

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: 0231 ID: ESR09082600000001814 Ver.: 1 Function: New Phase: Final

Modified by batch , 09/23/2026

Header 5

List View

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

Procurement Folder: 2020855
Procurement Type: Statewide MA (Open End)
Vendor ID: VS0000005897
Legal Name: INFOJINI INC
Alias/DBA:
Total Bid: $2,371,200.00
Response Date: 09/23/2026
Response Time: 9:12
Responded By User ID: statebids
First Name: Sandeep
Last Name: Harjani

SO Doc Code: CRFQ
SO Dept: 0231
SO Doc ID: OOT2700000006
Published Date: 9/16/26
Close Date: 9/23/26
Close Time: 13:30
Status: Closed
Solicitation Description: Addendum No 2 -Temporary Technical Staffing Services
Total of Header Attachments: 5
Total of All Attachments: 5

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

State of West Virginia
Solicitation Response

Proc Folder:	2020855
Solicitation Description:	Addendum No 2 -Temporary Technical Staffing Services
Proc Type:	Statewide MA (Open End)

Solicitation Closes	Solicitation Response	Version
2026-09-23 13:30	SR 0231 ESR09082600000001814	1

VENDOR

VS0000005897
INFOJINI INC

Solicitation Number: CRFQ 0231 OOT2700000006

Total Bid: 2371200 **Response Date:** 2026-09-23 **Response Time:** 09:12:22

Comments:

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@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	Senior Web Application Analyst	2080.0000	HOUR	85.000000	176800.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Senior Web Application Analyst
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	CRM Application Analyst	2080.0000	HOUR	80.000000	166400.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

CRM Application Analyst
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Senior SQL Server Database Administrator	2080.0000	HOUR	82.000000	170560.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Senior SQL Server Database Administrator
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Business Analyst	2080.0000	HOUR	75.000000	156000.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Business Analyst
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Learning Management System & eLearning Development Specialis	2080.0000	HOUR	68.000000	141440.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Learning Management System & eLearning Development Specialist
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Cloud Financial Operations Specialist	2080.0000	HOUR	80.000000	166400.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Financial Operations Specialist
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Cloud Architect	2080.0000	HOUR	110.000000	228800.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Architect
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Cloud Security Professional	2080.0000	HOUR	105.000000	218400.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Security Professional
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Cloud Platform Engineer	2080.0000	HOUR	95.000000	197600.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Platform Engineer
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Cloud Network Engineer	2080.0000	HOUR	90.000000	187200.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Network Engineer
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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Cloud Systems Management Engineer	2080.0000	HOUR	85.000000	176800.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Systems Management Engineer
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.0000	HOUR	95.000000	197600.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Center of Excellence (CCOE) Implementation Specialist
Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Mainframe Systems Programmer	2080.0000	HOUR	90.000000	187200.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Mainframe Systems Programmer
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	Department of Administration **Purchasing Division** **2019 Washington Street East** **Post Office Box 50130** **Charleston, WV 25305-0130**	**State of West Virginia** **Centralized Request for Quote** **Service - Prof**

Proc Folder: 2020855 **Doc Description:** Addendum No 1 -Temporary Technical Staffing Services **Proc Type:** Statewide MA (Open End)		**Reason for Modification:** Addendum No 1 is issued to modify the bid opening date

Date Issued	Solicitation Closes	Solicitation No	Version
2026-09-14	2026-09-23 13:30	CRFQ 0231 OOT2700000006	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000005897

Vendor Name : Infojini Inc.

Address : 10015 Old Columbia Rd, Suite B215, Columbia, MD 21046

Street : 10015 Old Columbia Rd

City : Columbia

State : MD **Country :** USA **Zip :** 21046

Principal Contact : Sandeep Harjani

Vendor Contact Phone: 443-257-0086 **Extension:** +1

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor Signature X	20-4624920 **FEIN#**	September 23, 2026 **DATE**

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

ADDITIONAL INFORMATION
Addendum No 1 is issued for the following reasons: 1) To modify the bid opening date from 9/15/26 to 9/23/26. --no other changes--

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Senior Web Application Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Senior Web Application Analyst

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	CRM Application Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
CRM Application Analyst

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

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DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Senior SQL Server Database Administrator	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Senior SQL Server Database Administrator

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

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OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Business Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Business Analyst

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO	
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OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Learning Management System & eLearning Development Specialis	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Learning Management System & eLearning Development Specialist

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

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OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Cloud Financial Operations Specialist	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Financial Operations Specialist

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Cloud Architect	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Architect

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INVOICE TO		SHIP TO	
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OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Cloud Security Professional	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Security Professional

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INVOICE TO		SHIP TO	
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1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Cloud Platform Engineer	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Platform Engineer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO	
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1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Cloud Network Engineer	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Network Engineer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO	
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1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Cloud Systems Management Engineer	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Systems Management Engineer

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INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Center of Excellence (CCOE) Implementation Specialist

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Mainframe Systems Programmer	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Mainframe Systems Programmer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 3:00 p.m.	2026-09-04

SOLICITATION NUMBER: CRFQ OOT2700000006
Addendum Number: 1

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

Applicable Addendum Category:

[✔] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Description of Modification to Solicitation:

Addendum No 1 is issued for the following reasons:

1) To modify the bid opening date from 9/15/26 to 9/23/26.

--no other changes--

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

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ OOT27*006

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 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.

Infojini Inc.

Company

Authorized Signature

September 23, 2026

Date

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

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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder:	2020855
Doc Description:	Addendum No 2 -Temporary Technical Staffing Services
Proc Type:	Statewide MA (Open End)
Reason for Modification:	Addendum No 2 is issued to publish vendor questions with the agency's responses.

Date Issued	Solicitation Closes	Solicitation No	Version
2026-09-16	2026-09-23 13:30	CRFQ 0231 OOT2700000006	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000005897
Vendor Name : Infojini Inc.
Address : 10015 Old Columbia Rd, Suite B215, Columbia, MD 21046
Street : 10015 Old Columbia Rd
City : Columbia
State : MD **Country :** USA **Zip :** 21046
Principal Contact : Sandeep Harjani
Vendor Contact Phone: 443-257-0086 **Extension:** +1

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Sandeep

Vendor Signature X | 20-4624920 **FEIN#** | September 23, 2026 **DATE**

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

ADDITIONAL INFORMATION
Addendum No 2 is issued for the following reasons: 1) To publish a copy of Vendor questions with the Agency's responses. --no other changes--

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON US	WV	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Senior Web Application Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Senior Web Application Analyst

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INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON US	WV	WV OFFICE OF TECHNOLOGY BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON US	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	CRM Application Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
CRM Application Analyst

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DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Senior SQL Server Database Administrator	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Senior SQL Server Database Administrator

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DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Business Analyst	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Business Analyst

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1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	Learning Management System & eLearning Development Specialis	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Learning Management System & eLearning Development Specialist

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1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	Cloud Financial Operations Specialist	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Financial Operations Specialist

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OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	Cloud Architect	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Architect

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	Cloud Security Professional	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Security Professional

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
9	Cloud Platform Engineer	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Platform Engineer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Cloud Network Engineer	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Network Engineer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Cloud Systems Management Engineer	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Systems Management Engineer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Center of Excellence (CCOE) Implementation Specialist

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

INVOICE TO		SHIP TO	
DEPARTMENT OF ADMINISTRATION		WV OFFICE OF TECHNOLOGY	
OFFICE OF TECHNOLOGY		BLDG 5, 10TH FLOOR	
1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR		1900 KANAWHA BLVD E	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
13	Mainframe Systems Programmer	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Mainframe Systems Programmer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 3:00 p.m.	2026-09-04

SOLICITATION NUMBER: CRFQ OOT2700000006
Addendum Number: 2

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

Applicable Addendum Category:

[ ] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[✔] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Description of Modification to Solicitation:

Addendum No 2 is issued for the following reasons:

1) To publish a copy of Vendor questions with the Agency's responses.

--no other changes--

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

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

CRFQ 0231 OOT2700000006 — Vendor Questions & Answers

1. Could you please advise when job descriptions will be available for the 13 positions listed in CRFQ 0231 OOT2700000006?

Answer: *Mandatory qualification specifications for all 13 position classifications are detailed in Section 4.1. Job descriptions will accompany delivery orders post award.*

2. Beyond the Pricing Page (hourly rates for the 13 labor categories) and the standard CRFQ cover form, is a technical/capability response required as part of the bid - for example, a narrative describing relevant experience, staffing/recruitment approach, or sample resumes demonstrating the ability to meet the minimum qualifications for each labor category? Or is the award based solely on price among vendors meeting the stated minimum qualifications.

Answer: *Contracts will be awarded to vendors that provides the contract Items meeting the required specifications for the lowest cost as shown on the Pricing Pages.*

3. If a technical response is required, could you point us to the section of the solicitation documents that describes its required format and content?

Answer: *Per Sections 5.1 and 5.2, award is based on lowest overall total cost on the Pricing Pages. No separate technical proposal format or narrative is requested.*

4. What should the vendor's bid {response to the RFP) include in addition to the completed "Final_CRFQ_0231_ OOT2700000006_1_WV_CRFQ_FORM.PDF"?

Answer: *Bidders must complete the Pricing Page in wvOASIS (or Exhibit A), and provide vendor qualification documentation satisfying Section 3.1*

5. What is the place or performance for the various roles?

Answer: *Per Specifications Section 1, most requested services will likely be within the metro-Charleston, WV area (WVOT at 1900 Kanawha Blvd E, Bldg 5 10th Floor, Charleston, WV 25305), but end-user Agencies may be located anywhere in West Virginia and may request services statewide. Specific remote or hybrid work arrangements are determined at the time of individual staffing requests by the ordering Agency.*

6. Regarding CRFQ 0231 OOT2700000006, Temporary Technical Staffing Services. Please clarify whether personnel provided under this contract may perform services remotely or in a hybrid capacity, or if vendors should assume personnel may be

required to work onsite at WVOT or end-user agency locations throughout West Virginia.

Answer: *See Question 5*

7. Award Structure: The solicitation outlines an open-ended technical staffing contract. Please clarify whether the State plans to make multiple awards. If multiple awards are expected, will they be made based on individual labor classifications, groups of classifications, or by evaluating the overall price across all classifications?

Answer: *Specifications Section 1 states the intent to establish "multiple open-end contracts."*

8. Minimum Staffing Experience: Section 3.2 requires the Vendor to demonstrate experience in staffing a minimum of six individuals within the specified classifications over the past five years. Please clarify whether this means six individuals in total across any combination of the listed classifications or six individuals for each classification being proposed.

Answer: *Section 3.2 requires documentation indicating the vendor has provided staffing of at least six (6) individuals within the listed classifications across any combination in total, not six per classification.*

9. Use of Teaming/Subcontractor Experience: To satisfy the Section 3.2 experience requirement, can a prime vendor utilize the relevant experience of a designated subcontractor or teaming partner, or must the necessary experience be directly performed by the bidding legal entity?

Answer: *The Vendor (the bidding entity) must demonstrate the required staffing experience prior to award.*

10. Candidate Submissions: Please confirm whether resumes and individual candidate qualification packages are required with the initial bid or if candidates will be submitted after the contract award in response to specific WVOT staffing requests.

Answer: *Per Section 4.2.4, candidate resumes and completed qualification documentation are required when the need arises / after contract award in response to specific staffing requests.*

11. Equivalent Technology Experience: Several labor classifications include mandatory experience requirements that reference specific or legacy technology versions. Will WVOT accept demonstrably equivalent experience with newer versions

or successor technologies where the candidate otherwise meets the functional and technical requirements of the position?

Answer: *Experience with newer versions meet or exceed the mandatory minimums as specified in Section 4.1.*

12. Historical Utilization: To help vendors create realistic recruiting and pricing models, could WVOT provide historical or anticipated utilization data by labor classification? This should include approximate annual hours or full-time equivalents (FTEs), as well as the typical number of concurrent personnel. If there is a previous contract, please also provide the contract number and the names of any incumbent vendors, if available.

Answer: *The bid documents estimate 2,080 hours per year per position classification for evaluation purposes only. The RFQ does not provide historical spending or incumbent contract numbers.*

13. Staffing Request/ Time-to-Fill: Please clarify the expected response time after WVOT issues a staffing request. Include the time allowed for submitting qualified candidates and the expected timeframe for when an accepted candidate can begin work.

Answer: *Specific turnaround times for candidate submission are defined upon issuance of individual delivery orders.*

14. Section 4.2.1 states that bidders must provide an hourly rate for each position for which they expect to submit qualified candidates. However, Section 5.2 states that failure to complete the Pricing Page in its entirety may result in disqualification. Please clarify whether a bidder may submit pricing only for the position classifications it intends to support, or whether bidders are required to provide an hourly rate for all thirteen (13) position classifications.

Answer: *Vendors should submit a price for each position they intend on providing a candidate for to enter a no-bid for one or more positions and submit $0.00.*

15. Please clarify whether the State intends to make a single statewide contract award to one vendor or multiple awards to qualified vendors under this solicitation.

Answer: *The intent to establish "multiple open-end contracts" to meet contracted staffing needs across state agencies.*

16. Section 3.2 requires vendors to demonstrate their potential to provide staffing for at least six (6) individuals within the listed classifications "within the first five (5)

years." Please clarify whether this refers to: o the vendor's first five years in business; o any five-year period; o the most recent five years; or o another intended period.

Answer: *Any five-year period.*

17. Section 3.2 - Acceptable Supporting Documentation: Please clarify what forms of documentation are acceptable to demonstrate that the bidder has provided individuals meeting the requirements of the specified classifications. For example, would client references, contracts/purchase orders, statements of work, candidate resumes, placement records, or other comparable documentation be acceptable?

Answer: *All examples provided in the question (client references, contracts/purchase orders, statements of work, candidate resumes, placement records) are acceptable.*

18. Section 3.1 - Acceptable Experience Documentation: Section 3.1 requires the vendor to provide documentation demonstrating a minimum of five (5) years in business providing similar information technology services. Please clarify what documentation the State considers acceptable for satisfying this requirement.

Answer: *State Clarification: All examples provided in the question (contracts, purchase orders, client references, corporate records, or corporate experience summary) are acceptable.*

19. Section 3.1 Documentation details: Please clarify what documentation the State considers acceptable for satisfying the requirement of 5 years in business providing similar IT services.

Answer: *State Clarification: All examples (contracts, purchase orders, client references, corporate records, corporate experience summary) are acceptable documentation under Section 3.1.*

20. Work Location / Work Arrangement: Please clarify whether personnel provided under this contract will be required to work onsite at WVOT facilities, remotely, or under a hybrid arrangement. If onsite or hybrid work is anticipated, please identify the expected work location(s) and typical onsite requirements.

Answer: *See Question 5 response*

21. Travel Requirements: Section 4.2.3 indicates that travel expenses must be included in the vendor's hourly rates. Please clarify whether routine travel to the assigned work location is anticipated and whether personnel may be required to travel to locations other than their primary assigned work location.

Answer: *Personnel will not routinely travel to locations other than primary locations.*

22. Pricing Evaluation / Estimated Hours: The Pricing Page identifies an estimated quantity of 2,080 hours for each position classification. Please confirm whether the lowest overall total cost evaluation will be calculated using 2,080 hours multiplied by the proposed hourly rate for each applicable classification.

Answer: *Per Section 5.1 and the Pricing Page, evaluation is based on the lowest overall total cost calculated using the estimated 2,080 hours per line multiplied by the proposed hourly rate.*

23. Candidate Resumes at Bid Submission: Please confirm whether candidate resumes and individual candidate qualification documentation are not required with the initial bid submission and will instead be required from successful vendors when responding to staffing requests issued under the resulting contract.

Answer: *Confirmed per Section 4.2.4: Candidate resumes and completed qualification documentation are required when staffing requests arise post-award.*

24. Is there a separate Specifications or Statement of Work documents that details required qualifications, certifications, or years of experience per labor category? If so, where can it be accessed?

Answer: *The complete Specifications and mandatory qualifications per labor category are contained within the RFQ under Section 4.*

25. Is a technical/staffing narrative required in addition to pricing, or is this a price-only quote?

Answer: *Per Section 5.1, award is based on lowest cost among vendors meeting mandatory specifications. No separate technical narrative scoring is outlined.*

26. Are vendor resumes or candidate qualifications required at proposal stage, or only once a specific position is requested?

Answer: *Candidate qualifications and resumes are required only once a specific position/delivery order is requested post-award (Section 4.2.4).*

27. Is there a required proposal template, page limit, or formatting standard beyond the CRFQ coversheet itself?

Answer: *Instructions Section 9 states vendors should type or electronically enter information onto the bid in wvOASIS or the provided forms. No external page limits or narrative templates are required.*

28. Should the response be submitted electronically via wvOASIS, or physically to the Bid Clerk, or both?

Answer: *Instructions Section 6 permits bids to be submitted electronically via wvOASIS, or physically in paper form / courier / fax to the Purchasing Division. Email submissions are prohibited.*

29. Should hourly rates be submitted as fully burdened (inclusive of overhead, benefits, and margin), or is there a separate cost breakdown required?

Answer: *Per Section 4.2.3, hourly rates must be fully burdened, inclusive of all taxes, insurance, overhead, fringe, margin, and travel expenses.*

30. Will rates be locked for the full contract term, or is there an escalation/adjustment mechanism for renewal periods?

Answer: *General Terms Section 13 states pricing is firm for the life of the Contract .*

31. What is the evaluation methodology lowest price per category, weighted average across categories, or price plus a technical/experience score?

Answer: *Per Section 5.1, the contract is awarded to the Vendor providing items meeting specifications for the lowest cost on the Pricing Pages.*

32. Are all 13 categories evaluated independently (i.e., can a vendor win some categories and not others), or is award all-or-nothing to a single vendor?

Answer: *Yes, Multiple open-end contracts may be awarded*

33. Is current, active WV Purchasing vendor registration sufficient, or is additional certification (e.g., State Tax Compliance, W-9) required at time of submission?

Answer: *Instructions Section 12 states the apparent successful Vendor must be properly registered with the Purchasing Division prior to contract award.*

34. After contract award, how will WVOT request personnel under the open-end contract? Will individual staffing requests/requisitions be issued to all awarded vendors, and will vendors compete for each requirement based on candidate qualifications, price, or another selection process?

Answer: *Per Section 4.2.2 and 4.2.4, assignments are made via delivery orders. Vendors present qualified candidate resumes meeting Section 4.1 requirements upon request.*

35. Could you please confirm whether the attached documents are the complete set of documents released for this RFP?

Answer: *The solicitation documents include the CRFQ cover form, Instructions to Vendors, General Terms and Conditions, Specifications, and Pricing Page.*

36. Could you please confirm whether proposals must be submitted electronically through the wvOASIS portal, or if submission by mail or hand delivery is also acceptable?

Answer: *Both wvOASIS electronic submission and physical mail/hand delivery to the Purchasing Division are acceptable under Instructions Section 6.*

37. Could you please confirm whether the estimated hours listed for each position *(2080 hours)*** represent a full-time equivalent for evaluation purposes only, and whether actual hours may vary based on agency needs?**

Answer: *Confirmed (2,080 hours represents one FTE for evaluation purposes only; actual hours vary per delivery order).*

38. Are vendors permitted to propose multiple candidates per position, or is only one candidate submission allowed per labour category?

Answer: *Section 4.2.4 requires vendors to provide candidate information for review when staffing requests are issued; multiple candidates may be submitted per agency request.*

39. Will interviews be conducted for proposed candidates, and if so, could you clarify the interview format (virtual, in-person, or phone)?

Answer: *Section 4.2.4 states the Agency will review candidate qualifications and resumes; specific interview formats are determined by the requesting Agency upon requisition.*

40. Is there an incumbent vendor currently providing these services, and if so, could you share the incumbent contract number?

Answer: *The solicitation document does not list incumbent vendor names or prior contract number as many of these position types are new.*

41. Are vendors required to submit resumes at the time of bid submission, or only upon request after award?

Answer: *Resumes are required only upon request after contract award (Section 4.2.4).*

42. Could you confirm whether pricing must remain fixed for the entire contract term, including any renewal periods?

Answer: *General Terms Section 13 specifies that pricing set forth is firm for the life of the Contract.*

43. Is there a maximum number of vendors that may be awarded under this state-wide open-end contract?

Answer: No, s*pecifications Section 1 states intent to establish multiple open-end contracts.*

44. Will background checks or security clearances be required for any of the listed positions, and if so, which ones?

Answer: *General Terms Section 40 states the State reserves the right to require criminal background checks for service provider employees accessing sensitive or critical information/facilities.*

45. Are remote work arrangements permitted for any of the listed roles, or must all work be performed onsite in Charleston, WV?

Answer: *Primary location is metro-Charleston, WV (Specifications Section 1); specific remote/hybrid allowances are determined per staffing order.*

46. Could you clarify whether vendors must be registered in wvOASIS prior to bid submission, or only prior to award?

Answer: *Instructions Section 12 requires registration with the WV Purchasing Division prior to contract award.*

47. On the Pricing Page, the Bid Documents PDF lists the unit of issue as "EA" for all thirteen labor categories, while the Final CRFQ Form lists "HOUR" for the same lines. Before we enter pricing in wvOASIS, could you confirm which one actually governs?

Answer: *Pricing is based on hourly rates multiplied by estimated hours (2,080) per category as detailed in Section 4.2.1 and Section 5.1.*

48. Clarify open-end contract structure (single vs multiple open-end contracts).

Answer: *Specifications Section 1 states intent to establish multiple open-end contracts for temporary technical staffing services.*

49. Section 5.1 evaluation of lowest overall total cost across line items.

Answer: *Per Section 5.1, award is based on lowest cost of each commodity on the Pricing Pages.*

50. Application of 180 working days delivery window (Section 7.1) to staffing placements.

Answer: *Section 7.1 contains standard purchasing terms; actual staffing start dates are established per delivery order.*

51. Section 4.2.4 asks us to submit "completed qualification documentation" for each candidate but doesn't reference a specific form. Is there a template WVOT or the Purchasing Division would like us to use, or can we submit our own format, provided it addresses each mandatory requirement in Section 4.1 for the applicable classification?

Answer: *Section 4.2.4 specifies candidate resumes and completed qualification documentation demonstrating compliance with Section 4.1 minimums, no template is provided*

52. Section 31 states the entire bid is a public document under FOIA and instructs vendors not to submit anything they consider confidential. Candidate resumes typically include a home address, phone number, and full employment history. Are resumes and qualification documentation held to that same disclosure standard, and would it be acceptable to redact personal contact information from resumes submitted with the bid?

Answer: *Section 31 states vendor responses are public documents under W. Va. Code §§ 5A-3-1 et seq.; confidential information should not be submitted.*

53. Section 3.2 asks us to demonstrate staffing of at least six individuals within the listed classifications over the past five years. Do those six placements need to span more than one classification, or would six placements within a single classification satisfy the requirement?

