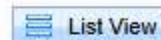The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of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

Welcome, Christopher W Seckman

Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR)   Dept: 0802   ID: ESR09182500000002020   Ver.: 1   Function: New   Phase: Final   Modified by batch , 09/18/2025

Header 2

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1698045
Procurement Type: Central Master Agreement
Vendor ID: VS0000045681
Legal Name: TRI-FORCE CONSULTING SERVICES INC
Alias/DBA:
Total Bid: $1,174,493.42
Response Date: 09/18/2025
Response Time: 11:10
Responded By User ID: Operations@1245
First Name: Manish
Last Name: Gorawala
Email: operations@triforce-inc.com
Phone: 2157406806

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: 2
Total of All Attachments: 2

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 ESR09182500000002020	1

VENDOR
VS0000045681
TRI-FORCE CONSULTING SERVICES INC

Solicitation Number:	CRFQ 0802 DMV2600000001			
Total Bid:	1174493.419999999925494194030	**Response Date:** 2025-09-18	**Response Time:**	11:10:35
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				1174493.42

Comm Code	Manufacturer	Specification	Model #
81111600			

Commodity Line Comments:

Extended Description:

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

Tri-Force® Consulting Services Inc.

RFQ # CRFQ 0802 DMV2600000001
Title: Mainframe Application Programmer Technical Staffing Services
State of West Virginia
TECHNICAL PROPOSAL

Tri-Force® Consulting Services Inc.

Date: September 18, 2025

Submitted to:	**Attn:** John W Estep, Contract Specialist Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130 **Phone:** 304-558-2566 **E-mail:** john.w.estep@wv.gov

Submitted By:

Company:	**Tri-Force Consulting Services, Inc.**
Address:	**Business Center of Lansdale 650 North Cannon Avenue, Lansdale, PA 19446**
POC:	**Manish Gorawala, President**
Phone:	**(215) 362-2611**
Cell:	**(215) 740-6806**
Fax:	**(267) 200-0026**
Email:	**mgorawala@triforce-inc.com**
Website:	**www.triforce-inc.com**
Business Size:	**Small Business**
GSA MAS Schedule Contract #:	**47QTCA19D00ET**
CAGE Code:	**39SG4**
DUNS Number:	**098793321**
SAM UEI Number:	**XYX2JP7AC7C3**
NAICS Codes:	**541511, 541512, 541513, 541519, 518112, 541690, 518210, 519190, 541614, 541490**
ISO Certified:	**ISO/IEC 27001:2022 & ISO 9001:2015**

Our quote submitted in response to this solicitation will be valid for 180 days from the due date.

❖ **Our Government Clients:**

❖ **Our Commercial Clients:**

➢ **Contracts & Certifications:**
- GSA MAS Schedule Contract #:47QTCA19D00ET
- Seaport 8(a) prime (Zones 1,2,3,4, 5, & 6) IDIQ.
- Certified MBE - PA, DE, NYC, NJ, NY, Port Authority of NY & NJ, Eastern Minority Supplier Diversity Council (EMSDC), City of Philadelphia.
- ISO Certification: ISO/IEC 27001:2022 & ISO 9001:2015

➢ **Awards:**
- Inc. 5000 award program and ranked 895, 996, 931, and 651 in 2011, 2012, 2021, and 2022 respectively.
- Six times winner among the fastest-growing companies in Philadelphia.
- Top 500 Minority-owned businesses in the USA.

Table of Contents

1   Transmittal Letter

Attn: John W Estep, Contract Specialist Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	From: Tri-Force Consulting Services, Inc. Business Center of Lansdale 650 North Cannon Avenue Lansdale, PA 19446

Ref.: RFQ # CRFQ 0802 DMV2600000001; Title: Mainframe Application Programmer Technical Staffing Services

Respected Proposal Evaluation Team members,

Tri-Force Consulting Services, Inc. (Tri-Force) is pleased to submit our proposal in response to CRFQ DMV2600000001 for the provision of Mainframe Application Programmer Technical Staffing Services   to support the West Virginia Division of Motor Vehicles (WV DMV). Tri-Force has a strong track record of providing high-quality IT staffing solutions and application development support to government and educational institutions, and we are confident in our ability to meet WV DMV's needs.

Tri-Force has extensive experience providing **mainframe programming, modernization, and IT staffing services** to state agencies and highly regulated environments. We understand the importance of maintaining and enhancing mission-critical systems such as the **WV DMV Driver's Licensing System**. Our team has successfully delivered **COBOL/CICS/DB2 development, JCL scripting, and DMV modernization efforts** in government engagements across multiple states.

We are committed to:

- Supplying **highly qualified mainframe programmer analysts** with **over 5–10 years of enterprise mainframe experience**, including expertise in COBOL, CICS, DB2, and JCL.
- Ensuring compliance with **FMCSA, AAMVA, CDLIS, and federal/state regulatory requirements**.
- Delivering **on-site support in Charleston, WV** with a commitment to rapid response in emergencies within the 48-hour window.
- Providing **seamless staffing continuity**, thorough background checks, and adherence to all WV DMV security protocols.

We view this engagement not merely as a staffing arrangement but as a **long-term partnership** in maintaining and modernizing the DMV's core systems, enhancing compliance, and supporting public safety.

Based on our successful execution of current and past contract experiences with the City of Philadelphia, Philadelphia Gas Works, NYC Department of Correction, NAVSUP, Judicial Council of California, City of Sunnyvale, and Computer Aid, we are confident in our ability to

successfully perform the WV DMV's Mainframe Application Programmer Technical Staffing Services.

We acknowledge that all information provided herein does not include any Confidential Proprietary and/or Private information as identified in this RFP. We acknowledge any of the addendums issued by the WV DMV. Our proposal is valid for 90 days from the due date. As the IT staff augmentation for WV DMV of this critical undertaking, I will be responsible for the performance of Tri-Force team members for this contract.

We look forward to this opportunity to extend our commitment to the WV DMV.

Respectfully,
Manish Gorawala, CEO & President
Email: mgorawala@triforce-inc.com
Phone: (215) 362-261

2 Company Profile

- **Company Details:**
  - ➢ Tri-Force Consulting Services, Inc. (Tri-Force) is a well-established IT consulting and staffing firm with over 24 years of experience in providing high-quality IT staff augmentation services across various sectors, including federal, state, and local governments. We have a proven track record of successfully delivering IT solutions and augmenting staff in key technology areas such as infrastructure support, application development, cybersecurity, and service desk/NOC operations. Tri-Force is a certified small business and holds ISO certifications in both **ISO/IEC 27001:2022** and **ISO 9001:2015**, underscoring our commitment to quality and information security management.

  - ➢ Tri-Force specializes in IT staffing, application development, infrastructure management, and cybersecurity, and we have successfully executed projects for large public organizations including the **City of Philadelphia**, **Philadelphia Gas Works**, **NAVSUP**, and **the Judicial Council of California**, among others. Our vast experience and dedication to excellence make us uniquely qualified to support WV DMV in fulfilling the IT staff augmentation requirements specified in CRFQ DMV2600000001.

  - ➢ Tri-Force currently has 35+ resources for existing projects, including our diverse division team comprised of an Project Manager, Solution Architect, Business Analyst, Software Developer, IT Program Manager, Senior Application Developer, Desktop Technician, Web Developer, Network Engineer Systems Engineers, Security Architect, Database Administrator, Quality Assurance Analyst, Data Analyst, Mobile App Developer, Server Administrator and a technical staffing team. We have a solid hiring team led by our Hiring Manager and supported by our technical recruiters. A depiction of our organizational structure has been provided below:
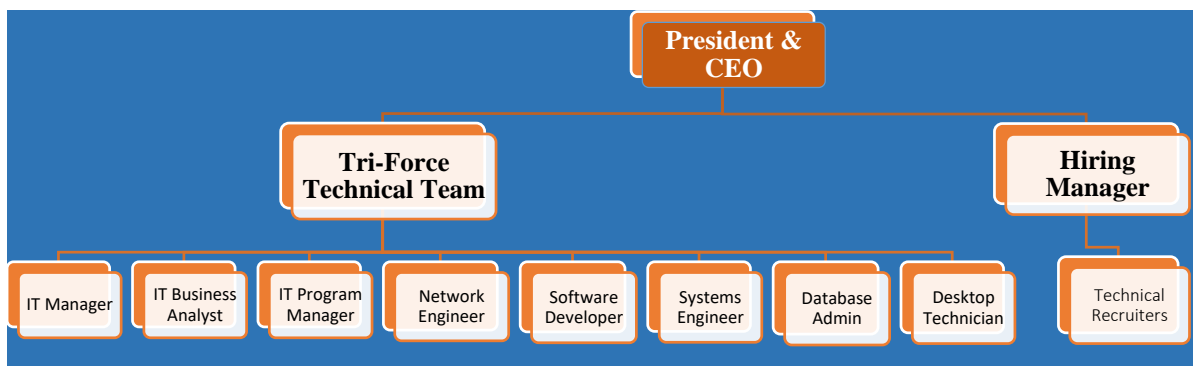

Figure 1: Tri-Force Organizational Structure

➤ We effectively conduct security assessments and make recommendations for systems and controls to help our clients to ensure compliance with applicable security and privacy laws. We specialize in helping our customers to meet and exceed their technology goals.

➤ Tri-Force is a leading IT services provider with extensive of experience delivering innovative and reliable IT solutions to state and private sector clients. Tri-Force is a **ISO 9001:2015, ISO 27001:2022 firm** with over two decades of experience in delivering **IT solutions, staffing, and consulting services** to federal, state, and local government agencies.

➤ Our proven methodologies and commitment to excellence are exemplified by our long-standing partnerships with state agencies, as well as our successful performance on multi-million dollar projects.

▪ **Key Strengths:**
  - **Deep Expertise in IT Staff Augmentation** – We have successfully placed highly skilled IT professionals in multiple government agencies, ensuring high productivity and efficiency.
  - **Proven Recruitment and Retention Strategies** – Our staffing approach ensures a robust pipeline of IT professionals across multiple disciplines, including **Mainframe, System Administration, Cloud Computing, Software Development, and Cybersecurity**.
  - **Commitment to Quality and Compliance** – Tri-Force follows industry best practices for quality assurance, cybersecurity, and regulatory compliance, ensuring smooth integration with BIT's IT environment.
  - **Extensive Government Contracting Experience** – We have successfully executed contracts for **the City of Philadelphia, Philadelphia Gas Works, NYC Department of Correction and other federal and state agencies**, showcasing our reliability in delivering IT service.

➤ We effectively conduct security assessments and make recommendations for systems and controls to help our clients ensure compliance with applicable security and privacy laws. We specialize in helping our customers to meet and exceed their technology goals.

