West Virginia Purchasing Division

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

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.

Solicitation Response(SR) Dept: 0802 ID: ESR09182500000002047 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: VS0000004169

Legal Name: LANCESOFT INC

Alias/DBA:

Total Bid: $1,086,192.00

Response Date: 09/18/2025

Response Time: 13:20

Responded By User ID: LanceSoft

First Name: Prashant

Last Name: Arni

Email: marketing@lancesoft.com

Phone: 703-674-4500

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 ESR09182500000002047	1

VENDOR
VS0000004169 LANCESOFT INC

Solicitation Number:	CRFQ 0802 DMV2600000001				
Total Bid:	1086192	**Response Date:**	2025-09-18	**Response Time:**	13:20:28
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				1086192.00

Comm Code	Manufacturer	Specification	Model #
81111600			

Commodity Line Comments: Note: We have attached pricing as a separate document.

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.

LANCESOFT

LanceSoft Inc.

Proposal Submitted For

CRFQ-0802-DMV2600000001-1 - Mainframe Application Programmer Technical Staffing Services

Submitted By:

LanceSoft, Inc.
2121 Cooperative Way, Suite 130
Herndon, VA 20171
Phone: 703-674-4500
Fax: 703-935-0339

POC: Prashant Arni
Phone: 703-674-4565
Email: marketing@lancesoft.com

CAGE Code: 4AUM9
DUNS: 154610971
TIN: 54-1974095
Business Size: Minority Owned
Business Enterprise (MBE)

Submitted To:

State of West Virginia
Bid Clerk, Department Of
Administration,
Purchasing Division, 2019
Washington St E Charleston,
WV, 25305, US

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Cover Letter

LANCESOFT

2121 Cooperative Way│ Suite 130 │ Herndon │ VA 20171 │ 703-674-4500 Phone | Fax 703-935-0339

18-Sep-25

To Team,
State of West Virginia
Bid Clerk, Department Of Administration,
Purchasing Division, 2019 Washington St E Charleston, WV, 25305, US

Subject: Response to State of West Virginia - Mainframe Application Programmer Technical Staffing Services - CRFQ-0802-DMV2600000001-1.

LanceSoft Inc. is pleased to submit its quotation through our response to State of West Virginia (hereinafter referred to as State) - Mainframe Application Programmer Technical Staffing Services - CRFQ-0802-DMV2600000001-1.

Our offer, in response to the above solicitation, is 100 percent compliant with all requirements and in many cases; we exceed the requirements to provide State of West Virginia with a high-value solution to the requirement.

LanceSoft states acceptance of all solicitation terms, conditions, and provisions. This offer shall remain valid for a period of 180 days. We hereby acknowledge that we have read and understood the CRFQ and Addendum 1 issued in response to this solicitation.

Established in 2000, LanceSoft is a privately-owned S corporation, headquartered at 2121 Cooperative Way, Suite 130, Herndon, VA, 20171 and the federal tax identification number is 54-1974095. LanceSoft has 25+ years of experience in providing temporary programmer staffing services to a diverse base of clients across various domains and geographies.

I, the undersigned, Prashant Arni, Sr. VP-Delivery and Operations of LanceSoft. I am authorized to sign the enclosed offer and will be the designated representative for purposes of this CRFQ and an authorized negotiator for a contract resulting from this offer. You may reach me at 703-674-4500 phone, 703-935-0339 fax, or via e-mail at marketing@lancesoft.com.

We now look forward to associate with the State for a long term and mutually beneficial business relation. Should you require any further information, we shall be pleased to provide the same.

Respectfully

Prashant Arni,
Sr. V.P. - Delivery and Operations
LanceSoft, Inc.

1.   CONTRACT MANAGER DETAILS

12. MISCELLANEOUS:

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

Contract Manager: Prashant Arni

Telephone Number: 703-674-4500

Fax Number: 703-935-0339

Email Address: marketing@lancesoft.com

2.   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)

[✓]	Addendum No. 1	[ ]	Addendum No. 6
[✓]	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.

LanceSoft, Inc.
_____
Company

_____
Authorized Signature

09-11-2025
_____
Date

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

3. APPLICATION PROGRAMMER ANALYST

Ravishankar Mangalampalli

Professional Summary:

- Sr. IBM Mainframe Application developer, with 20+ years of hands-on experience in application development. Extensive experience in the IT industry, involved with full project life cycle, complete Software Development Life Cycle SDLC.
- Strong technical and business experience in Banking, Healthcare, Insurance and State Welfare projects like State of New Hampshire, State of Oregon, State of Wisconsin and State of Missouri and State of West Virginia (Integrated Eligibility /Modernization)
- Worked as Onsite / Offsite / offshore coordinator.
- Worked as Senior Systems Analyst, Information Analyst, and Programmer Analyst.
- Posses' good interpersonal skills keen understanding of fundamental business processes and shall be able to determine existing and future information needs of any large multi-location organizations.
- Proficient in Technical writing (preparing technical specifications (HLD)) and Program specifications (LLD))
- Having good domain knowledge in Healthcare, State Welfare programs, Insurance, Manufacturing, Retail, Banking, Investments Banking, and Securities and Trading sectors.
- Excellent experience in all phases of Software Development Life Cycle (SDLC) such as development of software requirement specifications, software design specifications, coding the tasks, testing the components, integrating the modules and deploying the applications.
- Ability to multi-task work across different applications. Diverse work experience with different functionalities of the application, with Development and Production Support projects.
- Hands on experience on technologies such as IBM Mainframes, TSO/ISPF,COBOL, JCL, DB2, MVS,VSAM, CICS, IMS DB/DC,EASYTRIEVE, Java Script, JAVA,.NET,File-Aid, ENDEVOR, CHANGEMAN, ELIPS, VISIO, PANVALET, XPEDITER, Syncsort, IBM-Debugger, CA-INTERTEST, CONTROL-M, CA-VIEW, SDSF, CICS OMEGANON, BMC, DB2-PLATINUM, SPUFI, QMF, File Manager, MQ-Series, VA-Gen, Cool Gen(CA Gen), XML, Lotus Notes, Web Focus Reporting,Test Director, Quality Center skills.
- Proficient in obtaining project requirements from user and manager, formulating the requirements into design specs, preparing system specs, assigning tasks to team members, and tracking project progress.
- In-depth knowledge of quality processes such as SEI-CMMI and quality procedures to comply audit requirements.
- Experience in 24x7 Production support, and experience in Incident, Problem and change management process.
- Good experience in project planning, scheduling, estimation, resource and work allocation, risk identification and mitigation plan, product delivery and communication.
- Excellent Client Management, Experienced in building effective winning/successful relationships with both customers and development/testing/support teams.
- Efficient in listing issues with Line Managers and Project management teams.
- Working closely with support teams and deployment of the applications and providing necessary handover to support teams during pre-postproduction implementations.
- Experience in various stages of Project Management life cycle (PMI methodologies) to ensure that deliverables, deadlines, quality standards and client expectations are met.
- Handled multiple projects simultaneously, Capable of multi-tasking and working in highly tight project deadlines and executing duties while being observed by customer and user communities.
- Experience in defect analysis, tracking and defect closure of the applications using Test Director and Quality center.
- Proficient in Application performance and tuning.

Technical Skills:

- Extensive knowledge of IBM Mainframes, COBOL, JCL, DB2, VSAM, CICS, Power Builder
- IMS DB/DC, EASYTRIEVE, JAVASCRIPT, CA Gen, VA-Gen, WEB FOCUS (Report caster), ENDEVOR, CHANGEMAN, TELON, PANVALET, ELIPS, XPEDITER
- IBM-Debugger, CA-INTERTEST, CA-7, ISPF, CONTROL-M, SDSF, DB2-PLATINUM, TOAD, SPUFI, QMF, FILE-AID, File Manager, MQ-Series, XML, MS-Project, Lotus Notes, T
- est Director, DB2 STORED PROCEDURE, Quality center, MS-WORD, MS-XL, VISIO, FTP, NDM, CONNECT DIRECT, VB.NET, ASP.NET

Education:

- Bachelor of Engineering (B.E.), Civil Engineering from University of Mysore

Professional Experience:

DHHR RAPIDS – State of West Virginia, Charleston, WV   **Jul 2019 – Aug 2025**
Sr. Programmer Analyst

- RAPIDS is automated mainframe computer system used to determine eligibility for individual/families. And RAPIDS is West Virginia's major welfare reform and public assistance programs using EDBC including SNAP,

Medical Assistance (including, Childless Adults, Family Care and Senior Care) and Child Care, WV Works (W2)/TANF. RAPIDS Client Notices integrates the policy needs of multiple programs into one comprehensive automated system that share functionality and data related to application and eligibility determination for assistance, issuance of benefits, provision of services, and case management.