Answer: *Section 3.2 requires documentation of 6 individuals across the listed classifications in total.*

54. Section 4.1.13.2, under the Mainframe Systems Programmer classification, requires five years of RACF security administration "AND/OR" two years as a DB2 subsystem specialist. Does a candidate need to meet both, or does satisfying either one independently meet the requirement?

Answer: *Section 4.1.13.2 explicitly states "AND/OR", allowing either 5 years of RACF experience OR 2 years of Mainframe DB2 experience (or both).*

55. For the Learning Management System & eLearning Development Specialist classification, Section 4.1.4 lists three requirements, and Section 4.1.5 repeats those three and adds six more for what appears to be the same role. Could you confirm Section 4.1.5 states the complete, controlling list?

Answer: *Section 4.1.5 lists all 9 comprehensive mandatory requirements (4.1.5.1 to 4.1.5.9) for the LMS & eLearning Development Specialist position.*

56. The Solicitation estimates 2,080 hours per category for evaluation purposes but doesn't state a not-to-exceed value anywhere. Has WVOT established an anticipated contract ceiling we should plan around?

Answer: *The contract is open-end; estimated 2,080 hours per category is for evaluation. No fixed contract ceiling is stated in the PDF.*

57. Section 15 of the Instructions to Vendors extends the small, women-owned, or minority-owned business preference to certified non-resident vendors. We hold SBA 8(a), HUBZone, and Women-Owned status federally, along with Virginia SWaM certification. Would any of these satisfy the certification standard referenced in Section 15, or would we need a separate West Virginia certification to invoke this preference?

Answer: *Section 15 requires proper certification under W. Va. CSR § 148-22-9 prior to contract award to receive resident-equivalent preference.*

58. Is there a prior or current contract covering similar temporary technical staffing services for WVOT? If so, could the State share historical utilization data, such as hours ordered by labor category or total spend under the prior term? That would help us size our staffing plan and price this more accurately.

Answer: *No historical spend or incumbent data is published in the solicitation document.*

59. Award structure: Section 1 of the Specifications states the intent to establish "multiple open-end contracts," while Section 5.1 describes award to the vendor with the lowest overall total cost. Will the State award to a single vendor or to multiple vendors? If multiple, how many, and how will staffing requests be distributed among awardees?

Answer: *Multiple open-end contracts may be established (Section 1); staffing requests are issued via delivery orders (Section 4.2.2).*

60. Evaluation: Will the overall total cost be calculated as the sum of all 13 line items at 2,080 hours each? Must vendors price all 13 classifications to be considered, or may awards be made on a per-line basis?

Answer: *Confirmed per Section 5.1 (sum of proposed hourly rate x 2,080 hours for each category).*

61. Work arrangement: Are the positions onsite at WVOT in Charleston, or are hybrid/remote arrangements permitted for some or all classifications?

Answer: *Work is located primarily in Charleston, WV; specific remote/hybrid allowances are determined by the end-user agency per requisition.*

62. Pricing structure: Does the Pricing Page allow separate rates for renewal years, or must a single hourly rate per classification remain firm across the initial term and all renewals?

Answer: *General Terms Section 13 states pricing is firm for the life of the contract.*

63. Pricing Page location: Please confirm whether the Pricing Page is completed within wvOASIS or as an Exhibit A attachment, and provide the exhibit if it is not posted.

Answer: *Bidders submit pricing electronically via wvOASIS or on the attached Pricing Page (Section 5.2 & Instructions Section 6).*

64. Candidate submissions: Please confirm that candidate resumes and qualification documentation are required only when candidates are presented in response to staffing requests after award, and are not required with the bid.

Answer: *Resumes are required post-award when responding to specific staffing requisitions (Section 4.2.4).*

65. Qualification documentation (Spec 3.2): Is a summary matrix listing each individual, classification, client entity, dates of service, and client contact acceptable as documentation, or is a specific format required?

Answer: *State Clarification (from Q17/Q18): Matrices, client references, contracts, placement records, and candidate resumes are all acceptable documentation.*

66. Background checks: Will background check or fingerprinting costs be borne by the vendor, and is there a required clearance turnaround before a candidate may start?

Answer: *General Terms Section 40 permits background checks; vendor hourly rates must be inclusive of all administrative/overhead costs (Section 4.2.3).*

67. Small/minority-owned preference: Can a non-resident vendor complete certification under W. Va. CSR § 148-22-9 between bid submission and contract award, and where is the certification application filed?

Answer: *Non-resident vendors must submit proof of certification under W. Va. CSR § 148-22-9 to the Purchasing Division prior to award (Instructions Section 15).*

68. Response time expectations: Is there a required or expected turnaround time (in business days) for submitting qualified candidates after a staffing request is issued?

Answer: *Response expectations are governed by individual delivery order requisitions issued post-award (Section 4.2.2).*

69. Our business is looking to download the complete detail for the subject staffing opportunity. I am unable to find a full package; can you please direct me on how to get this info?

Answer: *Complete solicitation documents are available via the wvOASIS portal under CRFQ 0231 OOT2700000006.*

70. On page 11 of the CRFQ, under Bid Submission, it states that bids may be submitted electronically through wvOASIS, unless the Purchasing Division elects to prohibit electronic submissions at its sole discretion. Could the State of West Virginia please confirm whether electronic bid submission through wvOASIS will be permitted for this CRFQ?

Answer: *Electronic submission via wvOASIS is explicitly permitted under Instructions Section 6.*

71. On page 9 of the CRFQ, under Additional Terms and Conditions, it states that vendors must refer to an attached document to review the additional terms and conditions. However, no attachment appears to be available for download in the corresponding section of the portal. Could the State of West Virginia please clarify how vendors may obtain access to the referenced document?

Answer: *Terms and Conditions are included in the solicitation package starting on page 10..*

72. We are California MBE firm certified by NMSDC. Do we qualify to meet the SBE/MWBE preference mentioned on page 14 of the present CRFQ?

Answer: *Preference requires certification under West Virginia Code § 5A-3-37 and W. Va. CSR § 148-22-9 (Instructions Section 15).*

73. Are there scores for the evaluation criteria? If yes, could State of West Virginia please disclose it?

Answer: *Per Section 5.1, award is based on lowest cost meeting specifications; no point scoring.*

74. Is this a new or an existing contract? If existing, could State of West Virginia please provide information regarding current incumbents?

Answer: *Prior contract numbers and incumbent vendor details are not provided in the solicitation PDF.*

75. Are electronic signatures allowed

Answer: *Signatures are required on bid forms (Instructions Section 12); electronic signatures submitted via wvOASIS are accepted.*

76. Could State of West Virginia please provide information regarding the estimated budget for the contract?

Answer: *This is an open-end contract with estimated quantities (2,080 hours per role) for evaluation; no fixed total budget is published.*

77. Are commercial references allowed?

Answer: *Commercial references and past experience are acceptable documentation under Section 3.1 and 3.2.*

78. In reference to the requirements outlined on page 31, Qualifications, could the State of West Virginia please clarify whether the minimum of six (6) references must be distributed across different staffing categories, or whether vendors may provide references only for the categories they intend to bid on?

Answer: *Section 3.2 requires documentation of 6 individuals total across the listed classifications.*

79. Could the State of West Virginia please confirm whether may multiple references be submitted within the same category to satisfy the six (6) references requirement?

Answer: *Acceptable under Section 3.2 (6 individuals total across any of the listed classifications).*

80. On page 24 of the CRFQ, it states that vendors are not required to submit confidential information. However, from the vendor's perspective, client references may be considered confidential. Could the State of West Virginia please confirm whether references may be designated as confidential? If so, is there a preferred method for identification?

Answer: *General Terms Section 31 states vendor submissions are public records under FOIA; vendors should not submit confidential trade secrets.*

81. Is it mandatory to firms to provide discounts?

Answer: *No vendors bid hourly rates on the Pricing Page.*

82. Is it mandatory to provide attachment? If so, could the State please clarify what the information must be included?

Answer: *Mandatory submission items include completed Pricing Page and signed solicitation form (Instructions Section 6 & 12).*

83. In section 3. Qualifications, the State asks bidders to provide documentation regarding having a minimum of five (5) years of providing similar services and having provided at leas six (6) individuals within the listed classifications. Could the State please clarify if it is mandatory for firms to provide this information with their submission (in attachments section of the portal)?

Answer: *Qualifications may be included with the bid submission or provided prior to contract award (Section 3.1 & 3.2).*

84. Could the State please confirm that the only mandatory information required for submission is completing the "Respond to lines" tab in the portal?

Answer: *Bidders must complete line item pricing in the "Respond to lines" tab or Pricing Page attachment (Section 5.2).*

85. How many awards is the State looking to establish for this solicitation?

Answer: *Specifications Section 1 states intent to establish multiple open-end contracts.*

86. Could the State please clarify, for providing the rates in the Respond to lines tab in the portal, are firms required to provide a fully-burdened hourly bill rate of the total for the hours required (hourly rate multiplied by 2080 hours)?

Answer: *Rates entered must be fully-burdened hourly rates (Section 4.2.3).*

87. Could the State kindly clarify what are bidders required to input in the item "Delivery Days" in the Respond to lines tab in the portal?

Answer: *Staffing services are ongoing open-end; delivery timeframe references standard order fulfillment (General Terms Section 7.1).*

88. What is the total not-to-exceed (NTE) budget for this contract?

Answer: *No fixed total NTE budget is specified; quantities are open-end estimates.*

89. Could the State please clarify if a yearly rate adjustment (COLA adjustment) will be allowed?

Answer: *General Terms Section 13 states pricing is firm for the life of the contract.*

90. Is commercial experience allowed to meet the qualifications required?

Answer: *Commercial IT staffing experience satisfies Section 3.1 and 3.2 requirements.*

91. Are vendors allowed to add subcontractors at an RFQ level?

Answer: *Subcontractors are permitted subject to compliance notification (General Terms Section 22).*

92. Will vendors providing qualifications information be favored at the time of award?

Answer: *Award is based on lowest cost among qualified vendors (Section 5.1).*

93. Are bidders allowed to use the same client reference for two different classifications?

Answer: *Acceptable, provided total staffing placement documentation satisfies Section 3.2.*

94. Are vendors allowed to provide price ranges?

Answer: *Bidders must submit a single firm hourly rate per line item on the Pricing Page (Section 4.2.1 & 5.2).*

95. Section 1 says the Division is establishing "multiple open-end contracts," but Section 5.1 says award goes to the vendor with the lowest overall total cost. Please clarify: will multiple vendors be awarded (one per classification, or a pool), or is this a single-award contract to one vendor across all 13 classifications?

Answer: *The state intent to establish multiple open-end contracts.*

96. Given that Section 4.2.1 states hourly rates must be submitted for "each position they expect to submit qualifications for," suggesting vendors may bid a subset of the 13 classifications, how will the lowest overall total cost be evaluated for vendors with varying number of pools.

Answer: *Section 5.2 states failure to complete the Pricing Page in its entirety may result in disqualification.*

97. Section 3.2 requires documentation of staffing "at least six (6) individuals within the listed classifications." Please confirm: That the vendor must have placed at least 6

individuals across all 13 classifications (either 1 or multiple of the 13 classifications)? What is considered a valid documentation to prove compliance to this requirement?

Answer: *Client references, purchase orders, contracts, candidate resumes, and placement records are valid documentation.*

98. Section 4.2.1 vs. 4.2.4 appear to set different timing for candidate resumes: bidders "must provide an hourly rate… when the need arises" but Section 4.2.4 says vendors "must include a current resume… with their responses." Please confirm that resumes and qualification documentation for proposed candidates are due only when a specific delivery order/staffing request arises.

Answer: *Resumes and candidate qualification packages are due when specific delivery orders/staffing requests arise post-award (Section 4.2.4).*

99. Section 7.1 (General Terms) references a 180-day delivery window for "Contract Items," which reads as boilerplate for goods deliveries rather than staffing services. Please confirm this delivery/return section does not apply to this staffing services solicitation.

Answer: *Section 7.1 contains standard purchasing terms; actual staffing start dates are established per delivery order.*

100. Section 1 notes work is expected mostly in metro-Charleston but the Agency may request statewide service. Given Section 4.2.3 requires all travel expenses to be embedded in the hourly rate, please confirm there is no separate travel reimbursement mechanism for statewide assignments, even for extended or overnight placements.

Answer: *Per Section 4.2.3, hourly rates must be inclusive of all costs including all travel expenses; no separate travel reimbursement is provided.*

101. Is there an incumbent vendor or existing contract currently providing similar staffing services to WVOT that this CRFQ is intended to replace or supersede?

The CRFQ bid documents do not identify an incumbent vendor or existing contract number as many position types are new.

102. Can you please confirm what specific Learning Management System is in use?

CourseMill

103. Position Requirements and Qualifications: The solicitation identifies various technical staffing classifications. Please confirm whether the qualifications/job

descriptions provided in the solicitation represent the complete minimum requirements for each classification. If additional minimum education, experience, skills, licenses, certifications, or other qualifications will apply at the individual staffing-request level, please clarify.

Section 4.1 outlines the mandatory minimum qualifications for each of the 13 position classifications.

104. Minimum Experience Requirements: For any labor category where a specific minimum number of years of experience is not stated, is there a minimum level of relevant professional experience that proposed personnel must possess?

Section 4.1 details specific minimum years of experience for each role (ranging from 1 to 5 years across defined technical domains). Where general skills are mentioned, candidates must meet all outlined criteria in Section 4.1 for that specific classification.

105. Work Arrangement and Locations: Please confirm whether personnel assigned under this contract may work onsite, remotely, or under a hybrid arrangement. For onsite or hybrid assignments, please identify the anticipated work location(s) and whether onsite frequency will be established on an individual staffing-request basis.

Section 1 specifies that while most requested services will likely be within the metro-Charleston, WV area, the end-user agency may be located anywhere in West Virginia and may request services statewide during the life of the contract. Specific remote, hybrid, or onsite work arrangements will be designated upon individual delivery orders/staffing requests.

106. Employment/ Worker Classification: Are personnel assigned under this contract required to be W-2 employees of the awarded vendor or an approved subcontractor, or may vendors utilize other legally permissible worker classifications/engagement arrangements?

Section 35 (Vendor Relationship) states that the relationship of the vendor to the State is that of an independent contractor. The vendor is solely responsible for selecting, supervising, and compensating all individuals employed pursuant to the contract, including all wages, salaries, taxes, withholdings, and benefits.

107. Work Authorization / Visa Requirements: Are there any specific U.S. citizenship, permanent residency, work authorization, or visa-status requirements applicable to personnel assigned under this contract? Specifically, are individuals with valid employment authorization, including H-1B visa holders, eligible? Please also clarify

whether any assignments may have additional citizenship or security-related restrictions.

The bid documents do not specify restrictions against valid work authorization visas such as H-1B, but Section 35 requires the vendor to comply with all federal, state, and local laws regarding employment.

108. Subcontracting: Is subcontracting permitted? If so, must subcontractors be identified with the initial bid, or may they be proposed after award? Please identify any approval, documentation, participation, certification, or compliance requirements applicable to subcontractors.

Subcontracting is permitted. Under General Terms Condition 22 (Subcontractor Compliance), the vendor must notify all subcontractors providing commodities or services that they are required to comply with all applicable laws, regulations, and ordinances. Notification must occur prior to the performance of any work.

109. West Virginia/ Local Vendor Preference: Does this solicitation provide any evaluation preference, percentage preference, or other consideration for West Virginia resident vendors or locally established vendors? If so, please identify how the preference will be applied.

Yes. Instructions to Vendors Section 14, 15, and 15A outline West Virginia Resident Vendor Preference and Reciprocal Preference pursuant to W. Va. Code § 5A-3-37. Vendors seeking preference must submit a written request form with their bid response.

110. Benefits Effective Date: If specific employee benefits are required under the contract, must such benefits become effective on the employee's first day of assignment, or may the vendor apply a waiting period? If a waiting period is permitted, please identify any maximum allowable period.

Under Section 35, employment terms and benefits are the sole responsibility of the vendor.

111. Holiday Schedule and Holiday Pay: Please identify the applicable State holiday schedule for personnel assigned under this contract. Please also clarify whether temporary personnel may be required to work on State holidays and whether any specific holiday premium or holiday-pay requirements apply.

The specifications do not establish a separate holiday pay rate.

112. Background Checks and Pre-Employment Screening: Please clarify the specific background checks, criminal history checks, drug screenings, fingerprinting, security clearances, or other pre-employment screenings that may be required for assigned

personnel. Please also confirm whether the awarded vendor will be responsible for arranging and paying for these screenings.

Section 40 of the General Terms states that the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or being present at the Capitol complex based on criminal background checks (W. Va. Code § 15-2D-3).

113. New Solicitation or Re-Bid: Please confirm whether CRFQ 0231 OOT2700000006 is a new requirement or a re-solicitation/re-bid of an existing Temporary Technical Staffing Services contract.

The document does not replace a specific prior contract.

114. Incumbent Contract and Vendor Information: If this solicitation replaces or renews an existing contract, please identify the current/incumbent vendor(s), existing contract number(s), contract term(s), and expiration date(s), or advise where this publicly available information may be obtained.

The document does not replace a specific prior contract.

115. Incumbent Pricing: If applicable and publicly available, please provide the current/incumbent hourly bill rates, pricing, and/or markup percentages for the labor categories covered by this solicitation, or advise where the applicable pricing documents can be accessed.

Incumbent hourly rates and markup percentages are not provided.

116. Estimated Contract Value/ Budget: Please provide the estimated contract value, anticipated annual spend, allocated budget, or not-to-exceed amount, if established, for the initial contract term and any available renewal periods.

The solicitation is an open-end contract with no guaranteed minimum or maximum spend (General Terms Section 5). Estimated quantities listed on pricing pages (2080 hours per classification) are for evaluation purposes only.

117. Historical Spend: If this requirement is currently being provided under an existing contract, please provide the historical annual and/or total spend, if available, preferably by vendor or labor category.

Historical spend figures are not included in the solicitation document.

118. Markup Percentage: Please confirm whether vendors are required to disclose or propose a markup percentage, either as a single/cumulative percentage or separately by labor category, or whether evaluation will be based solely on the hourly rates

entered for each classification. If markup is required, please identify the cost components that should be included in the markup calculation.

Vendors are not required to submit a markup percentage. Per Section 4.2.1, 4.2.3, and 5.1, evaluation is based solely on the all-inclusive hourly rates submitted on the Pricing Page for each position classification.

119. Number of Awards: Please confirm whether the State anticipates making a single award or multiple awards under this solicitation. If multiple awards are anticipated, please advise whether there are an estimated or maximum number of vendors that may receive contracts and how staffing requests will be distributed among awarded vendors.

Section 1 of Specifications explicitly states that the solicitation is to 'establish multiple open-end contracts for technical staffing services.' The exact number of awarded vendors and distribution mechanism is not capped in the document.

120. Format of Technical Response: Could you please confirm a preferred format for the technical response?

Instructions to Vendors Section 9 requests vendors to type or electronically enter information onto their bid. Bids may be submitted electronically via wvOASIS or via paper/fax submission (Section 6).

121. For the 13 labor categories, please clarify whether personnel are expected to work onsite, remotely, or in a hybrid arrangement. For onsite/hybrid positions, please identify the anticipated primary work location and expected frequency of onsite attendance.

Section 1 specifies that work will primarily be in the metro-Charleston, WV area or statewide as requested by the end-user agency. Specific work arrangements (onsite, remote, or hybrid) will be designated at the time delivery orders are issued.

122. Please clarify whether the State anticipates a single award based on the lowest overall evaluated cost across all 13 labor categories, or whether multiple awards and/or awards by individual labor category may be made.

Section 1 of Specifications explicitly states that the solicitation is to 'establish multiple open-end contracts for technical staffing services.' The exact number of awarded vendors and distribution mechanism is not capped in the document.

123. Please confirm that candidate resumes and candidate-specific qualification documentation are not required with the initial bid submission and will instead be requested when individual staffing needs are issued after contract award.

Confirmed. Section 4.2.4 specifies that successful vendors shall provide resumes and completed qualification documentation for each candidate when the need arises after contract award.

124. Is there an existing contract (or contracts) currently in place that provides services similar to those described in this RFP?

The document does not replace a specific prior contract.

125. If yes, could WVOT please provide the incumbent contractor name(s) and the expiration date(s) of the current contract(s)?

The document does not replace a specific prior contract.

126. Could WVOT please provide us the current annual spend for this contract?

Current annual spend details are not disclosed in the solicitation.

127. What is the anticipated annual budget for this contract?

The solicitation is for an open-end contract and does not state an anticipated annual budget amount.

128. What are the evaluation criteria, scoring methodology, or weightage on which bidders will be evaluated?

Per Specifications Section 5.1, the contract shall be awarded to the Vendor(s) providing the Contract Items meeting the required specifications for the lowest cost as shown on the Pricing Pages.

129. Could WVOT please clarify the anticipated number of FTEs or resources required under each of the 13 position classifications listed in the RFP?

Quantities on the commodity lines (2080.00 hours per classification) are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum number of FTEs (Commodity Line extended descriptions & Section 5 General Terms).

130. Is there a specific format for the proposal response (font size, font type, spacing, page limit, etc.)?

The RFQ does not specify font sizes or page limits. Section 9 of Instructions to Vendors notes that vendors should type or electronically enter information onto the bid forms.

131. Could WVOT please provide the 'Pricing Page' referenced in Section 5.2 that bidders are required to complete and submit with their response?

The Pricing Page is available within the wvOASIS portal submission system or attached as Exhibit A to the solicitation document (Specifications Section 2.2).

132. Please confirm whether this is a new procurement or an existing contract renewal/replacement. If existing, kindly provide the incumbent information, contract term history, and annual spend history. Additionally, please provide the estimated Year 1 contract value.

The document does not replace a specific prior contract.

133. Are candidate sample resumes required at the time of proposal submission for the referenced positions?

No. Resumes are not required with the initial bid submission; they are required when candidates are presented for specific task assignments following contract award (Section 4.2.4).

134. Please clarify the work arrangement (remote, onsite, or hybrid). If hybrid, what percentage or frequency of onsite presence is expected?

Section 1 indicates services are primarily in metro-Charleston, WV or statewide. The exact work arrangement and onsite frequency will be defined per delivery order.

135. Does the solicitation include any local vendor preference or location-based evaluation considerations?

Yes, West Virginia Resident Vendor Preference applies pursuant to W. Va. Code § 5A-3-37 (Instructions Section 14 & 15).

136. What service-level expectation applies to personnel submissions, specifically the required turnaround time for presenting qualified candidates for Department review?

Section 4.2.2 requires successful vendors to provide staffing as requested by the Agency and to remain consistently responsive; specific candidate submission turnaround timelines will be designated on delivery orders.

137. For Qualification Requirements 3.1 and 3.2, what supporting documentation will be accepted as proof of compliance? Examples would be appreciated.