▪ **Tri-Force Services Include:**
  - IT staff augmentation
  - Project-based consulting services
  - Data Warehouse Business Intelligence Implementation
  - Desk Support Services
  - Software development
  - Web-based Application Development
  - Website design
  - Web portal development
  - Database development
  - Database migration
  - Data warehouse/ Data Mart Solutions
  - Cyber Security support
  - GIS technology-based solutions
  - Network management
  - System administration
  - Legacy system re-engineering
  - IT training
  - Open-source software
  - Cloud Computing Support

- **History of Specialized and Successful IT Staffing**
  - ➢ Tri-Force is an established IT staffing services firm offering services to government agencies and corporations. Tri-Force specializes in IT project management, software applications development, Development, Architectural, Database Administration Services, Telecommunications and Network Services, Information Security Services cloud computing, Service Desk Support, Data Analytics and Reporting, Enterprise Processes automation and IT Staffing Services. Tri-Force is a contract ready to work with any government agencies with existing IDIQ and GWAC contracts. Tri-Force has a lengthy and strong track record of successful staffing contracts with the following clients:

Client	Project Title	Status
City of Philadelphia	Information Technology Staff Augmentation for the City of Philadelphia	Current
Philadelphia Gas Works	Temporary Staffing Services for Information Services Department	Current
City of Sunnyvale	Professional And Technical Support Services	Current
Judicial Council of California	Master Agreements for Technical Staff Augmentation Service	Current
Gwinnet County	On Demand IT Professional Services	Current
Naval Supply Business Systems Center – NAVSUP	Readiness Suite (RS) software development and maintenance Support	Completed
METRA	Information Technology Consulting Services	Current
NYC Department of Correction	IFCOM and IIS (OpenVMS Support)	Current
Department of Building and General Services	Retainer Contract Opportunity for Information Technology (IT) Services	Current
City of Philadelphia	Enterprise Application Planning and Solution Architecting Consulting Services	Current
The Board of Education of City of Chicago	Various Technical Service Consultants	Current
Allegheny County, Department of Human Services	Staff Augmentation Services for Information Technology (IT), Data Management and Data Analysis	Current
State of Maryland	MJUD Master Contract – Staff Augmentation	Current

  - ➢ Account/Program Manager (Mr. Manish Gorawala)
    Mr. Manish Gorawala will execute as Tri-Force's Account/Program Manager for this project. As part of his responsibilities, Mr. Gorawala will:
    - ✓ Manage schedules, resources, and timelines based on feedback from the core team.
    - ✓ Coordinate project activities with the core team.
    - ✓ Schedule regular meetings with the core team until the project is implemented.
    - ✓ Provide training in use and understanding of data to business analysts.
    - ✓ Support business analysts in understanding reports and work with them to create reports, so they can eventually become more self-sufficient; and
    - ✓ Be responsible for creating business reports needed for Institutional Effectiveness.

3   Qualification of Firm

Tri-Force Consulting Services, Inc. is a trusted IT services provider with over **20 years of experience** delivering mission-critical technology solutions and IT staffing services to **state, federal, and local government agencies**, as well as to large enterprises in regulated industries. Our qualifications combine **deep technical expertise in mainframe systems**, **a proven record in government contracting**, and a strong **governance and compliance framework** that ensures seamless delivery to the **West Virginia DMV**.

▪ **Government Experience in Mainframe & DMV Systems**

- **Legacy System Modernization:** Tri-Force has executed multiple modernization and staffing projects for **state Departments of Transportation and Motor Vehicles**, including support for **driver licensing systems, vehicle registration systems, and citation management platforms**.
- **Mainframe Programming Expertise:** Our teams have supported **COBOL, CICS, DB2, and JCL development** for public safety and transportation agencies, ensuring compliance with both **federal (FMCSA, AAMVA, CDLIS)** and **state-specific regulations**.
- **Driver Licensing & CDL Compliance:** We have provided staff augmentation for agencies that required integration with **CDLIS, PDPS, Social Security Online Verification, and AAMVA standards**, aligning directly with WV DMV's requirements

▪ **Depth of Technical Expertise**

Tri-Force's consulting workforce includes **senior mainframe programmer analysts** and **enterprise IT architects** with experience across:
- **Programming Languages & Tools:** COBOL, CICS, JCL, DB2, CA-Tools (RC/Update, PRF, RC/Query).
- **Transaction & Batch Processing:** Optimizing high-volume DMV driver/vehicle transactions and nightly batch updates for compliance reporting.
- **Database Management:** Expertise in **enterprise DB2 database design, performance tuning, and schema evolution** within DMV environments.
- **Systems Integration:** Experience with **state-to-state exchanges**, **federal court compliance integrations**, and **real-time verification systems** mandated by FMCSA.

▪ **Proven IT Staffing & Delivery Framework**

Tri-Force has consistently delivered **IT staffing solutions** to support complex government IT projects:
- **Qualified Bench of Mainframe Experts:** We maintain an active pool of mainframe programmers and analysts with **5–15 years of hands-on experience**.
- **Rapid Onboarding:** Ability to deploy resources **within 2 weeks** of contract award to meet urgent DMV operational needs.
- **Rigorous Vetting:** All candidates undergo **criminal, reference, education, credit, and employment verification checks** before deployment.

- **Continuity Planning:** Our staffing framework ensures that if a candidate leaves, **replacement resources are provided within 10 business days**, preventing service disruptions

▪ **Compliance & Security Alignment**

- **Regulatory Knowledge:** Our teams are familiar with **federal mandates (CDLIS modernization, FMCSA 10-day conviction reporting, ACD code updates)** as well as **state DMV compliance requirements**.
- **Security Standards:** Tri-Force is **ISO 27001 certified** and applies rigorous data handling practices aligned with **DPPA (Driver Privacy Protection Act)** and **West Virginia UMVRDA** confidentiality standards.
- **Independent Contractor Management:** We have extensive experience ensuring proper **contractor classification** and compliance with **IRS and DOL guidelines**, as specified by the RFQ

▪ **Demonstrated Success in Regulated Environments**

Our prior engagements include:
- **City of Philadelphia IT Services:** Provided **mainframe modernization, Power Platform, and data integration services**.
- **Philadelphia Gas Works Projects:** Supported modernization of driver licensing systems with COBOL/DB2 enhancements.
- **NYC Department of Correction IT Project:** Provides ongoing maintenance and support services for its legacy Inmate Finance and Commissary System (IFCOM) and Inmate Information System (IIS).
- **Federal & Justice Programs:** Delivered IT consulting services requiring **CJIS compliance**, background verification, and secure handling of sensitive personal data.

▪ **Tri-Force Value Proposition for WV DMV**

- **Specialized Mainframe Expertise:** Direct match to COBOL/CICS/DB2/JCL requirements.
- **Proven DMV & AAMVA Experience:** Hands-on support of CDLIS, PDPS, CD31, and federal compliance mandates.
- **Strong Staffing Engine:** Capacity to supply **highly qualified analysts on-site in Charleston, WV**.
- **Compliance Assurance:** Adherence to **federal/state law, DPPA, UMVRDA, and WV DMV security protocols**.
- **Long-Term Partner:** Ability to scale DMV's evolving needs, including enhancements, modernization, and daily operational support.
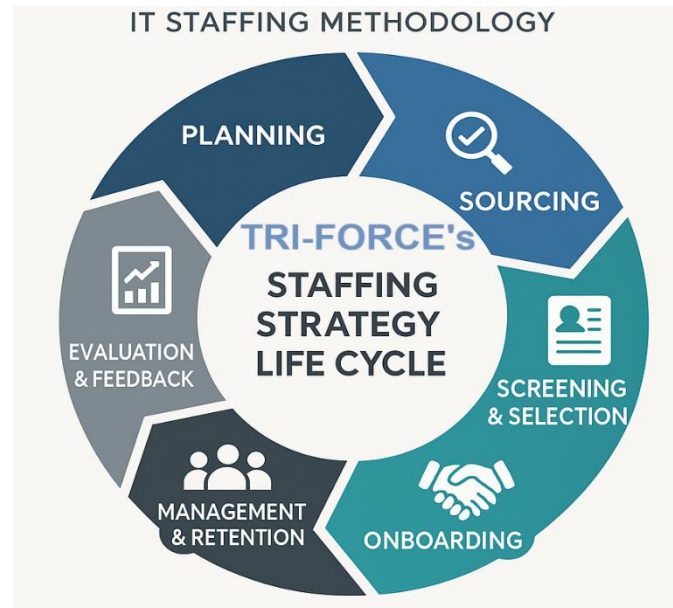
4   Staffing Capability

Tri-Force Consulting Services, Inc. recognizes that the success of the **WV DMV Mainframe Programmer Analyst engagement** will depend not only on technical qualifications but also on a robust **staffing strategy** that ensures the right talent, seamless onboarding, operational continuity, and proactive workforce management. Our staffing plan reflects over **20 years of experience delivering IT staffing solutions to government agencies**.

Tri-Force approaches staffing not as a transactional activity, but as a **strategic partnership** designed to ensure the West Virginia DMV has continuous access to **skilled, dependable, and compliant mainframe professionals**. We understand that the DMV's core driver licensing system is mission-critical, and interruptions in staffing can directly impact compliance with federal mandates, service delivery to the public, and overall operational stability.

Our staffing capability is built on three foundational strengths:

1. **Proven Mainframe Expertise:** We maintain a robust bench of COBOL, CICS, DB2, and JCL programmers with extensive DMV and DOT experience. Each candidate is carefully vetted for technical skills, regulatory familiarity, and ability to thrive in a high-compliance environment.
2. **Reliable Workforce Management:** Tri-Force's internal **Talent Acquisition and Project Management Office (PMO)** ensures rapid sourcing, rigorous screening, background verification, and continuous monitoring of staff performance. This guarantees that only **fully qualified and reliable professionals** are deployed onsite at the Charleston DMV headquarters.
3. **Continuity and Flexibility:** We design staffing solutions with redundancy, proactive succession planning, and scalable capacity in mind. If staffing needs expand or if replacements are required, Tri-Force can seamlessly scale resources without disruption to DMV operations.

Through this approach, Tri-Force provides more than just personnel — we deliver a **comprehensive staffing framework** that assures the WV DMV of stability, compliance, and responsiveness throughout the life of the contract.

▪ **Resource Availability & Bench Strength**

- **Dedicated Mainframe Talent Pool:** Tri-Force maintains a pre-qualified pool of **COBOL, CICS, DB2, and JCL programmers/analysts**, including resources with prior **DMV, DOT, and public safety experience**.
- **Immediate Deployment:** We are prepared to supply **two fully qualified analysts immediately**, with additional resources available as WV DMV's needs expand.
- **Diverse Experience Levels:** Our candidates range from **5 to 15+ years** of mainframe programming experience, ensuring both senior expertise and operational support capacity.
- **On-Site Readiness:** All proposed analysts are **U.S.-based and authorized to work**, with a commitment to **full-time onsite work** at Charleston, WV Headquarters.

▪ **Candidate Qualification & Screening Process**

Tri-Force implements a **multi-layer vetting process** to ensure only the most capable and reliable professionals are deployed:

- **Resume & Skills Verification** – Detailed validation of COBOL/CICS/DB2/JCL experience, RC/Update, PRF tools usage, CDLIS/CD31 knowledge, and regulatory environment exposure.
- **Technical Interviews** – Conducted by senior Tri-Force architects and practice leads to test problem-solving, coding efficiency, and DMV-specific domain knowledge.
- **Background Checks** – Comprehensive screening that includes:
  o Criminal history (state and federal)
  o Employment verification
  o Education and certification verification
  o Credit check
  o Driver's license validation and fingerprinting
- **Reference Validation** – We verify all project references to confirm years of experience and quality of performance.

