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Header @ 2

List View

- General Information**
- Contact
- Default Values
- Discount
- Document Information
- Clarification Request

Procurement Folder: 1886131

Procurement Type: Central Master Agreement

Vendor ID:

Legal Name: ALPHA TECHNOLOGIES USA INC

Alias/DBA:

Total Bid: \$1,815.00

Response Date:

Response Time:

Responded By User ID:

First Name:

Last Name:

Email:

Phone:

SO Doc Code: CRFQ

SO Dept: 0803

SO Doc ID: DOT2600000079

Published Date: 3/31/26

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Close Time: 13:30

Status: Closed

Solicitation Description:

Total of Header Attachments: 2

Total of All Attachments: 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Senior Mainframe Application Analyst				130.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Senior Mainframe Application Analyst

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Mainframe Application Analyst				115.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Mainframe Application Analyst

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Senior Application Oracle Database Administrator				130.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Senior Application Oracle Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Application Oracle Database Administrator				115.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Application Oracle Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Senior Application DB2 Database Administrator				125.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Senior Application DB2 Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Application DB2 Database Administrator				105.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Application DB2 Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	PC Programmer Analyst				95.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

PC Programmer Analyst

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Senior PC Programmer Analyst				105.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Senior PC Programmer Analyst

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Application SQL Server Database Administrator				115.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Application SQL Server Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Senior Application Oracle Server Database Administrator				130.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Senior Application Oracle Server Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	GIS Database Administrator				105.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

GIS Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Senior GIS Database Administrator				125.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Senior GIS Database Administrator

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	GIS Architect				150.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

GIS Architect

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	GIS Application Developer				125.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

GIS Application Developer

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	Senior GIS Application Developer				145.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Senior GIS Application Developer

RESPONSE TO

CRFQ DOT2600000079

IT Temporary Staffing Services

**Proposal Response
Technical Proposal**

**Submitted to
West Virginia
Department of
Transportation (WVDOT)**

**ALPHA TECHNOLOGIES
USA INC.**

📍 1200 N. DuPont Highway,
Dover, DE 19901

Submitted by:

Neeti Nagra, Accounts Manager
gov.bids@alphait.us
917-862-2942
www.alphait.us



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COVER LETTER

04/13/2026

To,
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305

Subject: Response to CRFQ DOT2600000079 – IT Temporary Staffing Services

Dear Evaluation Committee,

Alpha Technologies USA Inc. (“Alpha Technologies”) is pleased to submit our response to the State of West Virginia’s Request for Quotation (CRFQ DOT2600000079) for IT Temporary Staffing Services in support of the West Virginia Department of Transportation (WVDOT).

As a certified Minority-Owned Business Enterprise (MBE) with over 27 years of experience and a workforce of 1,700+ IT professionals, Alpha Technologies specializes in delivering high-quality IT staffing and staff augmentation services to public-sector clients. We bring a proven ability to rapidly source, qualify, and deploy skilled professionals across a wide range of technical disciplines, aligning closely with the position classifications and requirements outlined in this solicitation.

Our staffing model is designed to support the State’s objective of establishing multiple open-ended contracts for IT technical staffing services, enabling flexible, on-demand access to qualified resources. We maintain a robust pipeline of pre-screened candidates across key domains, including application development, database administration, GIS, infrastructure, and enterprise systems, ensuring timely fulfillment of both routine and specialized staffing needs.

Alpha Technologies understands the importance of responsiveness, quality, and compliance within public-sector staffing engagements. We are well-positioned to support WVDOT’s delivery order-based staffing model by providing:

- Rapid candidate turnaround aligned with agency timelines
- Pre-qualified professionals meeting defined technical and experience requirements
- Flexible staffing support across multiple classifications and project needs
- Consistent adherence to State policies, onboarding requirements, and performance expectations

Our team is experienced in supporting multi-vendor environments and priority-based staffing frameworks, ensuring seamless coordination with agency stakeholders and other contracted vendors. We are committed to delivering qualified candidates within required timeframes and maintaining continuity of service through proactive resource management and replacement strategies when needed.



Alpha Technologies values the opportunity to support the State of West Virginia in strengthening its IT workforce capabilities. We are confident in our ability to deliver reliable, scalable, and high-quality staffing solutions that align with WVDOT's operational and strategic objectives.

We are duly registered to do business with the State of West Virginia and are in good standing with the West Virginia Purchasing Division. We comply with all applicable state requirements, including vendor registration, tax obligations, and regulatory standards necessary to provide services under this solicitation. We look forward to the opportunity to partner with the State of West Virginia.