Section 3.1 requires documentation indicating the vendor has been in business a minimum of 5 years providing similar IT services. Section 3.2 requires documentation (such as client

references, contract copies, or placement records) showing the vendor provided staffing for at least 6 individuals within the listed classifications in the past 5 years, including client contact info.

138. Is there a recommended or mandatory proposal format that vendors should follow?

Bidders must complete all mandatory solicitation forms, terms, and the Pricing Page (Instructions Section 1-9 & Specifications Section 5.2).

139. What is the estimated annual number of staffing requests anticipated under this contract?

As an open-end contract, the total number of staffing requests is not guaranteed or fixed in advance (General Terms Section 5).

140. Which of the listed technical classifications are expected to have the highest demand?

The bid documents do not specify relative demand levels among the 13 position classifications.

141. What is the typical expected duration of an individual staffing assignment?

Section 4.2.2 notes assignments may be for a specified period of time and quantity of hours as indicated on each delivery order.

142. What turnaround time will vendors be expected to meet when submitting qualified candidates after receiving a staffing request?

Turnaround expectations are established at the delivery order level; unresponsiveness may be grounds for contract cancellation (Section 4.2.2).

143. Does the State have an estimated budget or maximum bill-rate range for any of the listed position classifications?

Maximum bill-rate ranges and budget caps are not published in the RFQ.

144. Does the State anticipate awarding the contract to a single vendor or multiple staffing vendors?

Specifications Section 1 confirms the State intends to establish multiple open-end contracts.

145. Is online bid submission through the WV OASIS portal acceptable for this solicitation?

Yes. Section 6 of Instructions to Vendors confirms vendors can submit bids electronically through wvOASIS.

146. Are electronic/digital signatures acceptable for all required proposal forms and certifications?

Section 6 of Instructions to Vendors confirms bids submitted via wvOASIS must contain an electronic signature.

147. Are there any local, MBE, small business, or other preference programs applicable to this RFP?

Section 15 of Instructions to Vendors outlines preferences for small, women-owned, or minority-owned businesses pursuant to W. Va. Code § 5A-3-37 and W. Va. CSR § 148-22-9, as well as West Virginia Resident Vendor Preference.

148. We are a New York State-certified MBE. Will MBE certification qualify us for any additional evaluation points or preference under this solicitation?

Section 15 states that non-resident small, women-owned, or minority-owned businesses must be properly certified under W. Va. CSR § 148-22-9 to receive preferences made available to resident vendors.

149. Is the scope of services expected to be performed remotely, on a hybrid basis, or onsite?

Services may be remote, hybrid, or onsite in metro-Charleston or statewide depending on end-user Agency needs specified in individual release orders (Specifications Section 1).

150. What types of documentation will be accepted as evidence of prior experience providing IT staffing services?

Section 3.1 requires documentation indicating the vendor has been in business a minimum of 5 years providing similar IT services. Section 3.2 requires documentation (such as client references, contract copies, or placement records) showing the vendor provided staffing for at least 6 individuals within the listed classifications in the past 5 years, including client contact info.

151. What documentation will be accepted as evidence of successfully sourcing and placing candidates? May such documentation be included with our proposal?

No. Resumes are not required with the initial bid submission; they are required when candidates are presented for specific task assignments following contract award (Section 4.2.4).

152. Are resumes required to be submitted with the proposal? If so, may offerors submit sample resumes, or are resumes of the proposed personnel required?

Resumes are not required with the initial proposal. Resumes of actual candidate resources are provided upon issuance of delivery orders post-award (Section 4.2.4).

153. Has the Agency established an estimated budget, funding range, or not-to-exceed amount for this requirement?

No estimated budget or not-to-exceed amount is published in the open-end solicitation.

154. Based on historical or anticipated demand, how frequently does the Agency expect to issue staffing requests or requisitions under this contract?

Requisition frequency will depend on State agency operational needs and is not quantified in the RFQ.

155. Is there currently an incumbent contractor providing these services? If so, may the Agency provide the incumbent's name and contract details?

The document does not replace a specific prior contract.

156. Is this a new requirement, or is it a recompete of an existing contract?

The document does not replace a specific prior contract.

157. Will this solicitation result in a single-award or multiple-award contract? If so, how will work assignments/delivery orders be distributed among awarded vendors?

It will result in multiple-award open-end contracts (Section 1). Delivery orders will be issued as staffing needs arise across State agencies.

158. How frequently will placed candidates be expected to travel as part of their assignments, if applicable?

Travel expectations depend on the specific agency assignment; per Section 4.2.3, all travel expenses must be included in the vendor's hourly rates.

159. Are any proposal forms, certifications, or other required documents required to be notarized?

Standard bid submission requires signed certifications; specific notarization requirements (such as for certain affidavits) are indicated on the specific state form templates.

160. Should the price proposal be submitted separately from the technical proposal, or may pricing be included within the technical proposal submission?

Pricing must be submitted on the designated Pricing Page / wvOASIS commodity lines (Section 5.2).

161. Are there specific topics, sections, or areas of focus that the Agency expects offerors to address in their technical proposal beyond the requirements outlined in the RFP?

Vendors must meet all mandatory requirements in Section 3 and Section 4, and submit pricing for requested classifications.

162. What are the Agency's standard payment terms for this contract (e.g., Net 30, Net 45, or another payment schedule)?

General Terms Condition 14 states payments will be made in arrears upon receipt of a proper invoice.

163. Is the State anticipating staffing needs for positions other than those listed in Section 1 of the RFQ? If so, please provide the corresponding job descriptions.

The contract scope covers the 13 specific position classifications enumerated in Section 1 of the Specifications.

164. What are the mandatory items/documents that must be submitted with the proposal at the time of bid?

Mandatory items include the signed bid/certification page, completed Pricing Page, and addendum acknowledgments (Instructions Section 1, 8, & Specifications 5.2). Vendor qualification proof (Sections 3.1 & 3.2) must be submitted prior to award and may be submitted with the bid.

165. Regarding the qualification requirement in Section 3.2 (documentation of staffing at least six (6) individuals within the listed classifications in the past five years) - does this requirement mean the six individuals must have been placed across six different position classifications listed in Section 1, or can multiple placements within a single classification (e.g., six individuals all placed as Business Analysts) satisfy this requirement?

Section 3.2 requires documentation of providing staffing of at least six (6) individuals within the listed classifications within the past five years, meeting the requirements of a specifically named classification from Section 1.

166. Is there any vendor registration, business registration, or other authorization required to conduct business with the state before contract award or prior to commencing work under the contract?

Yes. Instructions to Vendors Section 12 requires that prior to contract award, the apparent successful vendor must be properly registered with the West Virginia Purchasing Division and pay the $125 fee if applicable.

167. Is offshore support permitted for this engagement?

The solicitation requires candidates to support West Virginia Office of Technology infrastructure and state agencies; specific remote security/location restrictions apply per Agency security policies (Section 40).

168. Is a Certificate of Insurance (COI) required at the time of proposal submission? Should it be endorsed?

General Terms Condition 8 states the apparent successful vendor shall furnish proof of required insurance ($1,000,000 Commercial General Liability) prior to contract award.

169. The QTY tab in the price proposal - refers the total hours required by a candidate to fill and not the no. of positions required, is our understanding right?

Correct. The quantity of 2080.00 hours per line represents one full year of estimated hours (2080 hours = 1 FTE year) used for evaluation purposes.

170. Please clarify whether the positions under this contract will be full-time, part-time, or variable based on project needs?

Positions will be requested via delivery orders based on agency project needs for specified hours and durations (Specifications Section 4.2.2).

171. Will WVOT issue Delivery Orders for each individual resource, or can multiple resources be requested under a single order?

WVOT may issue delivery orders per staffing requirement or project as needed (Section 4.2.2) A delivery order may contain multiple resources.

172. Are the resources expected to work onsite, hybrid, or fully remote?

Work arrangements (onsite, hybrid, or remote) are specified on individual delivery orders (Specifications Section 1).

173. If on-site work is required, please confirm the primary work location(s) and whether travel across the state is expected?

Primary locations are typically in the metro-Charleston, WV area, but services may be required statewide (Section 1).

174. Will WVOT provide equipment for remote workers, or must vendors supply equipment?

Equipment provision details are arranged at delivery order issuance; all vendor overhead costs must be incorporated into hourly rates (Section 4.2.3).

175. Are overtime hours permitted, and if so, how should they be billed?

Billing is based on the firm hourly rates submitted on the Pricing Page.

176. Are background checks required for all resources? If yes, what level (state, federal, fingerprinting)?

Background checks may be required pursuant to W. Va. Code § 15-2D-3 and Section 40 of General Terms.

177. Will WVOT require drug screening or additional security clearances?

Security screening requirements may be enforced by the Agency prior to facility or system access (Section 40).

178. What is the expected turnaround time for providing candidates after receiving a Delivery Order?

Turnaround times are specified upon issuance of delivery orders (Section 4.2.2).

179. Will interviews be conducted by WVOT? If so, what is the interview format (virtual, panel, technical test)?

Section 4.2.1 notes candidate qualifications are presented for review by the Agency; specific interview formats are determined by WVOT.

180. What is the required work mode for this engagement - remote, hybrid, or fully onsite?

Determined by the end-user agency at the delivery order level (Section 1).

181. Is it mandatory to submit actual or sample resumes for each classification?

Resumes are not required with the initial proposal; actual resumes are required post-award when responding to staffing requisitions (Section 4.2.4).

182. What is the expected start date for the first set of resources?

Work begins upon issuance of an official notice to proceed / delivery order following contract encumbrance (General Terms Section 4).

183. What is the expected duration of each assignment (e.g., 6 months, 12 months, multi-year)?

Assignment durations vary as specified on delivery orders (Section 4.2.2).

184. Will WVOT allow resource replacements without penalty if a candidate resigns or is not a fit?

Vendors are expected to maintain responsive staffing support; deficient performance or failure to fulfill requests can be grounds for order cancellation (Specifications Section 4.2.2 & 8.1).

185. What is the required notice period for replacing a resource?

Replacement procedures and notice periods follow standard agency project transition requirements.

186. What is the anticipated contract start date and contract term?

The initial contract term is 1 year from effective date, with up to 3 one-year renewals (General Terms Section 3).

187. Will multiple vendors be awarded under this solicitation?

Yes, Section 1 confirms the intent to establish multiple open-end contracts.

188. How will Delivery Orders be distributed among awarded vendors (rotation, best fit, competitive mini-bid)?

Delivery orders will be issued by State agencies as staffing needs arise among the awarded open-end contract vendors (Specifications Section 1 & 4.2.2).

189. Will WVOT provide historical usage data for similar staffing contracts?

Historical usage data is not provided in the bid package as many position types are new.

190. Is there a maximum number of resources WVOT anticipates needing per classification?

Quantities in the solicitation are estimates for evaluation and do not cap total potential usage (General Terms Section 5).

191. Will WVOT allow rate adjustments during the contract term?

General Terms Condition 13 states pricing is firm for the life of the contract.

192. Are there any penalties for early termination of a resource by the vendor?

Failure to fulfill requested staffing may result in cancellation of delivery orders or the contract (Specifications Section 4.2.2).

193. Should vendors include all costs (travel, equipment, overhead) in the hourly rate?

Yes. Section 4.2.3 explicitly requires hourly rates to be all-inclusive of taxes, insurance, fringe, overhead, and travel expenses.

194. What is the invoicing frequency (monthly, bi-weekly)?

Invoices are submitted in arrears upon delivery of services (General Terms Condition 14).

195. Are timesheets required, and if so, what format should be used?

Yes. Vendor invoicing must document hours worked in accordance with State purchasing and agency verification procedures (General Terms Condition 14).

196. Will WVOT use wvOASIS for timesheet approval and invoicing?

Electronic payments and transaction tracking are processed through wvOASIS (General Terms Condition 15).

197. For Section 3.2 (staffing of six individuals), will WVOT accept private-sector references, or must they be government clients?

Section 3.2 Private references are acceptable

198. Will WVOT accept resumes at the time of Delivery Order instead of at bid submission?

Answer: *No, According to Specifications Section 4.2.4, documentation and resumes for staffing candidates are required to be submitted when candidate placement is requested under a delivery order, though vendors must demonstrate prior qualifications with their bid submission as required in Section 3.*

199. Are vendors required to include the qualifications outlined in Section 3 as part of the response submission?

Answer: *Yes. Section 3.1 and 3.2 state that Vendors must provide documentation indicating a minimum of five (5) years in business and proof of staffing at least six (6) individuals within the listed classifications. Bidders may include this documentation with their bid submission prior to award.*

200. Will WVOT require vendors to acknowledge all addenda in the technical proposal or only in the bid submission?

Answer: *Per Instructions Section 8 (Addendum Acknowledgement), vendors must acknowledge receipt of all addenda issued by completing and submitting the Addendum Acknowledgement Form with the bid submission.*

201. Are vendors required to include the Vendor Responsibilities outlined in Section 4.2 as part of the response submission?

Answer: *Yes. By submitting a signed bid, the Vendor agrees to comply with all mandatory Vendor Responsibilities detailed in Section 4.2, including hourly rate structure, candidate resume submission upon delivery order, and performance requirements.*

202. Is there a page limit or formatting requirement for the technical proposal?

Answer: *The RFQ specifications do not mandate a page limit for vendor submissions. Bidders should enter information onto the Pricing Page/wvOASIS electronically as directed in Instructions Section 9.*

203. Should vendors submit one combined proposal for all classifications or separate proposals per classification?

Answer: *Vendors submit one primary bid submission covering the requested classifications listed on the official Pricing Page in wvOASIS.*

204. Are vendors required to submit a redacted version for public release?

Answer: *General Terms & Conditions Section 31 notes that vendor submissions are public documents under West Virginia Code §§ 5A-3-1 et seq. Redacted versions are not specifically requested unless proprietary exemptions apply pursuant to state law.*

205. Can WVOT confirm the complete list of mandatory submission requirements (e.g., technical proposal components, staffing documentation, compliance forms, addendum acknowledgments, and any required certifications) that must be included in the vendor's response?

Answer: *Mandatory submission items include: signed bid/pricing response, completed Pricing Page, Addendum Acknowledgement Form, proof of business history (Section 3.1), proof of past staffing placements (Section 3.2), and required insurance/licensing forms prior to award.*

206. Can WVOT confirm the mandatory information to be provided in the Response document?

Answer: *The mandatory information includes vendor identification, signed certification page, hourly rates for proposed classifications, and documentation satisfying Section 3 qualifications.*

207. Can WVOT provide the required format or structure for the information that must be included in the response submission?

Answer: *Bidders must submit pricing via wvOASIS or the official Pricing Page forms provided in the solicitation package in accordance with Instructions Section 6 and Section 9.*

208. Will WVOT provide training or orientation for new resources?

Answer: *No. Specifications Section 1 notes that contracted personnel are expected to provide technical delivery and knowledge transfer/mentorship to State analysts.*

209. Are there any mandatory state holidays or shutdown periods vendors should be aware of?

Answer: *State offices observe official West Virginia state holidays. Specific working schedule guidelines will be established per individual delivery order.*

210. Will WVOT provide access to internal systems for remote workers?

Answer: *Yes. As indicated in Specifications Section 1, WVOT supports enterprise systems across mainframe, client-server, and cloud environments, providing necessary system access and credentials to authorized contracted staff.*

211. Are there any anticipated changes to the technical environment during the contract term?

Answer: *Specifications Section 1 outlines an evolving operational environment requiring continuous enhancement, cloud migration, and infrastructure modernization.*

212. Will WVOT provide performance feedback for each resource?

Answer: *Per Specifications Section 4.2.2, WVOT evaluates vendor responsiveness and candidate performance on an ongoing basis across issued delivery orders.*

213. Is there a maximum number of vendors WVOT intends to award?

Answer: *No, Specifications Section 1 states the State's intent is to establish multiple open-end contracts for technical staffing services.*

214. Will WVOT require vendors to participate in quarterly or annual performance reviews?

Answer: *General Terms & Conditions Section 39 permits the Agency or Purchasing Division to request performance reports as needed throughout the contract term.*

215. Does WVOT anticipate transitioning any of these roles into long-term full-time positions?

Answer: *No, this solicitation establishes open-end contracts for temporary technical staffing services to supplement existing internal resources.*

216. Could WVOT share the evaluation criteria or scoring breakdown that will be used to assess vendor responses?

Answer: *Per Specifications Section 5.1, the contract shall be awarded to the Vendor(s) providing the Contract Items meeting the required specifications for the lowest cost.*

217. Are vendors required to complete the Final CRFQ Form and submit it along with their proposal?

Answer: *Yes. The signed CRFQ cover page and mandatory certification forms must be submitted with the bid.*

218. Is the submission of past client references mandatory for this solicitation?

Answer: *Section 3.2 requires documentation indicating the Vendor provided staffing of at least six (6) individuals within the listed classifications over the past 5 years, which serves as mandatory reference/experience verification.*

219. Are vendors required to submit separate technical and cost documents, or should all materials be combined into a single file?

220. *Submissions should follow the electronic submission structure in wvOASIS or paper form containing required pricing and signed bid forms as outlined in Instructions Section 6.*

221. Can WVOT confirm all mandatory forms and attachments that must be included for the proposal to be considered responsive?

Answer: *Responsive proposals must contain completed pricing, signed certification page, Addendum Acknowledgement, and qualification documentation required under Section 3.*

222. Can WVOT confirm whether an extension to the due date will be issued for this solicitation?

Answer: *The official bid opening date and time are set in Section 6 and 7 of the Instructions to Bidders. Any extension will be published via an official written Addendum.*

223. Is this solicitation intended to result in a single-award or multiple-award contract?

Answer: *Specifications Section 1 states that the solicitation is to establish multiple open-end contracts for technical staffing services.*

224. Are the contracted positions expected to be performed onsite, remotely, or in a hybrid arrangement?

Answer: *Specifications Section 1 states that while most requested services will likely be within the metro-Charleston, WV area, services may be requested statewide across West Virginia during the life of the contract.*

225. Are resumes required at the time of the initial bid submission?

Answer: *Resumes for specific staffing candidates are required when candidate placements are requested under individual delivery orders (Section 4.2.4).*

226. Are any additional documents or forms required to be submitted along with the quote?

Answer: *Vendor qualification documentation (Section 3.1 & 3.2), insurance certificates prior to award (General Terms Section 8), and purchasing affidavit/disclosures must be provided.*

227. In addition to the pricing/quote submission, is a separate technical proposal or technical response required?

Answer: *The primary evaluation is based on lowest cost meeting mandatory specifications (Section 5.1). Documentation proving Section 3 qualifications must also be provided.*

228. How many contracts or awards does the Agency anticipate making under this solicitation?

Answer: *The State intends to issue multiple open-end contracts (Specifications Section 1). Exact award count depends on compliant bids received.*

229. If this solicitation is a re-bid of an existing contract, will the Agency provide the incumbent contractor(s) and/or their current contract pricing or awarded rates for reference?

Answer: *The document does not replace a specific prior contract.*

230. Which specific pages, sections, or forms within the CRFQ document must be completed and submitted with the quote?

Answer: *Vendors must complete the Front Signature/Certification page, the Pricing Page, and the Addendum Acknowledgement form.*

231. Is WVOT willing to extend the bid opening date until Friday 9/18/26?

Answer: *Bid opening dates are fixed by the Purchasing Division. Any change would be issued via formal written Addendum.*

232. Is there an incumbent vendor/supplier of talent for this contract? Or for WVOT in general?

Answer: *The document does not replace a specific prior contract.*

233. Will this award be made to one vendor? Or will it be a multi-vendor award?

Answer: *Specifications Section 1 explicitly specifies the intent to establish multiple open-end contracts.*

234. There are (13) positions listed. Are we allowed to submit candidates for the positions we select? Or must we provide a candidate for all (13) positions to be considered?

Answer: *Specifications Section 4.2.1 states bidders must provide an hourly rate for each position they expect to submit qualifications for.*

235. How much advance notice would a vendor be provided with before a candidate is needed on location?

Answer: *Delivery order timelines and start dates will be specified on individual delivery orders issued by the Agency.*

236. You stated most of the positions are located in or near Charleston, WV. Can you provide the location of the position furthest away from Charleston where a candidate may be required to work or travel to?

Answer: *Specifications Section 1 states end-user agencies may be located anywhere in West Virginia and may request services statewide.*

237. Is the lowest price per position the main reason for selecting a vendor?

Answer: *Specifications Section 5.1 specifies that award is made to the responsive Vendor(s) providing items meeting specifications for the lowest cost.*

238. Is there anything outside of The Bill rate that would influence who you award this contract to?

Answer: *Awards are determined by responsiveness to mandatory qualifications (Section 3 & 4) and lowest cost (Section 5.1).*

239. Section 4.2.3 - All travel expenses must be included in the rate: How much travel is required for each position?

Answer: *Travel requirements vary by agency assignment. Hourly rates must be fully burdened and inclusive of all travel, lodging, and administrative expenses (Section 4.2.3).*

240. Section 4.2.4 - Include a complete qualification documentation for each candidate we submit: Will you provide us with the forms for each position so we can make the candidates we submit fit your qualification expectation?

Answer: *Candidates submitted under delivery orders must meet the explicit minimum qualifications detailed for each of the 13 position classifications in Section 4.1.*

241. Section 3.2 - Need to provide 6 individuals within the listed classifications that we have placed in the last 5 years: Does this mean 6 resumes out of the 13 positions that have worked for us over the last 5 years?

Answer: *Section 3.2 requires documentation demonstrating placement of at least six (6) individuals across the listed classifications within the past 5 years to verify vendor capability.*

242. How soon after bid opening and evaluation is WVOT planning to make an award?

Answer: *Awards are made following complete bid evaluation, qualification verification, and Purchasing Division approval.*

243. Does WVOT anticipate any overtime or other factors that may affect hourly rates?

Answer: *Hourly rates submitted must remain firm and fully burdened for the life of the contract (General Terms Section 13 and Section 4.2.3).*

244. Is WVOT willing to provide the rates from the previous contract for review? If not, is WVOT willing to provide the current rates for the positions requested?

Answer: *The document does not replace a specific prior contract.*

245. Our company is currently performing under the existing contract for this requirement. Is the incumbent contractor eligible to submit a proposal for this solicitation?

Answer: *Yes, any vendor meeting the mandatory business history and qualification requirements in Section 3 may submit a bid.*

246. Please confirm whether pricing must be submitted using the provided pricing sheet, entered directly into the solicitation portal, or if offerers may submit a separate Excel pricing worksheet.

Answer: *Bidders must submit pricing via the official Pricing Page / wvOASIS line items in accordance with Instructions Section 6 and 9.*

247. Are there any MBE/WBE, DBE, small business, or other diversity/subcontracting participation goals associated with this solicitation? If so, please provide the applicable percentage or requirements.