This process guarantees that every candidate submitted **meets or exceeds RFQ requirements** and is fully compliant with WV DMV's standards.

▪ **Staffing Continuity & Replacement Strategy**

Tri-Force understands that system stability is paramount. We have established safeguards to maintain uninterrupted support:

- **Bench & Backup Resources:** For each deployed analyst, we identify **shadow/backup candidates** pre-screened for rapid onboarding.
- **Replacement Commitment:** If a resource becomes unavailable, Tri-Force guarantees replacement with an **equally qualified candidate within 10 business days**, minimizing downtime.
- **Cross-Training:** We encourage overlap during knowledge transfer so incoming analysts are fully ramped up before outgoing staff transition.

- **Emergency Response:** In case of critical system incidents, staff can be mobilized onsite within **48 hours** as required by the RFQ.

▪ **Workforce Management & Oversight**

- **Dedicated Contract Manager:** Tri-Force will assign a **Contract Manager** who will serve as the single point of contact for WV DMV and oversee daily staffing, compliance, and reporting.
- **Timesheet & Task Tracking:** Analysts will submit **weekly timesheets with task summaries**, reviewed jointly by Tri-Force and DMV supervisors.
- **Performance Reviews:** Quarterly evaluations will be conducted with WV DMV stakeholders to assess technical performance, responsiveness, and compliance.
- **Training & Knowledge Retention:** Tri-Force ensures resources are continuously trained in evolving **federal/state DMV regulations, AAMVA standards, and mainframe tools**, ensuring long-term alignment.

▪ **Scalability & Flexibility**

- **Expandable Staffing Model:** As the DMV's modernization and compliance projects grow, Tri-Force can **scale the number of analysts** from two initial positions to larger teams.
- **Multi-Skill Resources:** Beyond core mainframe analysts, we can supplement staff with **business analysts, project managers, and testing specialists** if DMV's needs evolve.
- **Onsite Priority, Remote Support Backup:** While all primary services will be onsite per RFQ requirements, Tri-Force can activate **offsite technical specialists** for surge support or consulting under DMV approval.

▪ **Commitment to WV DMV Objectives**

Tri-Force's staffing plan directly supports DMV's operational and compliance goals:
- **AAMVA CDLIS Modernization & CD31 compliance** – Analysts will design and implement required system modifications.
- **FMCSA & Court Interface Requirements** – Ensuring CDL conviction records are updated within 10 days.
- **Regulatory Mandates** – Analysts will maintain DMV's compliance with both state and federal law, while supporting new legislative changes.
- **Daily Operations Support** – Analysts will provide end-user assistance, troubleshooting, system enhancements, documentation, and training.

5   References

❖ **City of Philadelphia - Information Technology Staff Augmentation**

Information Technology Staff Augmentation	
City of Philadelphia	
Contract No.: **1620155**	*Contract Value*: $22,500,000
Contract Type: **Time & Materials**	*Period of Performance*: 04/2018 - Present
Point of Contact:	• Gayle A. Ruggeri, PMP Office of Innovation & Technology 1234 Market Street Philadelphia, PA 19107 Phone: 215-686-1462 Email: gayle.ruggeri@phila.gov • Nicole Bowyer, IT Contract Specialist OIT Finance – Contracts Unit | Office of Innovation and Technology City of Philadelphia 1234 Market Street, Suite 1850| Philadelphia,, PA 19107 Email: nicole.bowyer@phila.gov Phone: 215-686-8243 | Cell: 215-713-6917
Address:	Office of Innovation & Technology 1234 Market St Suite 1850 Philadelphia, PA
Description	Tri-Force Consulting Services, Inc. currently supports the City of Philadelphia by providing excellent IT staff augmentation resources for software development, web development and with vast variety of other IT services, including Programming, web Designing, applications development, network engineering, ERP systems implementations, internet Marketing, multimedia development, open-source development, Oracle database and data warehouse services. Tri-Force maintains a staff of highly skilled & experienced consultants in applying enterprise technologies to real-world business problems. The City of Philadelphia has awarded a total of 35 service orders (consultants) to Tri-Force under this contract.
Deliverables	We have placed the following 35+ consultants on different projects while working with City of Philadelphia: | **Candidate Name**	**Position Title** | |---|---| | Ramin | Senior Systems Engineer | | Joseph Hendrickson | Project Director | | Billy Fag | Software Application Developer | | Brandon Jewell | Help Desk | | Chant MANILAY | Help Desk |

Eric Night	Help Desk
Monique Regan	Help Desk
Erick Kieckhefer	Human Capital Manage
Sivaprasad Chandrakantham	HCM Developer
Ramprasad	HCM/OBIEE Technical,
Ajay Kumar	HCM/OBIEE Database
Sriharsha Uppalapati	HCM/OBIEE Report Dev
Kirk Gordon	Trainer - OIT Department
Tarunkumar	HCM OBIEE System Admin
Johnson Kymberli	Security Admin
Ann Farmer	Trainer - OIT Department
Rajesh Lyatha	Time & Labor Functional Lead
Damodar Potla	for OBIEE DW/BI Developer
Harish Krishnamurthy	Human Resource Functional Lead
Avinash Kakarlapudi	Human Capital Management Functional Lead
Bernard Mclaughlin	HR and Pension Function Lead
Pamela Wright	Help Desk Analyst
Charles Reeves	Help Desk Analyst
Thomas Peter	Cloud Migration
Jeffery Bolarmen	Project Manager
Jay Agrawal	Program Manager
Lisa Han	Data Administrator
Dominc Saroni	Solution Lead Arch
Casey Gomes	Change management Lead
Tamar Grant	SQL Server DBA
Regina Marie	Program Manager
Sharif Almamun	Finance and Grants Process Consultant
Garcia Andy	Supply Chain Lead Facilitator
Johnson Robert Allen	System Administrator

Scope:
Tri-Force provides **enterprise IT staff augmentation services** across multiple departments for the City of Philadelphia. Over **35 consultants** were deployed, covering roles in **project management, software development, database administration, cybersecurity, helpdesk support, and ERP/HCM/OBIEE systems**. Services included **cloud migration, security administration, systems integration, and reporting enhancements**.

Performance Highlights:
- Successfully deployed **35+ specialized consultants** across mission-critical city departments.
- Supported city-wide **HCM system deployment** and **OBIEE data warehouse optimization**.
- Provided expertise in **cloud migration, cybersecurity, and ERP system management**.
- Consistently delivered staff who met or exceeded client expectations, with strong retention and high satisfaction.

Relevance to WV DMV:
This project demonstrates Tri-Force's ability to manage **large-scale IT staffing engagements** in a government environment, ensuring **diverse technical expertise, security compliance, and reliable workforce continuity**. Similar to WV DMV's needs, Tri-Force successfully integrated **highly regulated enterprise systems** while maintaining service continuity.

❖ **Philadelphia Gas Works -Temporary Staffing Services for the Information Services Department**

Temporary Staffing Services for Information Services Department		
Philadelphia Gas Works		
Contract No.: RFP No. 20453 RFP No. 33230, & RFP No. 26749 & RFP No. 35240	**Contract Value:** $4,600,000	
Contract Type: Time & Material	**Period of Performance:** 02/2013 – Present	
Point of Contact: **Shane Mayo, Director, IT Finance and Service Management**	**POC Email:** shane.mayo@pgworks.com	
Address: **Philadelphia Gas Works | 800 W. Montgomery Ave | Philadelphia, PA 19122**	**Phone Number:** (215) 684-6404	**Fax Number:** (215) 684-6594
Description	PGW requires qualified and experienced vendors to provide temporary staffing services to the Information Service department to enable the department to meet peak demand for project-related work. Tri-Force has maintained a staff of highly skilled & experienced consultants in applying enterprise technologies to real-world business problems. Tri-Force recruiting team has provided resources who are expert in .NET, JAVA, Microsoft SharePoint, PL/SQL, Visio, Microsoft Office suite, Project Management, Database development, MS Active Directory, VMWare ESX, PMBOK, Data Modeling, Oracle 9/10/11 databases and Oracle EBS R12, Senior UNIX Consultant and Software Quality Assurance technologies. Tri-Force enabled PGW to complete critical IT projects on time by scaling resources effectively. Further, Tri-Force enhanced the department's capacity to manage and execute complex technology initiatives. Our team	

	delivered measurable improvements in system performance and user satisfaction. The long-standing partnership with PGW highlights Tri-Force's ability to address peak demands for critical IT operations: • **Resource Optimization:** Tri-Force provided specialized consultants adept at managing database operations, network engineering, and software development, enabling PGW to handle high-demand testing scenarios. • **Test Automation Expertise:** Implemented automated testing frameworks to reduce manual intervention and enhance efficiency, ensuring scalable and repeatable testing for enterprise systems. • **Technology and Compliance:** Leveraged tools such as PL/SQL, SharePoint, and Oracle EBS R12 to design and deploy secure data environments, aligning with PGW's security and compliance mandates.
Deliverables	PGW seeks qualified and experienced vendors to provide temporary staffing services to the Information Service department to enable the department to meet peak demand for project-related work. We have provided following consultants on different projects with Philadelphia Gas Works: 1. Ruth Rodriguez- Spanish QA Engineer (Currently Working) 2. Pushpen Bala- QA Tester (Currently Working) 3. Prabhu Arugam -.NET developer (Currently Working) 4. Richard Nebangu -Enterprise Systems Engineer (Currently Working) 5. Deepak Jindal (Senior SharePoint Architect) 6. Vinod Patel (Senior Unix Consultant) 7. Sara Jones (Project Manager) 8. Mark Aurit (GIS Technical Lead) 9. Sharon Nickels (Technical Writer) 10. Nicos Stelikos (Network Engineer) 11. Jeffrey Bolarman (Project Manager)

Scope:

Tri-Force has provided **temporary IT staffing services** to PGW's Information Services Department for over a decade. Resources included **.NET, Java, SharePoint, Oracle, PL/SQL, UNIX, GIS, project managers, and QA testers**. The focus was on enabling PGW to **meet peak project demands** and complete **enterprise infrastructure upgrades, test automation, and ERP deployments** on time.

Performance Highlights:
• Delivered high-skilled consultants for enterprise application development, database management, and testing.
• Delivered high-caliber consultants for **enterprise application development, testing, and infrastructure management**.
• Played a key role in **test automation**, reducing manual effort and improving system reliability.

- Provided expertise in **Oracle EBS, GIS systems, and database optimization**.
- PGW enabled to meet aggressive timelines for IT modernization projects.
- Played a critical role in PGW's IT infrastructure, ensuring projects were completed on time and within budget.
- Delivered highly specialized personnel in .NET, Java, SharePoint, PL/SQL, and GIS systems, meeting the evolving needs of PGW's IT department.