Please contact us at gov.bids@alphait.us for additional information or clarification.

Sincerely,

Neeti Nagra

Neeti Nagra,
Accounts Manager,
Alpha Technologies USA Inc.



COMPANY QUALIFICATIONS

GENERAL COMPANY OVERVIEW

Alpha Technologies USA Inc. (“Alpha Technologies”) is a certified Minority-Owned Business Enterprise (MBE), founded in 1997 and headquartered in Dover, Delaware. With over 27 years of experience and a workforce of 1,700+ professionals, our team provides comprehensive IT staffing, workforce and IT Consulting solutions to public-sector and commercial clients across the United States.

Our staffing model is designed to support scalable, multi-agency, and on-demand resource needs, and includes:

- Executive oversight and workforce governance
- Dedicated public-sector and transportation-focused recruiting teams
- Specialized talent pipelines across key domains (Data & Analytics, GIS, Application Development, Cloud, Cybersecurity)
- Centralized recruiting operations, onboarding, and workforce support services

We maintain a deep bench of highly qualified IT professionals, including GIS specialists, data engineers, application developers, and systems integration experts enabling rapid sourcing, placement, and deployment to meet diverse and evolving technical staffing requirements, particularly for large-scale transit and infrastructure programs.

RELEVANT EXPERIENCE

Alpha Technologies has extensive experience providing IT staffing and workforce support to state, regional, and local government agencies, delivering skilled professionals into complex, multi-stakeholder, program-driven environments.

Our experience includes:

- Supporting multi-agency environments by deploying resources who effectively coordinate across jurisdictions, departments, and external stakeholders
- Providing specialized talent to develop and support web-based applications, dashboards, and public-facing platforms that enhance transparency and stakeholder engagement
- Supplying data engineers and analysts to support data integration, reporting, and analytics for performance monitoring, planning, and operational decision-making
- Staffing technical experts for enterprise systems implementation across cloud, hybrid, and on-premise environments
- Delivering professionals experienced in public-sector governance, including compliance with data security, accessibility, and reporting standards
- Offering flexible staffing models, including staff augmentation and managed staffing services, enabling seamless integration with internal IT teams while maintaining accountability for resource performance

We have successfully supported agencies by providing the right talent to transition from planning and analysis to implementation and operations, ensuring continuity across the project lifecycle.



Our staffing approach supports both standalone placements and integrated team augmentation, allowing effective collaboration with agency staff, partner vendors, and other stakeholders.

Alpha Technologies has extensive experience working with a diverse range of clients across county and municipal governments, public sector agencies, and large enterprise organizations, including but not limited to:

PUBLIC SECTOR EXPERIENCE

Client / Organization	State(s) / Location
U.S. Air Force	OK
Social Security Administration (SSA)	US
Federal Reserve Bank of New York	NY
State of North Carolina	NC
State of South Carolina	SC
State of New York	NY
State of Iowa	IA
State of Minnesota	MN
State of New Hampshire	NH
State of Rhode Island	RI
State of Delaware	DE
Commonwealth of PA	PA
North Harris County Regional Water Authority (NHCRWA)	TX
Aldine ISD	TX
Alief ISD	TX
City of Cleveland	OH
University of South Carolina	SC
NYC Health+ Hospitals	NY

COMMERCIAL SECTOR EXPERIENCE

Client / Organization	State(s) / Location
BNY Mellon	NY
Credit Suisse	DE, NC, NY, NJ
Dupont	DE



Freedom Mortgage	DE, NJ
Guardian Life Insurance Company (GLIC)	NJ
Guggenheim Partners	DE
Hughes Network	NY
International Institute of Education	NYC
InsPro Technologies	PA
JP Morgan Chase	NY
Mizuho Securities	NYC
Novartis Pharmaceutical	NJ
OutFront Media	United States
Ingram Content	TN
Magnit – Pro Unlimited	United States