Answer: *Instructions Section 15 notes state provisions regarding small, women-owned, or minority-owned businesses under W. Va. Code § 5A-3-37.*

248. Please confirm the anticipated period of performance, including the base period and any available option periods.

Answer: *General Terms & Conditions Section 3 defines an initial contract term of one (1) year with up to three (3) successive one-year renewal options upon mutual agreement.*

249. Please clarify whether the services under this solicitation are expected to be performed on-site, remotely/virtually, or through a hybrid model. If on-site or hybrid, please specify the expected location(s) and the anticipated on-site/remote work requirements.

Answer: *Primary work location is metro-Charleston, WV (1900 Kanawha Blvd E, Bldg 5), but services may be requested statewide across West Virginia (Section 1). Specific work arrangements are determined at the delivery order level.*

250. Are there any pre-proposal Conferences onsite or virtual?

Answer: *Instructions to Vendors Section 3 confirms that a pre-bid meeting will not be held prior to bid opening.*

251. Would the demonstrated IT staffing experience of AlgebraIT's founding members be considered toward satisfying the five-year business history requirement in Section 3.1, or must the five years be met solely by AlgebraIT, LLC as the incorporated entity?

Answer: *Section 3.1 requires that the bidding vendor company itself be in business a minimum of five (5) years providing similar IT staffing services.*

252. Can the State confirm the identity of the incumbent contractor(s) currently providing temporary staffing services under the existing/prior contract for this scope?

Answer: *Incumbent information is available through West Virginia Purchasing Division public procurement logs.*

253. Does the State anticipate making a single award or multiple awards under this solicitation?

Answer: *Specifications Section 1 confirms the intent is to establish multiple open-end contracts.*

254. What is the estimated annual budget or anticipated contract value for this opportunity?

Answer: *Quantities listed (e.g. 2,080 hours per position line item) are estimates for evaluation purposes only and do not represent guaranteed minimums or maximums (Page 2).*

255. Are Offerers required to propose staffing services for all listed job categories and roles, or may an Offerer submit a proposal for only the categories and positions it is qualified to support?

Answer: *Section 4.2.1 indicates vendors provide hourly rates for positions they expect to submit qualifications.*

256. Are there any roles that can be remote?

Answer: *Work location and remote eligibility are defined by the end-user Agency upon issuing specific delivery orders.*

257. If a bidder does not intend to offer a particular labor category, should the corresponding pricing line be left blank, marked 'No Bid,' or completed another way?

Answer: *Vendors should submit a price for each position they intend on providing a candidate for to enter a no-bid for one or more positions and submit $0.00.*

258. Is GSSI required to complete foreign corporation registration with the State of West Virginia prior to submitting its bid, or can this registration be completed after award/selection?

Answer: *General Terms Section 12 & 32 state that the apparent successful vendor must be properly registered and licensed with the West Virginia Secretary of State prior to contract award.*

259. Are resumes and qualification matrices required with the initial CRFQ response, or are these documents only required when candidates are requested through delivery orders after award?

Answer: *Resumes and candidate qualification documentation are required when specific candidates are presented for delivery orders after award (Section 4.2.4). Vendor company qualification proof is required prior to award under Section 3.*

260. Is the Vendor required only to complete and submit the applicable pricing information and all Vendor-completed/signature forms contained within the document named 'CRFQ OOT27-006 Bid Documents,' or are any additional technical response documents, resumes, qualification documentation, corporate experience documentation, or other supporting materials required to be submitted with the bid?

Answer: *Vendors must submit completed pricing, signature forms, Addendum Acknowledgement, and company qualification documentation satisfying Section 3.1 and 3.2.*

261. We are currently experiencing technical difficulties creating/submitting a solicitation response for CRFQ OOT2700000006 in wvOASIS. Please advise whom we should contact for wvOASIS vendor technical assistance or support in resolving this issue.

Answer: *Vendors should contact the wvOASIS Help Desk.*

262. The Additional Information block on page 2 states the Purchasing Division is soliciting bids to establish 'an open-end contract' (singular), and Specifications Section 5.1 states the Contract shall be awarded to 'the Vendor' with the lowest overall total cost. Specifications Section 1, however, states the intent is to establish 'multiple open-end contracts.' Please confirm whether this solicitation will result in a single award or multiple awards.

Answer: *Specifications Section 1 governs: the solicitation is intended to establish multiple open-end contracts.*

263. If multiple awards are intended, how many contracts does the State anticipate awarding, and what is the methodology for determining which bidders receive an award?

Answer: *Contracts will be awarded to responsive vendors meeting mandatory specifications for the lowest overall total cost (Section 5.1). The exact number of awards is based on compliant vendor submissions.*

264. If multiple awards are intended, how will delivery orders and individual staffing requests be allocated among awarded vendors? For example, by rotation, by mini-competition among awardees, by lowest rate for the requested classification, or at the requesting agency's discretion?

Answer: *Delivery orders are issued by the Agency as staffing needs arise among the awarded contract vendors based on candidate availability and requirements (Section 4.2.2).*

265. Must a bidder submit at least one fully documented candidate, including resume, completed qualification documentation, and copies of degrees, with its bid for every labor category it prices? Or are candidate packages required only when responding to a delivery order or staffing request after award? Specifications Section 4.2.1 refers to submitting qualifications 'when the need arises,' while Section 4.2.4 requires resumes and qualification documentation 'with their responses.'

Answer: *Candidate resumes and degree verifications are submitted when responding to specific Agency staffing delivery order requests ('when the need arises', Section 4.2.1 & 4.2.4). Vendor company experience proof is required under Section 3.*

266. Specifications Section 4.2.1 states that bidders 'must provide an hourly rate for each position they expect to submit qualifications for,' which suggests a bidder may price selectively. Section 5.2 states the Pricing Page should be completed 'in full' and that failure to do so may result in disqualification. May a bidder submit rates only for the classifications it can support, and if so, will a partial bid be evaluated without penalty for the unpriced categories?

Answer: *Per Section 5.2, vendors are instructed to complete the Pricing Page in full to avoid potential bid disqualification during evaluation.*

267. Is award determined on the lowest rate within each individual labor category, or on the lowest combined total across all thirteen categories? If the latter, is the total the simple sum of the thirteen extended line item prices, or will the State weight line items by anticipated usage?

Answer: *Award is based on the lowest cost for each category.*

268. General Terms and Conditions Section 13 states pricing is firm for the life of the Contract. Given an initial one-year term plus three one-year renewal options, may a bidder submit separate escalated hourly rates for each of the three renewal years, or must a single rate per classification hold for all four years? If escalated renewal rates are permitted, where on the Pricing Page should they be entered?

Answer: *General Terms Section 13 states pricing is firm for the life of the Contract.*

269. Specifications Section 2.2 refers to a Pricing Page 'attached hereto as Exhibit A.' No Exhibit A was included in the posted bid documents. Will the State issue Exhibit A by addendum, or should pricing be entered solely on the wvOASIS line items?

Answer: *Pricing must be entered on the electronic line items in wvOASIS or standard commodity line item forms provided with the solicitation.*

270. The line items list a quantity of 2,080 with a Unit Issue of 'EA.' Please confirm that the Unit Price entered is an hourly rate and that 2,080 represents estimated hours per classification.

Answer: *Confirmed. Unit Price is the hourly billing rate, and 2,080 represents the annual full-time equivalent estimated hours per line item.*

271. Do the 2,080 estimated hours per classification represent the initial one-year term only, or the full potential four-year term?

Answer: *The 2,080 hours represent estimated annual hours per position classification for evaluation purposes for a single contract year.*

272. Will the State establish not-to-exceed or ceiling rates for any classification?

Answer: *The State evaluates submitted vendor billing rates to determine lowest cost awards (Section 5.1); no predefined ceiling rates are published.*

273. Section 3.2 requires documentation that the Vendor 'provided staffing of at least six (6) individuals within the listed classifications within the past five (5) years.' Please confirm this means six individuals in total, demonstrated across any mix of the thirteen classifications, rather than six individuals per classification.

Answer: *Section 3.2 requires proof of staffing at least six (6) individuals total across the listed classifications within the past 5 years.*

274. Section 3.2 requires documentation that the Vendor provided an employee 'meeting the requirements of a specifically named classification from Section 1.' Section 1 provides classification titles only; the detailed experience minimums appear in Section 4.1. Must the submitted documentation demonstrate that each individual met the full Section 4.1 requirement set for that classification, or is it sufficient to show the individual performed in that titled role?

Answer: *Documentation under Section 3.2 should demonstrate that the placed individuals met the requirements of the named classifications.*

275. For purposes of Section 3.2, do placements made to commercial clients count, or must the receiving entity be a government entity? Will placements made by a Vendor's wholly owned subsidiary, parent, or affiliated entity count toward the six-individual threshold, and will individuals employed by a subcontractor and supplied under the Vendor's contract count?

Answer: *Section 3.2 specifies providing staffing of at least 6 individuals to client entities; commercial and government IT placements meeting classification scope are acceptable.*

276. Section 3.1 requires documentation of five years in business providing similar IT services. What form of documentation does the State consider acceptable?

Answer: *Acceptable proof includes corporate registration records, secretary of state filings, active business licenses, or tax filings proving 5 years of operation (Section 3.1).*

277. Sections 3.1 and 3.2 both state documentation must be provided prior to award but may be included with the bid. Please confirm that omitting this documentation from the bid will not render a bid non-responsive at opening.

Answer: *Confirmed. Section 3.1 and 3.2 state vendors must provide documentation prior to award; however/*

278. Requirements 4.1.4.10, 4.1.4.11, and 4.1.4.12 appear under the Business Analyst heading but describe Learning Management System and eLearning Development Specialist qualifications. Please confirm these requirements do not apply to the Business Analyst classification and are intended to fall under Section 4.1.5.

Answer: *Correct. Requirements regarding LMS and eLearning development belong under Section 4.1.5 (Learning Management System & eLearning Development Specialist).*

279. Requirements 4.1.5.4 and 4.1.5.5 are identical in wording. Please confirm one is a duplication and that only a single five-year LMS configuration and administration requirement applies.

Answer: *Confirmed. 4.1.5.4 and 4.1.5.5 contain duplicate text requiring 5 years of LMS configuration and administration experience.*

280. Requirements 4.1.4.3 and 4.1.4.4 appear to be a single sentence divided across two numbered items. Please confirm these constitute one requirement for three years of experience facilitating meetings or Joint Application Development sessions.

Answer: *Confirmed. Items 4.1.4.3 and 4.1.4.4 function together as a single.*

281. Requirement 4.1.3.3 requires five years of experience migrating prior versions of SQL Server to SQL Server 2012, including conversion of DTS packages to SSIS. DTS was superseded in SQL Server 2005 and SQL Server 2012 reached end of extended support in 2022. Will the State accept demonstrated migration experience to later SQL Server versions in satisfaction of this requirement?

Answer: *Yes. Demonstrated experience migrating legacy SQL Server databases and packages to modern enterprise SQL Server versions satisfies the requirement.*

282. Requirement 4.1.3.4 requires five years installing and monitoring SSIS and SSAS 'for SQL Server 2008.' Will experience with SSIS and SSAS on later SQL Server versions satisfy this requirement?

Answer: *Yes. Experience with SSIS and SSAS on SQL Server 2008 or higher modern releases fulfills Section 4.1.3.4.*

283. Requirements 4.1.1.2 and 4.1.2.2 reference Visual Studio 2008 or higher and .NET Framework 2.0 or higher. Will experience with .NET Core and .NET 5 or later satisfy the .NET framework requirement?

Answer: *Yes. Modern .NET development experience (.NET Framework 2.0+, .NET Core, .NET 5/6/7/8) satisfies the requirement.*

284. Requirements 4.1.1.9 and 4.1.2.7 require experience with Team Foundation Server. Will experience with Azure DevOps Services or Azure DevOps Server satisfy this requirement?

Answer: *Yes. Azure DevOps Server and Azure DevOps Services represent the direct evolution of TFS and fulfill this requirement.*

285. Requirement 4.1.2.1 requires Microsoft Dynamics CRM development experience. Will experience with Dynamics 365 and the Microsoft Power Platform satisfy this requirement?

Answer: *Yes. Microsoft Dynamics 365 CRM and Power Platform development experience meet Section 4.1.2.1 specifications.*

286. Requirement 4.1.13.2 uses 'AND/OR' to join a five-year RACF requirement and a two-year DB2 subsystem requirement. Please confirm that a candidate satisfying either one alone meets the requirement.

Answer: *Confirmed. Fulfilling either the 5-year RACF administration requirement OR the 2-year Mainframe DB2 subsystem requirement satisfies Section 4.1.13.2.*

287. Requirement 4.1.13.3 references 'Mainframe SSA (Social Security Administration) compliance or similar federal security frameworks.' Please identify the specific standard or framework the State expects, or confirm that adherence to a comparable federal framework such as NIST SP 800-53 is acceptable.

Answer: *Adherence to standard federal cybersecurity frameworks including NIST SP 800-53 or IRS Publication 1075 fulfills the federal security compliance requirement.*

288. Requirements 4.1.8.4 and 4.1.13.4 state the candidate 'must have experience' without specifying a minimum duration. Is there a minimum number of years for these requirements?

Answer: *Where no specific years are stated, demonstrated professional experience in the specified domain is required.*

289. Requirement 4.1.5.8 requires five years with 'common elearning development tools' but does not name them. Which tools does the State consider acceptable, and which Learning Management System platform does WVOT currently operate?

Answer: *Acceptable tools include industry standard authoring suites such as Articulate Storyline, Adobe Captivate, and Lectora.*

290. Requirements 4.1.5.1 and 4.1.4.10 require a Bachelor's degree in Instructional Design or a related field. Will the State accept equivalent professional experience in lieu of the degree, consistent with the substitution allowed for the Business Analyst classification in 4.1.4.1?

Answer: *Equivalent professional experience combined with relevant technical certifications may be considered as detailed in classification specifications.*

291. Requirement 4.1.4.1 permits a minimum of five years of experience in the field as an alternative to a degree. Please confirm no degree is required for the Business Analyst classification when a candidate meets that five-year threshold.

Answer: *Confirmed. Section 4.1.4.1 explicitly allows a minimum of 5 years of experience in the field as an alternative to a Bachelor's degree.*

292. The eight cloud classifications reference AWS, Azure, and GCP interchangeably. Which cloud platform or platforms does WVOT currently operate, and will the State require platform-specific experience matching its environment when evaluating submitted candidates?

Answer: *WVOT operates multi-cloud enterprise environments including AWS and Azure. Candidates should possess relevant architectural or engineering experience in major public cloud platforms.*

293. Requirement 4.1.11.4 references 'Entra.' Please confirm this refers to Microsoft Entra ID.

Answer: *Confirmed. 'Entra' refers to Microsoft Entra ID (formerly Azure Active Directory).*

294. For each of the thirteen classifications, will work be performed on-site in Charleston, on a hybrid schedule, or fully remote? If on-site or hybrid, please identify the duty locations and confirm whether 1900 Kanawha Boulevard East, Building 5 is the primary duty station. May a Vendor propose out-of-state or fully remote candidates for any classification?

Answer: *1900 Kanawha Blvd East, Building 5, Charleston, WV is the primary location (Page 2 & Specifications Section 1). Remote or hybrid schedules depend on specific agency delivery order assignments.*

295. Is there any West Virginia residency requirement for placed personnel, or any requirement that personnel relocate to West Virginia?

Answer: *There is no explicit statutory West Virginia residency requirement in the solicitation documents, provided placed staff fulfill duty station requirements.*

296. Section 4.2.3 requires that all travel expenses be included in the hourly rate, and Section 1 states services may be requested statewide. Does a single hourly rate per classification apply regardless of duty location anywhere in West Virginia, including assignments requiring travel from Charleston or overnight lodging?

Answer: *Yes. Proposed hourly rates must be fully burdened and include all travel, lodging, and per diem expenses for work anywhere in West Virginia (Section 4.2.3).*

297. Section 4.2.2 states that consistent failure to fulfill staffing requests or consistent unresponsiveness may be grounds for cancellation of the vendor's entire contract. What response time does the State expect for presenting qualified candidates after a request is issued, and how will 'consistent failure' be measured?

Answer: *Response times and candidate submission deadlines will be specified on each delivery order. Unresponsiveness or failure to provide qualified staff per Section 4.2.2 criteria may result in contract cancellation.*

298. Can WVOT confirm whether electronic signatures are acceptable on all submission forms?

Answer: *Per Instructions Section 6, bids submitted electronically via wvOASIS must contain a valid signature or digital authorization.*

299. What is the anticipated volume of positions the State expects to fill during the initial contract term, and what is the typical duration of an individual assignment?

Answer: *The solicitation is for an open-end contract to establish multiple contracts for technical staffing. Estimated quantities listed are 2,080 hours per line item for evaluation purposes only and do not represent a guaranteed minimum or maximum.*

300. Is this a recompete of an existing contract? If so, please identify the incumbent contract number and current contract holders, and provide historical usage or expenditure data broken out by labor category to inform staffing and pricing.

Answer: *The solicitation specifications state that the contract is to establish open-end technical staffing contracts for WVOT to supplement existing internal resources; specific incumbent contract numbers and historical usage data are not provided in the bid documents many position types are mew..*

301. Are there contractor personnel currently performing this work whom the awarded vendor would be expected to retain or offer employment to?

Answer: *The solicitation does not mandate right-of-first-refusal or retention of incumbent staff; successful vendors must provide staffing meeting specifications upon issuance of delivery orders.*

302. What is the anticipated contract effective date?

Answer: *The initial contract term becomes effective upon the effective start date listed on the first page of the Contract (after approval by Purchasing Division, Attorney General, and Encumbrance clerk) for a period of one (1) year.*

303. Section 4.2.4 requires an application, current resume, and completed qualification documentation for each candidate. Will the State provide a standard application form and qualification documentation template, or does the Vendor supply its own format?

Answer: *The solicitation requires a current resume and completed qualification documentation for each candidate; no state-mandated template is provided in the bid documents, so vendor formats addressing mandatory requirements are acceptable unless otherwise specified.*

304. How are hours in excess of forty per week handled? Is overtime authorized, and if so, is it billed at the straight contract hourly rate?

Answer: *Successful vendors must provide hourly rates that are inclusive of all costs and overhead; billable hours are based on delivery order authorizations and hourly rates provided on the Pricing Page.*

305. Are contracted personnel compensated for State holidays or agency closures, or is billing limited to hours actually worked?

Answer: *Hours actually worked.*

306. What timekeeping and time approval process will be used, and is there a State-designated system for time entry?

Answer: *Timekeeping and delivery orders are managed by the ordering Agency (WVOT) upon issuance of purchase orders/release orders.*

307. What is the anticipated invoicing frequency, and to whom are invoices submitted?

Answer: *Invoices are submitted to the Agency (WV Office of Technology, 1900 Kanawha Blvd E, Bldg 5 10th Floor, Charleston, WV 25305) and paid in arrears upon receipt of proper invoice.*

308. General Terms and Conditions Section 40 reserves the right to prohibit personnel from accessing sensitive information or being present at the Capitol complex based on a criminal background check. Which classifications or positions will require a background investigation, and will any require federal data-access authorizations or training such as IRS Publication 1075, SSA, CJIS, or HIPAA? For each, who conducts and pays for the screening, what disqualifying criteria apply, and what is the expected elapsed time between candidate submission and clearance to begin work?

Answer: *Under Section 40 of General Terms & Conditions, the State reserves the right to prohibit service provider employees based on criminal background checks.*

309. General Terms and Conditions Section 32 requires the Vendor to be licensed and in good standing with the West Virginia Secretary of State and Tax Department. Must a non-resident Vendor complete foreign entity registration and obtain a West Virginia Business Registration Certificate prior to bid submission, or prior to contract award?

Answer: *Vendor must be licensed and in good standing prior to contract award.*

310. Instructions to Vendors Section 12 requires Purchasing Division registration and the $125 fee prior to award. Please confirm registration is not required at the time of bid submission.

Answer: *Prior to Contract award, the apparent successful Vendor must be properly registered with the WV Purchasing Division and have paid the $125 fee.*

311. Instructions to Vendors Section 15 provides that a non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR 148-22-9 receives the same preference available to resident vendors. Is a federally certified Service-Disabled Veteran-Owned Small Business eligible for any preference under this solicitation? Does a federal SBA small business certification satisfy CSR 148-22-9, or is separate West Virginia certification required, and what is the processing time?

Answer: *Preferences apply in accordance with W. Va. Code § 5A-3-37 and W. Va. CSR § 148-22-9; non-resident small, women-owned, or minority-owned businesses must be properly certified under W. Va. CSR § 148-22-9 prior to contract award.*

312. Are there any page limitations, margin requirements, font size/type requirements, or other formatting specifications that apply to the overall bid response?

Answer: *Bids should be typed or electronically entered onto the bid forms/Pricing Page to prevent errors; no specific page limit or font restriction is mandated in the Instructions to Vendors.*

313. If page limitations apply, are Cover Pages, Table of Contents, Executive Summaries, and/or Compliance Matrices excluded from that page count?

Answer: *No page count limits are specified in the solicitation instructions.*

314. Is there an incumbent currently performing this work? If so, please provide the name of the contractor and the contract number.

Answer: *The bid documents do not list incumbent contractor names or contract numbers as this solicitation does not replace any individual contract.*

315. If there is an incumbent contractor in place, are the individuals on this contract currently a part of a union? If so, please provide the most recent Collective Bargaining Agreement (CBA).

Answer: *The solicitation contains no union or Collective Bargaining Agreement requirements or references.*

316. Can the Purchasing Division please provide historical workload data for all positions?

Answer: *The 2,080 hours listed per position classification are estimates for evaluation purposes only and do not represent guaranteed minimums or maximums.*

317. What is the estimated period of performance start date?

Answer: *The contract becomes effective upon issuance of the Award Document signed by the Agency and Purchasing Division after required approvals.*

318. Can the Purchasing Division please provide all updates in red or a highlighted font within the amended solicitation to clearly demonstrate the exact changes made?

Answer: *Revisions or changes to the solicitation are issued via official written addenda by the Purchasing Division. Vendors must acknowledge each Addenda*

319. Can the Purchasing Division please ensure that all questions provided to the Purchasing Division are responded to? We understand that some may appear to be duplicates between vendors, however this ensures all questions are accounted for.

Answer: *Official written responses to vendor questions are published in formal written addenda prior to bid opening.*

320. Can the bid response (proposal volumes) be submitted in PDF format?

Answer: *Bids can be submitted electronically through wvOASIS or in paper form.*

321. Can the Purchasing Division please confirm that all settings within the Purchasing Division's PDF Reader will not automatically create links from URLs? Adobe Acrobat and Reader are programmed with default settings with 'Preferences' to convert non-hyperlinked text, such as emails and links, into hyperlinks. As this is a setting for each individual's Adobe account, offerors should not be liable for automatic URL creations.