Relevance to WV DMV:

This engagement highlights Tri-Force's ability to **rapidly scale specialized IT resources** for utility and public service organizations. The **staff augmentation model and governance approach** mirror the DMV's need for **skilled mainframe analysts** who can ensure timely enhancements, system compliance, and operational efficiency.

❖ **NYC Department of Correction – IFCOM and IIS (OpenVMS Support)**

IFCOM and IIS (OpenVMS Support)	
NYC Department of Correction	
Contract No.: CT1-072-20228805826	**Contract Value:** $ 475,835
CAGE Code: 39SG4	**SAM UEI Number:** XYX2JP7AC7C3
Contract Type: Firm Fixed Price	**Period of Performance:** 03/01/2022 - Present
Point of Contact: **Lacyann Dunkley, Contract Manager**	**POC Email:** Lacyann.dunkley@doc.nyc.gov
Address: **New York City Department of Correction 75-20 Astoria Blvd., Suite 110 East Elmhurst, NY 11370**	**Phone Number:** (718) 546-0766
Description	Tri-Force has been awarded by the NYC Department of Correction to provide ongoing maintenance and support services for its legacy Inmate Finance and Commissary System (IFCOM) and Inmate Information System (IIS). NYC Department of Correction is seeking support for its legacy Inmate Finance and Commissary System (IFCOM) and Inmate Information System (IIS). It requires maintenance and support for its OpenVMS systems on VAX, ALPHA and ITANIUM architecture. Our team has extensive relevant expertise of OpenVMS OS for User Mode, Utilities, Run Time Libraries, Privileged Images, (Client Mode), Command Language Interpreter (Supervisor mode), Executive Mode System Services, and Record Management Services (Executive Mode) are required. We are responsible to providing tier 2 client support (tier 1 will be handled by DOC), OnDemand reporting, process/function development (business functions), report/data-feed automations and system administration/management. Our team responds to DOC internal clients promptly and professionally, accurately documenting issues and resolutions, and collaborating with clients and internal employees to solve complex technical problems. Tri-Force's experience with the NYC Department of Correction further exemplifies our ability to handle mission-critical, sensitive systems in a secure and efficient manner:

Deliverables	- Perform and analyze complex application troubleshooting and diagnosis of incidents - Diagnose and resolve client problems and educate client on resolutions promptly and professionally Develop In-depth understanding of client needs related to application products and application services. - Perform effective call management including logging, monitoring / updating, prioritizing, and resolving issues in a timely fashion. - Fully document each client issue/resolution for future support reference - Develop In-depth understanding of DOC software applications - Assist in Quality Assurance (QA) and testing process of new releases of business process/function
Technology Stack	OpenVMS system, VAX, ALPHA, ITANIUM

Scope:

Tri-Force was awarded the contract to support and maintain the **Inmate Finance and Commissary System (IFCOM)** and **Inmate Information System (IIS)** for the NYC Department of Correction. These **legacy OpenVMS systems (VAX, ALPHA, ITANIUM)** required Tier-2 support, troubleshooting, upgrades, reporting automation, and compliance with stringent federal/state regulations.

Performance Highlights:
- Delivered critical system support for legacy OpenVMS environments, ensuring operational continuity for DOC's inmate systems.
- Migrated and upgraded legacy systems to modern architectures, improving performance and scalability.
- Provided **24/7 maintenance and support** for mission-critical inmate management systems.
- Migrated and modernized key system components, improving performance while ensuring data integrity.
- Enhanced **data privacy and access control**, aligning with federal and state security mandates.
- Delivered **timely incident resolution and reporting automation** for sensitive inmate finance and records systems.
- Provided system-level expertise for complex application troubleshooting and incident resolution.

Relevance to WV DMV:

This engagement underscores Tri-Force's strength in **supporting and modernizing legacy systems**, ensuring compliance, and delivering **secure, uninterrupted services** in high-stakes government environments. WV DMV's **mainframe COBOL/DB2 environment and CDLIS/CD31 modernization** parallels the DOC's reliance on sensitive, regulated legacy systems requiring **expert maintenance and compliance assurance**.

6 Resumes of Mainframe Application Programmer

1. Adrian Shamsudeen - Application Programmer Analyst

Adrian Shamsudeen - Application Programmer Analyst	
Education and Certifications	**Education and Certifications: -** B.A. in Computer Science York University, Toronto, Ontario, Canada in 1991

Qualification Summary & Narratives:

- Lead Developer, Programmer/Analyst, in the Financial, Insurance, Manufacturing and Software Development industries with specific knowledge in Accounts Receivable, Accounts Payable, General Ledger, Banking applications, Claims and Premiums, Order Processing, Invoicing, Software development experience in client-server/mainframe and web environments utilizing Object Oriented methodologies and Design and Implementation of Business Continuity Planning.
- Expertise in the design, development and deployment of Applications using .Net/C#, Web Services, Visual Studio 2016 - 2005 Object Oriented Programming, Cobol, PL1, CICS, Telon, ORACLE, IMS, DB2, SQL Server, Easytrieve, SAS, VB, Java, and JCL.
- Skilled in IBM Mainframe COBOL, CICS, DB2, JCL, and CA DB2/IBM Tools (RC/Update, PRF) with proven expertise in regulated environments at state level.
- Experienced in database analysis, compliance-driven development, and AAMVA systems integration, including CDLIS, PDPS, SSOLV, UNI, and S2S. Strong track record of delivering secure, scalable, and compliant solutions in hybrid mainframe and distributed system environments.

Selected Accomplishments:

- Directed evaluation, selection, and adoption of PC software tools for Dover Elevator of Canada and Ameritech for development of integrated applications for employees.
- Leader for the direction of an R&D project at Ameritech to develop a Graphic User interface / client server architectured solution for their Order processing system
- Architected future IBM AS/400 Division solutions for distributed heterogeneous network systems management with PC clients.
- Advisor on Hogan banking system multi-tier architecture.
- Developed and managed a work-flow/timeline, process-automation solution for integration of Exxon subsidiary into their Order taking cycle.
- University development of AI / ML system

Experiences: -
Arvest Bank, Bentonville, Arkansas Jan'24 – **Present**
Role: Developer
Industry: Computer Software Development
Project Summary:

Adrian Shamsudeen - Application Programmer Analyst

- Involved in understanding Encore bank teller application user requirements, designing and the developing web application and back end applications in support of the Encore bank solution.
- Interacted with business analysts, end users and worked on the application specifications to develop detailed functional, technical design, and test specifications that fully satisfy business requirements.

Responsibilities:

- Designed and developed Encore Teller and Encore user interface for web application and intranet application using .Net, Visual Studio, ASP.NET, MVC, VB, C #.NET, and XML and CSS with object-oriented programming techniques. Used various features of C#.Net (e.g. reflections, generics, partial classes, LINQ etc.).
- Developed interactive pages of the application using ASP.NET Web Forms pages with C# for the code behind modules.
- Worked with WSDL document and SOAP protocol while working with Web service. Developed and maintained portal using ASP.NET and C#.
- Designed & developed .Net classes, user controls, new application modules, web services for batch jobs.
- Extensively Used. ASP.NET controls like Master Page Templates, Menu Controls, Grid View Controls and File Upload Controls.
- Prepared technical design specifications, coded programs using COBOL, JCL, CICS, VSAM and DB2 in batch and online environments
- Coordinated with cross-functional teams to meet deadlines, provide user support, and conduct end-user training.
- Managing checking deposits and payments via Encore Teller interface.
- Designed and developed enterprise applications using COBOL, CICS, DB2, and .NET Core, supporting both mainframe and distributed environments.
- Created and maintained JCL batch jobs for production and testing environments, optimizing runtime efficiency.
- Performed enterprise-level database analysis and design with DB2 and SQL Server, ensuring data integrity across systems.
- Used CA DB2/IBM Tools (RC/Update, PRF) to manage DB2 databases, perform updates, and optimize performance.
- Applied WV CDL legal requirements to system processes, ensuring compliance with federal and state regulations.
- Led integration with AAMVA systems (CDLIS, PDPS, SSOLV, UNI, S2S) to ensure real-time validation and compliance for commercial driver licensing.
- Used various features of VB, C#.Net (e.g. reflections, generics, partial classes, LINQ etc.).
- Designed the web pages using ASP.NET, HTML5, Angular.js, JavaScript, AJAX, jQuery, XML and CSS3.
- Extensively used JavaScript for UI interaction, XML for data transmission via WCF services and data manipulation using LINQ.

Tools Utilized: .NET, C#, VB, SQL, XML, HTML, CSS, Visual Studio 2019/2022, GIT, Microsoft Visual Studio 2019, Encore, COBOL.

Adrian Shamsudeen - Application Programmer Analyst

HMSA / Blue Cross Blue Shields of Hawaii, Honolulu, HI   **Jan'20 – Jan'24**
Role: Developer
Industry: Computer Software Development
Project Summary:
- Develop HMSA Core services to provide information to BlueCard Host Health Claims and other applications. Services are related to Member Accounts and Confidential Communication.
- Support HMSA Finance Team / Home / Host Claims Health Applications Implemented in Technologies (.Net, SSRS, SSIS, SQL Server, MySQL).
- Create analysis and distribute ongoing reports as needed by key stakeholders by turning multiple datasets into valuable interactive insights
- Develop, maintain, and improve databases used to track data, process reports, and answer management questions

Responsibilities:
- Health Claims oriented data interface development using Visual Studio 2010,2012 and 2016, ASP.NET MVC4, C#, Entity Framework, SQL Server SSIS/SSRS.
- Designed the database using ADO.NET and involved in writing and maintaining complex PL/SQL Queries and the Required Stored Procedures and Triggers.
- QXNT: QNXT Upgrade project and implementations related to the projects against QNXT for reporting, data compare with before and after process with the X12 EDI files and different stages of the claims process EDI files (835,837...etc)
- Involved in Full life cycle of the project from requirements gathering to transition using Agile Methodology.
- Involved in developing applications in C# to meet the business requirements using Visual Studio.NET 2010.
- Designed and Developed SSIS Packages and SSRS Reports.
- Involved in providing technical support and maintenance for the application database to access millions of Customer records.
- Implemented Unit Testing, and System Testing.
- Maintained and supported legacy mainframe applications (COBOL, JCL, DB2) alongside modern platforms (.NET, SQL Server).
- Conducted mainframe database design and analysis, supporting federal/state reporting requirements.
- Automated workflows and batch processes using JCL and ETL tools (SSIS).
- Applied compliance standards for federal/state regulations and child welfare programs.
- Assisted with systems integration including external data sources, web services, and AAMVA-related systems.
- Provided technical mentorship to developers in mainframe programming and .NET environments.