COMPANY REPUTATION

- Demonstrated success delivering IT staffing and staff augmentation services across public-sector and enterprise environments, supporting infrastructure, applications, cybersecurity, and end-user operations
- Robust workforce of 1,700+ IT professionals, including consultants, engineers, developers, and support specialists, enabling rapid sourcing and deployment across diverse technical skill sets
- Proven ability to provide on-demand IT resources aligned to Statement of Work (SOW) and staff augmentation models, supporting both short-term project needs and long-term operational roles
- Extensive experience supporting government agencies, municipalities, and multi-department environments by placing qualified personnel who ensure continuity of operations across distributed users and critical services
- Strong capability to source and deploy talent with expertise in hybrid IT environments, including network infrastructure, virtualization (VMware/Hyper-V), cloud platforms (Microsoft 365/Azure), Active Directory, and enterprise systems
- Demonstrated experience providing service desk analysts, desktop support technicians, and escalation resources to maintain service levels and enhance end-user satisfaction
- Proven track record of staffing resources for both project-based initiatives and ongoing operations, including system upgrades, migrations, application support, and infrastructure optimization
- Alignment with ITIL-based service delivery environments through placement of professionals experienced in incident, problem, and change management processes
- Ability to integrate placed resources seamlessly into multi-vendor environments, ensuring effective collaboration with internal IT teams and other contractors under established governance frameworks



EXPERIENCE IN SIMILAR SERVICES

Social Security Administration (SSA)

Alpha Technologies provides IT staffing and workforce support for technology operations, systems support, and data infrastructure environments across multiple municipal departments supporting critical public services. Our resources include network administrators, support engineers, and application specialists responsible for system monitoring, endpoint management, application support, and platform maintenance to ensure continuous service availability.

Operating in distributed, multi-site environments, our deployed personnel coordinate across operational and administrative stakeholders to maintain system performance and reliability. Our staffing approach emphasizes professionals experienced in proactive monitoring, standardized service management processes, and rapid incident response to minimize disruptions and sustain operational continuity.

This engagement demonstrates our ability to supply skilled IT professionals for mission-critical public-sector environments, where system performance directly impacts service delivery, and highlights our capacity to staff integrated systems across geographically dispersed operations.

Federal Bank of New York

Alpha Technologies provides IT staffing and staff augmentation services to support enterprise technology environments within large government organizations. We deploy qualified professionals across infrastructure, applications, data systems, and cybersecurity domains, including roles in system administration, service desk operations, platform support, and security functions.

Our resources operate within complex, multi-department environments that require structured governance, cross-functional coordination, and adherence to public-sector standards. We provide talent experienced in performance monitoring, system optimization, and security best practices to maintain high availability and safeguard critical information assets.

This engagement highlights our ability to staff large-scale environments with diverse technical requirements, supporting interconnected systems and enabling efficient, reliable operations in high-demand and regulated settings.

State of Minnesota

Alpha Technologies provides IT staffing support across multiple city departments by supplying skilled professionals for systems support, application services, and coordinated technology operations within a large municipal environment. Our placements include system administrators, application support specialists, and help desk resources operating within a multi-vendor ecosystem.

These resources work within established governance frameworks, adhering to defined service delivery standards while collaborating across departments and stakeholders. Our staffing model



emphasizes professionals experienced in structured workflows, escalation protocols, and performance-based service management.

This engagement demonstrates our ability to deliver qualified IT personnel who integrate effectively into complex municipal environments, supporting diverse user groups and maintaining reliable technology systems that underpin essential public services.

PERFORMANCE HIGHLIGHTS

Alpha Technologies has consistently delivered measurable results across public sector and enterprise engagements, including:

- Achieved submittal turnaround times of 24–72 hours for most IT roles through an established recruiting pipeline and pre-qualified candidate pool
- Maintained high fill rates (90–95%+) across IT staffing requisitions, including infrastructure, applications, and cybersecurity roles
- Consistently delivered qualified candidates with a shortlisting ratio of 2–4 candidates per position, improving client selection efficiency
- Supported rapid onboarding timelines, with most resources deployed within 1–2 weeks of selection
- Maintained consultant retention rates above 90%, ensuring continuity and reducing turnover-related disruptions
- Achieved client satisfaction ratings exceeding 95% based on candidate quality, responsiveness, and service delivery
- Provided scalable staffing support for environments ranging from small teams to 1,000+ user organizations
- Ensured high compliance rates with client requirements, including background checks, documentation, and onboarding standards
- Maintained strong pipeline coverage across key skill areas, enabling consistent fulfillment of recurring and high-volume staffing needs



OUR TEAM

Our IT staffing success is driven by a well-structured, multidisciplinary team that combines recruiting expertise, technical domain knowledge, and program management oversight. Our team is purpose-built to ensure rapid talent acquisition, consistent quality, and seamless integration of resources into client environments.