Answer: *Confirmed*

322. Reference: CRFQ OOT27-006 Bid Documents, Specifications, Section 3. Qualifications, Section 3.1. 'Vendors shall be in business a minimum of five (5) years, providing similar information technology services. Vendors must provide documentation to indicate that their company meets this requirement prior to award; however, bidders may include this documentation with their bid.' Is there a required format for this?

Answer: *Documentation indicating at least five (5) years in business providing similar IT services must be provided prior to award and may be included in the bid. No specific format is required*

323. Section 3.2: 'Vendors shall be able to demonstrate their potential to provide these services by providing documentation to indicate they have provided staffing of at least six (6) individuals within the listed classifications within the past five (5) years...' Is there a required format?

Answer: *Documentation must name the entity supplied, contact info, and show the employee met Section 1 classification requirements.*

324. Is there a required or preferred format/template for this documentation (e.g., a specific form, reference table, or letter), or may Vendors submit this information in their own format, provided it contains the required elements?

Answer: *No specific template is mandated; documentation containing the required elements (entity name, contact info, classification match) is acceptable.*

325. Sections 3.1 and 3.2 state that documentation 'must' be provided prior to award, but 'may' be included with the bid. Is it the Purchasing Division's preference that this documentation be submitted with the initial bid, or is submission upon request after bid opening acceptable?

Answer: *Submission prior to award is mandatory; bidders may choose to include it with their initial bid submission.*

326. Can the Purchasing Division please clarify if the resume/qualification documentation is required with the initial bid response, or only from the successful Vendor after award?

Answer: *Qualification documentation and resumes are not required with bid but rather in response to Agency Delivery Orders post award.*

327. If this documentation is required with the bid, is documentation expected for a candidate in every classification a Vendor is bidding on?

Answer: *Qualification documentation and resumes are not required with bid but rather in response to Agency Delivery Orders post award.*

328. Is there a required or preferred format/template for the qualification documentation, or may Vendors use their own format provided it addresses the requirements for the applicable classification?

Answer: *Vendors may use their own format provided it addresses detailed mandatory requirements and includes copy verifications of degrees where required.*

329. Can the Purchasing Division please clarify if there are any further evaluation criteria, other than lowest overall cost, that will be considered in evaluating bids?

Answer: *Contracts shall be awarded to the Vendor that provides the each contract contract Item meeting the required specifications for the lowest cost as shown on the Pricing Pages.*

330. The 'Addendum Acknowledgement Form' does not appear to be included in the solicitation documents provided. Could the Purchasing Division confirm where this form can be obtained, or attach it via addendum?

Answer: *Vendor should acknowledge receipt of all addenda issued by completing an Addendum Acknowledgement Form submitted with the bid.*

331. Are there specific upload instructions, file format/size requirements, or a maximum number of attachments for submitting a bid response through wvOASIS?

Answer: *Bids submitted through wvOASIS must be unencrypted, un-password-protected, and in compatible file formats accessible by Purchasing Division staff.*

332. In order to effectively respond to the solicitation, can the Purchasing Division please provide a one-week extension once the Q&As are posted?

Answer: *Bid opening date and schedule of events are fixed unless modified by an official written addendum issued by the Purchasing Division.*

333. Are we required to submit resumes and proof of degrees with the initial bid response, or can these be provided at the delivery order stage after award, when proposing specific candidates for a role?

Answer: *Resumes and degree verifications are required to verify candidate qualifications per Specifications Section 4.2.4.*

334. Additionally, if we bid on only a subset of positions, are we required to submit resumes for all 13 positions, or only for those we are bidding on?

Answer: *Bidders must provide pricing and qualifications meeting specifications for the position classifications being bid.*

335. Should the six (6) individuals documented be the most recent placements, or the most relevant placements that match the technical environments (Mainframe, Cloud, .NET) specified for WVOT?

Answer: *Placements must have been within the past five (5) years and demonstrate staffing in the listed classifications meeting Section 1 specifications.*

336. For the 'similar IT services' requirement, does the State prefer references from other State government agencies, or from commercial enterprises?

Answer: *Documentation indicating similar information technology services from any public or commercial entity is acceptable provided it satisfies Section 3.1 and 3.2 criteria.*

337. Are candidates required to be physically located in West Virginia, or is remote performance permissible for these positions?

Answer: *While most requested services will likely be within the metro-Charleston, WV area, the end-user Agency may be located anywhere in West Virginia and may request services statewide. Hybrid or remote work may be permitted and will be specified in individual delivery orders.*

338. Can the Agency issue delivery orders exceeding 2,080 hours for a single position within a contract year if project demands require it, or is 2,080 hours a strict cap per position?

Answer: *The 2,080 hours listed are estimates for evaluation purposes only; actual usage may be more or less and is not guaranteed.*

339. Does the State intend to award contracts to all qualified vendors who meet the requirements, or is there a limit on the number of awards?

Answer: *The solicitation is to establish multiple open-end contracts awarded to vendors meeting specifications for the lowest cost.*

340. Are we required to submit page 1 as one of the attachments?

Answer: *Yes*

341. Are we required to submit the pricing on the forms provided on pages 2 through 8?

Answer: *Vendor should complete the Pricing Page (Exhibit A / wvOASIS) in full; failure to complete the Pricing Page may result in disqualification.*

342. Are we required to submit a signed copy of General Terms and Conditions (page 16-29) as part of our proposal?

Answer: *Submission of a signed bid or documentation through wvOASIS signifies Vendor's agreement to be bound by all General Terms and Conditions.*

343. Reference: Section 3: Qualifications. Question: For Requirement 3.1 (minimum five years in business providing similar IT services), what specific documentation will be considered sufficient to satisfy this requirement?

Answer: *Documentation demonstrating at least five (5) years in business delivering similar IT staffing services prior to contract award.*

344. Reference: Section 3: Qualifications. Question: For Requirement 3.2 - 1. Does the requirement for 6 candidate references need to reflect 6 distinct roles from the list, or can multiple references be drawn from the same role?

Answer: *Documentation must indicate staffing of at least six (6) individuals within the listed classifications from Section 1 within the past five (5) years.*

345. Reference: Section 3: Qualifications. Question: For Requirement 3.2 - 2. Do the reference placements need to match the exact role titles listed, or are similar titles acceptable as evidence of relevant experience?

Answer: *Documentation must indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 1.*

346. Please list all the attachments that we need to submit as part of our response. If a Proposal is required, please provide the format/structure for the same.

Answer: *Required submission items include the signed solicitation bid form, completed Pricing Page (Exhibit A), Addendum Acknowledgement, and qualification documentation.*

347. It's our understanding that we're required to provide fully-loaded hourly bill rates as our pricing. Please confirm.

Answer: *Successful vendors must provide hourly rates that are inclusive of all costs including taxes, overhead, fringe, and travel expenses.*

348. Are we required to enter a value in 'Delivery Days' fields under 'Respond to Lines' tab on the submission portal?

Answer: *Vendors must complete all required fields on the Pricing Page / wvOASIS portal as instructed.*

349. Does the State intend to award one contract covering all 13 labor classifications, or may multiple vendors be awarded contracts by labor classification?

Answer: *The State intends to establish multiple open-end contracts awarded based on the lowest overall total cost meeting specifications.*

350. Will vendors be permitted to submit candidates for any of the 13 classifications during the contract term, or must vendors identify the classifications they intend to support at the time of bid?

Answer: *Vendors submit rates on the Pricing Page for the classifications under contract, and provide candidates meeting specifications upon delivery order request.*

351. Are candidates permitted to perform assignments remotely or in a hybrid environment when approved by the requesting Agency?

Answer: *Services are primarily within metro-Charleston, WV or statewide as requested by the end-user Agency.*

352. Are background checks required for all personnel, or only for positions requiring access to sensitive or critical information?

Answer: *The State reserves the right to prohibit personnel from accessing sensitive/critical information or being present at the Capitol complex based on criminal background checks.*

353. Are hourly rates permitted to be adjusted during renewal periods, or must the original bid rates remain firm throughout all renewal periods?

Answer: *Pricing set forth in the contract is firm for the life of the Contract.*

354. Please confirm whether this is a new requirement or a recompete of an existing contract. If it is a recompete, please provide the name(s) of the incumbent vendor(s).

Answer: *The solicitation does not replace any individual existing contract.*

355. If this is a recompete, please provide the historical annual spend / contract value under the current or previous contract.

Answer: *Historical spend figures are not published in the solicitation as many position types are nes; line item quantities (2,080 hours) are estimates for evaluation only.*

356. What were the primary operational, staffing, recruiting, technical, or service-delivery challenges/pain points experienced under the current or previous contract that the State would like the new vendor(s) to address?

Answer: *The solicitation background states the intent is to supplement internal resources with niche skill sets, high-level support, knowledge transfer, and mentorship.*

357. Section 4.2.4 references current resumes and qualification documentation for staffing candidates. Please confirm whether proposed candidate resumes are required with the initial CRFQ bid response, or only after award when an Agency submits a staffing request.

Answer: *Resumes and qualification documentation verifying mandatory requirements must be provided as specified in Specifications Section 4.2.4.*

358. Please confirm whether commercial/private-sector staffing experience is acceptable for satisfying the Section 3.2 prior staffing requirement, or whether the experience must be with government/public-sector entities.

Answer: *Documentation of six (6) individuals provided in the listed classifications within the past 5 years is acceptable from public or private entities provided contact info and classification matches are supplied.*

359. Please confirm whether a vendor may submit pricing only for selected labor categories, or whether pricing for all 13 labor categories is required to be considered responsive.

Answer: *Vendors should submit a price for each position they intend on providing a candidate for to enter a no-bid for one or more positions and submit $0.00.*

360. Does the State anticipate making multiple awards or a single award under this Statewide Master Agreement? If multiple awards are anticipated, is there a target or maximum number of vendors?

Answer: *The State intends to establish multiple open-end contracts.*

361. For a bid submitted electronically through wvOASIS, please confirm whether electronic/digital signatures are acceptable on all required forms and certifications, or whether any documents require an original wet-ink signature.

Answer: *Bids submitted in paper, facsimile, or via wvOASIS must contain a signature.*

362. Please confirm whether a vendor must be registered and in good standing with the West Virginia Secretary of State at the time of bid submission, or whether such registration may be completed prior to contract award.

Answer: *Vendor must be licensed and in good standing prior to Contract award.*

363. Please confirm whether the 2,080 estimated hours shown for each labor category are solely for bid evaluation purposes and should not be interpreted as an anticipated one-FTE requirement for each category.

Answer: *Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum.*

364. Please clarify whether assigned resources will work onsite in Charleston, remotely, or under a hybrid arrangement. If remote work is permitted, may resources work from anywhere within the United States?

Answer: Answer: *While most requested services will likely be within the metro-Charleston, WV area, the end-user Agency may be located anywhere in West Virginia and may request services statewide. Hybrid or remote work may be permitted and will be specified in individual delivery orders.*

365. Once a staffing request is issued, what timeframe will vendors have to submit qualified candidates, and what is the anticipated timeframe for selected candidates to begin work?

Answer: *Vendor shall deliver Contract Items within 180 working days after receiving a purchase order or notice to proceed, or as specified by the requesting Agency.*

366. Are subcontracted personnel permitted? If so, are there limitations on subcontracting or requirements for prior approval?

Answer: *Subcontractors are permitted provided the Vendor notifies all subcontractors of compliance requirements prior to performance of work.*

367. Must vendors submit pricing for all 13 labor classifications to be considered responsive, or may vendors bid selected classifications?

Answer*: Vendors should submit a price for each position they intend on providing a candidate for to enter a no-bid for one or more positions and submit $0.00.*

368. For the optional renewal years, will vendors be permitted to request adjustments to the awarded hourly rates? If so, please identify the applicable process and/or limitation.

Answer: *Rates are firm for the life of the Contract*

369. Pricing Evaluation: The Pricing Pages identify an estimated quantity of 2,080 hours for each of the thirteen (13) labor classifications, while Section 5.1 states that award will be made based on the 'lowest overall total cost as shown on the Pricing Pages.' Please confirm whether the State will determine the evaluated bid price by multiplying each proposed hourly rate by 2,080 hours and then adding the extended totals for all 13 classifications.

Answer: *Contract award is made to the Vendor that provides Contract Items meeting required specifications for the lowest overall total cost for each position type as shown on the Pricing Pages.*

370. Could you please confirm what specific documents or forms, if any, are required to be uploaded under the 'Add Attachments' section of the submission portal? We

would also like to confirm whether any specific documents need to be submitted on behalf of SolveNow, Inc. in this section.

Answer: *Required uploads include signed solicitation pages, Addendum Acknowledgement, completed Pricing Page, and vendor qualification documentation.*

371. What documents do we need to submit to demonstrate five years of experience and 6 similar placements? Would you accept Purchase order copies issued by our clients?

Answer: *Documentation must indicate at least 5 years in business providing similar IT services and staffing of at least 6 individuals in listed classifications, including entity name and contact information.*

372. Do we need to submit an insurance certificate with the proposal?

Answer: *Proof of Commercial General Liability Insurance ($1,000,000 per occurrence) and Workers' Compensation must be furnished prior to Contract award.*

373. Do we need to fill in pricing online on the portal, or do we need to fill form and attach in the proposal file?

Answer: *Vendor should complete the Pricing Page in wvOASIS or attached Exhibit A.*

374. Which pages, apart from the RFQ first page and Designated Contact page, do we need to fill in and submit with the proposal?

Answer: *Bidders must submit the signed front page, Designated Contact page, Addendum Acknowledgement Form, and Pricing Page.*

375. Which pages of the RFQ document do we need to fill in and return with the proposal response?

Answer: *Return all required signature pages, contact forms, addendum acknowledgements, and completed pricing pages.*

376. Do we need to submit company capabilities and the recruitment process in the proposal response, or is it not required?

Answer: *The solicitation requires proof of company qualifications (5 years in business, 6 placements) and candidate qualification documentation/resumes meeting mandatory technical specifications.*

377. Please confirm resumes are not required in the proposal response?

Answer: *Qualification documentation and resumes are not required with bid but rather in response to Agency Delivery Orders post award.*

378. Are all six (6) staffing placements required under Section 3.2 required to have been performed directly by the legal entity submitting the Offer?

Answer: *Documentation must indicate that the Vendor provided staffing of at least six (6) individuals within the listed classifications.*

379. Can an Offeror use staffing placements made by its parent/associate company to satisfy the six (6) staffing placements required under Section 3.2?

Answer: *Documentation must demonstrate that the bidding entity meets the minimum qualifications of providing six placements meeting Section 1 classification standards.*

380. If parent or affiliate company placements are permitted, what documentation is required to demonstrate the relationship between the Offeror and the parent/affiliate company and validate those placements?

Answer: *Documentation must clearly identify the entity supplied, contact info, and show compliance with classification requirements prior to award.*

381. To satisfy the Section 3.2 requirement of providing six (6) individual staffing placements in the listed classifications, does the State accept personnel deployed under Firm Fixed Price (FFP) / deliverable-based IT contracts where individuals performed the qualifying roles, or must the placements be strictly under time-and-materials / staff augmentation contracts?

Answer: *Placements must demonstrate that the individual met the requirements of a specifically named classification listed in Section 1.*

382. Section 4.2.4 states that 'Vendors must include a current resume and a completed qualification documentation for each candidate with their responses,' while Section 4.2.1 states that candidates will be submitted 'when the need arises.' Please clarify whether candidate resumes and degree verifications are required to be submitted with the initial bid response on September 15, 2026, or if they are required only post-award upon issuance of individual delivery orders.

Answer: Answer: *While most requested services will likely be within the metro-Charleston, WV area, the end-user Agency may be located anywhere in West Virginia and may request services statewide. Hybrid or remote work may be permitted and will be specified in individual delivery orders.*

383. Section 1 indicates the primary location is the metro-Charleston, WV area with potential statewide needs. Will remote or hybrid telework arrangements be permitted for any or all of the 13 classifications at the requesting Agency's discretion, or is 100% on-site presence mandatory for all positions?

Answer: *While most requested services will likely be within the metro-Charleston, WV area, the end-user Agency may be located anywhere in West Virginia and may request services statewide. Hybrid or remote work may be permitted and will be specified in individual delivery orders.*

384. Section 1 states the solicitation is to establish 'multiple open-end contracts,' whereas Section 5.1 and Section 5.2 indicate award to the vendor with the lowest overall total cost and that failure to complete the Pricing Page in full may result in disqualification. Please clarify: Is an offeror permitted to bid on a subset of the 13 position classifications without having its bid disqualified?

Answer: *Vendors should submit a price for each position they intend on providing a candidate for to enter a no-bid for one or more positions and submit $0.00.*

385. Does the State intend to make multiple awards across specific classifications or a single award for all 13 classifications?

Answer: *The State intends to establish multiple open-end contracts to cover the 13 position classifications.*

386. Aside from the signed solicitation document (CRFQ form), Addendum Acknowledgements, Mandatory Qualifications documentation (Section 3), and the Pricing Page (Exhibit A / wvOASIS), does the State require or prefer any specific technical response format (e.g., Transmittal Letter, Executive Summary, or Staffing Methodology)?

Answer: *No additional technical proposal structure is mandated beyond the required submission forms, pricing pages, and qualification documentation.*

387. Who is the existing fire alarm manufacturer?

Answer: *The solicitation CRFQ OOT27-006 is strictly for Temporary Technical Staffing Services for the West Virginia Office of Technology; fire alarm specifications are not applicable to this procurement.*

388. What is the deadline for submitting vendor questions regarding this solicitation?

Answer: *Vendor question submission deadline is Friday, September 4, 2026 @ 3:00 p.m.*

389. What is the bid opening date and time?

Answer: *Bid opening date is September 15, 2026 @ 1:30 P.M. at the Department of Administration, Purchasing Division in Charleston, WV.*

390. Where should written questions be submitted?

Answer: *Questions must be submitted in writing via email to Toby L. Welch at Toby.L.Welch@wv.gov*

391. What is the initial contract term and renewal options?

Answer: *The initial contract term is for one (1) year, with options to renew for up to three (3) successive one-year periods upon mutual agreement.*

392. What amount of Commercial General Liability Insurance is required?

Answer: *Vendor must maintain Commercial General Liability Insurance in at least the amount of $1,000,000.00 per occurrence.*

393. Is a mandatory pre-bid meeting required for this solicitation?

Answer: *A pre-bid meeting will NOT be held prior to bid opening.*

394. How will contract performance be evaluated and awarded?

Answer: *The Contract shall be awarded to the Vendor that provides Contract Items meeting required specifications for the lowest overall total cost as shown on the Pricing Pages.*

395. What position classifications are covered under this solicitation?

Answer: *Thirteen positions: Senior Web Application Analyst, CRM Application Analyst, Senior SQL Server Database Administrator, Business Analyst, LMS & eLearning Development Specialist, Cloud Financial Operations Specialist, Cloud Architect, Cloud Security Professional, Cloud Platform Engineer, Cloud Network Engineer, Cloud Systems Management Engineer, CCOE Implementation Specialist, and Mainframe Systems Programmer.*

396. How are travel expenses handled for contracted personnel?

Answer: *All travel expenses must be included in the vendor's hourly rates; separate travel reimbursement is not permitted.*

397. What knowledge transfer responsibilities are required of contracted staff?

Answer: *Contracted personnel are required to provide professional mentorship, technical training, and structured shadowing opportunities for State analysts.*

398. What is the procedure for handling deficient performance or vendor default?

Answer: *Failure to provide contract items or meet specifications constitutes vendor default, which may result in immediate cancellation of the Contract or release orders.*

401. Is there a minimum or maximum limit on the number of resumes a vendor can submit for each requested position?

No, As specified in Section 4.1 of the CRFQ OOT27-006 Bid Documents, vendors may submit qualified candidates for consideration, but all candidates must meet or exceed the mandatory qualifications outlined in the role specifications.

402. Are vendors required to submit resumes at the time of bid submission, or only upon task order issuance?

Resumes and staff qualifications are evaluated both during mandatory vendor qualification verification and upon specific job placement requests under the open-end contract.

403. Does the State prefer local candidates, or will non-local candidates willing to relocate be evaluated equally?

All candidates who meet the mandatory requirements and can perform work in accordance with the specified location requirements (on-site or remote as designated by the Agency) will be evaluated equally.

404. Can work for the IT Consultant roles be performed 100% remotely from out-of-state locations?

Remote work permissions depend on the specific task order and Agency approval. Certain sensitive roles or systems access may mandate on-site presence at State facilities in Charleston, WV.

405. Will the State provide laptop hardware and remote access VPN credentials to contracted personnel?

Yes, the State of West Virginia Office of Technology provides necessary hardware, software licenses, and secure network access required for contracted technical personnel to perform their assigned duties.

406. What is the standard onboarding timeframe required once a candidate is selected for a position?

Contracted personnel are expected to commence work within ten (10) business days following final Agency task order approval and background clearance completion.

407. Are background checks mandatory for all contracted staff prior to commencing work?

Yes. All vendor personnel assigned to the State must successfully pass a comprehensive background check and comply with State security policies prior to starting work.

408. Who bears the financial cost associated with candidate background checks and drug screenings?

The vendor is solely responsible for all costs associated with pre-employment screening, background checks, and drug testing of candidate staff.

409. Does the State require vendors to have a physical office location within the State of West Virginia?

No physical office within West Virginia is required, but vendors must be appropriately registered with the West Virginia Secretary of State and State Purchasing Division to do business.

410. What specific business registration forms must out-of-state vendors complete prior to contract award?

Out-of-state vendors must register with the West Virginia Secretary of State, obtain a West Virginia Business Registration Certificate, and complete all required Purchasing Division vendor registration forms.

411. Is a West Virginia Business Registration Certificate required at the time of bid submission or prior to award?

While proof of registration is preferred with the bid submission, it must be fully verified prior to contract award.

412. Are subcontracting or teaming arrangements allowed under this staffing solicitation?

Subcontracting is permitted only with prior written authorization from the State Purchasing Division and the ordering Agency, provided the prime vendor remains fully accountable for all work delivered.

413. If subcontracting is used, does the prime vendor need to identify subcontractors in the initial bid submission?

Yes, vendors should disclose planned subcontracting relationships and key subcontractor profiles within their bid submittal documents.

414. Are MBE / WBE / Veteran-owned small business preferences applied during bid evaluation?

Bids are evaluated strictly based on lowest qualified bid pricing and technical specification compliance in accordance with West Virginia State Purchasing Code.

415. What are the mandatory insurance coverage types and limits required under this RFQ?

Vendors must maintain Commercial General Liability ($1,000,000 per occurrence minimum), Workers' Compensation (statutory limits), and Cyber Security / Professional Liability insurance as detailed in the RFQ Terms and Conditions.

416. Must the State of West Virginia be named as an Additional Insured on the vendor's insurance policy?

Yes, the Certificate of Insurance must explicitly list the State of West Virginia as an additional insured for general liability coverage.