Tools Utilized: .NET, C#, SQL Server,SSIS, SSRS, XML, HTML, CSS, Visual Studio 2013/2016, TEAM FOUNDATION SERVER (TFS), Microsoft Visual Studio 2016, COBOL, DB2, CICS

Adrian Shamsudeen - Application Programmer Analyst

State of Nebraska Department of Roads, Lincoln, NE   **Jun'16 – Jan 2020**
Role: Developer/Project Manager
Industry: Computer Software Development
Project Summary: Design / Develop Police Accident Report Road Incident application for State of Nebraska Department of Road

Responsibilities:
- Design, Code and Project Manage team for implementation of .Net/C# / SQL Police Accident Reporting MMUCC element requirement collection via Road Accident Incident web pages using Agile methodology.
- Database design for PL/SQL Server migration of databases and system functionality to multi-tier web / web services Incident reporting system w/ GIS location mapping
- OS tool installation of File-Aid / Xpediter upgrades using SMP/E
- Maintenance and conversion of existing legacy Mainframe related Cobol / DB2 accident reporting application
- Ensuring quality control while respecting predetermined business rules and deadlines
- Develop data feeds to AWS based Lexis Nexis software
- Cobol / DB2 AWS migration
- Work with s in delivering data projects into production
- Addressing payments for incident document requests from the public and processing receipts
- Coded programs using COBOL, JCL, CICS, VSAM and DB2 in Batch Environment.
- .Net Core use to compile and distribute processes to various platforms
- OnBase document storage / tagging / retention and reporting and API development
- **Tool Utilized:** .NET, C#, SQL Server, SSRS, XML, HTML, CSS, OnBase, Visual Studio 2013/2017 w/GIT, GIS, AWS, CA7, COBOL, DB2, JCL

Insystech, Chantilly, VA   **Mar'16 – Jun'16**
Role: Configuration and Cloud-based Application Support
Industry: Education
Project Summary: Configuration and System Integrity verification for Azure Cloud based Student System
Responsibilities:
- Implementing advanced analytics/modelling projects, including data ingestion, data management (scripts, modeling), data extraction, and predictive models
- Developing SSRS Reports for a .Net Stack Student Information System
- Data analysis to validate data quality and create processes for data cleanup
- Infinite Campus Azure cloud based site development and configuration
- Report configuration in AWS/ AZURE for user access
Tools Utilized: .NET, C#, SQL Server, SSRS, Infinite Campus, Azure/AWS, Visual Studio 2012

Wells Fargo, West Des Moines, IA   **Feb'15 – Feb'16**

Adrian Shamsudeen - Application Programmer Analyst

Role: Investor Banking Software Developer
Industry: Computer Software Development
Project Summary:
Develop and Enhance various Client Interfacing web systems and Marketing Analytics.
Responsibilities:

- Work in a consultative role to provide "value-added" insights in the form of analysis, interpretation and advice of campaign reporting for marketing division
- Design/execute/measure high impact direct marketing experiments
- Developing a tracking system for reconciliation of investor accounts using C#, VB .NET, MVC, WPF, MVVM and PL/SQL Server with DEV Express controls
- Run Agile project management sessions with all stakeholders
- SSRS reporting developed for iframe web presentation of Test and Review of merged accounts
- SSIS tools like Import and Export Wizard, Package Installation, and SSIS Package Designer used for SSIS conversion packets for development of automatic data conversion carried out
- Experience in Microsoft Visual C# in script component of SSIS.
- Newly merged banks databases migrated to Wells Fargo internally designed tables using SSIS
- Merging payments for various platforms against production data and verifying processing of charges
- Update Maintain XAML and WPF client installed applications
- Designed WPF Forms, Custom Controls and User Controls using XAML language for UI and Dynamic Web Parts for personalized content which allows Change, Edit, Move the content on pages as per users' own choice.
- Participated in all the phases of the web site and desktop application development life cycle involving analysis, design, development, testing and deployment of the various projects and web sites.
- Update/Migration of Winforms apps over to new .Net platform

Tools Utilized: .NET, C#, WPF, VB, HTML, CSS, Web Services, Visual Studio 2015/2010/2008, SQL Server, MySQL, Teradata, DevExpress, Agile, GIT

Norfolk Southern– Roanoke VA/Atlanta GA   **Sept '11 - Feb '15**
Role: Rail Incident Government Reporting IT Specialist
Industry: Computer Software Development
Application Summary: Federal Train and Personal Injury Incident
Project Summary: Design / Develop Train and Injury Incident application for Norfolk Southern Train Company
Responsibilities:

- Design and implement .Net/C# / SQL /JAVA implementation of Federal requirement collection of Train and Personnel Injury Incident web pages and databases as it pertains Accident reporting at the Train company that is known as Norfolk Southern

Adrian Shamsudeen - Application Programmer Analyst

- Migration of databases and system functionality to multi-tier web / web services Incident reporting system
- Designed and edited various web pages with Visual Studio 2008 using inclusive of GIS dataset usage
- Management of SQL and query of Teradata tables containing railroad consist of and load information
- Prototype Telerik Kendo application using MVC for mobile version.
- Helped others to solve their technical problems.
- Tableau report creation and distribution with Geographical mapping of incident occurrence
- SSRS/SQL server report creation for Grade Crossing division in Safety department
- Winforms used as part of the .Net implementation
- Transformed data from one server to other servers using tools like Bulk Copy Program (BCP), and SQL Server Integration Services (SSIS)
- Utilized DTS/SSIS to transform offloaded IDMS data into PL/SQL Server, uploads and inserted records to new tables
- Implement WCF SOAP, Restful services and Web API server-side technologies for connecting frontend interface and backend database

Tools Utilized:.NET, C#, JAVA, HTML, CSS, Web Services, MVC 4, WCF, Visual Studio 2013/2010/2008/2005,ORACLE, SQL Developer, TFS, SSRS, SSIS, DB2, SQL,XML, GIS, ODBC,HTML,AJAX,Telerik, Winforms, CICS.

Army Airforce Exchange – Dallas, TX   **July '07 - Sept '11**
Role: E-Commerce B2B developer
Industry: Computer Software Development
Application Summary: Credit Card and Retail Processing
Project Summary: Design / Develop Credit Card applications for Department of Defense
Responsibilities:

- Design and implement .Net/C# /ORACLE / SQL Server implementation of Service Center Statistics implementation of multi-page web portal (for Sharepoint) for Service Center Dashboard for monitoring activity
- Design ORACLE tables/procedures to address utilization in Inventory out of balance monitoring
- Modify and maintain Java Script within multi-tier .Net code
- Design, Develop, Maintain, configure and install Retail/Credit Card processing software for DOD with Object Oriented Programming.
- Migrate database and mainframe code to be used on new server
- Data Warehouse: Architected and developed system that imports data from third party Service Center software (SQL 2000/2005 tables). Incoming data is parsed, scrubbed for errors, and loaded into final database in denormalized form for fast reports performance.
- Designed / Developed SQL Server Procedures / Agents for automating procedures of polling SQL Service Center table information for updating developed Data Warehouse

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Adrian Shamsudeen - Application Programmer Analyst

- Data Reporting Services Application: Designed and developed application that allows to review report and review data that was imported into Data Warehouse (.Net, C#, Web Services, SQL Server 2005).
- Designed and edited various web pages with Visual Studio 2008/2005
- Involved in creating Windows Forms with numbers of Visual Studio 2005 standard controls and components for UI. Maintained payment processing for e-commerce purchases through AAFES website. Helped others to solve their technical problems.

Thomson Financial – Milwaukee,   **May '06 - July '07**
Role: Software Development Consultant
Industry: Computer Software Development
Application Summary: Stock / Mutual Fund back-office software
Project Summary: Design / Develop Investing Software used at Fortune 500 Brokerage houses for managing customer's accounts and stock holdings
Responsibilities:

- Implementation of various software investment tools for Wachovia and AG Edwards
- Design, Develop, Maintain, configure and install TAXL software for back-office needs at various brokerage houses. Interface with Client and various requirement groups to analyze and plan strategy for Wachovia and AG Edwards
- Managed ACH payment processing and charge deposits for automatic investments

Tools Utilized: COBOL, CICS, DB2, DATACOM, SQL, INTERTEST, XPEDITER, CA7 ENDEVOR

Computer Associates – Washington D.C./Dallas, TX   **Nov '02 - May '06**
Role: Neumics Base Product Developer
Industry: Computer Software Development
Application Summary: OS/390 Capacity Management Software Design and Development
Project Summary: Project Manage / Design / Develop / Market Computer Associates Neumics product used in Fortune 100 companies for purpose of Capacity Management
Responsibilities:

- Insight Reports: Architected and developed web application for report requests – users can customize reports according to their requirements (ASP.NET 2.0, MS SQL 2005, Web Services, JavaScript, HTML)
- Analysis and design of new development of interface with web ICAN product for purposes of GUI (graphical) representation of capacity management statistics. The ICAN product had a state-of-the-art user interface and was configurable depending on the requirements of a particular client. The Struts framework along with technologies like Java, J2EE, EJB, JavaScript, HTML, and XML was used to develop the user interface which provided much of the required flexibility.
- Performance and Capacity management NeuMICS DB2 DIA development
- Manage the design and implementation of the one physical DB (MDB) to manage all resources emanating from CA Mainframe products

Adrian Shamsudeen - Application Programmer Analyst

- Logical and Physical DB modeling using Erwin for corporate DB repository being cultivated using Datacom. Design, Develop, Maintain, configure and install Computer Associates Neumics capacity management product SAS source code
- Trade show marketing of CA NeuMICS performance analyzer products
- Capacity management data warehousing involving SAS, MVS and UNIX HFS files.
- Interface with Level 1 and 2 support teams to determine problem sources and necessary PTF
- fixes to create for customers. Simulate PTF fix implementations using SMP/E and various mainframe OS/390 versions to verify customer installs. Research and Design of GUI representation of Neumics front end using Java and Eclipse workbench.
- Project management of new releases; interface with QA testers and Documentation writers to prepare and schedule packaged releases.

Tools Utilized: JAVA, .NET, DB2, SQL, SQL Server, SAS, UNIX, DATACOM, ERWIN, XML, C-LIST, ASSEMBLER, SMP/E MS-PROJECT, ACCESS, EXCEL, LAN, CLARITY

Northwestern Mutual – Milwaukee, WI   **May'02 - September '02**
Role: OS/390 Tools Specialist
Industry: Insurance
Application Summary: OS/390 Systems Programming/Development Tools
Project Summary: Development/ Vendor installations of Mainframe development tools
Responsibilities:

- Maintain, configure and install OS/390 tools and using SMP/E ; updates to ACF2/RACF profiles that application developers used.
- Interfaced with vendors to manage the implementations and convey and address any modifications needed and negotiate any license agreements that the company may need. The gap analysis between the actual proposed implementation of various new releases versus the installed base was carried out and presented to the management to aid in the budget allocation/business case for the various implementations.
- Responsible for SAS and Eztrieve data analysis for load module libraries. Using SAS macros, proc freq and proc SQL + data steps, we were able to implement the statistical analysis needed to determine the composition of the various libraries.   Report generated from this analysis were generated via SAS.
- Worked closely with the SAS 8 implementation group to aid in any migration issues. Create dynamic SAS dataset generation for loads, each dataset was formatted to be in the form userid.load.contents.   These datasets contained all csects related to the loads.
- PL/1, Cobol, SAS code analysis and design was carried out. Regression testing with the help of testing tools Hiperstation and its associated scripts were carried out. Principle support staff for testing tool Hiperstation.