At the core of our delivery model is a collaborative framework that aligns recruiting, account management, and technical evaluation functions. This ensures that each resource we place is not only technically qualified but also aligned with client culture, project goals, and operational expectations. Our team operates with defined roles, clear accountability, and standardized processes to support both high-volume staffing and specialized niche requirements.

We maintain dedicated recruiting units aligned to key technology domains, supported by centralized operations and leadership oversight. This structure allows us to scale efficiently while maintaining precision in candidate selection and responsiveness to client needs.

Key Team Strengths

- Domain-aligned recruiters with expertise in infrastructure, applications, cloud, data, and cybersecurity
- Experienced account managers serving as single points of contact for client coordination
- Technical screening specialists ensuring candidate quality and role alignment
- Centralized onboarding and compliance team managing documentation, background checks, and readiness
- Program leadership providing governance, performance tracking, and continuous improvement

TEAM STRUCTURE

Role	Responsibility	Key Functions
Program/Accounts Manager	Executive oversight and governance	Client engagement, escalation management, performance accountability
Service Delivery Coordinator	Client coordination and delivery management	Requirement intake, communication, SLA tracking, reporting
Technical Recruiters	Talent sourcing and pipeline management	Candidate sourcing, screening, shortlisting, submission
Technical Screening Specialists	Candidate evaluation	Skills validation, technical interviews, certification checks
Onboarding & Compliance Team	Resource onboarding and documentation	Background checks, onboarding coordination, compliance management



Resource Manager	Ongoing consultant support	Performance monitoring, retention, issue resolution
Delivery/Operations Support	Process and reporting support	Metrics tracking, process standardization, continuous improvement

This structured team model enables us to deliver consistent, high-quality IT staffing services while maintaining agility, scalability, and strong alignment with client objectives.



PROJECT APPROACH AND METHODOLOGY

Alpha Technologies employs a structured, scalable, and performance-driven approach to IT staffing, designed to align talent delivery with client operational objectives, timelines, and technical requirements. Our methodology emphasizes speed, quality, and accountability across the full staffing lifecycle, from requisition intake through onboarding and ongoing resource management.

Requirements Analysis and Workforce Planning

We begin by collaborating with stakeholders to clearly define role requirements, technical competencies, experience levels, and engagement models (staff augmentation or SOW-based).

This includes:

- Detailed position qualification and skill matrix development
- Alignment with project timelines, deliverables, and service expectations
- Identification of required certifications, tools, and domain expertise
- Workforce planning for both immediate and pipeline needs

Talent Sourcing and Candidate Pipeline Development

Leveraging our extensive network and recruiting infrastructure, we maintain a continuous pipeline of pre-screened IT professionals.

Our sourcing strategy includes:

- Access to a curated database of active and passive candidates
- Targeted sourcing through job boards, professional networks, and referrals
- Specialized recruiting teams aligned to technical domains (such as cloud, cybersecurity, applications)
- Diversity-focused recruiting aligned with client and regulatory objectives

Screening, Evaluation, and Shortlisting

We apply a rigorous multi-stage screening process to ensure candidate quality and fit:

- Technical screening and skills validation
- Behavioral and cultural fit assessments
- Credential and certification verification
- Structured interviews aligned to client criteria
- Delivery of a concise shortlist (typically 2–4 highly qualified candidates per role)

Submission and Selection Support

Alpha Technologies manages the end-to-end submission process, ensuring responsiveness and transparency:

- Timely candidate submittals (typically within 24–72 hours for standard roles)
- Detailed candidate profiles, including resumes, skill assessments, and availability
- Coordination of interviews and feedback cycles
- Offer negotiation and selection facilitation

Onboarding and Deployment

We ensure a seamless onboarding experience to minimize disruption and accelerate productivity:

- Background checks, compliance verification, and documentation management
- Coordination with client onboarding processes and systems access
- Rapid deployment timelines (typically within 1–2 weeks of selection)
- Orientation and readiness validation

Resource Management and Performance Oversight

Our engagement model includes continuous support and performance monitoring:

- Regular check-ins with both client stakeholders and deployed resources
- Performance tracking aligned with SLAs and role expectations
- Proactive issue resolution and escalation management
- Ongoing workforce optimization and retention strategies

Scalability and Continuous Improvement

Our methodology is designed to scale with evolving client needs:

- Flexible staffing models to support fluctuating demand
- Rapid ramp-up/down capabilities for project-based or operational needs
- Continuous process improvement based on client feedback and performance metrics
- Knowledge retention and transition support for long-term engagements

This structured approach enables Alpha Technologies to deliver high-quality IT talent efficiently while maintaining consistency, compliance, and alignment with client objectives across all engagements.