- The system was enhanced to deliver various stakeholder needs in the form of the Electronic Reports using ETL Tools and Client Notices/Letters using ADOBE rather than mainframe reports and currently going /changing from Legacy to modernized system or called as Integrated eligibility System (IES).

Responsibilities:

As a Team Lead responsible for:

- Requirements gathering for the enhancements requested by Client.
- Conversion of gathered new business & functional requirements into software requirement specifications by meeting IT strategies and comply with Organization's architectural standards.
- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Assisting in preparing Business Logic Diagrams (BLD's) for the gathered requirements for new changes/enhancements.
- Proposing fixes for the PCR's that was raised by workers and recovery steps according to priority levels.
- Assist the Product Tech Support team in handling customer escalation tickets.
- Assist the documentation team in preparing user guide.
- Assisting ADOBE team for developing new templates as needed by Web from mainframe for the Notices and Letters.
- Assisting ADOBE team to create/update Notice & Letter changes.
- Writing Design and assisting in writing test Cases and documenting for each bug fixed.
- Responsible for coding new developments in IBM-MAINFRAMES, Z/OS, TSO/ISPF, VS COBOL II, JCL, DB2, Platinum and migrating them to higher regions.
- Handling Help Desk application issues ticket, raised in ATS (Application tracking tool) by end user based on severity.
- Synchronizing all regions PCR's/Tickets, Unit and System while migration change from lower region to higher regions.
- Preparing and assisting in writing queries using SQL to extract data from various Database tables for reporting purpose
- Handling Ad-Hoc Report Requests.
- Handling Client Notices subsystem as a part of Team lead.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.

Technical Environment: Mainframe Z/OS architecture, TSO/ISPF, VS COBOL II, JCL, Sync sort, DB2, DB2 Stored Procedure, Platinum, IMS DC, Platinum, TELON and STAR Tool to Browse/edit datasets, HTML, XML, FTP, CNTL-M, Web Services, Informatica, MDM, ATS, Service Now.

Land's End Dodgeville, Wisconsin   **Jan 2019 – Jun 2019**
Sr. Programmer Analyst

- Lands' End is an American clothing and home decor retailer founded in 1963 and based in Dodgeville, Wisconsin, that specializes in casual clothing, luggage, and home furnishings.
- Most of the company's business is conducted through mail order and Internetsales, but the company also has retail stores, primarily in the Upper Midwest, along with international shops in the UK, Germany, Japan, France and Austria. From 2002 to 2014, Lands' End was a subsidiary of Sears Holdings.

Responsibilities:

As a Senior Programmer responsible for:

- Requirements gathering for the enhancements requested by Client.
- Conversion of gathered new business & functional requirements into software requirement specifications by meeting IT strategies and comply with Organization's architectural standards.
- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Proposing fixes for the Ticket's that was raised by client and recovery steps according to priority levels.
- Writing Design and assisting in writing test Cases and documenting for each bug fixed.
- Responsible for coding new developments in IBM-MAINFRAMES, Z/OS, TSO/ISPF, COBOL II, JCL, DB2, Platinum, CICS, EZTrieve and migrating them to higher regions.
- Handling Ad-Hoc Report Requests.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.

- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.

Technical Environment: Mainframe Z/OS architecture, TSO/ISPF, VS COBOL II, JCL, Syncsort, DB2, DB2 Stored Procedure, Platinum, CICS, EZTrieve Endeavor, SAV and File Aid to Browse/edit datasets, HTML, XML, FTP, MOVEIT, OPSWISE, Web Services, MDM, Salesforce, JIRA, Service Now.

DHHR RAPIDS – State of West Virginia, Charleston, WV   **May 2016 – Jan 2019**
Sr. Programmer Analyst

- RAPIDS is automated mainframe computer system used to determine eligibility for individual/families. And RAPIDS is West Virginia's major welfare reform and public assistance programs using EDBC including SNAP, Medical Assistance (including, Childless Adults, Family Care and Senior Care) and Child Care, WV Works (W2)/TANF. RAPIDS Client Notices integrates the policy needs of multiple programs into one comprehensive automated system that share functionality and data related to application and eligibility determination for assistance, issuance of benefits, provision of services, and case management.
- The system was enhanced to deliver various stakeholder needs in the form of the Electronic Reports using ETL Tools and Client Notices/Letters using ADOBE rather than mainframe reports and currently going /changing from Legacy to modernized system or called as Integrated eligibility.

Responsibilities:

As a Team Lead responsible for:

- Requirements gathering for the enhancements requested by Client.
- Conversion of gathered new business & functional requirements into software requirement specifications by meeting IT strategies and comply with Organization's architectural standards.
- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Assisting in preparing Business Logic Diagrams (BLD's) for the gathered requirements for new changes/enhancements.
- Proposing fixes for the PCR's that was raised by workers and recovery steps according to priority levels.
- Assist the Product Tech Support team in handling customer escalation tickets.
- Assist the documentation team in preparing user guide.
- Assisting ADOBE team for developing new templates as needed by Web from mainframe for the Notices and Letters.
- Assisting ADOBE team to create/update Notice & Letter changes.
- Writing Design and assisting in writing test Cases and documenting for each bug fixed.
- Responsible for coding new developments in IBM-MAINFRAMES, Z/OS, TSO/ISPF, VS COBOL II, JCL, DB2, Platinum and migrating them to higher regions.
- Handling Help Desk application issues ticket, raised in ATS (Application tracking tool) by end user based on severity.
- Synchronizing all regions PCR's/Tickets, Unit and System while migration change from lower region to higher regions.
- Preparing and assisting in writing queries using SQL to extract data from various Database tables for reporting purpose
- Handling Ad-Hoc Report Requests.
- Handling Client Notices subsystem as a part of Team lead.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.

Technical Environment: Mainframe Z/OS architecture, TSO/ISPF, VS COBOL II, JCL, Sync sort, DB2, DB2 Stored Procedure, Platinum, IMS DC, Platinum, TELON and STAR Tool to Browse/edit datasets, HTML, XML, FTP, CNTL-M, Web Services, Informatica, MDM, ATS, Service Now.

Fast Track (Team Millennium) – Thomson Reuters Brookfield, WI   **Feb 2016 – Apr 2016**
Programmer Analyst

- Thomson Reuters provides professionals with the intelligence, technology and human expertise they need to find trusted answers.
- It enables professionals in the financial and risk, legal, tax and accounting, intellectual property and science and media markets to make the decisions that matter most, all powered by the world's most trusted news organization.

Responsibilities:

As a Programmer Analyst responsible for:

- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Assist the Product Support team in handling customer escalation tickets.
- Assist the documentation team in preparing user guide.

- Responsible for coding new developments in COBOL II, JCL, DB2, CICS, Platinum and File-Aid, and migrating them using Changeman.
- Coding, Unit Testing, Functional testing & Regression Testing
- Handling Help Desk application issues ticket, raised in Remedy (tracking tool) by end user based on severity.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Responsible for Defect logging, tracking and management.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.

Technical Environment: Mainframe Z/OS series architecture, TSO/ISPF VS COBOL II, JCL, DB2, MAPR, Platinum, Changeman, CICS, File-Aid, Java, .NET, HTML, BL Server and Web Services, Microsoft Office, Remedy

FAMIS, FACES - DSS, Jefferson City, MO   **Jul 2014 – Feb 2016**
Sr. Programmer Analyst
- FACES and FAMIS applications are Missouri state welfare projects.
- The child support program responsibilities include locating parents, establishing paternity, establishing child and medical support orders, monitoring and enforcing compliance with child and medical support orders, reviewing and initiating modification of support orders and distributing support collections.
- The Division of Youth Services (DYS) is the state agency charged with the care and treatment of delinquent youth committed to its custody by one of the 45 Missouri juvenile courts.
- DYS programs are established to provide the mandated services in the Revised Statutes of the state of Missouri. These services include assessment, care and treatment, and education of all youth committed to its care.
- Toward this end, DYS operates treatment programs ranging from non-residential day treatment centers through secure residential institutions.
- Additionally, DYS administers the Interstate Compact on Juveniles, operates an accredited school program, and maintains a statewide statistical database of juvenile court referrals. DYS is administratively organized into one central office and five regional offices.

