DMV2600000001	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000049992
Vendor Name : 24x7SaaS
Address : 2307 Lakrspur Canyon Dr
Street :
San Jose
City :
State : CA **Country :** Santa Clara **Zip :** 95138
Principal Contact : Srini Burli
Vendor Contact Phone: 4083916205 **Extension:**

FOR INFORMATION CONTACT THE BUYER

John W Estep
304-558-2566
john.w.estep@wv.gov

Vendor
Signature X

FEIN# 27-1711651

DATE Sept 17, 2025

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

ADDITIONAL INFORMATION
ADDENDUM NO_2
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Mainframe Application Programmer Technical Staffing Services				

Comm Code	Manufacturer	Specification	Model #
81111600			

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.

SCHEDULE OF EVENTS		
<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2025-09-02

SOLICITATION NUMBER: CRFQ DMV26*01
Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

Description of Modification to Solicitation:

- 1. Attach vendor question and response.**
- 2. To extend the bid opening date from 9/11/2025 to 9/18/2025.**
- 3. The bid opening time remains at 1:30 pm.**

No other changes

Additional Documentation: **Documentation** related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Attachment A

Addendum No. 2 - CRFQ 0802 DMV26*01 Mainframe Programmer Follow Up Questions with Agency Response.

1. Do vendors need to provide separate references for each subsection 3.1 to 3.6, or will 2-3 overall references for the proposed candidates be sufficient to cover all the requirements outlined in subsection 3.1 to 3.6.

Answer: Per the Purpose and Scope section of the RFQ, this solicitation is for a minimum of two analyst positions; however additional candidates may be required in the future. Proposed candidates are required to meet all the requirements outlined in sections 3.1 to 3.6.

2. Is there a specific format for submitting responses, or can the vendor provide them in its own format.

Answer: The vendor should review the Instructions to Vendors item #6. There is not a specific template for reference information.

3. Are there any license and certification requirements for the proposed candidates that must be submitted with the response.

Answer: The vendor should review the following sections in the specification document: 3 - Qualifications, 4 - Mandatory Requirements and 5 - Vendor Responsibilities.

4. Please confirm whether or vendors are required to submit the proposed candidates' resumes along with the proposed response.

Answer: The vendor should review Section 5 in the RFQ specifications.

5. What is the estimated budget for this contract. If unknown, please provide previous spending.

Answer: This was addressed in the previous addendum. Review the response to Q 3, Q4 and Q5.

6. Is this a new initiative or does the DMV have an incumbent on this? If there is an incumbent, please disclose their names and if possible, provide the incumbent's proposals along with their cost proposals to facilitate competitive pricing.

Answer: This is a new stand-alone solicitation as described in section 1 of the specifications. The RFQ question answer period is intended to address questions/concerns regarding the current solicitation. Information on past procurements such as previous solicitations can be found by searching VSS and reviewing the Bids Received Page on the Purchasing Division website. Other historical information can be requested via the FOIA process as indicated in the previous addendum.

7. How many temporary staff are currently working under this contract?

Answer: This is a new solicitation as stated above. A contract will not be issued until the bids are opened and evaluated.

8. Please specify the issues that DMV is facing under the current contract.

Answer: This is a new solicitation as stated above. A contract will not be issued until the bids are opened and evaluated. The vendor should review Section 1 of the specifications regarding the purpose and scope.

9. Do vendors need to provide separate references for each subsection 3.1 to 3.6, or will 2-3 overall references for the proposed candidates be sufficient to cover all the requirements outlined in subsection 3.1 to 3.6.

Answer: Review answer for question 1.

10. Is there a specific format for submitting responses, or can the vendor provide them in its own format.

Answer: Review answer to question 2.

11. Are there any license and certification requirements for the proposed candidates that must be submitted with the response.

Answer: Review answer to question 3.

12. Please confirm whether or vendors are required to submit the proposed candidates' resumes along with the proposed response.

Answer: Review response to question 4.

13. Do you require a cost to be provided per candidate or as an overall project cost?

Answer: Review Section 5 Vendor Responsibilities and Pricing Page Exhibit A.

14. Is it mandatory for the vendor to be a Small, Women-Owned, or Minority Business in order to bid on this opportunity.

Answer: All vendors are encouraged to bid regardless of their business classification. The solicitation will be awarded to the vendor with the lowest bid that meets all the mandatory specifications.

15. Are there any subcontracting goals associated with this solicitation?

Answer: The solicitation will be awarded to the vendor with the lowest bid that meets all the mandatory specifications. The vendor that is awarded the bid will be solely responsible for providing the services outlined in this solicitation.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DMV26*01

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
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<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.

24x7SaaS

Company

Authorized Signature

Sept 17, 2025

Date

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