STAFFING PLAN

Alpha Technologies employs a structured and scalable staffing plan designed to ensure timely delivery of qualified IT professionals while maintaining flexibility to meet evolving client requirements. Our approach integrates workforce planning, rapid sourcing, and continuous resource management to support both short-term initiatives and long-term operational needs.

Demand Planning and Resource Forecasting

We collaborate with client stakeholders to understand current and anticipated staffing needs, enabling proactive workforce planning. This includes:

- Analysis of role requirements, skill sets, and experience levels
- Forecasting based on project timelines and operational demand
- Development of role-based staffing plans aligned with priorities
- Identification of high-demand and niche skill requirements

Talent Pipeline Development

Alpha Technologies maintains a continuous pipeline of pre-qualified IT professionals to ensure rapid response:

- Active database of vetted candidates across key technology domains
- Ongoing pipeline development for frequently requested roles
- Engagement with passive candidates and specialized talent pools
- Diversity-focused sourcing aligned with client objectives

Recruitment and Sourcing Strategy

Our multi-channel sourcing approach ensures access to high-quality talent:

- Targeted sourcing through job boards, professional networks, and referrals
- Dedicated recruiters aligned to technical domains (e.g., cloud, cybersecurity, applications)
- Utilization of advanced screening tools and applicant tracking systems
- Competitive market intelligence to attract and retain top talent

Screening and Selection Process

We apply a rigorous evaluation framework to ensure candidate quality and fit:

- Technical assessments and skill validation
- Behavioral and cultural fit evaluation
- Credential and background verification
- Submission of a concise shortlist (typically 2–4 candidates per role)

Deployment and Onboarding

Our onboarding process is designed for speed and compliance:

- Coordination of interviews, selection, and offer management
- Completion of background checks and onboarding documentation
- Alignment with client-specific onboarding procedures and access requirements
- Rapid deployment timelines (typically within 1–2 weeks of selection)



Resource Management and Retention

We provide ongoing support to ensure resource performance and continuity:

- Regular engagement with deployed staff and client stakeholders
- Performance monitoring aligned with SLAs and expectations
- Proactive issue resolution and escalation management
- Retention strategies to minimize turnover and maintain continuity

Scalability and Surge Support

Our staffing plan is designed to scale efficiently based on client needs:

- Ability to ramp resources up or down based on demand
- Support for both individual roles and large-scale team deployments
- Rapid mobilization for urgent or high-priority requirements
- Backup resource planning to ensure continuity of service

Continuous Improvement and Reporting

We incorporate feedback and performance metrics to refine our staffing approach:

- Tracking of key metrics (time-to-fill, submission quality, retention rates)
- Regular reporting and communication with client stakeholders
- Process optimization based on performance insights and client feedback

This staffing plan enables us to deliver high-quality IT talent efficiently, ensuring responsiveness, consistency, and alignment with client operational and strategic objectives.



REFERENCES

REFERENCE 1

Company Name	PenFed Credit Union
Contact Name and Title	Claudio Mazzone - Team Lead
Address	7940 Jones Branch Drive, Virginia
Phone Number	732-778-7714
Email Address	Claudio.Mazzone@penfed.org
Project Description	Staffing Solutions
Contract Status	Ongoing (5+ Years)

REFERENCE 2

Company Name	Freedom Mortgage
Contact Name and Title	Sean O'Neal - Team Lead
Address	907 Pleasant Valley Rd. Mount Laurel, NJ 08054
Phone Number	856-626-2779
Email Address	sean.oneal@EssentialsGo.com
Project Description	IT Staffing and Staff Augmentation
Contract Status	Ongoing (10+ Years)

REFERENCE 3

Company Name	Guggenheim Investments
Contact Name and Title	Robert DiGiaro - Managing Director
Address	330 Madison Avenue, New York, NY 10017
Phone Number	212-377-4093
Email Address	Robert.Digario@guggenheimpartners.com
Project Description	IT Staffing
Contract Status	Ongoing (10+ Years)