Responsibilities:
As a Sr. Programmer Analyst responsible for:
- Conduct JAD to review the business document with a team of business end users, application developers and technical analysts.
- Modifying Business requirements into technical specs and to coordinate with developers.
- Preparing Program specs based on Techincal specs.
- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Proposing fixes for the PCR's that was raised by workers and recovery steps according to priority using ELIPS levels.
- Assist the Product Support team in handling customer escalation tickets.
- Assist the documentation team in preparing user guide.
- Responsible for coding new developments in IBM-MAINFRAMES, Z/OS, TSO/ISPF, COBOL, JCL, DB2, Cool Gen, Platinum and File-Aid, Omegamon and migrating them.
- Coding, Unit Testing, Functional testing & Regression Testing
- Handling Help Desk application issues ticket, raised in JIRA (tracking tool) by end user based on severity.
- Writing queries using SPUFI to extract data from various DB2 tables for reporting purpose
- Generating Reports using Web Focus /Report caster / Managed Care & AFP.
- Reviewing programs for QA and Testing.
- utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Responsible for Defect logging, tracking and management.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.
- Involved in creating mock ups for the new screens to be built using Java.
- Involved in Building .NET based database pages.
- Worked on Web database retrieval /updates using Toad.
- Worked on IVR, TA Diversion amount validatin & caliculation, Tier-3 changes.
- Supports Pre & Post implementation support for new/enhancements of the software products.

Technical Environment: Mainframe Z series architecture, VS COBOL II, JCL, Syncsort, DB2, Cool Gen, Platinum, ELIPS, CICS, Webfocus/ Report Caster/ Managed Care, File-Aid, SAS, Java, .NET, HTML and Web Services, Microsoft Office, Visual Studio, VB.NET, ASP.NET, TOAD, JIRA.

CARES - DHS (State of Wisconsin) Madison, WI   May 2010 – May 2014
Sr. Programmer Analyst

- CARES (Client Assistance for Reemployment and Economic Support) is automated mainframe computer system used to determine eligibility for a number of Wisconsin's major welfare reform and public assistance programs using EDBC including Food stamp, Medical Assistance (including Badger Care Plus, Childless Adults, Family Care and Senior Care) and Child Care, Wisconsin Works (W–2).
- CARES, Client Notices integrates the policy needs of multiple programs into one comprehensive automated system that share functionality and data related to application and eligibility determination for assistance, issuance of benefits, provision of services, and case management.
- The system was enhanced to deliver various stakeholder needs in the form of the Electronic Reports rather than mainframe reports. Played a key role in some of the modules in Client Notices like Verification check list, verification check list re-design & Consortia changes.

Responsibilities:
As a Sr. Programmer Analyst responsible for:

- Requirements gathering for the enhancements requested by Client.
- Conversion of gathered new business & functional requirements into software requirement specifications by meeting IT strategies and comply with Organization's architectural standards.
- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Preparing Business Logic Diagrams (BLD's) for the gathered requirements for new changes/enhancements.
- Proposing fixes for the PCR's that was raised by workers and recovery steps according to priority levels.
- Assist the Product Tech Support team in handling customer escalation tickets.
- Assist the documentation team in preparing user guide.
- Worked closely with the XPression (WEB) team for developing new XML tags as needed by Web from mainframe for the Notices and Letters.
- Coordinated with XPression team to create/update Notice & Letter changes.
- Writing Design and Test Cases documents for each bug fixed.
- Production support to DHS system on periodical basis.
- Responsible for coding new developments in VS COBOL II, JCL, DB2, Platinum and File-Aid and migrating them using CHANGEMAN.
- Coding, Unit Test Plans, Unit Test Results, Functional testing & Regression Testing
- Handling Help Desk application issues ticket, raised in CATS (tracking tool) by end user based on severity.
- Synchronizing all regions PCR's, Unit and System while migration change from lower region to Acceptance.
- Writing queries using SPUFI to extract data from various DB2 Views for reporting purpose
- Handling Ad-Hoc Report Requests.
- Preparing, transferring, handling of XML data (set/s) using FTP to Xpression team for further process.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Responsible for Defect logging, tracking and management.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.
- Supports Pre & Post implementation testing for new/enhancements of the software products.
- Suppored Production reports using EOS Reports utility.

Technical Environment: Mainframe Z /OSseries architecture, TSO/ISPF, VS COBOL II, JCL, Syncsort, DB2, DB2 Stored Procedure, Platinum, IMS DC, Platinum, Changeman, TELON and File-Aid, JAVA2.0, RAD, Merant, JSP, Java Bean, JavaScript, Servlets, EJB, HTML, XML, FTP, Web Services.

SPD (Seniors and Peoples with Disability), DHS, State of Oregon   Jan 2010 – Apr 2010
Sr. Programmer Analyst

- DHS is welfare system for the state of Oregon that automates Eligibility Determination, Benefit Calculation (EDBC), Benefit Issuance, Benefit Recovery, and Employment & Training for the Temporary Assistance for Needy Families (TANF), State Adult Cash Programs, food Stamps, Child Care, Foster Care, Adoption Subsidy and Medical Assistance and SPD Programs.
- The system also interfaces with MMIS, Managed Care, Electronic Funds Transfer (EFT), and Electronic Benefits Transfer (EBT).
- The system also provides an automated facility for the administration of various public assistance programs and supports the information needs at the office and State level.
- The system was enhanced to deliver various stakeholder needs in the form of the Electronic Reports rather than mainframe reports.

Responsibilities:
As a Sr. IT Consultant responsible for:

- Requirements gathering for the enhancements requested by Client.

- Conversion of gathered new business & functional requirements into software requirement specifications by meeting IT strategies and comply with Organization's architectural standards.
- Proposing fixes for the PCR's that was raised by workers and recovery steps using COBOL, DB2, JCL, and CICS.
- Developing Design documents for PCRs.
- Assist the Product Tech Support team in handling customer escalation tickets.
- Assist the documentation team in preparing user guide.
- Writing Design and Test Cases documents for each bug fixed.
- Responsible for coding new developments in COBOL, DB2, JCL, CICS and migrating them using PANVALET and Visual Source Safe.
- Responsible for Testing online programs and batch programs using IBM Debugger.
- Coding, Unit Test Plans, Unit Test Results, Functional testing & Regression Testing
- Handling Help Desk application issues ticket, raised in PMTS tool by end user based on severity.
- Synchronizing all regions PCR's, Unit and System while migration change from lower region to Acceptance.
- Writing queries using SPUFI to extract data from various DB2 Views for reporting purpose
- Handling Ad-Hoc Report Requests.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Responsible for Defect logging, tracking and management.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.
- Supports Pre & Post implementation testing for new/enhancements of the software products.

Technical Environment: Mainframe Z /OS series architecture, TSO/ISPF, COBOL, CICS, JCL, DB2, SPUFI, VSAM, Syncsort, File-Aid, File-Manager, PANVALET, IBM-Debugger, FTP.

Medicare Common Membership, Kaiser Permanente, Portland, OR   **Mar 2008 – Nov 2009**
Sr. Programmer Analyst
- Kaiser Permanente is one of the top 10 Health care Insurance Company in the USA. Common Membership System (CM) is one of the IT applications which maintain the information about Kaiser Permanente members.
- CM is the membership administration platform serving 5 different regions (Northwest, Ohio, Colorado, Georgia and Hawaii) and is used for collecting profile/personal information from members, processing and maintaining membership information and calculation of membership benefits.
- The system also includes a billing component that interfaces with other enterprise systems such as Claims Processing, Accounts Payable, Accounts Receivable, Document Management and Printing Systems.
- It also processes MSP (Medicare Secondary Payer) individuals by looking into their Part-D information and verifying the details which satisfies the criteria.

Responsibilities:
As a Sr. IT Analyst, was responsible for:
- Studying and analyzing the business enhancements.
- Analysis of the specifications provided by the clients
- Interacting with the Business Users for clarifications and requirements.
- Preparing Design specification, program specification documents.
- Helping other Team members for their technical issues.
- Design and Development, Coding using COBOL, CICS, VA-Gen, VSAM, JCL
- Testing - Unit Testing & Integration Testing
- Responsible for overseeing the Quality procedures related to the project.

Technical Environment: IBM-MAINFRAMES, Z/OS, TSO/ISPF, COBOL, DB2, STORED PROCEURE, PLATINUM, CICS, JCL, Expeditor, File-AID, Syncsort, VA-Gen, VSAM, CONNECT DIRECT

New Heights (DHHS, State of New Hampshire), Concord, NH   **May 2006 – Mar 2008**
Sr. Programmer Analyst
- New HEIGHTS (New Hampshire Empowering Individuals to Get Help Transitioning to Self-sufficiency) is a Benefit system that automates the Federal, State's Department of Health and Human Services (DHHS).
- DHSS is the largest state agency, which provides services in the areas of public health, social services, substance abuse and mental health, child support, developmental disabilities, long term care, visual impairment, and aging and adults with physical disabilities.
- The DCIS II Delaware client information System is the Welfare management system which has the following major applications.
- Client registration: CR is the application used for registering a new case in the DCIS II system.
- This collects basic information of clients.
- Application Entry: AE is the application used to collect the data of each individual in a case that will be used later by the SFU/EDBC applications for eligibility determination and benefit calculations.