Tools Utilized: SAS, PL1, DB2, SQL COBOL, MQ Series, CICS, FILEAID, ABENDAID, HIPERSTATION, EDGE ANALYSIS, REXX, VSAM, C-LIST, MS-PROJECT, ACCESS, EXCEL, LAN, SMP/E RACF, HIPERSTATION

ExxonMobil Chemical – Houston, TX   **May '97 – May '02**
Role: Programmer/Analyst, Project Manager

Adrian Shamsudeen - Application Programmer Analyst

Industry: Manufacturing/ Energy/ Oil
Application Summary: Oil Marketing/Order taking
Project Summary: Develop, Support, **and** Project Manage varying systems in Marketing area
Responsibilities:

- Information data gathering and system analysis with Client Representatives from the Marketing team to trouble shoot or aid in implementation of enhancements to the mainframe/LAN based order system including PSUP. PSUP was an automation effort to reduce costs by shipping from the most cost-efficient supply point.
- Conversion of mainframe systems to SAP platform; aided to facilitate the complete movement off of legacy code / databases to SAP configuration.
- Designed and implemented Transportation user requested VB multi table DB2 representation of order history repository to aid in Transportation area reconciliation of customer complaints.
- User testing and regression testing carried out with the help of Viasoft's product Smarttest.
- Working within tight budget constraints, analyzed, scoped, designed and presented the business case and implemented Cobol/IMS DB/DC tank telemetry online system for refill analysis and level warning. Training was also carried out for the users involved in the use of this "from scratch" implementation.
- 5 years as principal representative in BCP (Business Continuity Planning) for Disaster recovery of Order Processing. Aided in design of recovery center for Exxon Chemical headquarters.
- Aid in maintaining RACF profiles and mapping of authorizations per group/user.
- Project management, implementation and support of IMS DB/DC Telon, VSAM and SAS driven on-line and batch order processing interfaces. Design and implementation of link to net pricing system. Implementation utilized TELON for structured programming.
- Timeline and workflow solutions mapped out for integrating business units and spin-offs.
- Access reporting and SQL databases were used to simulate a Rail Tracking System that was part of a Y2K push to re-design aging SAS databases.
- Interface with users from around America to problem solve mission critical systems related to order taking and shipping various Exxon Chemical products.
- Around the clock on call support of multi-platform/system and multi area Order Processing system. Exxon "go to" person for batch/online analysis and fix of online, batch failures and technical integration problems. Java GUI investigated and tested for purposes for replacing online order system. Customizing the java code commenced.
- SAS order history database maintenance and repository development. Reporting using Proc Mean, Proc Freq, Proc Summary, Proc Merge and Proc SQL were carried out to analyze the dollar flow per supply pts, mode of transportation and dollar value. Proc SQL was heavily used during Y2K in the push to create a data warehouse/mine to offload any reference tables and order information from IMS to SAS DBs. This information was stored in formats that when invoked by Proc SQL could be

Adrian Shamsudeen - Application Programmer Analyst

relationally tied together. This data was sometimes offloaded to MS Excel in order to provide the users with more flexibility and independent analysis. Part of this work was carried out in a UNIX environment using direct connect.

Tools Utilized: COBOL, CICS, IMS DB/DC, TELON SAS, DB2, SQL, SQL Server, SAP, ABAP, ASAP, BCP, VB, LAN, SQL, RACF, ACF2, PROJECT MANAGEMENT, LAN, EASYTRIEVE, ACCESS, EXCEL, MS PROJECT, JAVA, UNIX, VSAM, FILEAID, ABENDAID, FTP, SMARTTEST, INTERTEST, XPEDITER, ENDEVOR

JC Penney / AON Sept '02 –
Nov '02
Role: Data warehouse configuration for Tele- Marketing use
Industry: Telemarketing / Research / Credit Card
Application Summary: Credit Card Telemarketing data warehousing
Project Summary: Ensure data requirements are met for credit-card telemarketing repository
Responsibilities:
- Part time assignment to aid with data warehouse design for Telemarketing information gathered for credit card usage:
- To support Business & Technical teams with expert guidance and consultancy in all matters relating to Business Intelligence, Analytics, and Reporting
- Using SQL development and querying tools, develop and troubleshoot various data warehouse and BI issues
- Developed knowledge in accounting, finance for financial reporting
- SAS databases used in tandem with mostly MVS files and some UNIX HFS files

Tools Utilized: SQL, SAS, HFS, UNIX
Realtime Consulting Jan '02 –
Sept '02
Role: Configurator, Trainer, ABAP programmer
Industry: Oil / Energy
Application Summary: SAP configuration
Project Summary: Adapt Oil company needs with configuration of several SAP modules
Responsibilities:
- Configuration and management of the module driven SAP R/3 system for a Chemical client. FI, PP, MM, BW and SD were among the modules customized as well as Enterprise structure details.
- Analysis of current systems and proposals for FI, PP, MM, BW and SD amendments were carried out through a series of discovery analysis phases. Each phase was completed and resulted in a document / presentation to the customer representative to determine the go ahead. Upon acceptance, the proposed design was put together prior to actual component implementation and testing. Incorporation of the business rules into SAP were carried out via the configuration of many components including FI, PP, MM, BW, SD and various customer and vendor tables. Group training sessions

Adrian Shamsudeen - Application Programmer Analyst

developed for the business users after the final implementation of the various configurations.

- Plant details for purposes of procurement as well as number range detail analysis was carried out for several account groups used at the corporation. Document entries for good receipts and invoices were also configured to tolerance limits and payment terms.
- Utilized ASAP project management methodology to implement proposed projects.

Tools Utilized: SAP, ABAP, ASAP methodology, (FI, SD, PP, MM, BW)

Ameritech – Milwaukee, WI   **Apr '95 - May '97**
Role: Developer, Support and Project Manager
Industry: Telecom
Application Summary: Marketing / Order taking
Project Summary: Order taking and customer analysis
Responsibilities:

- Project designed, managed and coded technical specifications and DB2 databases for IMS/DC / VSAM implementation of error correction clerk interface to erred ordered database. This first DB2 implementation at the Brookfield location consists of the following new components: 5 IMS/DC screens, 5 online programs, 1 batch program and 4 DB2 tables. Also, totally responsible for designing and coding the use of a dynamic SQL interface for varying database criteria using DB2 version 3.0.
- Created IMS/DC screen interface that displayed all users that may have altered the orders from the order correction database. The task of developing the software incorporated the use of IMS/DC and COBOL.
- Worked as management coordinator for the re-write of the order error inquiry processing system; also known as INQR. A GUI client server format is the final goal. Some intermediate steps include data analysis and the use of NETRON/CAP "re-use" frame technology and the NETRON case tool for prototyping GUI screens. As part of this involvement, I was helping to build a business case for the multi-million-dollar expenditure necessary for the implementation of the hardware and software involved in this plan. During the proof phase, presentations for functional technical specs using various graphical aids were used to pass this high budget project.
- Create SAS reports using macros and data step and other associated SAS reporting techniques to create reports for the users based on the erred order history. PROC SQL was used to create a relationship between the many erred orders and their various relationships with the types of accounts; business /residential. PROC tabulate and PROC summary were used to generate analysis reports for the data offloaded from DB2 and IMS databases.
- Testing and regression testing using Hiperstation.

Tools Utilized: COBOL, SAS, IMS DB/DC, CICS, DB2, NETRON, FILEAID, GUI, ADW, SQL, UNIX, HIPERSTATION, VSAM

Allstate - Chicago   **Oct '94 - Apr '95**
Role: Consultant

Adrian Shamsudeen - Application Programmer Analyst

- Development and enhancements to the premium and claims system at the MVS - OS/2 Allstate shop were carried out utilizing MQ Series, CICS, ADW, COBOL, PL/1, DB2, and JCL. Responsibilities included helping develop a half billion dollars online and batch project aimed at
- creating efficiency when contacting claim clients; project was named Customer Development System.
- ADW was used in conjunction with CICS to aid in developing and enhancing the Allstate premium and claims systems. This system is used by all regional offices across America. As part of the support for this system, answering and documenting regional field questions were carried out.
- Served as focus for questions regarding ADW usage within claims and premiums. Utilized ADW knowledge base to teach and support team case tool concept that were foreign to those using ADW for the first time.
- SAS data step mining development and MACRO development include the use of dynamic heading reporting using SAS input from file generate by users. The dynamic aspect utilized global variables and dataset name parsing. PROC SQL was used to create a relationship between claims tables and rating factors.

Hogan Systems - Dallas   **Oct '93 - Oct '94**

- As a consultant in the MVS - OS/2 client server environment, a combination of VB, Microfocus Cobol, JCL, DB2, DYL280, CQS, ADW GUI front end generator and SQL were employed to develop the first-generation client server version of EMS and MDI base Branch Automated teller

JC Penny Business Services - Dallas   **Sept '93 - Oct '93**

- Completed the GUPTA training class that was used to train IMI consultants for JC Penney Business Services. The IMI consultants used the training information to aid them in the USSB project.

NationsBank - Dallas   **July' 93 -
Sept '93**

- Primary function at NationsBank was support of AM Trust system. Responsibilities included support and improvements to the system. The working environment was CICS, COBOL, JCL and SAS.
- SAS and Easytrieve used to report on the AM trust system. Using the offloaded DB2 table information in GDGs, various proc databases were created and reports using various procedures varying from DATA step, PROC FREQ, PROC MEAN were utilized to report on the data mined from the AM Trust System.

IBM Laboratories - Toronto   **Dec '90 -
June '93**

- Responsible for technical management and customer support of key AS/400 products. Designed and development AS/400 Application Development Tools (ADT). These included Business Graphics Utility (BGU), Character Generator Utility (CGU),

Adrian Shamsudeen - Application Programmer Analyst

Advanced Printer Function (APF), Super Compare Utility (SUPERC), Query/38 and DFU/38 (IDU), Data File Utility (DFU), Source Entry Utility (SEU).

- Also responsible for ADT install code and problem tracking management (APAR and PTR) customer interactive support, test plan design and implementation, and technical support knowledge and training. The environment was OS/400, VM, LAN, IDSS, DOS, OS/2, WITT (workstation interactive test tool), on AS/400, PS/2, IBM 3090, PS/55 Kanji Workstations.
- Preparation and testing of PTFs and Test Customer Installs using SMP/E type tools for installation.

Independent Order of Foresters - Toronto   **Jan '90 - Dec '90**

- Responsible for a major database migration from IMS to VSAM and development and support of large CICS systems in the marketing area. These included Commissions, and an Incentive Awards System. The environment was COBOL, DB2, VSAM, CICS, IMS under MVS/XA, and VM. Various utilities and performance tuning tools that were used included FILE-AID, ABEND-AID, STROBE and XPEDITOR.