417. What is the contract term duration, and how many renewal options are available?

The contract is an open-end contract for an initial period of one (1) year, with up to three (3) additional one-year renewal options upon mutual agreement.

418. Are rate increases allowable upon contract renewal, or are hourly rates fixed for the full term?

Hourly rates submitted on the Pricing Page must remain fixed for the initial contract

419. How are overtime hours compensated under this technical staffing contract?

Hourly rates are fully inclusive. No separate compensation for overtime

420. Does the State guarantee a minimum number of billable hours or task orders per vendor?

No, this is an open-end contract and does not guarantee any minimum volume of hours or specific task order placements.

421. What are the payment terms and invoicing requirements for billable staffing hours?

Invoices must be submitted monthly in arrears with detailed timecards approved by the designated Agency supervisor. Standard State payment terms are net 40 days.

422. Can vendors bill for candidate travel time or travel expenses incurred for state assignments?

Travel expenses are included in the all-inclusive hourly billing rate

423. What specific qualifications are required for the Senior Cloud Architect classification?

The Senior Cloud Architect role requires extensive hands-on experience designing multi-cloud enterprise architectures, advanced certifications (AWS/Azure/GCP), and proven technical leadership as defined in Section 3 specifications.

424. What primary responsibilities are designated for the Senior Cybersecurity Specialist role?

The Senior Cybersecurity Specialist is responsible for threat vulnerability assessments, incident response protocols, security policy compliance, and firewall/SIEM architecture oversight.

425. What database platforms must the Database Administrator specialist support?

The DBA role requires deep expertise in Oracle Enterprise Database, Microsoft SQL Server, and relational database performance tuning across State infrastructure.

426. Are vendors required to submit fixed hourly billing rates for all 13 job classifications listed in the RFQ?

No, vendors must provide a valid hourly rate for every classification listed on the official Pricing Page for which they intend to provide a bid for.

427. What happens if a vendor leaves a pricing cell blank on the official Pricing Page?

Vendors should submit a price for each position they intend on providing a candidate for to enter a no-bid for one or more positions and submit $0.00.

428. How will the overall lowest bid be determined across all 13 technical staffing positions?

Evaluation is based on the Total Bid Amount calculated on the Pricing Page, which multiplies estimated annual hours by the vendor's proposed hourly rates across all classifications.

429. Can vendors submit electronic bid responses through the wvOASIS vendor portal?

Yes, electronic bids submitted through wvOASIS are accepted and encouraged prior to the established bid opening date and time.

430. What is the deadline date and time for vendor bid submittal for CRFQ OOT27-006?

Bids must be received by the State Purchasing Division prior to the exact bid opening date and time specified on the cover page of the solicitation document.

431. Are hard-copy paper bid submissions permitted in place of electronic wvOASIS submissions?

Yes, sealed paper bids delivered to the State Purchasing Division address prior to bid opening are acceptable in accordance with RFQ submittal instructions.

432. What specific purchasing forms must be signed and executed with the vendor's proposal?

Vendors must execute the Vendor Preference Certificate (if applicable), Purchasing Affidavit, Disclosure Form, and signed RFQ Cover Page.

433. Does the State require a Bid Bond or Performance Bond for this technical staffing solicitation?

No bid bond or performance bond is required for this service solicitation unless specifically stated in the terms and conditions.

434. What is the process for replacing a contracted staff member who does not meet performance standards?

If an assigned contractor fails to perform satisfactorily, the Agency will notify the vendor in writing, and the vendor must supply an acceptable qualified replacement within five (5) business days.

435. May the State terminate a task order or individual contractor placement without cause?

Yes, the State reserves the right to terminate any task order or contractor assignment for convenience with ten (10) days written notice to the vendor.

436. How are vendor performance evaluations tracked over the duration of the open-end contract?

The Agency monitors vendor performance regarding candidate submission speed, quality of personnel, attendance, and adherence to technical requirements throughout the contract term.

437. Does the contract allow for right-to-hire or conversion of contracted staff to State employee status?

No right-to-hire conversion fees are payable to the vendor.

438. What core qualifications are specified for the Senior Network Engineer position?

Senior Network Engineers must possess advanced expertise in enterprise routing/switching, WAN/LAN governance, VPN architecture, and network security protocols.

439. What mandatory skill sets are required for the Application Development Specialist classification?

The role requires proficiency in full-stack web development (.NET Core, C#, Java, JavaScript frameworks), API integration, and Agile software development methodology.

440. Is experience with state government IT systems mandatory for proposed candidate staff?

Prior public sector IT experience is highly desirable, but candidate submissions meeting equivalent enterprise-level technical qualifications will be fully evaluated.

441. How will technical candidate interviews be conducted by the Agency during candidate selection?

The Agency reserves the right to conduct video conference or in-person technical interviews with candidate personnel prior to approving task order placements.

442. What is the expected response window for vendors to submit resumes after receiving a task order request?

Vendors are typically expected to submit qualified candidate resumes within three (3) to five (5) business days following notification of a staffing request.

443. Can a vendor submit multiple candidate resumes for a single task order request?

Yes, vendors may multiple resumes per task order request unless otherwise specified by the ordering Agency.

444. Are vendors permitted to substitute key personnel after bid submittal but prior to contract award?

Vendor staffing is evaluated based on company capability; individual task order placements occur post-award, so specific staffing adjustments are managed under task order procedures.

445. What confidentiality and non-disclosure agreements are required for contracted technical personnel?

All contractor staff must sign the State Office of Technology Non-Disclosure Agreement (NDA) and comply with HIPAA/CJIS confidentiality protocols as applicable.

446. Does the State permit offshore technical resources to access state networks or databases?

No. All work must be performed within the continental United States, and no state data may be accessed from or stored outside the U.S.

447. What specific requirements exist for data security and handling of Sensitive Personally Identifiable Information (SPII)?

Contractors must strictly adhere to NIST 800-53 security standards and West Virginia State privacy policies regarding SPII and protected data handling.

448. Are vendors required to submit audited financial statements with their bid response?

Audited financial statements are not mandatory with the initial bid submission, but the State reserves the right to request proof of financial stability prior to contract execution.

449. How will questions submitted during the vendor inquiry period be answered by the Purchasing Division?

Official responses to vendor questions are compiled into formal written addenda issued via wvOASIS to all registered vendors.

450. Is attendance at the pre-bid conference mandatory for vendors intending to submit a bid?

Check the solicitation cover page; unless explicitly stated as mandatory, pre-bid conferences are optional but strongly recommended.

451. What qualifications are defined for the Systems Administrator position classification?

Systems Administrators must demonstrate proficiency in Windows Server OS, Linux distribution administration, Active Directory management, and VMware virtualization.

452. What experience is required for the Help Desk Technical Support Analyst position?

Requirements include tier-1/tier-2 ITSM service desk support experience, hardware/software troubleshooting skills, and strong customer service communication abilities.

453. What tools and frameworks must the Data Analyst candidate be familiar with?

Data Analysts must have experience with SQL query development, PowerBI / Tableau dashboard creation, and enterprise data warehouse ETL processes.

454. What certifications are preferred for the Project Management Specialist position?

PMP (Project Management Professional) or Agile PMI-ACP / CSM certifications are strongly preferred alongside experience leading complex enterprise IT projects.

455. What expectations exist regarding contractor availability during state observed holidays?

State facilities are closed on official state holidays. Contractor hours must align with standard Agency operating schedules unless emergency coverage is pre-authorized.

456. How is billing handled if state offices close due to inclement weather or emergency declarations?

Contractors are paid only for actual productive hours worked. Unworked hours during emergency closures cannot be billed unless remote work is authorized.

457. Can a single contractor fulfill multiple position classifications simultaneously under the contract?

No, each assigned contractor is assigned under a specific job classification billing rate per approved task order.

458. Are vendors required to provide continuous professional development or training for assigned personnel?

Vendors are responsible for ensuring their assigned staff maintain current technical competencies and certifications required for their respective roles.

459. What standard workday hours apply to full-time technical staffing contractors?

Standard workday hours are 9:00 AM to 5:00 PM Eastern Time, Monday through Friday (40 hours per week), subject to specific Agency operational schedules.

460. Does the State require timesheets to be submitted electronically through a specific state software system?

Timesheets must be validated by the vendor and submitted electronically in the format specified by the Agency contract administrator for weekly/monthly approval.

461. What liquid damages or penalty clauses apply if a vendor fails to provide qualified staff on schedule?

Contract remedies, including potential contract cancellation or non-issuance of future task orders, apply in accordance with West Virginia Purchasing Terms and Conditions.

462. What is the procedure for updating vendor contact information or remittance details during the contract term?

Vendors must submit official notification and update their vendor profile directly within the wvOASIS vendor self-service system.

463. Can vendors request clarification on addenda issued prior to bid opening?

Questions must be submitted in writing to the designated purchasing buyer before the final inquiry cutoff date.

464. Are electronic signatures legally accepted on bid submission documents?

Yes, verified electronic signatures compliant with West Virginia Uniform Electronic Transactions Act standards are fully accepted.

465. How are vendor disputes or grievances regarding bid evaluation resolved?

Vendor protests are handled strictly under West Virginia Code §5A-3-10c and Code of State Rules Title 148 Series 1.

466. Is there a maximum cap on administrative overhead or profit margins included in proposed billing rates?

No separate administrative fee line items are allowed; vendors must embed all overhead, profit, and administrative costs into their single all-inclusive hourly rate per role.

467. Must proposed hourly rates include all employer taxes, benefits, and insurance costs?

Yes, proposed hourly rates must be all-inclusive of candidate compensation, payroll taxes, statutory benefits, insurance, and vendor markup.

468. How will the State notify vendors of contract award decisions?

Contract award notices are published publicly on the wvOASIS portal and communicated in writing to successful vendors by the Purchasing Division.

469. Can multiple vendors receive contract awards under this open-end technical staffing solicitation?

The State reserves the right to make multiple contract awards if determined to be in the best interest of the State to ensure adequate staffing coverage.

470. What qualifications are defined for the Enterprise Solutions Architect classification?

Enterprise Solutions Architects must demonstrate 10+ years of domain experience, expertise in legacy modernization, microservices architecture, and strategic IT planning.

471. What specific duties are required for the IT Security Compliance Auditor role?

Auditors conduct risk assessments, verify compliance with SOC2/NIST frameworks, evaluate internal controls, and generate formal audit reports.

472. What skills are required for the Business Systems Analyst role?

Requirements include business process modeling, user story definition, functional requirements documentation, and UAT testing coordination.

473. What experience is required for the Mainframe Systems Specialist role?

Specialists require technical knowledge of IBM z/OS environment, COBOL, JCL, DB2 database management, and legacy application maintenance.

474. What qualifications are designated for the Quality Assurance (QA) Testing Specialist?

The role requires experience creating automated test scripts (Selenium/JMeter), regression testing, bug tracking, and performance load testing.

475. What requirements apply to vendor retention of project documentation and timesheet records?

Vendors must retain all financial, timesheet, and contract performance records for a minimum of five (5) years following final contract expiration.

476. Are contractors eligible for state-provided parking or transit subsidies?

No, parking and transportation expenses are the sole responsibility of the contractor or vendor.

477. Can a contractor be required to provide emergency support during weekend or non-business hours?

Yes, certain operational roles (e.g., DBA, Network Engineer, Security Analyst) may require on-call or weekend support as defined in specific task orders.

478. How are call-out hours compensated for off-hours system support?

Off-hours call-out hours must be pre-approved by the Agency and are billed at the standard contracted hourly rate for actual hours worked.

479. Does the State provide specialized training on proprietary state software systems?

The Agency provides operational guidance on proprietary state application workflows, but foundational technical competence must be possessed by assigned staff.

480. What protocols govern contractor access to State facilities and identification badges?

Contractors must display issued State security identification badges at all times while on site and adhere to facility access protocols.

481. Can a vendor replace a proposed candidate prior to task order execution if the candidate becomes unavailable?

Yes, if a candidate becomes unavailable, the vendor must immediately notify the Agency and provide a candidate of equal or superior qualifications.

482. What specific drug testing panel is required for contractor pre-employment screening?

Pre-employment drug screening must comply with standard 5-panel or 10-panel drug test protocols as mandated by vendor employment policies.

483. Is a vendor required to submit proof of insurance prior to contract execution?

Yes, a valid Certificate of Insurance fulfilling all RFQ coverage limits must be provided before the contract can be formally executed.

484. How does the State handle vendor price increases requested due to inflation or market changes?

Proposed rates remain firm for the contract term. Rate adjustments are considered only during formal renewal negotiations subject to Purchasing approval.

485. Are vendor proposals subject to public disclosure under West Virginia Freedom of Information Act (FOIA)?

Yes, once an award is made, all bid submissions become public records subject to FOIA rules, excluding trade secrets properly marked confidential.

486. How should vendors mark proprietary or trade secret information in their bid submission?

Trade secret information must be explicitly designated and isolated in accordance with West Virginia Purchasing Division confidentiality guidelines.

487. What criteria are used by the State to evaluate candidate resume submissions?

Resumes are evaluated against the mandatory education, experience, technical skills, and certification criteria defined for each specific position classification.

488. Can a candidate be rejected by the Agency without a technical interview?

Yes, if the submitted resume fails to meet the mandatory qualification criteria set forth in the RFQ specification, the Agency may reject the candidate.

489. What is the process for submitting formal written questions regarding this RFQ?

Questions must be submitted in writing via email or through the wvOASIS portal to the designated Purchasing Division buyer before the inquiry deadline.

490. Will the State publish the list of vendors attending the pre-bid meeting?

Yes, pre-bid meeting sign-in sheets and attendee lists are published as part of a formal addendum on wvOASIS.

491. What qualifications are defined for the Geographic Information Systems (GIS) Specialist classification?

GIS Specialists require expertise in Esri ArcGIS Enterprise, spatial data analysis, geodatabase management, and GIS web map application development.

492. What experience is required for the Linux / Unix Systems Engineer role?

Requirements include Red Hat Enterprise Linux (RHEL) administration, shell scripting (Bash/Python), Ansible automation, and kernel configuration.

493. What skills are specified for the Storage Area Network (SAN) Administrator role?

SAN Administrators must possess expertise in enterprise storage arrays (Dell EMC / NetApp), Fiber Channel switching, backup solution setup, and DR replication.

494. What qualifications are required for the IT Governance and Risk Manager position?

The role requires experience in ITIL v4 framework implementation, COBIT governance, risk mitigation strategies, and executive status reporting.

495. Does the State require contractors to use state-issued email accounts for official communications?

Yes, all state-related business and communications must be conducted using state-assigned email accounts in compliance with state IT policies.

496. Are vendors required to sign a Business Associate Agreement (BAA) for HIPAA compliance?

If the staffing assignment involves access to Protected Health Information (PHI), the vendor must execute a standard State BAA.

497. What policy applies to contractor remote work performed outside standard business hours?

Off-hours remote work requires prior written authorization from the designated Agency manager and must adhere to secure VPN protocols.

498. How are contractor performance issues documented during an active task order?

Performance issues are formally documented by the Agency project manager and submitted to the Purchasing Division if corrective action fails.

499. What happens if the lowest responsible bidder withdraws their bid prior to contract award?

If the lowest bidder withdraws, the State may evaluate and award to the next lowest responsible and responsive bidder.

500. Where can vendors access the final addendum and official Q&A responses for CRFQ OOT27-006?

All official addenda, vendor Q&A releases, and procurement updates are published on the West Virginia Purchasing Division website and wvOASIS vendor portal.

501. May a bidder respond to selected categories only, or must all 13 pricing lines be completed to remain responsive?

Answer: *Vendors may respond to selected categories*

502. Does "overall total cost" in Section 5.1 mean the sum of all 13 lines, or will each category be evaluated separately?

Answer: *Section 5.1 specifies that the Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages (calculated using 2,080 estimated hours per line multiplied by the proposed hourly rate).*

503. Is there a limit on the number of vendors that may receive an award?

Answer: No, *Section 1 of the Specifications states that the West Virginia Purchasing Division is soliciting bids to establish multiple open-end contracts for technical staffing services.*

504. Will award pricing remain fixed during all three renewal years, or may renewal rates be adjusted?

Answer: *Per General Terms and Conditions Section 13 (Pricing), pricing set forth in the contract is firm for the life of the Contract, unless an express price adjustment provision is authorized in the Solicitation/Contract by the State.*

505. Sections 4.2.1 and 4.2.4 appear conflicting regarding timing. Section 4.2.1 indicates candidates are presented when a staffing need arises, while Section 4.2.4 states successful vendors must include resumes and qualification documentation "with their responses." Please confirm whether resumes and qualification matrices are required with the initial CRFQ bid or only when responding to a delivery order.

Answer: *Candidate resumes and individual qualification documentation are not required with the initial CRFQ bid submission. Successful vendors will provide candidate resumes and qualification documentation when presenting candidates to the Agency upon receiving a specific delivery order/staffing request under the awarded contract (Sections 4.2.1 and 4.2.4).*

506. If resumes are required initially, how many candidates per category must be submitted?

Answer: *Resumes are not required with the initial CRFQ bid submission; awarded vendors will provide candidate documentation as individual staffing requests arise during the contract term.*

507. Are candidate substitutions permitted after award, and what approval process applies?

Answer: *Under Section 4.2.2 and 4.2.4, successful vendors must supply qualified staffing as requested by the Agency. Candidates presented for specific delivery orders must meet all requirements of the RFQ and pass Agency review prior to placement.*

508. Are remote or hybrid assignments permitted?

Answer: *Section 1 of the Specifications notes that while most requested services will likely be within the metro-Charleston, WV area, the end-user Agency may be located anywhere in West Virginia and may request services statewide during the life of the contract. Hybrid or remote work may be allowed and will be specified on individual delivery orders*

509. What proportion of assignments is expected to be onsite in Charleston versus elsewhere in West Virginia?

Answer: *Section 1 indicates that the majority of requested services are anticipated to be located in the metro-Charleston, WV area, but services may be requested statewide across West Virginia depending on Agency needs.*

510. Will the State provide computers, accounts, software, and remote-access tools, or must vendors supply these?

Answer: *Yes*

511. How will statewide travel be handled? Will the State reimburse travel expenses separately, or must all travel costs be fully burdened into the hourly rate as stated in Section 4.2.3?

Answer: *Per Section 4.2.3 of the Specifications, successful vendors must provide hourly rates that are inclusive of all costs. All travel expenses must be fully included in the vendor's proposed hourly rates.*

512. Are there any personnel residency requirements?

Answer: *The solicitation requires bidding vendors to have been in business for a minimum of 5 years (Section 3.1) and demonstrate relevant staffing history (Section 3.2). No specific candidate state residency restrictions are imposed, though resident vendor reciprocal preferences apply under Section 15A.*

513. What time-to-submit and time-to-fill service levels will apply?

Answer: *Section 4.2.2 specifies that successful vendors must provide staffing as requested by the Agency. Consistent failure to fulfill requests or unresponsiveness may be grounds for cancellation of the vendor's contract.*

514. Section 7.1 references a 180-working-day delivery clause. Please confirm if this applies to candidate placement or if it is inapplicable commodity boilerplate for this services contract.

Answer: *Section 7.1 outlines general delivery terms for Contract Items; however, technical staffing assignments under this open-end contract are fulfilled on an as-needed delivery order basis per Section 4.2.2.*

515. Which party bears background-check and fingerprinting costs?

Answer: *Per Section 40 of General Terms and Conditions and Section 4.2.3 of Specifications, the State reserves the right to require criminal background checks, and all vendor overhead costs must be incorporated into the proposed hourly rates.*

516. Sections 4.1.4.10 through 4.1.4.12 list requirements for a Bachelor's degree in Instructional Design and LMS experience. These appear under the Business Analyst heading but seem intended for the Learning Management System & elearning Development Specialist category. Please confirm this is a formatting error and that these requirements belong to Section 4.1.5.

Answer: *Requirements for a Bachelor's degree in Instructional Design and LMS experience (Sections 4.1.4.10 through 4.1.4.12) apply directly to the Learning Management System & eLearning Development Specialist classification detailed under Section 4.1.5.*

517. Sections 4.1.5.4 and 4.1.5.5 are identical. Please confirm if this is intentional or if one section should contain different requirements.

Answer: *Sections 4.1.5.4 and 4.1.5.5 both mandate a minimum of 5 years of demonstrated experience with LMS configuration, administration, ongoing system support, LMS architecture, course structures, user roles, permissions, and course management.*

518. Please provide incumbent contract information, historical usage by category, current hourly rates, and anticipated annual demand to assist with pricing accuracy.

Answer: *Quantities on the Pricing Page (2,080 hours per position classification) are approximations for evaluation purposes based on Agency estimates and do not represent guaranteed minimums or maximums (General Terms Section 5).*

519. Please confirm the controlling bid deadline is September 15, 2026, at 1:30 p.m. Eastern Time.

Answer: *Confirmed. Per the solicitation cover sheet and Instructions Section 7, the Bid Opening Date and Time is September 15, 2026, at 1:30 p.m. Eastern Time.*

520. Work location: For each of the 13 categories, is the position expected to be onsite in Charleston, remote, or hybrid? If it varies by category, please specify per line.

Answer: *As specified in Section 1 of Specifications, most requested staffing services will likely be in the metro-Charleston, WV area, but services may be requested statewide across all 13 position classifications.*

521. Rate structure: Should the Unit price entered per line item be a fully burdened hourly bill rate, or does WVOT want the employee pay rate and markup shown separately? Also, what information should be captured in the 'Delivery Days' field?

Answer: *Per Section 4.2.3, Vendors must provide a single fully burdened hourly rate per line item, inclusive of taxes, overhead, fringe, and travel expenses. The Delivery Days field should reflect fulfillment readiness upon order issuance.*

522. Evaluation method: Is award based solely on price per line item, or will scored criteria be added later? If price-based, is award made to the lowest bidder per line, or can multiple vendors be awarded per category?

Answer: *Contract award is based on the lowest overall total cost for Contract Items meeting mandatory specifications (Section 5.1). Multiple open-end contracts will be awarded to qualified bidders (Section 1).*

523. Respond to Criteria: shows 'Small Business' as the criteria - we are a certified Small Business in the Commonwealth of Virgina. May we claim SBE status in this section?

Answer: *Per Instructions Section 15A, reciprocal preference applies for resident vendors certified as small, women-owned, or minority-owned businesses under West Virginia Code § 5A-3-37 and W. Va. CSR § 148-22-9.*

524. Partial bidding: Is a vendor permitted to bid a subset of the 13 categories, or is full coverage across all lines required to be considered?

Answer: *Section 5.2 states that Vendors should complete the Pricing Page in full, as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified.*

525. Contract term: What is the initial term and are renewal options available? This isn't stated in the posted line items.