- SFU/EDBC: SFU is the application that will build different types of assistance groups for the individuals in a case based on the data provided by the AE application. The EDBC application will determine the eligibility and calculate the benefits for the individuals in the assistance groups build by the SFU application. The EDBC can either deny or approve the benefits based on the individual's details like resource, employment, income etc.

Responsibilities:

As a Sr. Programmer Analyst responsible for:
- Requirements gathering for the enhancements requested by Client.
- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Preparing Business Logic Diagrams (BLD's) for the gathered requirements for new changes/enhancements.
- Proposing fixes for the PCR's that was raised by workers and recovery steps according to priority levels.
- Assist the Product Tech Support team in handling customer escalation tickets.
- Writing Design and Test Cases documents for each bug fixed.
- Production support to DHHS system on periodical basis.
- Responsible for coding new developments in VS COBOL II, JCL, DB2, File Manager and migrating them using ENDEVOR.
- Coding, Unit Test Plans, Unit Test Results, Functional testing & Regression Testing
- Handling Help Desk application issues ticket, raised in CATS (tracking tool) by end user based on severity.
- Synchronizing all regions PCR's, Unit and System while migration change from lower region to Acceptance.
- Writing queries using SPUFI to extract data from various DB2 Views for reporting purpose
- Handling Ad-Hoc Report Requests.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Responsible for Defect logging, tracking and management.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.
- Supports Pre & Post implementation testing for new/enhancements of the software products.

Technical Environment: Mainframe Z/OS series architecture, TSO/ISPF, VS COBOL II, JCL, DB2, IMS DC, Platinum, ENDEVOR, File Manager, Syncsort & JAVA, JavaScript, Servlets, EJB, HTML, XML, FTP, POWER BUILDER, INTERTEST

Enterprise Cobol Conversion (CSX), Jacksonville, FL　　　　　　　　　　**Jan 2006 – Apr 2006**
Sr. Programmer Analyst
- Enterprise Cobol Conversion - This project deals with conversion of OS/VS Cobol and Cobol-II to Enterprise Cobol using MHTRAN.
- The main purpose this conversion is, to prepare compatible programs to support and to execute new version of CICS transaction server and DB2.

Responsibilities:

As a Technical Team Member, was responsible for:
- Analysis of the specifications provided by the clients
- Design and Development, Coding using COBOL, VSAM, JCL
- Testing - Unit Testing & Integration Testing
- Responsible for Impact Analysis, Changing the Programs & Copy members
- Responsible for Impact Analysis, Changing the Programs & Copy members
- Responsible for overseeing the Quality procedures related to the project.

Technical Environment: COBOL, JCL, Expeditor, File-AID, Syncsort, Endevor, Zeke, VSAM, MS-Office, MHTRAN

Topup (DBS, Singapore)　　　　　　　　　　**Jan 2004 – Sep 2005**
Application Programmer
- Current Account System is the heart of DBS. There are 3 types of accounts are there in CAS, one is Current, automatic and PosB.
- Data comes from the different systems to the CAS. So, it has to be processed by applying the Business logic, processed data to be send to respected systems and reports are generated as per the requirement.
- Files are generated during batch run, and kept for next day, data to be sending to other systems using connect direct method and kept on EOS for end user availability.

Responsibilities:

As an Application Programmer, was responsible for:
- Studying and analyzing the business enhancements.
- Analysis of the specifications provided by the clients
- Interacting with the Business Users for clarifications and requirements.
- Helping other Team members for their technical issues.

- Design and Development, Coding using COBOL, CICS, DB2, VSAM, JCL
- Responsible for developing new screens using CICS BMS Macros and SDF Tool.
- Responsible to generate reports using Eztrieve/COBOL.
- Testing - Unit Testing & Integration Testing
- Responsible for Impact Analysis, Changing the Programs & Copy members
- Responsible for overseeing the Quality procedures related to the project.

Technical Environment: COBOL, JCL, CICS, MQ-Series, Expeditor, File-AID, DB2, Syncsort, Changeman, INFOMAN, VSAM, MS-Office, MS-Project and OS/390, VISIO, EZ-Trieve, Connect Direct

Historical Ratings Data (Dunn & Bradstreet)   **May 2002 – Dec 2003**
Programmer

- It collects various categories of data (basic, infrastructure, managerial, financial performance, share market, legal and personnel) about almost all companies in Europe.
- Companies or individuals requiring information about a company, approach D&B. D&B registers this client by assigning a unique code (DUNS) and starts providing relevant information.

Responsibilities:
As a Programmer, was responsible for:
- Analysis of the specifications provided by the clients
- Interacting with the Business Users for clarifications and requirements.
- Responsibility for maintaining the legacy system as a key member.
- Responsibilities for coding new intermediate applications.
- Responsibilities for testing the developed / changed applications in test environment and moving them into production environment after all the ISO standards formalities.

Technical Environment: COBOL, JCL, DB2, Endevor and OS/390.

Modernized Business System (Prudential)   **Mar 2001 – Apr 2002**
Programmer

- Modernized New Business System is a support division in Prudential that assists the various businesses unites with system enhancements.
- The main functions within this system are Underwriting, Express Commissions and Policy Output.
- The underwriting process includes acquiring client information, evaluating the risk of the applicant, ordering of medical exams for the prospective customer, verifying medical and credit history, etc. The underwriting role becomes the key to whether the application for insurance is accepted or rejected.

Responsibilities:
As a Programmer, was responsible for:
- Analysis of the specifications provided by the clients
- Interacting with the Business Users for clarifications and requirements.
- Responsibility for maintaining the legacy system as a key member.
- Responsibilities for coding new intermediate applications.
- Responsibilities for testing the developed / changed applications in test environment and moving them into production environment after all the ISO standards formalities.

Technical Environment: COBOL, JCL, DB2, Changeman and OS/390.

- Ravishankar Mangalampalli is a Sr. IBM Mainframe Application Developer with 20+ years of experience in COBOL, CICS, DB2, and JCL within enterprise mainframe environments.
- He has extensive experience supporting state government systems, including projects for the State of West Virginia, where he led mainframe enhancements, compliance updates, and database analysis.
- His background includes developing and maintaining system interfaces, ensuring compliance with federal and state mandates, and providing end-to-end operational support.
- Ravishankar brings strong expertise in mainframe programming, regulatory system upgrades, and production support, making him well-suited to support the WV DMV Drivers' License System and CDLIS modernization initiatives.

Candidate Experience References

Reference 1:
Reference Name: Ravi V
Reference Phone: 603-368-4333
Reference Email: Ravi.@gmail.com
Reference Company: Deloitte
Reference Designation**:** Developer/Co employee

Reference 2:
Reference Name: Krishna R
Reference Phone: 608-776-8188
Reference Email: krisna.r@gmail.com
Reference Company: Deloitte
Reference Designation: Developer/Co employee

Reference 3:
Reference Name: Rammohan T
Reference Phone: 443-908-6854
Reference Email: ramt@gmail.com
Reference Company: Optum
Reference Designation: Developer/Co employee

4.   ADDITIONAL INFORMATION

- **Company Overview**

LanceSoft offers temporary staffing services to meet the diverse needs of small, medium and large-sized government departments across diverse industries such as Information Technology, Education, Healthcare, Finance, Banking, Engineering, Pharma, Automotive, Utility, Oil & Gas, Petro Chemicals, Energy, Aerospace, Semi-Conductor, Telecom, Retail and many more.

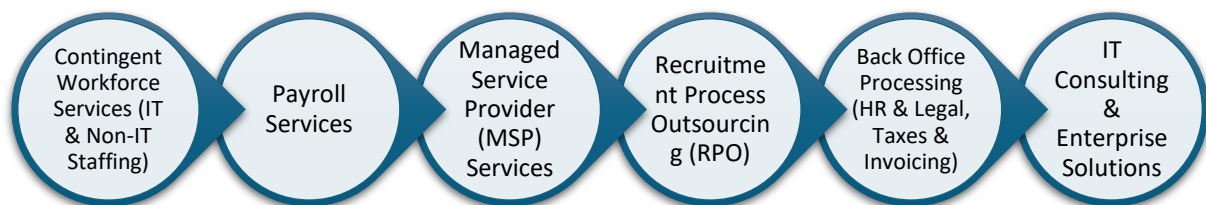|	
Mission	"To Combine Human Touch, Community Curation & Technology to Recruit - Top Talent". We focus on balancing cost, time, and quality - leveraging our experience, nurturing creativity, driven by ethics in a challenging and highly competitive area of talent acquisition to bring quality talent to our clients. With proven processes, methodologies and best practices, our core objective is not only to succeed but to exceed our customer expectations.
Vision	To be "One Source Global Work force provider" adding value to its customers, employees, and partners.