ADDITIONAL VALUE ADDED OFFERINGS

IT Service Desk & End-User Support

24/7/365 outsourced IT Service Desk support | Multi-channel support (phone, email, chat, self-service portal) | Level 1 incident management and service request fulfilment | First-contact troubleshooting for hardware, software, network, and application issues | User account and access management (password resets, account unlocks, role changes) | Remote support for distributed and multi-location environments | Escalation coordination with Tier 2 and Tier 3 IT teams | Support for both administrative and clinical-adjacent systems

ITSM & ServiceNow Services

Provisioning and management of a dedicated ServiceNow ITSM instance | Configuration of Incident, Request, Problem, Change, Knowledge, and Asset Management | Workflow design, automation, and ticket routing | Self-service portal and knowledge base development | Reporting dashboards and performance analytics | ServiceNow integrations with Active Directory/Entra ID, Epic, monitoring, and enterprise tools | Ongoing platform maintenance, upgrades, and security patching

Transition & Implementation Services

Structured transition planning and governance | Knowledge transfer from incumbent providers | Shadow and reverse-shadow operational support | Analyst hiring, onboarding, and training | Go-live readiness and stabilization support | Documentation, SOP development, and validation

Security, Compliance & Risk Support

Operations aligned with HIPAA, HITRUST, SOC 2 Type II, and industry standards | Role-based access control and multi-factor authentication support | Secure data handling, encryption, and audit logging | Incident response coordination and root cause analysis | Support for vendor remote access controls

Additional IT & Technology Capabilities

Application support and system integration | Custom software and application development | Infrastructure and platform support (on-premises, hybrid, and cloud) | IT assessments and operational readiness reviews | Support for system upgrades and technology transitions

Staffing & Workforce Services

Team Leads providing day-to-day operational oversight, quality control, and escalation support | Service Delivery Manager serving as the primary point of contact and responsible for overall service performance, governance, and continuous improvement | Subject Matter Experts (SMEs) available for complex or specialized issues requiring deeper technical expertise | Structured hiring, onboarding, and training programs to ensure analyst readiness and consistency | Cross-trained resources to support coverage continuity and scalability

Exhibit A - Pricing Page

WVDOT Information Technology Staffing Services RFQ(81260081)

CRQM DOT26*44

Contract Item	Description	Est. Qty.	Unit of Measure	Year 1 Unit Cost	Year 2 Unit Cost	Year 3 Unit Cost	Year 4 Unit Cost	Extended Cost
4.1.1	Senior Mainframe Application Analyst	2080	EA	\$125.00	\$130.00	\$135.00	\$140.00	\$1,102,400.00
4.1.2	Mainframe Application Analyst	2080	EA	\$110.00	\$115.00	\$120.00	\$125.00	\$977,600.00
4.1.3	Senior Application Oracle Database Administrator	2080	EA	\$125.00	\$130.00	\$135.00	\$140.00	\$1,102,400.00
4.1.4	Application Oracle Database Administrator	2080	EA	\$110.00	\$115.00	\$120.00	\$125.00	\$977,600.00
4.1.5	Senior Application DB2 Database Administrator	2080	EA	\$120.00	\$125.00	\$130.00	\$135.00	\$1,060,800.00
4.1.6	Application DB2 Database Administrator	2080	EA	\$100.00	\$105.00	\$110.00	\$115.00	\$894,400.00
4.1.7	PC Programmer Analyst	2080	EA	\$90.00	\$95.00	\$100.00	\$105.00	\$811,200.00
4.1.8	Senior PC Programmer Analyst	2080	EA	\$100.00	\$105.00	\$110.00	\$115.00	\$894,400.00
4.1.9	Application SQL Server Database Administrator	2080	EA	\$110.00	\$115.00	\$120.00	\$125.00	\$977,600.00
4.1.10	Senior Application Oracle Database Administrator	2080	EA	\$125.00	\$130.00	\$135.00	\$140.00	\$1,102,400.00
4.1.11	GIS Database Administrator	2080	EA	\$100.00	\$105.00	\$110.00	\$115.00	\$894,400.00
4.1.12	Senior GIS Database Administrator	2080	EA	\$120.00	\$125.00	\$130.00	\$135.00	\$1,060,800.00
4.1.13	GIS Architect	2080	EA	\$145.00	\$150.00	\$155.00	\$160.00	\$1,268,800.00
4.1.14	GIS Application Developer	2080	EA	\$120.00	\$125.00	\$130.00	\$135.00	\$1,060,800.00
4.1.15	Senior GIS Application Developer	2080	EA	\$140.00	\$145.00	\$150.00	\$155.00	\$1,227,200.00
Grand Total								\$1,102,400.00