Answer: *Per General Terms Section 3, the Initial Contract Term is one (1) year from the effective date, with options for up to three (3) successive one-year renewal periods upon mutual written agreement.*

526. Terms and conditions: Since no separate terms and conditions document is attached to this solicitation, are the WV Purchasing Division's standard general terms and conditions incorporated by reference? If so, where can we find the applicable version?

Answer: *The full General Terms and Conditions and Instructions to Vendors are included directly within the CRFQ OOT27-006 solicitation document.*

527. Attachments: What should be included in the attachments upload (company qualifications, references, insurance certificates, resumes), and is there a required format or page limit?

Answer: *Vendors must submit documentation demonstrating a minimum of 5 years in business (Section 3.1), documentation of staffing at least 6 individuals in listed classifications past 5 years (Section 3.2), and a completed Addendum Acknowledgement Form (Instructions Section 8).*

528. Discounts and comments field: What is this field intended to capture, prompt payment discounts, volume discounts, or general notes on the bid?

Answer: *This field captures vendor notes or prompt payment discount terms; however, proposed unit prices must remain firm fully burdened hourly rates.*

529. Position Classifications / Pricing Page: Section 4.2.1 states that bidders must provide an hourly rate for each position for which they expect to submit qualified candidates. However, Section 5.2 states that failure to complete the Pricing Page in its entirety may result in disqualification. Please clarify whether a bidder may submit pricing only for the position classifications it intends to support, or whether bidders are required to provide an hourly rate for all thirteen (13) position classifications.

Answer: *Per Section 5.2, vendors are instructed to complete the Pricing Page in full, as failing to bid on all position classifications may result in bid disqualification.*

530. Contract Award Structure: Please clarify whether the State intends to make a single statewide contract award to one vendor or multiple awards to qualified vendors under this solicitation.

Answer: *Section 1 of Specifications explicitly states that the Purchasing Division is soliciting bids to establish multiple open-end contracts for technical staffing services.*

531. Section 3.2 - "First Five (5) Years" Requirement: Section 3.2 requires vendors to demonstrate their potential to provide staffing for at least six (6) individuals within the listed classifications "within the first five (5) years." Please clarify whether this refers

to: the vendor's first five years in business; any five-year period; the most recent five years; or another intended period.

Answer: *Section 3.2 specifies that vendors must provide documentation demonstrating they have provided staffing for at least six (6) individuals within the listed classifications within the past five (5) years.*

532. Section 3.2 - Acceptable Supporting Documentation: Please clarify what forms of documentation are acceptable to demonstrate that the bidder has provided individuals meeting the requirements of the specified classifications. For example, would client references, contracts/purchase orders, statements of work, candidate resumes, placement records, or other comparable documentation be acceptable?

Answer: *Section 3.2 requires documentation containing enough information to indicate the vendor provided an employee meeting the specific classification requirements, naming the entity and contact information.*

533. Section 3.1 - Acceptable Experience Documentation: Section 3.1 requires the vendor to provide documentation demonstrating a minimum of five (5) years in business providing similar information technology services. Please clarify what documentation the State considers acceptable for satisfying this requirement, such as contracts, purchase orders, client references, corporate records, or a corporate experience summary supported by relevant engagement information.

Answer: *Section 3.1 requires corporate documentation demonstrating a minimum of five (5) years in business providing similar information technology services prior to award.*

534. Work Location / Work Arrangement: Please clarify whether personnel provided under this contract will be required to work onsite at WVOT facilities, remotely, or under a hybrid arrangement. If onsite or hybrid work is anticipated, please identify the expected work location(s) and typical onsite requirements.

Answer: *Per Specifications Section 1, most requested services will likely be in the metro-Charleston, WV area, though services may be requested statewide by end-user state agencies.*

535. Pricing Evaluation / Estimated Hours: The Pricing Page identifies an estimated quantity of 2,080 hours for each position classification. Please confirm whether the lowest overall total cost evaluation will be calculated using 2,080 hours multiplied by the proposed hourly rate for each applicable classification.

Answer: *Confirmed. Per Section 5.1 and the Pricing Page, evaluation is based on the overall total cost calculated by multiplying 2,080 estimated hours per line item by the proposed hourly rate.*

536. Candidate Resumes at Bid Submission: Please confirm whether candidate resumes and individual candidate qualification documentation are not required with the initial bid submission and will instead be required from successful vendors when responding to staffing requests issued under the resulting contract.

Answer: *Confirmed. Candidate resumes and qualification documentation are not required with the initial bid submission and will only be required from awarded vendors when responding to specific delivery orders (Sections 4.2.1 and 4.2.4).*

537. In an effort, to provide the best response possible we want to know if State agency is willing to provide a two week extension either until Sept 30th?

Answer: *Bid Opening is September 18th. Vendors should monitor WVOASIS for the most recent schedule of events.*

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ OOT27*006

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 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.

Infojini Inc.
Company

Authorized Signature

September 23, 2026
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder:	2020855
Doc Description:	Addendum No 2 -Temporary Technical Staffing Services
Proc Type:	Statewide MA (Open End)

Reason for Modification:
Addendum No 2 is issued to publish vendor questions with the agency's responses.

Date Issued	Solicitation Closes	Solicitation No	Version
2026-09-16	2026-09-23 13:30	CRFQ 0231 OOT2700000006	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000005897

Vendor Name : Infojini Inc.

Address : 10015 Old Columbia Rd, Suite B215, Columbia, MD 21046

Street : 10015 Old Columbia Rd

City : Columbia

State : MD **Country :** USA **Zip :** 21046

Principal Contact : Sandeep Harjani

Vendor Contact Phone: 443-257-0086 **Extension:** +1

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor Signature X | 20-4624920 **FEIN#** | September 23, 2026 **DATE**

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

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

(Printed Name and Title) Sandeep Harjani, President

(Address) 10015 Old Columbia Rd, Suite B215, Columbia, MD 21046

(Phone Number) / (Fax Number) 443-257-0086/ 443-283-4249

(email address) statebids@infojiniconsulting.com

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

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

Infojini Inc.
(Company)

(Signature of Authorized Representative)

Sandeep Harjani, President/ September 23, 2026
(Printed Name and Title of Authorized Representative) (Date)

443-257-0086/ 443-283-4249
(Phone Number) (Fax Number)

statebids@infojiniconsulting.com
(Email Address)

State of West Virginia
Infojini Inc.
Request for Proposal # CRFQ 0231 OOT2700000006
Temporary Technical Staffing Services

Submission Date: September 23, 2026

Submitted By:
Infojini, Inc.
Sandeep Harjani, President
HQ: 10015 Old Columbia Road, Suite B 215, Columbia, MD 21046
Phone: 443-257-0086
FAX: 443-283-4249
FEIN#: 20-4624920
Unique Entity ID: YDSBJ6AN55U3
www.infojiniconsulting.com

Submitted To:
Attn: Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

COVER LETTER

Due Date: September 23, 2026

Attn: Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Subject: Infojini, Inc. Response to Solicitation # CRFQ 0231 OOT2700000006– Temporary Technical Staffing Services

Infojini, Inc. is pleased to submit this proposal in response to **RFP CRFQ 0231 OOT2700000006– Temporary Technical Staffing Services** issued by **West Virginia Office of Technology (WVOT).** With more than **20 years** of experience delivering workforce solutions to public-sector agencies nationwide, Infojini is well-positioned to provide reliable, responsive, and fully compliant temporary technical staffing services to support the WVOT and State agencies. Our extensive experience providing technical staffing solutions to state, county, municipal, educational, and public-sector organizations demonstrates our proven ability to successfully recruit, deploy, and manage qualified technical professionals across a broad range of specialized IT disciplines.

Infojini is highly interested in partnering with WVOT to provide responsive, scalable, and compliant technical staffing services across the 13 classifications identified in the CRFQ, including application development, CRM, database administration, business analysis, learning technologies, cloud architecture and engineering, cybersecurity, networking, systems management, cloud transformation, and mainframe technologies. ***Our firm is CMMI Level 3 appraised and certified to ISO 9001, ISO/IEC 20000-1, and ISO/IEC 27001 standards.*** We are also a ***Microsoft Partner, a Salesforce Registered Partner, and a Minority-Owned Business Enterprise (MBE) certified by the National Minority Supplier Development Council (NMSDC).*** These credentials reflect our commitment to quality management, service excellence, information security, and continuous process improvement.

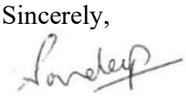
Infojini has successfully provided temporary staffing and workforce solutions to numerous government agencies, municipalities, higher education institutions, healthcare organizations, and other public-sector entities, including ***State of West Virginia, State of Wyoming, State of New Jersey, State of Arkansas, State of Florida, State of Georgia, State of Iowa, State of Maryland, State of Michigan, State of Montana, State of Nebraska, State of Colorado, State of North Carolina, State of North Dakota, State of New Mexico, State of Nevada, State of Ohio, State of Oklahoma*** *among* others. Through these engagements, we have successfully recruited and deployed qualified IT professionals to support large-scale technology initiatives, application development and support, database administration, business analysis, cloud transformation, cybersecurity, networking, systems management, and other specialized technical requirements while maintaining strict compliance with client requirements and service-level expectations.

With more than ***900 employees, over 350 domain***-expert recruiters, and access to a talent network of more than ***6 million candidates nationwide***, including a strong presence throughout West Virginia and neighboring states, Infojini offers rapid deployment capabilities and scalable staffing support. We typically submit qualified candidates within ***12–48*** hours of receiving a request and maintain retention rates exceeding ***97%, supported*** by our proven recruitment methodology, advanced sourcing tools, comprehensive screening processes, and dedicated account management approach.

Infojini acknowledges, has signed, and has included all applicable addenda, which will be submitted as part of our proposal response.

Infojini acknowledges and accepts the requirements and terms of **CRFQ OOT27-006** and is committed to delivering high-quality, compliant temporary technical staffing services to support WVOT and State agencies, including specialized IT staff augmentation, project support, enterprise application support, cloud and cybersecurity initiatives, database and mainframe operations, and knowledge-transfer requirements. We appreciate your consideration of our proposal and welcome the opportunity to partner with the West Virginia Office of Technology and the State of West Virginia. As President of Infojini, I am authorized to bind the firm to all statements, proposed services, and pricing contained in this proposal.

Sincerely,



Sandeep Harjani,
President, Infojini, Inc.
Principal Office. 10015 Old Columbia Road, Suite B 215, Columbia, MD 21046
Phone: 443-257-0086 | **Email ID:** statebids@infojiniconsulting.com
Federal Tax Identification Number: 20-46249

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MINIMUM QUALIFICATION (SECTION 3)

Vendors shall be in business for a minimum of five (5) years, providing similar information technology services. Vendors must provide documentation demonstrating that they meet this requirement. (Section 3.1)

Infojini is a nationally recognized staffing firm with over **20 years of experience** delivering **IT staffing services** to education, transit/transportation, state and local governments, federal agencies, and commercial clients across the United States. We are a **CMMI Level 3 appraised, ISO 9001:2015, ISO/IEC 20000-1:2018, ISO/IEC 27001:2013 certified firm. We are a Microsoft Partner, Snowflake Partner and** an associate partner with **Salesforce,** and a **National Minority Supplier Development Council-certified** Minority Business Enterprise (MBE). **We specialize in technical staffing, IT staff augmentation, application development, database administration, business analysis, cloud computing, cybersecurity, networking, systems management, learning technologies, and mainframe technical services.** With experience supporting over **450 staffing contracts** and more than 50 contracting vehicles nationwide, we bring the scale and delivery maturity required to provide qualified technical professionals for complex, specialized, and statewide IT staffing requirements.

Infojini has been consistently recognized by Staffing Industry Analysts (SIA) as one of the **"Best Staffing Firms to Work For" in 2024, 2025, and 2026,** reflecting our strong workplace culture and performance. We have also received multiple client awards, including **Gold Partner, Star Partner, and Vendor of the Year**. Our **A+ rating from the Better Business Bureau (BBB),** reflects our commitment to service quality, ethical practices, and client satisfaction.

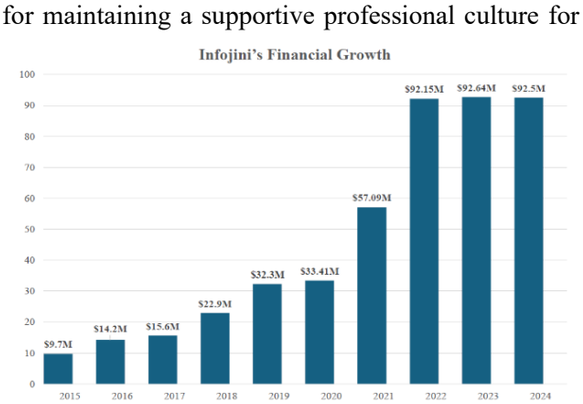
Infojini's Relevant Certifications

- **ISO 9001:2015 –** Quality Management System
- **ISO/IEC 20000-1:2018 –** IT Service Management
- **ISO/IEC 27001:2013 –** Information Security Management
- **CMMI Level III Appraised** – Validates mature, standardized, and continuously improving software/service delivery processes.
- **Better Business Bureau (BBB) –** A+ Rated – Recognized for strong service quality, reliability, and business integrity.



Infojini's qualifications as a technical staffing and IT services partner are corroborated by consistent external recognition across multiple performance dimensions, reflecting the company's operational standards, specialized technical expertise, and sustained delivery quality in public-sector and enterprise IT environments. Washington Technology recognized Infojini on its *Fast 50 list of the government market's fastest-growing small businesses in both 2020 and 2021*, affirming the company's expanding presence and performance in public sector contracting. Inc. Magazine has *ranked Infojini on the Inc. 5000 list of fastest-growing private companies and on the Inc. Regionals: Mid-Atlantic list in 2024*, further evidencing the company's sustained growth trajectory and financial stability.

The U.S. Department of Labor awarded Infojini the *HIRE Vets Gold Medallion in 2021* for excellence in recruiting, hiring, and retaining veterans, and the firm holds recognition as a *Military Friendly Employer* for maintaining a supportive professional culture for military members and their families. These designations reflect a hiring philosophy that extends to the candidates Infojini places with clients, prioritizing professionals who bring discipline, adaptability, and mission orientation to their assignments.



Infojini is a financially stable company with sales exceeding *$450 million* since its inception and an unused line of credit of *$1.5 million*, which will enable us to scale quickly when required. The contractor *D&B Paydex score of 80* indicates timely

payments to all our contractors. We have experienced consistent year-over-year growth for the past five years and anticipate continued, sustainable growth driven by client and employee referrals, as well as new contracts.

Experience with Local Client: Infojini has experience providing technical staffing services to public-sector clients, including but not limited to **Pepsico and Shell**. This experience ensures our recruiters understand technical staffing requirements and client expectations..

Relevant Temporary Technical Staffing Experience: Infojini brings direct experience supporting public-sector organizations with specialized IT staffing, complemented by broader technical staffing experience across the country. For WVOT, this is particularly relevant because our staffing capabilities include professionals supporting application development, database administration, business analysis, cloud architecture, cybersecurity, networking, systems management, learning technologies, and mainframe environments where technical expertise, responsiveness, reliability, and adherence to agency requirements are essential.

Client name	Relevant Temporary Positions Supported	Relevance to WVOT
MDOT – Maryland Department of Transportation	Application Developer Advanced Technology (Senior), .NET/Dynamics 365 Developer, Salesforce Architect/Developer, Data Integration/Database and Cloud-related roles	Provides broad alignment with WVOT's **Senior Web Application Analyst, CRM Application Analyst, Cloud Architect, Cloud Platform Engineer, Database, and technical modernization** requirements. Experience includes Microsoft Dynamics 365, .NET, ASP.NET, C#, MVC, JavaScript, jQuery, AJAX, WCF, Web API, SQL Server, Oracle, TFS, Agile, application integration, data modeling, and enterprise system development.
JCC – Judicial Council of California	Senior Business Systems Analyst (Data Specialist), IT Developer, Cloud/Security and Database-related technical roles	Strong alignment with **Cloud Security, Cloud Platform Engineer, Cloud Systems Management Engineer, Business Analyst, and database/data integration** requirements. Experience includes Azure/AWS environments, cloud-based application deployment, SDLC, data pipelines, data warehousing, data modeling, data integration, security/compliance, troubleshooting, and technical training/knowledge transfer.
MDOT-MTA – Maryland Department of Transportation MTA	Application Developer Advanced Technology (Senior), Salesforce Architect/Developer, .NET Developer	Directly supports **Senior Web Application Analyst and CRM Application Analyst** requirements through .NET, ASP.NET, C#, MVC, Entity Framework, JavaScript, jQuery, AJAX, SQL Server, T-SQL, Web Services/APIs, TFS, Agile, Salesforce application development and system integration. Experience also includes secure application development and enterprise modernization.
TX DOA – Texas Department of Agriculture	Business Analyst	Provides direct **Business Analyst** experience relevant to WVOT, including requirements analysis, business process analysis, SDLC, stakeholder collaboration, solution analysis, documentation, testing, and communication across business and technical teams.
SCDOT – South Carolina Department of Transportation	Business Analyst – IT/PMO	Strong alignment with WVOT's **Business Analyst** classification through experience supporting **IT modernization and business process streamlining**, bridging business units and technical teams, analyzing operational processes, documenting workflows, and aligning technology solutions with organizational objectives.
State of Connecticut Judicial Branch	Solution Architect / Enterprise Architecture roles	Strong alignment with **Cloud Architect** requirements through enterprise-level architecture and cloud solution experience spanning **AWS, Microsoft Azure and Google Cloud**, along with cloud infrastructure, security, DevSecOps, and technology modernization.
NCDOT – North Carolina Department of Transportation	GIS Business Analyst, Network Analyst, Training/Knowledge-Transfer and technical support roles	Relevant to WVOT's **Business Analyst and Learning Management/eLearning-related requirements**, with experience in requirements analysis, stakeholder coordination, project management, testing, documentation, training materials, knowledge transfer, and development of

		user instructions and support documentation. The GIS Business Analyst role included test planning, stakeholder coordination, documentation and application-support instructions.
CT Department of Corrections	Programmer/Developer – .NET/Web Application Development	Strong technical alignment with **Senior Web Application Analyst** requirements through experience with **ASP.NET, C#, .NET, JavaScript, jQuery, AJAX, WCF, SQL Server, SSRS, web technologies and enterprise application development**.
Sound Transit	IT Infrastructure / Systems Support and Network-related roles	Provides supporting experience relevant to **Cloud Systems Management Engineer and Cloud Network Engineer** requirements, including IT infrastructure operations, network technologies, Windows/Linux environments, server support, monitoring, troubleshooting, IT service management, and technical support across enterprise environments.

The following case studies further demonstrate Infojini's proven ability to deliver qualified consulting and administrative services for public-sector organizations across recruiting, analytical, and technology functions, with experience closely aligned to the services required under this solicitation.

Case Study 1 - Microsoft Dynamics CRM Development, Integration & Application Support

Client - CMTA

Duration: July 1, 2019 – May 31, 2022

Infojini supported CMTA with a CRM Application Analyst/Developer resource responsible for designing, developing, configuring, testing, implementing, and supporting Microsoft Dynamics CRM solutions. The engagement required close collaboration with IT teams, business stakeholders, project managers, and technical teams to translate business requirements into functional CRM solutions, develop enterprise application components, and provide ongoing troubleshooting and technical support—directly aligning with WVOT's requirements for specialized CRM application staffing.

Scope of CRM work delivered:

- Worked with IT teams and business stakeholders to **elicit, analyze, and document business and technical requirements** using use cases, user stories, process flows, requirements definitions, and user interface designs.
- Designed, developed, configured, and tested **Microsoft Dynamics CRM** functionality, including entity customization, plug-ins, forms, screens, views, workflows, dashboards, and reports.
- Developed CRM solutions using **JavaScript, .NET/C#, ASP.NET-related technologies, and SSRS**, while utilizing Microsoft Visual Studio for application development and maintenance.
- Developed and integrated **SQL Server database objects**, including views and functions, to support CRM application functionality and data requirements.
- Utilized **Team Foundation Server (TFS)** for source control, team collaboration, and application development activities.
- Performed **application troubleshooting, debugging, and technical support** for Dynamics CRM applications and associated databases, using logs and other diagnostic tools to identify and resolve issues.
- Prepared and maintained **technical and functional documentation**, conducted status meetings, tracked action items, and communicated application status and technical issues to project and management teams.

Outcome: Infojini's CRM resource provided CMTA with specialized **Microsoft Dynamics CRM development, configuration, database, analysis, testing, troubleshooting, and technical support capabilities**, enabling effective enhancement and ongoing support of enterprise CRM applications. The engagement directly demonstrates the **CRM development, .NET, C#, JavaScript, SQL Server, analysis/design, Visual Studio, TFS, and stakeholder communication experience** required for WVOT's CRM Application Analyst classification.

Relevance to WVOT: This engagement directly aligns with WVOT's CRM Application Analyst requirements, including Microsoft Dynamics CRM development, ASP.NET/.NET, C#, JavaScript, SQL Server, data design, analysis and design, Visual Studio, and TFS. The experience also demonstrates the ability to work with business and technical stakeholders, translate requirements into CRM solutions, develop and configure CRM functionality, troubleshoot enterprise applications, and provide documentation and ongoing technical support capabilities central to WVOT's technical staff augmentation needs.

Case Study 2 - Enterprise Web Application Development, Modernization & Legacy Systems Support

Client - County of Sacramento

Duration: 15-06-2026 to 08-12-2026

Infojini supported the Sacramento County Department of Technology and Department of Child, Family and Adult Services (DCFAS) with a Senior Web Application Developer responsible for business analysis, application design, database development, server-side programming, front-end development, quality assurance, release management, application support, and maintenance. The resource supported the modernization of the County's technology environment while ensuring the continued operation of essential legacy systems, including platforms such as Service Management and Information Link Engine (SMILE), Workforce Information and Service Ecosystem (WISE), and the public-facing DCFAS Portal. The engagement required development of enterprise-level, database-driven web applications using Microsoft technologies, directly aligning with WVOT's requirements for specialized web application staffing.

Scope of work delivered:

- Performed **business analysis, requirements analysis, application design, development, testing, release, support, and maintenance** for enterprise applications and solutions.
- Designed and developed applications using **Microsoft C#.NET, .NET Core, Web API, JavaScript, TypeScript, HTML5, CSS3, jQuery, and SQL Server/T-SQL**.
- Performed **database building and development** activities using SQL Server and T-SQL to support application functionality and data requirements.
- Developed **server-side and front-end application components** for enterprise and public-facing web applications.
- Supported modernization initiatives while maintaining and enhancing **legacy applications and systems**, helping ensure continuity of critical County operations.
- Performed **quality assurance, application testing, release activities, troubleshooting, and ongoing production support**.
- Utilized **Git and GitHub** for source control and collaborative application development activities.
- Worked independently as well as within development teams and, depending on the project, served in a lead capacity for application and solution development.
- Collaborated with business and technical stakeholders to understand requirements and translate them into application designs and technical solutions.
- Supported the full **software development lifecycle (SDLC)**, from analysis and design through development, testing, deployment, support, and maintenance.