Our Diversity Status

LanceSoft holds the MBE certification issued by NMSDC, NYC Small Business Services and Minority-Women Business Enterprise certification issued by Virginia Dept. of Small Business & Supplier Diversity (SWAM). LanceSoft is a certified corporate plus member by NMSDC, MBE and WBE certified by NCTRCA. We have also invested in building our very own consciously bias diverse hiring platform called TADAH! (Together Achieve Diversity & Harmony) to promote, place & educate DEI candidates and corporations.

Line of Business

Contingent Workforce Services (IT & Non-IT Staffing) → Payroll Services → Managed Service Provider (MSP) Services → Recruitment Process Outsourcing (RPO) → Back Office Processing (HR & Legal, Taxes & Invoicing) → IT Consulting & Enterprise Solutions

Financial Viability

LanceSoft is a financially stable and rapidly growing company across the USA. LanceSoft currently has a credit line of $60 Million and has the required financial capacity to provide the services. We assure the State that we have the necessary financial capacity and working capital to fulfil the contract without assistance from any outside source.

LOCATION

USA and Global Footprint

Headquarters in Herndon (VA), we have a network of twenty-four (24) branch offices across the US and currently service across 50 states of the USA. Below are the locations of our branch offices.

Richmond (VA)	Fremont (CA)	Atlanta (GA)	Beaverton (OR)	Cincinnati (OH)
Irving (TX)	Denver (CO)	Philadelphia (PA)	Salt Lake City (UT)	Birmingham (AL)
Sugar Land (TX)	Washington (DC)	Boston (MA)	Chicago (IL)	Charlotte (NC)
San Diego (CA)	Clarkston (MI)	New York (NY)	Seattle (WA)	Columbia (SC)
Lexington (KY)	Bloomington (MN)	Orlando (FL)		

In addition to this, LanceSoft can also quickly set up an additional office at any preferred location to be able to manage their large volume of requirements for that location.

We also have an international footprint as follows:
- Four (4) country offices in Canada,
- Five (5) in India and.
- One each in UK, Ireland, Belgium, Netherlands, Norway, Poland, Romania, Germany, France, Greece, Bangladesh, China, Vietnam, Thailand, Indonesia, China, Malaysia, Turkey, Australia, Costa Rica, Czech Republic, Malaysia, Nepal, Philippines, Saudi Arabia, Singapore, Sri Lanka, Turkey, United Arab Emirates etc.

Our Clients

Our State Clients include the Office of General Services–New York, State of Arkansas, State of Arizona, State of Colorado, State of Connecticut, State of Florida, State of Georgia, State of Iowa, State of Massachusetts, State of Maine, State of Michigan, State of Minnesota, State of New Jersey, State of North Carolina, State of New York, State of Ohio, State of Oregon, State of Pennsylvania, State of South Carolina, State of Utah, State of Virginia, State of Washington, State of Delaware, and State of Maryland.

Our other Public Clients include Jackson County, Garfield County Board of County Commissioners, El Paso County, Baltimore County Public Schools, Ramsey County, County of Hennepin, Gwinnett County, Harris County, Riverside County, Shelby County Schools, City of Clermont, City of Phoenix, City of Anaheim, City of Tacoma, City of Redmond, City of Virginia Beach, City of Wentzville, The City of Colorado Springs, City of Dearborn, State of Arizona, State of North Carolina, State of Michigan, State of South Carolina, State of Massachusetts, State of Ohio, National Grid, New York Financial Information Services Agency (FISA), Virginia Department of Treasury, and Virginia Department of Transportation (VDOT).

Our Affiliations, Accreditations and Awards

LanceSoft is an ISO 9001:2015 certified company fulfilling the requirements for a quality management system (QMS). LanceSoft has been assessed and found to confirm the requirements of ISO 14001:2015 & ISO/IEC 27001:2013.

Our extensive staffing experience and top performance across several staffing programs is a great testament of our credibility. LanceSoft is currently an active "Preferred-Supplier" for over 200 mid to large staffing programs across the globe. Our list of Awards and Accolades that LanceSoft received recently from our clients include:

- ↗ Randstad Sourceright 2025 Preferred Supplier
- ↗ Magnit 2024 Global Supplier Excellence Award
- ↗ 2024, 2023, 2022, 2021, 2020, 2019 - Clearly Rated (Inavero's) Best of Staffing- Client Satisfaction & Talent Satisfaction (Diamond Award-Continuous 5 years)
- ↗ 2024, 2022- Randstad Preferred Supplier
- ↗ 2023- Kelly PSN Partner
- ↗ 2023-SIA Largest US Healthcare Staffing companies
- ↗ 2023-SIA Largest US Legal Staffing companies
- ↗ 2023-SIA's Global Power 150 Women in Staffing
- ↗ 2023- Magnit Global Supply Excellent Award
- ↗ 2023, 2022, 2020 SIA Largest US Staffing companies
- ↗ eTalent Expedia-Premier Partner Achievement-Jet Stream & First Class-2022
- ↗ SIA Largest Travel Nurse Staffing firms in the US for the year 2022

- ↗ Randstad Sourceright 2025 Preferred supplier North America
- ↗ Pinnacle Premier Supplier for 2024 & 2025
- ↗ 2020,2019,2018 Workforce Logiq Proven Performer
- ↗ 2020,2019,2018,2017 SIA Fastest growing staffing firms
- ↗ 2020 Fast 100 Asian American Business Award
- ↗ 2018,2017- Premier Partner by Tapfin
- ↗ Proven Performer by ZeroChaos -2017
- ↗ Supplier Excellence award by Kelly OCG-2017
- ↗ "Service Excellence Award" from Johnson & Johnson (J&J).
- ↗ Deloitte Fast 50 Finalist
- ↗ E&Y Entrepreneur of the year Finalist
- ↗ Featured in Silicon Valley magazine for our talent management solution
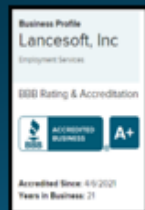
BBB ACCREDITATION: LanceSoft has been accredited by the Better Business Bureau (BBB). BBB accreditation is a renowned certification in the industry, and this will showcase LanceSoft standing behind BBB values as well as our own.

- **Experience and Qualifications**

LanceSoft brings strong industry experience, with a significant share of our staffing revenue derived from temporary staffing services. This makes us fully equipped to meet the State's requirements. Our specialized recruitment teams combine technical, business, and domain expertise, enabling them to source and screen best-fit candidates across diverse positions. We maintain a proactive recruitment team and an ever-growing contractor network, ensuring timely access to highly skilled professionals aligned with current market trends.

Our home-grown platform, **CPX**, further strengthens our capabilities by maintaining a database of over 25 million pre-qualified candidates segmented by location, skill set, and experience. With the ability to pipeline 20–30 new candidates daily, CPX ensures quick turnaround times and supports our recruiters in matching talent to the State's requirements efficiently.

We have a proven track record of supporting clients with temporary staffing services at a scale comparable to the State's program. Our methodology combines global delivery, deep domain expertise, and adaptive quality processes, ensuring operational efficiency and risk mitigation. With a high client retention rate, we build long-term partnerships by consistently delivering value and cost-effective solutions.
LanceSoft also has substantial public sector experience, successfully providing temporary staffing and support services to state agencies and government clients. We have delivered services in diverse, high-need environments, often under strict timelines, ensuring seamless integration with client operations. Our engagements include interim staffing, executive coaching, and specialized consulting, all tailored to client-specific goals.

With this blend of domain knowledge, innovative recruiting techniques, advanced tools, and proven methodologies, LanceSoft has positioned itself as one of the most sophisticated contingent workforce providers in the industry. Our experience, sourcing strategies, and delivery performance clearly demonstrate our ability to meet and exceed the State's temporary staffing requirements in an efficient and reliable manner.