Dover Elevator of Canada - Toronto   **Aug '87 -**
Jan '90

- Responsible for identifying and resolving problems, applying PTF's and implementing new operating system releases. Performed development, management and support of interactive MF and PC-based Manufacturing Systems. The applications included Scheduling/Routing, Accounts Receivable, General Ledger, Cost Accounting and Profit Planning. I participated in writing functional specifications, system and database design and implementation, program debugging, system documentation and user training. Also worked on IBM Mainframe utilizing CICS, COBOL and DOS/VS.; AS/400 and PS/2's running VM/CMS, OS/400, PC-DOS and REXX.
- User report generation using SAS for the Account Receivables and Payable system.
- This information was user requested and depended on the input of parms that the user gave up to feed into various canned SAS jobs using macros and associated procedure processing

Independent Insurance Manager - Toronto   **Oct '84 - Aug '87**

- Responsible for the development and maintenance of both on-line and batch general insurance applications on a variety of IBM hardware and software. These included Claims, Premiums, Statistical Reports and various Database Management Systems, i.e., Vehicles, Operators, Lean Information, Agents and Claims.
- Participated in the implementation, maintenance and support of various Management Information Systems used to track policies. The environment was PL/1, COBOL, ADR, CICS DOS/VSE and VM/CMS. I also worked extensively with networking and various PC products.

Adrian Shamsudeen - Application Programmer Analyst	
Technical Skills	• **Mainframe Programming:** COBOL, CICS, DB2, JCL • **Database Analysis & Design:** DB2, SQL Server, SSIS, SSMS, Reporting Services • **Mainframe Tools:** CA DB2/IBM Tools (RC/Update, PRF) • **Enterprise Systems Integration:** AAMVA (CDLIS, PDPS, SSOLV, UNI, S2S), Web Services, APIs • **Compliance & Regulations:** WV CDL legal requirements, Federal/State regulated environments • **Languages & Frameworks:** .NET Core, C#, VB.NET, ASP.NET, PowerShell, JavaScript, HTML5, CSS3 • **Platforms & Environments:** IBM Mainframe, Azure, IIS, Windows Server • **Version Control & Tools:** Git, TFS, DevOps, SSIS, SSRS

2. **Sharan Burugu - Application Programmer Analyst**

Sharan Burugu - Application Programmer Analyst	
Education and Certifications	**Education: -** Bachelor of Technology in Information Technology from Anurag Group of Institution.

Qualification Summary & Narratives: -

- Seasoned Sr. Mainframe Developer/programmer with 10+ years of experience designing, developing, and modernizing enterprise-grade mainframe systems in complex, hybrid cloud environments. Adept at leveraging core mainframe technologies, including z/OS, JCL, CICS, IMS, and DB2 alongside advanced scripting in COBOL, Assembler, PL/I, and REXX to drive performance, reliability, and scalability. Proven success in legacy modernization, mainframe-to-cloud migrations, and cloud integration using AWS and Azure platforms, aligning infrastructure with business goals. Expertise spans DevOps automation, CI/CD pipelines, source control (Git), job scheduling (Control-M, CA7), and system optimization, while maintaining compliance and security standards through Azure AD, Key Vault, and governance tools. Strong background in managing Agile teams, collaborating across cross-functional groups, and delivering high-impact solutions using SOA and cloud-native services. I am known for architecting resilient batch and transaction processing systems that support mission-critical business functions. Known for effective stakeholder communication and cross-team collaboration, ensuring alignment between technical solutions and business objectives. Led and mentored junior developers while improving team workflows and promoting a culture of growth and ownership.

Experiences: -
USAA, San Antonio, Texas   **Dec 2023 – Present**
Senior Mainframe Developer

- Architected and led enterprise-scale mainframe-to-cloud migrations using AWS services, including EC2, S3, RDS, Lambda, ELB, and Auto Scaling to drive flexibility, performance, and operational cost-efficiency.
- Designed hybrid cloud architectures integrating AWS and mainframe environments, ensuring high availability, data consistency, and secure platform communication.
- Streamlined software delivery by implementing CI/CD pipelines, reducing release cycle times, and improving deployment reliability across mainframe and cloud applications.
- Oversaw developing and optimizing COBOL, Assembler, and CLIST-based applications, improving reliability and responsiveness in high-transaction systems.
- Managed job scheduling and batch workload automation using Control-M, CA7, and Tivoli Workload Scheduler, improving execution timelines and system throughput.
- Optimized mainframe applications for performance, reducing resource consumption, and enhancing system responsiveness under peak load conditions.
- Directed end-to-end performance tuning across z/OS and MVS platforms, reducing latency and improving transaction processing rates.

Sharan Burugu - Application Programmer Analyst

- Developed and integrated RESTful and SOAP-based APIs and enabled seamless data exchange between legacy mainframe applications and modern cloud services.
- Spearheaded cloud integration initiatives, aligning mainframe workflows with AWS infrastructure to support real-time data access and dynamic scaling.
- Managed real-time transaction processing through CICS and IMS and supported mission-critical financial and operational systems.
- Tuned and maintained IMS and VSAM systems, ensuring accurate and efficient data retrieval while maintaining high data integrity standards.
- Applied IBM OMEGAMON and ISPF to identify, troubleshoot, and resolve system issues, significantly improving system uptime and performance metrics.
- Established release management processes across cloud and on-premises systems, supporting smooth rollouts, rollback strategies, and cross-environment consistency.
- Controlled source code and configuration management using Endevor, ChangeMan, and Git, ensuring traceability, version integrity, and team collaboration.
- Led infrastructure cost optimization initiatives by fine-tuning mainframe and cloud resource allocation, achieving significant operational savings.
- Enabled fault tolerance and high availability through Parallel Sysplex configurations and redundant architecture across hybrid infrastructures.
- Conducted in-depth code reviews to enforce coding standards, performance benchmarks, and maintainability practices across multiple teams.
- Delivered data validation and transformation solutions that strengthened data accuracy and ensured integrity across integrated platforms. Mentored and guided technical teams throughout the project lifecycle—from architectural design and development to testing and production deployment, ensuring quality delivery and team alignment.
- **Environment:** COBOL, Assembler, CLIST, JCL, z/OS, MVS, IMS, VSAM, CICS, Control-M, CA7, Tivoli Workload Scheduler, Endevor, ChangeMan, Git, ISPF, IBM OMEGAMON, RESTful APIs, SOAP, EC2, S3, RDS, Lambda, ELB, Auto Scaling, AWS Infrastructure, Parallel Sysplex.

Intermountain Health, Costa Mesa, CA   **Sep 2019 - Nov 2023**
Mainframe Systems Analyst

- Led the transition of critical legacy systems to hybrid cloud environments, ensuring high availability, secure data migration, and minimal business disruption.
- Integrated Azure services such as VMware Solution, App Service, Virtual Machines, Blob Storage, SQL Server, and Data Lake with existing mainframe systems to support a scalable hybrid infrastructure. Developed RESTful APIs to enable real-time communication between mainframe and cloud platforms, improving system interoperability and data flow.
- Utilized Terraform and Azure DevOps to deploy Infrastructure as Code (IaC) for automated resource provisioning, CI/CD pipelines, and configuration management.
- Maintained and optimized z/OS and MVS environments, enhancing application stability, reducing downtime, and ensuring seamless execution of enterprise workloads.
- Conducted system performance turning to reduce latency and boost transaction processing speeds, resulting in measurable throughput gains in production systems.

Sharan Burugu - Application Programmer Analyst

- Automated job scheduling using Control-M and CA7 significantly reduces manual interventions and increases the reliability of batch job execution.
- Administered Oracle databases to support data warehousing, reporting, and integration efforts between on-prem and cloud systems.
- Developed and maintained COBOL, Assembler, and REXX-based automation scripts to streamline legacy workflows and improve system performance.
- Troubleshoot complex application issues using Xpediter, accelerating root cause analysis and minimizing resolution times. Performed in-depth root cause analysis (RCA) for system failures and implemented long-term corrective actions to maintain operational stability.
- Managed IBM MQ (MQ Series) for reliable message delivery between distributed and mainframe systems, supporting business-critical communications.
- Worked extensively with AAMVA applications (CDLIS, PDPS, SSOLV, UNI, S2S) to ensure compliance with federal/state driver data standards and enable secure cross-jurisdictional data sharing.
- Optimized IMS databases, VSAM file structures, and CICS transaction regions to maintain high-speed, low-latency transaction processing. Supported developing and maintaining SOA systems to facilitate seamless application integration across platforms.
- Used ChangeMan for source code version control and release management, enabling structured deployments and rollback capabilities.
- Partnered with business stakeholders to translate functional requirements into technical solutions, aligning mainframe capabilities with strategic goals.
- Created comprehensive technical documentation detailing system architecture, deployment procedures, and troubleshooting guides to support team operations and audits.
- Collaborated across teams to drive successful enterprise-wide integrations, ensuring data consistency and secure system connectivity.
- Established secure hybrid communication channels using Azure Active Directory, Key Vault, Security Center, and ExpressRoute to ensure compliance and data protection.
- Environment: COBOL, Assembler, REXX, JCL, z/OS, MVS, IMS, VSAM, CICS, Control-M, CA7, IBM MQ (MQ Series), Oracle, ChangeMan, Xpediter, WebSphere, RESTful APIs, Azure VMware Solution, Azure Data Lake, Azure Active Directory, Azure Key Vault, Azure Security Center, Azure ExpressRoute, Terraform, Azure DevOps

MNR Solutions, Hyderabad, India   **Oct 2016 - Jul 2018**

Mainframe Developer

- Streamlined mainframe deployments by designing CI/CD pipelines that automated releases and speed up delivery cycles.
- Spearheaded hybrid cloud integration by connecting mainframe systems with AWS services such as EC2, S3, Lambda, RDS, ELB, and Auto Scaling, enabling scalable data exchange across platforms. Developed and maintained enterprise applications

Sharan Burugu - Application Programmer Analyst

using COBOL, Assembler, and CLIST scripting, ensuring reliable execution of critical workloads.

- Built and supported SOAP and RESTful web services to facilitate secure and seamless data integration between the mainframe and external systems. Automated batch processing using JCL, optimizing job execution, and reducing manual intervention across daily operations.
- Managed job scheduling with Control-M, CA7, and IBM Tivoli Workload Scheduler, streamlining batch workflows and improving SLA compliance.
- Designed and maintained CICS and IMS applications for high-volume online transaction processing (OLTP), ensuring uptime and scalability.
- Maintained DB2 and VSAM databases, applying performance tuning, indexing, and troubleshooting to improve data access and system speed.
- Configured and monitored Parallel Sysplex environments to increase system redundancy and provide high availability across distributed workloads.
- Utilized IBM OMEGAMON for real-time system performance monitoring and capacity planning, helping proactively resolve potential slowdowns.
- Oversaw source code management and deployments using Endevor and ChangeMan, supporting audit-ready version control and process integrity.
- Developed and supported applications running on MVS and z/OS, enabling efficient processing of large datasets and transactions.
- Led efforts to automate and standardize testing processes for mainframe applications, reducing production defects and increasing code reliability.
- Conducted code reviews and enforced best practices to ensure mission-critical systems' performance, maintainability, and scalability.
- Hands-on experience with DB2 tools such as RC/Update and PRF for database management, performance tuning, and advanced query optimization.
- Tuned DB2 database configurations and implemented indexing strategies to minimize query latency and optimize reporting performance.
- Addressed and eliminated performance bottlenecks in batch processing workflows, enhancing system throughput and operational efficiency.
- Directed resource allocation strategies to prevent system overutilization, maintaining peak performance across high-demand environments.
- Collaborated on overall system design and architecture, aligning mainframe infrastructure with business objectives and growth projections.
- Integrated IBM MQ for reliable messaging and communication between mainframe and distributed systems, enhancing cross-platform interaction.
- Environment: COBOL, Assembler, CLIST, JCL, DB2, VSAM, CICS, IMS, Control-M, CA7, IBM Tivoli Workload Scheduler, Endevor, ChangeMan, MVS, z/OS, IBM MQ, IBM OMEGAMON, Parallel Sysplex, EC2, S3, Lambda, RDS, ELB, Auto Scaling, SOAP, RESTful Web Services.

Tericsoft Technology, Hyderabad, India   **Aug 2014 – Sep 2016**
Jr. Mainframe Developer

- Designed and supported business-critical applications using COBOL, PL/I, and REXX, ensuring stability and reliability across production environments.

Sharan Burugu - Application Programmer Analyst

- Developed efficient JCL scripts to automate batch job execution, reducing manual effort and supporting large-scale scheduling operations.
- Managed and optimized IMS DB and VSAM data stores to ensure fast, accurate transaction processing in high-volume environments. Built and maintained CICS-based applications for real-time processing, ensuring minimal latency and high availability.
- Automated scheduling and batch workflows using Control-M, CA7, and IBM Tivoli Workload Scheduler, minimizing operational overhead.
- Debugged and resolved complex issues in COBOL and PL/I programs, supporting uninterrupted delivery of mission-critical services.
- Conducted system troubleshooting, log analysis, and root cause diagnosis to address recurring errors and improve system uptime. Tuned MVS and Z/OS systems to optimize CPU and memory usage, improving batch throughput and resource efficiency.
- Actively contributed to system upgrade cycles, ensuring seamless transitions and preventing service disruptions across mainframe environments.
- Streamlined batch job workflows, reducing execution times and improving system throughput through process optimization. Participated in application optimization efforts by analyzing performance bottlenecks and implementing code-level improvements.
- Improved system reliability by proactively monitoring and analyzing error logs, preventing issues before they impact the operation. Distributed and optimized mainframe resources to prevent overutilization, enhance performance and cost-efficiency.
- Created and executed automated test routines to validate mainframe applications, improving release quality and reducing defects. Managed ongoing support and performance tuning for IMS and CICS systems, maintaining seamless data flow for transaction-heavy applications.
- Used Endevor for version control and deployment, maintaining code integrity and ensuring traceable, compliant release management.
- **Environment:** COBOL, PL/I, REXX, JCL, IMS DB, VSAM, CICS, Control-M, CA7, IBM Tivoli Workload Scheduler, MVS, z/OS, Endevor

Sharan Burugu - Application Programmer Analyst	
▪ **Technical Skills**	**Mainframe:** z/OS, MVS, JCL, CICS, IMS, DB2, VSAM, IBM MQ, Parallel Sysplex, Endevor, ChangeMan, ISPF, Control-M, CA7, Tivoli Workload Scheduler, DB2 Tools (RC/Update, PRF) **Languages & Scripting:** COBOL, Assembler, PL/I, REXX, CLIST, SQL **Debugging & System Tools:** Xpediter, IBM OMEGAMON, Transaction Log Analysis, Resource Management, Job Scheduling, Root Cause Analysis **Database & Web Services:** DB2, IMS DB, VSAM, SQL Optimization, Data Mapping, SOAP/RESTful APIs **Cloud & Hybrid Integration:** AWS (EC2, S3, RDS, Lambda, ELB, Auto Scaling), Azure (VMware Solution, VMs, App Service, Blob, Data Lake, Cosmos DB, SQL Server, ExpressRoute), Hybrid Cloud, Cloud-to-Mainframe **DevOps & Automation:** Git, Terraform, CI/CD Pipelines, Automated Testing, Source Code Management, Batch Optimization **Modernization & Architecture:** Mainframe-to-Cloud Migration, Legacy Modernization, SOA, Cloud Resource Integration **Project & Team Management:** Agile (Scrum, Kanban), Stakeholder Communication, Process Mapping, Team Leadership & Mentoring **Security & Compliance:** Azure AD, Key Vault, Security Center, Regulatory Compliance **Industry Applications:** AAMVA (CDLIS, PDPS, SSOLV, UNI, S2S)

7   Required Attachments

- ## Addendum Acknowledgement Form

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)

[x]   Addendum No. 1   [   ]   Addendum No. 6

[x]   Addendum No. 2   [   ]   Addendum No. 7

[   ]   Addendum No. 3   [   ]   Addendum No. 8

[   ]   Addendum No. 4   [   ]   Addendum No. 9

[   ]   Addendum No. 5   [   ]   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.

Tri-Force Consulting Services, Inc.
Company

Authorized Signature

09/17/2025
Date

NOTE: This addendum acknowledgement 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		Reason for Modification:
Doc Description:	Mainframe Application Programmer Technical Staffing Services		ADDENDUM NO_1 Vendor Questions and Responses REVISED Specifications
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:	VS0000045895		
Vendor Name :	Tri-Force Consulting Services, Inc.		
Address :	Business Center of Lansdale,		
Street :	650 North Cannon Avenue,		
City :	Lansdale,		
State :	PA	Country : Montgomery	Zip : 19446
Principal Contact :	Manish Gorawala, President		
Vendor Contact Phone:	(215) 362-2611	Extension:	

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

Vendor Signature X	_(signature)_	FEIN# 23-3062047	DATE 09/17/2025

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

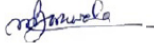| Date Printed: Sep 3, 2025	Page: 1	FORM ID: WV-PRC-CRFQ-002 2020/05

	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		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: VS0000045895

Vendor Name : Tri-Force Consulting Services, Inc.

Address :   Business Center of Lansdale,

Street :   650 North Cannon Avenue,

City :   Lansdale,

State :   PA   **Country :** Montgomery   **Zip :**   19446

Principal Contact : Manish Gorawala, President

Vendor Contact Phone: (215) 362-2611   **Extension:**

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

Vendor Signature X _____   **FEIN#**   23-3062047   **DATE**   09/17/2025

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

8 Signature page

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: VS0000045895

Vendor Name : Tri-Force Consulting Services, Inc.

Address :   Business Center of Lansdale,

Street :   650 North Cannon Avenue,

City :   Lansdale,

State :   PA   **Country :** Montgomery   **Zip :**   19446

Principal Contact : Manish Gorawala, President

Vendor Contact Phone: (215) 362-2611   **Extension:**

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

Vendor **Signature X** _(signature)_	**FEIN#** 23-3062047	**DATE** 09/17/2025

All offers subject to all terms and conditions contained in this solicitation
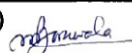
9 Designated Contact, Certification and Signature

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

(Printed Name and Title) ____Manish Gorawala, President_____

(Address) _Business Center of Lansdale, 650 North Cannon Avenue,_____
Lansdale, PA 19446
(Phone Number) / (Fax Number) _____(215) 362-2611_____

(email address) ____mgorawala@triforce-inc.com_____

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

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

___Tri-Force Consulting Services, Inc._____
(Company)
_____
(Signature of Authorized Representative)
_Manish Gorawala, President_____
(Printed Name and Title of Authorized Representative) (Date)
_Phone: (215) 362-2611, Fax: (267)-200-0026_____
(Phone Number) (Fax Number)
___mgorawala@triforce-inc.com_____
(Email Address)

10 Insurance Certificate

ACORD®	CERTIFICATE OF LIABILITY INSURANCE	DATE (MM/DD/YYYY) 2/19/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER		CONTACT NAME: Advanced Insurance Services & Agency, Inc		
Advanced Insurance Services & Agency, Inc		PHONE (A/C, No, Ext): (281)645-9665		FAX (A/C, No): (281)769-1168
633 E Fernhurst Dr,		E-MAIL ADDRESS: Coi@aisusainc.com		
Unit 1004 & 1003		INSURER(S) AFFORDING COVERAGE		NAIC #
Katy TX 77450		INSURER A : Hanover Insurance Company		22292
INSURED		INSURER B : Travelers Insurance Company		25658
Tri-Force Consulting Services, Inc		INSURER C : Hartford Fire Insurance Group		19682
650, North Cannon Avenue,		INSURER D :		
		INSURER E :		
Lansdale, PA 19446		INSURER F :		

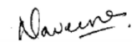## COVERAGES CERTIFICATE NUMBER: CL2521914446 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR			Z2D J967181 00	2/18/2025	2/18/2026	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:						GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
							BPP LIMIT	$ 10,000
A	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS X HIRED AUTOS X NON-OWNED AUTOS			Z2D J967181 00	2/18/2025	2/18/2026	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $			Z2D J967181 00	2/18/2025	2/18/2026	EACH OCCURRENCE	$ 4,000,000
							AGGREGATE	$ 4,000,000
								$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		UB-00A8473561	2/18/2025	2/18/2026	X PER STATUTE OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
A	E&O WITH 3RD PARTY CYBER LIAB.			LHD J967297 00	2/18/2025	2/18/2026	Each Occurrence/Aggregate	$5M/5M
A	3RD PARTY CRIME			BDD J967379 00	2/18/2025	2/18/2026	LIMIT	$5M

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
C. EPLI - 61 KB 0735525, Effe: 02/18/2025 to 02/18/2026, LIMIT - $1M.
A.1st Party Cyber Liability - LHD J967297 00, Effe: 02/18/2025 to 02/18/2026, LIMIT - $2M.
A. Cyber Crime - LHD J967297 00, Effe: 02/18/2025 to 02/18/2026, LIMIT - $100K.
A. Crime insurance-1st Party Coverage - BDD J967379 00, Effe: 02/18/2025 to 02/18/2026, LIMIT - $1M.

CERTIFICATE HOLDER	CANCELLATION
Evidence of Insurance	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE Naveena Gundeti/S

ACORD 25 (2014/01)   The ACORD name and logo are registered marks of ACORD
INS025 (201401)

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	$ 95.00	$ 197,600.00
Year One - Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Year One	$ 105.00	$ 87,360.00
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	$ 96.90	$ 201,552.00
Optional Year Two Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Two	$ 107.10	$ 89,107.20
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	$ 98.84	$ 205,583.04
Optional Year Three Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Three	$ 109.24	$ 90,889.34
Optional Year Four Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Four	$ 100.81	$ 209,694.70
Optional Year Four Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Four	$ 111.43	$ 92,707.13

** THIS AMOUNT IS FOR EVALUATION PURPOSES ONLY**