Below are some of our experiences with various temporary and permanent staffing services provided by LanceSoft including but not limited to the following:

Name of the Client	Services Rendered	Period of performing service	Detailed Description of the Work Performed
State of Florida	Temporary Staffing Services	5+ Years	We have provided candidates for the State of Florida for the positions including, but not limited to, Systems Analysts, Software Developers, Application Programmer Analysts, Mobile Application Developers, ERP Developers, Web Developers, Database Administrators, ETL Developers, Business Intelligence Developers, Data Warehouse

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			Developers, Reporting and Analytics Specialists, QA Test Engineers, DevOps Engineers, Middleware Specialists, Cloud Application Developers, and many more.
State of New Jersey	IT Staffing Support Services	3+ Years	We have provided the candidates State of New Jersey for the positions including, but not limited to, Full Stack Developers, Application Programmer Analysts, API Developers, Data Engineers, ERP Systems Analysts, Technical Support Analysts, Integration Developers, Performance Test Engineers, Cloud Engineers, Infrastructure Engineers, Security Analysts, QA and Test Automation Engineers, and many more.
State of Delaware	IT Temporary Staffing Services	4+ years	We have provided candidates for State of Delaware for the positions including, but not limited to, Technical Architects, Data Conversion Specialists, Data Scientists, Analytics Developers, Cloud Solutions Architects, End-User Support Specialists, Machine Learning Engineers, Infrastructure Engineers, Network Engineers, Information Security Analysts, Access Management Specialists, , Full Stack Developers, Identity & Application Programmer Analysts, and many more.
State of Maryland	IT Staffing Services	5+ years	We have provided candidates to State of Maryland for positions including but not limited to Application Programmer Analysts, Integration Developers, Project Managers, Functional Leads, Software Engineers, Testing Automation Engineers, Business Process Optimization Specialists, Data Governance Analysts, Application Security Specialists, Workday ERP Developers, Training and Documentation Specialists,

			System Administrators, and many more.

Recruiting Strength:

LanceSoft has mature depth and capability when it comes to the temporary IT domain, supporting our public clients for close to 25+ years in this specialized industry segment. We have an independent training center of excellence that specializes in temporary IT, with a dedicated team of Approx. 250 recruiters, that specialize in temporary IT staffing and have an average tenure of 5-8 years. Our IT recruiting teams are constantly working with our existing and evolving various State Government clients for temporary IT talent pool to keep them on the cutting edge of technology. Our team of highly qualified experts can be deployed at a moment's notice. Within this division, our team consists of Industry leaders & subject matter experts who lead a core team of technical recruiters.

Dedicated Account Management Team:

We follow a well-defined and documented team management approach to handling such contracts to ensure that contract requirements are supported. We will assign the State a dedicated account management team to ensure the right delivery of services and needs are fulfilled with huge State satisfaction. Our account manager & account executives will work very closely with the State and LanceSoft on-site staff.

#	Name	Title	Experience
1	Prashant Arni	Sr. VP- Delivery and Operations	25+ years of Account, Contract & Project Management
2	Monica Skoogman	Account Executive	16+ years of account management
3	Khanh To	Recruitment Director	18+ years of Recruitment Management
4.	Ruchi Jain	SVP HR & Compliance	21+ years of Employee Care Management

- **Staffing Methodology**

Making the right match is what we do, and LanceSoft strives for a superior placement each time we assign talent. We will work closely with the State to gain a clear understanding of your staffing needs and partnership expectations. Rather than simply gather a "laundry list" of requirements and skills, LanceSoft engages in discussions that help us build a functional job profile, including key success factors and attributes that enable us to match not only skills and experience, but also important elements such as alignment with managerial style and organizational culture. With this insight, we create a thorough candidate profile that forms the foundation of our recruitment strategy.

Our engagement process is focused on our clients and their business needs. This consultative approach, known as our Match Fit Program, details from start to finish how our staffing firm selects the perfect candidate for the client's organization. The Match Fit Program includes five phases, which are customized to service your account most effectively.

Sourcing/Recruiting Methods

Our recruiting methods fall into several categories, as outlined in the following:

1. Careers Website

LanceSoft careers website is a central aspect of managing the recruiting processes. Our goal is to attract potential candidates to our company, build long-term relationships, assess candidate fit for programmer analyst job positions, and finally capture and process candidate information in a structured way.

With careers Website best practices in place, we achieve a competitive edge in recruiting the most-qualified IT search candidates quickly and gain financial benefits from direct and opportunity cost reductions. These practices automate recruiting activities that have a direct impact on the cost, reach, and breadth of candidate sourcing and processing. High quality and fit of hires translate into higher productivity and better work satisfaction, consequently producing higher retention rates.

The following are the best practices for careers websites which increases our odds of recruiting the most-qualified candidates and reduces direct as well as opportunity costs.

Applicants Anonymity	• Because many potential programmer analyst staff candidates will be employed while they search our career website for openings, privacy and confidentiality are important. We ensure that the database management, workflow rules, and recruiting processes are aligned to protect the candidates' anonymity.
Tailor Online Applications	• We are using pre-screening tools which will quickly separate qualified from unqualified programmer analyst staff candidates candidates based on answers to questionnaires.
Keep Track of Candidate Information	• The candidates will create and maintain a personal profile on our careers Website and attach programmer analyst staff candidates positions to their profile. The profile is then saved in our company's candidate database and accessed through an appropriate password. Our recruiters will view structured data about a candidate, including access to job-specific screening questions to easily assess fit. By tracking candidate information by job, we gather the necessary data for compliance reporting as well.
Job Seekers & Employees Post our Open Positions on Facebook	• We allow our job seekers to post programmer analyst staff positions on their Facebook page, we can increase the exposure of our open programmer analyst search Positions—and reach a larger pool of programmer analyst staff candidates at lower sourcing costs. In addition, we believe that the employees are one of our best sources for referrals. We encourage them to post open programmer analyst staff positions on their Facebook page and refer their friends.
Enable Job Searches	• A job search engine is a core component of our careers Website. It helps job seekers find programmer analyst staff Job Positions openings that meet their requirements quickly and efficiently. We make sure that current programmer analyst staff job Positions openings are in the searchable database also reduces the accounting burden of maintaining a manual list. The three best search criteria are Job Search by Job Category, Job Search by Location, and Job Search by Keyword.

2. Smart Sourcing

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The following best practices for smart sourcing help us to find the best talent for the job while decreasing the sourcing costs and time to hire.

Job Board Processes	→	Talent Pool	→	Social Networks	→	Local Recruiting Mediums	→	Talent Community Building (CPX)	→	Crowd Sourcing

a. Job Board Processes:

Our Recruiters have access to numerous external, national, and vertical job boards and use them only to supplement our customized recruitment mediums. This is unlike other firms who generally rely on subscription databases. A sampling of websites that we utilize regularly includes:

- ✓ Dice
- ✓ Monster
- ✓ CareerBuilder
- ✓ LinkedIn Enterprise
- ✓ Twitter

b. Talent Pool:

➚ To stay ahead of the competition in our recruitment, we have moved to a proactive recruiting model instead of a reactive one (job boards-based recruiting). LanceSoft has been able to intelligently build an extensive database of over 25 million qualified candidates out of which 100k candidates that are relevant to State's requirements, are authorized to work in USA.

➚ This vast database has individuals who have worked with us or have been qualified by us in the past. This pool also comprises of a large base of pre-cleared candidates that have demonstrated work experience in a diverse project environment and are highly qualified to best suit the requirements of State.

➚ We have a specialized recruiting team for our clients that have combined creative, technical, business and domain experience in the domain and hence are highly capable of screening the best-fit candidates for any generic/hard to find skillset-specific positions.

c. Social Networks:

According to CareerBuilder, 86% of programmer analyst candidates are using social media to apply and to research a company's brand, culture, and reputation.

Accordingly, LanceSoft continues to develop innovative social media strategies to stay aligned with the ever-changing marketplace. New tools, services, and applications are revolutionizing the way we can market your jobs. Our inbound marketing strategy leverages our social media, search engine optimization, content marketing, and social listening efforts in a unified approach, increasing the effectiveness of each.

Further, as part of our agreement with CareerBuilder, we have access to their mobile-friendly product called Talent Network. This is a LanceSoft branded microsite that is built to house all our jobs. It allows search engine optimization and is a great tool to allow us to network with passive candidates. Once passive candidates join our programmer analyst staffing positions Talent Network they are continually notified when one of our positions postings matches their profile. This has been very beneficial in keeping us in contact with high-performance talent that are not actively on the market.

- For example, our new **Facebook job search** application allows candidates to search our Mid-Level Positions openings directly through Facebook on any device, receive job alerts, and share details across any of their social networks.

- We have **Twitter and Google+ feeds** to send optimized job opening details targeting job-search oriented queries and new Twitter initiatives allowing us to target follow users openly inquiring about specific position types or availabilities.

- To complement this strategy, we are improving the search visibility of our local offices through **optimized Google Local pages**.

d. Local Recruiting Mediums:

As a highly visible local employer we can significantly augment our recruitment efforts through partnerships with the following local organizations:

- ✓ Colleges, universities, and technical schools
- ✓ Community and networking events
- ✓ Job fairs and trade shows
- ✓ Community and professional organizations
- ✓ Volunteer organizations (e.g., Year Up)

e. Patent Recruitment Technology - Talent Community Building (CPX):

LanceSoft constantly strives and invests in improving to be the best and stay ahead in this highly competitive process of talent identification and talent acquisition. We pride ourselves on our approach such as proactive pipelining, and 24/7 sourcing and recruiting.

> One of our key differentiators is our in-house patented CPX technology. CPX empowers our Delivery/Recruitment team to identify passive candidates and build talent communities around them.

We have dedicated specialists that manage each community and build, manage, and maintain these communities. The Innovation Initiative's objective is to keep up with Disruptive Innovations in the recruiting landscape and stay ahead of all our competitors. The Talent Community Solution reaches into various social networks and identifies potential candidates to become part of our community.

f. Crowd Sourcing:

LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently LanceSoft's Crowd consists of over 2200 professionals including free-lance recruiters, skill specific, domain specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability.

> Our Crowd RPO / Talent community / referrals are one of the topmost sources of candidate employment followed by our exhaustive internal database where profiles have been harvested for 25+ years, networking events and then job boards such as LinkedIn, Dice, CB, Indeed and Monster.

LanceSoft follows best-in-class business processes that add value to the client program, thereby setting a benchmark for all other organizations. By implementing these unique approaches in delivering our staffing

solutions to our clients, LanceSoft is being recognized consistently as a top performer across several client CW programs.

LanceSoft's Recruiting Strategy:

We will employ a comprehensive State - specific recruitment strategy that examines the state of the local market(s), allowing us to understand its dynamics, including demographics, labor conditions, unemployment rate, and statistical workforce projections.

Based upon labor market conditions and the types of skills State requires, we identify the highest-yield target groups from which to recruit and determine an appropriate strategy to attract talent from those areas. This includes selecting appropriate sources for talent, isolating the most effective tactics to penetrate these sources, and creating an overall market approach.
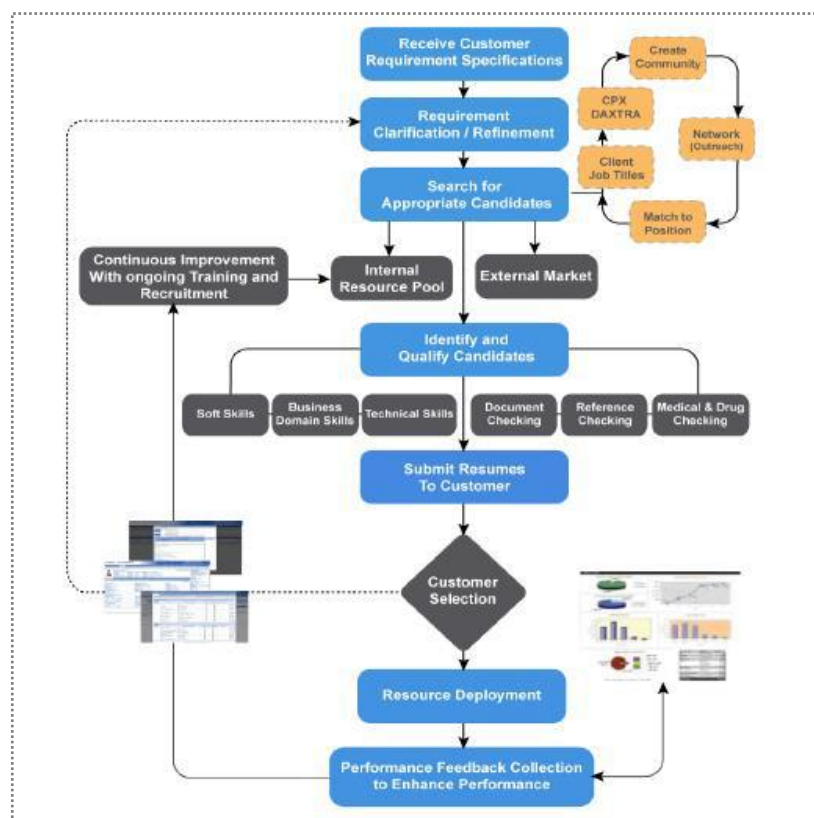
Screening Process

LanceSoft is dedicated towards providing quality candidates to its clients in line with their requirements. We pay close attention to the quality of candidates we select to meet the high standards we set for our customers. LanceSoft is known for its robust recruitment process that attracts the very best talent and offers an unconditional guarantee on all the work they provide to our customers.
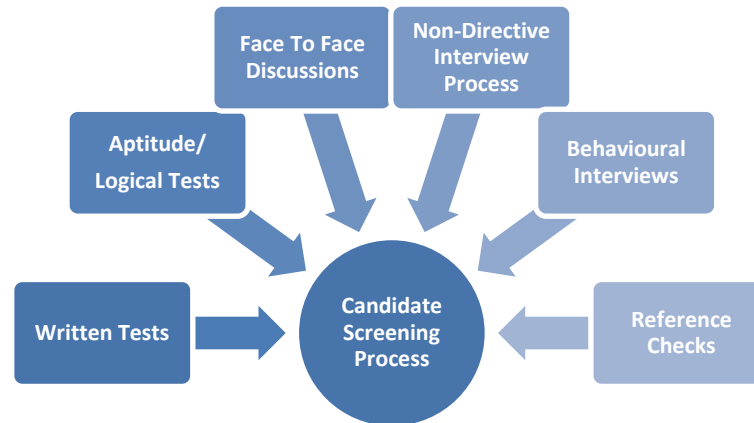
Step-1: Candidate Vetting and Technical Testing Process:

LanceSoft has developed a standard screening process that is followed for all its clients. However, if required, LanceSoft in the past has customized its screening process depending upon the specific requirements of the client. LanceSoft provides a customized screening process including a two-level quality review process (Two-step resume qualification) for all shortlisted candidates at both Lead Recruiter and National Account Manager-level to provide the best-fit candidates to our clients.

We follow a well-structured interview process as per Industry Best Practices, where the short-listed candidates are screened at an initial level followed by a detailed assessment of his/her skills by our technical team via a telephonic interview. After clearing these two levels, a final selection round is arranged between the candidate and the National Account Manager.

Some of the methods that the recruiters use for evaluating the technical and logical ability of the candidates are as follows:

Written Tests: All candidates are required to take a written test to demonstrate their grasp on the basic knowledge required for a specified role. The test covers the fundamentals. LanceSoft also uses the same set of questions and methodology for all the candidates to be interviewed for a given position, which gives LanceSoft and the client a common objective performance baseline.	**Aptitude/Logical Tests:** LanceSoft has designed a series of logical and aptitude tests to gauge the individual personality traits. These tests enable LanceSoft to assess the aptitude and skills of the short- listed candidates. LanceSoft conducts standardized tests in terms of their reliability and validity to provide correct results.

Technical/Software Skills Test:

HackerRank Platform	LanceSoft is using HackerRank, a platform designed to help to find the best engineering and software candidates using skills-based screening and interviewing tools. We will send these assessments to candidates or embed them on our careers page to build our pipeline through our internal tool CPX for our future use, and this platform automatically scores and ranks each one. It also offers a coding interview tool, allowing us to watch our candidates code in real time while we talking to the candidates.

TOSA Digital	We source our candidates based on the online real time assessments, a digital skills certification program. TOSA Digital helps us to test applicants with 20-25 interactive questions and exercises to evaluate things like programming skills and digital communication. Based on the client technology, the technology questions and coding will match the candidate's level, and we will get a detailed report of the candidate's skills, including how they measure up against the target profile. In this way, LanceSoft screens the quality candidates, and it will be sourced to State based on the requirements.
Glider AI	This Glider AI platform helps us to analyse a candidate's skill level, personality traits, skills, and cultural fitment with the help of holistic interactive assessments, real-world simulations, and general programming. With Glider, we can simulate a vast range of tech stacks from data science to DevOps and from backend development to frontend development.

Step-2: Conducting Interviews

Following are different types of Interviews we conduct to shortlist a suitable candidate:

Face-To-Face Discussions: LanceSoft conducts a thorough screening process to evaluate the technical and logical know-how of the candidates comprising of a face-to-face/web/video conferencing interview depending on client requirements. All applicants are assessed for competence and personal attributes including inter- personnel skills and communication skills. Our recruiters stringently test the domain knowledge and experience of clients to shortlist best candidate for clients.

Non-Directive Interview Process: At times, we also follow a non-directive interview process generally, a less formal process to assess the candidate's skills and personality attributes.

Behavioural Interviews: We conduct behavioural and situational based interviews as well, to evaluate candidates on their past behaviour and experience and the candidate's judgment ability and knowledge that may be required for the job. In some cases, we also conduct group discussions to compare the soft skills of the short-listed candidates to make the best selection.

Step-3: Background Checks

The client-dedicated onboarding team runs a sequence of procedures that help the candidates in fulfilling the formalities and paperwork at the client end. As a prerequisite prior to an offer made by LanceSoft for employment, LanceSoft's onboarding team conduct various checks that include but are not limited to:

- ✓ Complete background verification
- ✓ Previous employment checks
- ✓ Education verification
- ✓ Credit Reports
- ✓ Driver's Report/DMV Checks
- ✓ Social Security Trace/Validation
- ✓ Reference checks - LanceSoft recruiters thoroughly check with at least 2-3 references of the candidates being short-listed to verify their credibility.

✓ Drug Screening to test the candidates for the use of illicit/illegal drugs LanceSoft offers a 5 and 10 panel drug screening with additional panels available upon request to our customers.

Work Permit Checks: To verify the active work permit status of the candidates to ensure they are legally authorized to work in Alaska.

Work eligibility verification – Use E-Verify to ensure each candidate is eligible to work.

Criminal background checks.

Note: LanceSoft will take care of all the necessary background checks as required by the client.

Implementation Plan

LanceSoft has clearly defined the tasks to work closely with the State and dedicate an Account Management Team (AMT) to provide undivided attention and care to the State relationship. LanceSoft follows the below mentioned implementation plan for all its client engagement:

Step-1: On contract sign-off, LanceSoft will immediately assign a dedicated Account Management Team (AMT) to identify the anticipated volume of requirements and to be able to respond to 100% of the entire State's temporary staffing requirements.

Step-2: Within one (1) week of contract sign-off, LanceSoft will initiate a kick-off and a team introduction session between the client's program/hiring managers and point of contacts along with LanceSoft delivery team members. Program goals and initiatives will be discussed in detail to help better understand State's temporary staffing services program and needs. LanceSoft's AMT will try to understand various elements, key drivers and success factors for this relationship. Some of the State's key elements that would be studied include:

✓ H.R. policy regarding temporary labour.
✓ Travel policy for temporary labour.
✓ Region-wise Rate structure that has been agreed & signed off during the contract.
✓ Concentration of requirements and type of requirements.
✓ Typical hard to find skills for the client.
✓ Typical Time taken for manager feedback.
✓ Internal Benchmarks for hiring of temporary labour.
✓ Accounting & Billing contacts
✓ Accounting & Billing policies.
✓ Rules (Do's and Don'ts) for all aspects - H.R., Finance, Sales, Admin etc.

✓ Points of contact for various issues.
✓ Escalation structure.
✓ Addresses Contact names and Phone numbers of regional offices and respective relevant managers.
✓ List of client Holidays.
✓ Service level agreements to be followed.
✓ Response time for acknowledgement, Response time for resumes and time to fill parameters decided mutually.
✓ Email ids, usernames, passwords and Website addresses for process requirements.
✓ Escalation procedure and contacts for various issues including H.R., Legal, Administrative, Accounting & Finance and Marketing.
✓ General culture & work environment.
✓ Dress code.

Step-3: A document called the "Client Delivery Process Framework" is prepared which captures all details pertaining to the client.

Step-4: The client dedicated National Account Manager will also initiate the mapping of all the client's on-boarding requirements. This will create the entire backbone of the client specific process in compliance with their needs. At a minimum, the onboarding requirements will include:

- ✓ State related specific policies.
- ✓ Relevant contractual terms & conditions.
- ✓ Rules & Regulations - site specific & client specific.
- ✓ General culture & work environment.

- ✓ Dress code.
- ✓ State employee - LanceSoft consultant issues.
- ✓ Escalation procedures.
- ✓ Work site familiarity (at most times a site visit on the day of start of the project is arranged).

Step-5: LanceSoft firmly believes in the importance of training and orientation to its employees. Training activities at LanceSoft constitute a major human resources development effort and forms an integral part of the employee's career development plan. LanceSoft's training program encompass technology skills, soft skills, presentation & communication skills, line of business / domain skills and specific client-related orientation regarding client specific policies, culture, terms & conditions, rules & regulations and work site familiarity.

LanceSoft Value Adds:
LanceSoft follows best-in-class business processes that add value to the client program, thereby setting a benchmark for all other organizations. By implementing these unique approaches in delivering our recruitment solutions to our clients, LanceSoft is consistently recognized as a top performer across several client's staffing worker programs.

↗ Our award winning CPX platform leverages AI to streamline workflows and deliver deep analytics.

↗ We invest in self-training and vocational training schools in HUB zones, enhancing workforce skills.

↗ We focus on engaging and re-training veterans, deploying their skills effectively in the workforce.

↗ Our commitment to diversity & inclusion includes meeting federally required minimum spending targets for diverse hiring.

↗ LanceSoft utilizes crowdsourcing to access a wide talent pool, ensuring efficient and diverse hiring.

↗ We incorporate VR Headsets into our recruiting processes, offering immersive experience at trade shows and recruitment drives.

↗ LanceSoft uses targeted social media campaigns to enhance branding and reach specific audiences.

↗ We organize national hiring events, particularly around major metropolitan areas, to connect employers with potential candidates.

↗ Our mobile recruitment strategies ensure flexibility and reach, enabling us to connect with candidates anytime, anywhere.

↗ We utilize machine learning to optimize the matching of candidates with job opportunities, enhancing our talent pipeline.

↗ LanceSoft offers a global staffing model that supports clients with operations in multiple countries, ensuring consistent service.

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↗ We provide competitive pricing to deliver exceptional value in our staffing solutions.
↗ Our services include scalable solutions that can be adjusted up or down based on client needs.

Cost Saving Programs:

LanceSoft's Home Grown Automated System (CPX): We have developed State-of-the-Art system on cloud-based, Microsoft .Net platform, which completes the entire lifecycle of staffing on the web including Requisition Management, Applicant Management, On-boarding, Off-boarding, drug and background checks, time sheet management, payroll, billing, Employee Engagement, etc. The objective of building this system is to increase the internal efficiencies and speed, control costs and provide cost effective staffing services to our clientele.

Instead of using multiple external systems, CPX is designed at its core to eliminate the need for organizations to have multiple external systems. the State can track activities of their day-to-day operations through one, comprehensive application. This software is also user customizable and has various built-in workflows to enable the right controls in the right place.

Cost Saving by Training: By utilizing LanceSoft's trained candidates through our training subsidiary named UPTECH, the State will avoid lengthy and expensive training periods for new hires which results in significant cost savings for clients.

Cost Saving by Strong Market Intelligence: Our exceptionally strong market pricing intelligence helps each of our customers achieve extensive cost savings year-on-year by providing attractive and competitive Mark-Ups and Volume/Tenure Discounts without compromising on quality.

Current Trends: We keep up with the current trends to help our customers remain competitive in their industry. As with anyone with niche skills their demand and supply often cause the rates to fluctuate. Our system constantly reviews data based on parameters and we can forecast changes in rates based on skills or certain geographies. This helps to provide quality candidates with less cost.

Global Delivery Model: By Leveraging its global presence, LanceSoft is not only able to minimize operational costs but also source and recruit on a 24 X 7 basis. This enables LanceSoft to provide its State with the best value as well as stay ahead of the competition because of our ability to put more resources sourcing, build talent communities and pipelining talent based on client's projected hiring needs.

Our competitive edge in recruiting:
The following are some of the advantages that we will derive through our services to clients.
- Single point of contact to manage all project activities
- Reduction of liabilities and easier management of contract employees through payroll management
- Increased accountability in all project activities.
- Improved time and cost savings because we will be handling all the invoices, time sheet, remittance, and other administrative processes.
- Strong systems that cover the whole range of client management processes
- Detailed analytics and reports to keep you informed
- Making better hiring, deployment and service designing decisions with root-cause analysis to help analyze operational data.

EXHIBIT A - PRICING PAGE

MAINFRAME APPLICATION PROGRAMMER ANALYSTS				
LOCATION - 5707 MacCorkle Avenue, S.E., Charleston, WV 25304				
Item Number	**Quantity**	**Description**	**Hourly Rate**	**Annual Total**
Year One - Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours- - Year One	$90.00	$187,200.00
Year One - Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Year One	$135.00	$112.320.00
Optional Year Two Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours- - Optional Year Two	$90.00	$187,200.00
Optional Year Two Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Two	$135.00	$112.320.00
Optional Year Three Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Three	$90.00	$187,200.00
Optional Year Three Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Three	$135.00	$112.320.00
Optional Year Four Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Four	$90.00	$187,200.00
Optional Year Four Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Four	$135.00	$112.320.00

** THIS AMOUNT IS FOR EVALUATION PURPOSES ONLY**