Outcome: Infojini's Senior Web Application Developer provided Sacramento County with specialized capabilities across **enterprise web application development, Microsoft .NET technologies, C#, JavaScript, SQL Server/T-SQL, database development, application design, testing, deployment, troubleshooting, and ongoing application support**. The resource helped modernize critical County applications while maintaining essential legacy systems and supporting public-facing services.

Relevance to WVOT: This engagement directly demonstrates Infojini's ability to provide qualified technical resources for WVOT's Senior Web Application Analyst classification, particularly in .NET development, database-driven enterprise web applications, C#, JavaScript, relational databases, data design/development, analysis and design, application testing, maintenance, and stakeholder collaboration. The experience also demonstrates the ability to support both modernization initiatives and legacy application environments, which aligns with WVOT's multi-tier technology environment encompassing modern web applications, client-server systems, cloud environments, and legacy systems.

Case Study 3 - Business Analysis, Requirements Management & Process Improvement

Client - Texas Department of Agriculture (TX DOA)

Duration: June 30, 2025 – March 31, 2026

Infojini supported the Texas Department of Agriculture (TX DOA) with a **Business Analyst** resource responsible for reviewing, analyzing, and evaluating business systems and user needs; gathering and documenting requirements; analyzing business processes; developing solution options; identifying risks; and supporting system development, testing, deployment, and ongoing application improvement. The engagement required close collaboration with business stakeholders, project teams, vendors, and technical teams to translate business needs into actionable system requirements and solutions directly aligning with WVOT's requirements for experienced Business Analyst staffing.

Scope of Business Analysis work delivered:

- Reviewed, analyzed, and evaluated business systems and user needs to identify opportunities for system improvements and automation.
- Gathered, analyzed, and documented **user requirements, business processes, business needs, and operational problems** for existing and new systems.
- Analyzed program policies and procedures and evaluated their impact on automated systems and functional areas.
- Supported requirements gathering activities and identified opportunities to improve business processes through technology and automation.

- Formulated system solutions that aligned with overall business strategies and prepared **solution options and risk identification** to support informed decision-making.
- Prepared detailed documentation describing **user needs, program functions, and the steps required to develop or modify computer programs**.
- Supported complex project management deliverables, including **project charters, project plans, test plans, and risk management plans**.
- Consulted on application analysis, troubleshot system problems, and recommended appropriate solutions.
- Provided **quality assurance consultation** to projects, assignments, and special initiatives.
- Developed and reviewed test cases, processed change requests, and supported project scope, acceptance, installation, and deployment activities.
- Maintained assigned business relationships with vendors, supported technology evaluation and value analysis, and reviewed and approved monthly and annual invoices.
- Communicated business requirements, application issues, project activities, and recommended solutions with relevant stakeholders and project teams.

Outcome: Infojini's Business Analyst resource provided TX DOA with specialized **business analysis, requirements gathering, systems analysis, process improvement, solution development, risk identification, testing, quality assurance, application troubleshooting, documentation, and deployment support**. The engagement enabled TX DOA to evaluate and improve business systems while aligning technology solutions with organizational needs and business strategies.

Relevance to WVOT: Infojini's experience supporting TX DOA closely aligns with WVOT's requirement for qualified Business Analysts who can evaluate business systems and user needs, elicit and document requirements, analyze business processes, develop solution options, identify risks, and support SDLC activities including testing, deployment, and ongoing system improvements. The engagement also demonstrates experience collaborating with business and technical stakeholders, preparing functional documentation, supporting quality assurance, and facilitating knowledge transfer—capabilities directly relevant to WVOT's need for Business Analyst resources to support State agencies and enterprise IT initiatives.

Case Study 4 - Enterprise .NET Application Development, Modernization & CRM Integration

Client - Maryland Department of Transportation – State Highway Administration (MDOT-SHA)

Duration: March 2012 – June 2025

Infojini supported MDOT-SHA with a **Senior .NET Web Developer / Application Developer** responsible for designing, developing, enhancing, testing, deploying, and supporting enterprise, database-driven applications. The resource collaborated with project managers, business stakeholders, database and infrastructure teams, and end users to gather requirements, conduct JAD sessions, develop solutions, support UAT, troubleshoot issues, and provide technical documentation and training—aligning closely with WVOT's CRM Application Analyst requirements.

Scope of Work Delivered:

- Designed and developed enterprise web applications using **.NET/C#, ASP.NET/MVC, JavaScript, SQL Server, Visual Studio, and Entity Framework**.
- Supported the mission-critical **FMCSA Driver Registration System**, including application development, database design, authentication, notifications, document management, enhancements, requirements analysis, JADs, UAT, and deployments.
- Led development and enhancement of the **Miss Utility Ticket Tracking System (MUTTS)**, including custom application components, workflows, dashboards, reports, and integrations using Salesforce/Apex, REST Web Services, Outlook/Exchange, and Talend.
- Refactored the legacy **VB.NET billing application** into Salesforce modules, reducing monthly billing processing time from approximately **4 hours to 15 minutes**.
- Supported the **Invitation for Bid System, ROFAS, VMIPS II, and AEPCMS**, performing requirements analysis, application and database development, migration, testing, integrations, JADs, demonstrations, documentation, and production deployments.
- Developed Power Apps and Power Automate solutions integrated with **SharePoint and Dataverse**, including forms, workflows, document generation, and data management.
- Performed application troubleshooting, debugging, code optimization, testing, monitoring, and technical support while collaborating with PMO, database, platform engineering, and network teams.

Outcome: Infojini provided MDOT-SHA with specialized **.NET/C#, ASP.NET/MVC, JavaScript, SQL Server, database design, application development, integration, testing, troubleshooting, and technical support** capabilities, supporting the enhancement and modernization of mission-critical State applications.

Relevance to WVOT: The MDOT-SHA engagement demonstrates strong alignment with WVOT's CRM Application Analyst requirements through extensive experience in enterprise application development, .NET/C#, ASP.NET/MVC, JavaScript, SQL Server, data design and development, analysis and design, Visual Studio, application testing, troubleshooting, integrations, requirements gathering, JAD sessions, and communication with project managers, business stakeholders, database

teams, and application users. The experience also demonstrates the ability to support and enhance complex State government applications and work collaboratively across technical and business teams.

Case Study 5 - Azure Cloud Infrastructure Automation, Security & Modernization

Client - Washington Health Benefit Exchange (WAHBE)

Duration: July 2024 – March 2027

Infojini supported WAHBE with a Cloud Services Engineer resource responsible for automating, managing, securing, maintaining, and modernizing cloud and on-premise infrastructure across Azure Commercial and Azure Government environments. The engagement involved developing and managing Terraform and Ansible automation, deploying and maintaining cloud infrastructure assets, supporting security remediation, performing infrastructure operations, and providing documentation and knowledge transfer directly aligning with WVOT's requirements for specialized cloud infrastructure, automation, systems management, security, and technical staffing.

Scope of work delivered:

- Developed **Ansible and Terraform scripts** to automate the provisioning and management of database servers, application servers, containers, load balancers, firewalls, and other infrastructure assets.
- Implemented and managed **Ansible and Terraform automation**, including version management, troubleshooting, workflows, and dashboards.
- Automated deployment of cloud infrastructure assets, including **database servers, application servers, containers, load balancers, and firewalls**.
- Supported day-to-day maintenance and operations across **on-premise, Azure Commercial, and Azure Government** environments.
- Performed infrastructure **onboarding/offboarding, resource provisioning, patching, updates, maintenance, and configuration activities**.
- Supported remediation of **security vulnerabilities related to IRS audits** across WAHBE infrastructure.
- Developed technical documentation covering automation management, infrastructure operations, and script development.
- Developed training materials and conducted **knowledge-transfer sessions** for WAHBE teams and partners.
- Supported cloud **modernization and migration initiatives**, including Oracle-to-Azure SQL migration, monitoring modernization, Azure modernization, disaster recovery, EDI modernization, and CSA modernization.
- Provided ongoing technical support for cloud infrastructure and automation activities, including troubleshooting and resolution of operational issues.

Outcome: Infojini's Cloud Services Engineer provided WAHBE with specialized cloud infrastructure automation, systems management, security remediation, modernization, migration, and knowledge-transfer capabilities across Azure and on-premise environments. The engagement demonstrates hands-on experience with **Terraform, Ansible, cloud infrastructure automation, containers, load balancers, firewalls, Azure environments, security remediation, patching, disaster recovery, migration, documentation, and technical training**, supporting WVOT's need for qualified cloud technical professionals.

Relevance to WVOT: This engagement directly demonstrates Infojini's ability to provide specialized cloud professionals with experience relevant to WVOT's Cloud Platform Engineer, Cloud Systems Management Engineer, Cloud Security Professional, and Cloud Architect classifications. The work aligns particularly well with WVOT requirements for cloud infrastructure administration and automation, Infrastructure as Code using Terraform, configuration management using Ansible, cloud security, patching and maintenance, cloud migration/modernization, infrastructure deployment, and knowledge transfer.

Case Study 6 - Mainframe Computer Operations Support

Client - Maryland Department of Transportation (MDOT)

Duration: July 2020 – March 2022

Infojini provided computer operations support to supplement the Maryland Department of Transportation's Office of Transportation Technology Services. The engagement supported MDOT's enterprise mainframe environment, where continuous system availability, accurate batch processing, timely issue resolution, and effective coordination across shifts were critical to maintaining uninterrupted technology operations.

Infojini personnel worked within an **IBM z/BC12 mainframe environment running z/OS**, supported **Job Control Language (JCL)** processing, monitored multiple logical partitions (LPARs), and operated within a **24x7x365 batch-processing environment**.

Scope of work delivered:

Infojini supplemented MDOT's computer operations staff by supporting the implementation, monitoring, and operational management of processing activities on the Department's IBM mainframe environment.
The engagement required the assigned resource to work across system operations, technical troubleshooting, stakeholder communication, vendor coordination, and multi-shift operational continuity.

- **Mainframe Operations and Monitoring:** Supported processing activities on the MDOT IBM z/BC12 Mainframe Computer System, including multiple LPARs and continuous batch-processing operations.
- **Technical Problem Resolution:** Provided technical assistance in resolving operational and system-related issues affecting MDOT departments, mainframe customers, and technical teams.
- **Vendor and Technical-Team Coordination:** Reported equipment and software problems to appropriate vendors, partners, and internal technical teams to support timely diagnosis and resolution.
- **Issue Tracking and Communication:** Tracked system-related problems and maintained progress information and feedback for stakeholders, customers, partners, and technical teams.
- **Peer Technical Support:** Provided ongoing technical advice and operational assistance to peers supporting the mainframe environment.
- **Cross-Functional Collaboration:** Interfaced with customers, engineers, vendors, consultants, and technical personnel as operational and technical issues arose.
- **Shift and Operations Continuity:** Coordinated the flow of work between shifts to support continuity of operations within MDOT's multi-shift technology environment.

Outcome: Infojini successfully supplemented MDOT's computer operations function with mainframe expertise supporting IBM z/BC12, z/OS, JCL, multiple LPARs, and 24x7x365 batch operations while providing troubleshooting, issue coordination, stakeholder communication, and shift-to-shift continuity.

Relevance to WVOT: This engagement provides relevant evidence of Infojini's experience supporting mainframe-based enterprise technology operations comparable to WVOT's Mainframe Systems Programmer classification. The assignment demonstrates practical familiarity with IBM mainframe infrastructure, z/OS, JCL, LPAR-based environments, continuous batch processing, production troubleshooting, vendor coordination, and operational continuity.
For WVOT, this experience shows that Infojini has previously provided technical personnel capable of working in mission-critical mainframe environments where system stability, timely issue resolution, technical collaboration, and continuous operations are essential.

Case Study 7 - Enterprise Learning Management & eLearning Development Support

Client - New York City Housing Authority (NYCHA)

Duration: April 2019 – December 2019

Infojini supported the **New York City Housing Authority (NYCHA)** with instructional design, eLearning development, and learning management support services for enterprise workforce training initiatives. NYCHA sought to modernize and enhance its training environment by expanding the use of interactive online learning, improving the accessibility of workforce-development content, and strengthening the administration and maintenance of digital learning programs.
The engagement covered the design, development, implementation, maintenance, and administration of online learning solutions used to support **employee onboarding, workforce development, operational training, and broader enterprise learning initiatives**.

Scope of work delivered:
Infojini provided end-to-end instructional design and learning-development support spanning course planning, content creation, LMS administration, maintenance, and operational support.

1 Instructional Design and Online Learning Development
Infojini supported the **design, development, implementation, and maintenance of online learning solutions** for NYCHA's enterprise workforce programs. Learning materials were structured to support effective knowledge transfer and provide employees with accessible digital training resources.
The engagement included development of:

- interactive online courses;
- digital learning materials;
- simulations;
- assessments; and
- other interactive learning experiences.

These learning assets were designed to support a range of workforce-development and operational-training requirements.

2 Stakeholder and Subject Matter Expert Collaboration
Infojini collaborated with **NYCHA departments and subject matter experts** to identify training needs and translate organizational knowledge into structured learning content.
This collaborative model helped ensure that learning materials reflected actual operational requirements and supported the needs of NYCHA employees across different departments and functions.

3 Learning Management System Support

Infojini supported the administration and management of NYCHA's online learning environment, including:

- LMS content management;
- online course administration;
- management of digital learning assets;
- maintenance of existing online courses; and
- support for the lifecycle of training content.

The engagement strengthened NYCHA's ability to administer and maintain digital learning resources as its workforce-training needs evolved.

4 Training Content Maintenance

Infojini reviewed, revised, and updated existing training materials and learning assets to help ensure content remained usable and aligned with evolving training requirements.

This included maintaining existing digital-learning content while supporting the development of new materials as training needs changed.

5 Technology and Operational Support

The engagement also included troubleshooting and operational support for online learning technologies. Infojini helped address issues affecting the delivery and administration of digital-learning solutions, supporting continuity of NYCHA's online training environment.

Outcome: Infojini helped NYCHA modernize its enterprise learning environment through interactive eLearning development, structured instructional design, LMS content administration, course maintenance, and digital-learning support, strengthening the accessibility, scalability, and administration of workforce training across the organization.

Relevance to WVOT: This NYCHA engagement is directly relevant to WVOT's Learning Management System & eLearning Development Specialist classification because it demonstrates practical experience in the core functions associated with enterprise learning technology:

instructional design, eLearning content development, interactive course creation, simulations, assessments, LMS content administration, course maintenance, SME collaboration, workforce training, and troubleshooting of online learning technologies.

For WVOT, the engagement demonstrates Infojini's ability to provide learning-technology professionals capable of supporting the complete learning lifecycle from identifying training requirements and collaborating with subject matter experts through developing interactive digital content, administering courses within an LMS, maintaining learning assets, and providing ongoing operational support.

Case Study 8 - Multi-Cloud FinOps, Cost Optimization & Governance Support

Client - AMTRAK

Duration: December 2024 – December 2025

Infojini supported **AMTRAK** with a Senior Infrastructure Analyst specializing in **Financial Operations (FinOps) and cloud governance** across a multi-cloud environment encompassing **AWS, Azure, and GCP**. The engagement focused on improving cloud cost management, strengthening governance practices, increasing financial accountability, and supporting compliance across AMTRAK's cloud infrastructure.

The resource worked at the intersection of cloud infrastructure, finance, and governance, helping AMTRAK analyze cloud consumption, improve cost-allocation practices, identify optimization opportunities, and establish more disciplined governance around infrastructure requests and cloud-resource usage.

Scope of work delivered:

Infojini provided a **Senior Infrastructure Analyst** to support AMTRAK's cloud financial operations and governance activities across **AWS, Microsoft Azure, and Google Cloud Platform (GCP)**. The engagement focused on improving visibility into cloud consumption, strengthening financial accountability, and identifying opportunities to reduce infrastructure costs through structured FinOps practices.

The resource analyzed cloud usage patterns and spending, developed and implemented **FinOps strategies**, and identified savings opportunities through rightsizing and other cost-optimization measures. The role also supported cloud financial reporting by managing **cost allocation, show-back, and chargeback models**, helping AMTRAK better understand and attribute cloud expenses across its infrastructure environment.

In addition, the resource helped improve and enforce **cloud governance policies and best practices**, provided guidance on cloud cost optimization, and organized and documented technical requirements associated with incoming infrastructure requests. The assignment required practical knowledge of multi-cloud pricing models, cloud financial management, tagging and allocation strategies, and FinOps tools such as Apptio, Cloudability, and CloudHealth.

Key services included:

- FinOps strategy development and cloud cost optimization
- AWS, Azure, and GCP usage and spending analysis
- Rightsizing and cloud savings recommendations

- Cost allocation, show-back, and chargeback management
- Cloud governance policy development and enforcement
- Tagging and financial accountability support
- Cloud financial reporting and cost visibility
- Documentation of infrastructure requirements and governance controls

Outcome: Infojini supported AMTRAK's multi-cloud environment with specialized FinOps expertise across AWS, Azure, and GCP, helping improve cloud-cost visibility, allocation, show-back/chargeback processes, rightsizing, governance, and financial accountability while identifying opportunities to optimize infrastructure spending.

Relevance to WVOT: This engagement provides **direct alignment with WVOT's Cloud Financial Operations Specialist classification** because the AMTRAK assignment centered specifically on cloud financial management and governance. The AMTRAK engagement is particularly relevant to WVOT because it demonstrates Infojini's ability to provide a technical resource who can operate across both the **technical and financial dimensions of cloud infrastructure**. The resource was responsible not only for understanding cloud environments, but also for translating cloud consumption into financial information, identifying optimization opportunities, supporting allocation models, strengthening governance policies, and providing guidance on cloud cost management.

Experience Supporting Government and Commercial Clients

Infojini brings extensive experience delivering temporary staffing services of similar scope and scale to state and county governments, cities, utilities, educational institutions, transportation agencies, housing authorities, judicial bodies, and commercial organizations. A representative list of clients is provided below.

State Clients
State of West Virginia, State of Wyoming, State of New Jersey, State of Arkansas, State of Florida, State of Georgia, State of Iowa, State of Maryland, State of Michigan, State of Montana, State of Nebraska, State of Colorado, State of North Carolina, State of North Dakota, State of New Mexico, State of Nevada, State of Ohio, State of Oklahoma, State of Oregon, State of Pennsylvania, State of Texas, State of Massachusetts, State of Utah, State of Virginia, State of Washington, State of Missouri, State of New York, State of Minnesota, State of Wisconsin, State of Kentucky, State of Maryland, State of Illinois, State of Rhode Island, State of Tennessee, State of California
County/City Clients
Los Angeles County, County of Los Angeles, County of Placer, County of Sacramento, Westchester County, NY, Montgomery County, PA, Alleghany County, VA, Allegany County, Pennsylvania, City of Tacoma – Washington, The City of Phoenix, City of Everett, WA, Oklahoma City-County Health Department (OCCHD), Anne Arundel County, Commission of Montgomery County, City of San Antonio, Prince William County, City of Lakewood, City of Cincinnati, Tarrant County, Cook County, County of San Mateo, Prince George's County, City of Chesapeake, The County of Fresno
Commercial Sector Clients
Los Angeles County, County of Los Angeles, County of Placer, County of Sacramento, Westchester County, NY, Montgomery County, PA, Alleghany County, VA, Allegany County, Pennsylvania, City of Tacoma – Washington, The City of Phoenix, City of Everett, WA, Oklahoma City-County Health Department (OCCHD), Anne Arundel County, Commission of Montgomery County, City of San Antonio, Prince William County, City of Lakewood, City of Cincinnati, Tarrant County, Cook County, County of San Mateo, Prince George's County, City of Chesapeake, The County of Fresno
University Clients
University of Texas, Texas State University, Texas Tech University Health Sciences Center, Sul Ross State University, SUNY Upstate Medical University, SUNY Stony Brook University, Hospital, City University of New York, University of Arkansas, Little Rock, The University of Colorado, West Virginia University, on behalf of its Board of Governors ("BOG"), University of Wisconsin-Madison, West Virginia University at Parkersburg, University of Oregon, The Board of Regents of the University of Oklahoma (OU), University of Oklahoma, University of Massachusetts, University of Connecticut Health Center, University of Oklahoma- Health Sciences Center, Purchasing Department, Indiana University, Northern Arizona University, Clemson University, North Carolina AT&T University, California State University, Rowan University, Arizona State University, MEEC - Bowie State University, University of Central Florida, Truman State University
College Clients
Lone Star College, Austin Community College (ACC) District, South Texas College, Maricopa County Community College District, Santa Clarita Community College District, City Colleges of Chicago, Blue Ridge Community & Technical College, Commonwealth of Virginia- Virginia Community College System, Southwest Wisconsin Technical College, Virginia Community College System, Calbright College, Metropolitan Community College (MCC), Rowan College at Burlington County, Burlington County College, Montgomery College, Pima County Community College District, Lansing Community College, Broward College, Florida, The County College of Morris, New Jersey, Gateway Technical College, WI
School Clients

Garland Independent School District (Garland ISD), Fort Worth Independent School District, Houston Independent School District, Dallas Independent School District, Wylie Independent School District, Fort Bend Independent School District, Los Angeles County Office of Education, Baltimore County Public Schools, The Board of Education of Baltimore County (BCPS), Board of Education of the City of Chicago (Chicago Public Schools), School District of Escambia County, FL, The School Board of Broward County (SBBC), FL, Volusia County Schools, FL, Douglas County School District RE-1 ("DCSD"), The School District of Newberry County, The School Board of Orange County, Shelby County Schools, Harford County Public Schools, Virginia Beach City Public Schools, Seattle Public Schools, Chicago Public Schools, Beaufort County School District, Charleston County School District, Baltimore City Public Schools, Fulton County Schools, San Francisco Unified School District, Howard County Public School System, Davis School District.
Other Clients
NC Department of Revenue, California Dept. of General Services, Superior Court of California, County of Los Angeles, CA, Rural Health Network of South-Central New York, Maryland Judiciary Department, Office of Management & Enterprise Services, Oklahoma City-County Health Department, Consolidated Technology Services (CTS), Virginia Tech, Charlotte Housing Authority, Maryland Department of State Police, Idaho Division of Veterans Services, Louisville Water Company, NC Department of Enterprise Services, CalPERS, Baker Ripley, Baltimore Metropolitan Council, The Sacramento Municipal Utility District, City of Brooklyn Park Communications, Office of State Courts Administrator, The Board of Directors of Sanitation District No. 1, NYCHA, The Board of Governors of the Federal Reserve System, The Metropolitan Water District of Southern California, Washington State Department of Licensing, Pennsylvania Dept. of Human Resources, Washington State Dept. of Labor and Industries

Value to WVOT:

For WVOT, the benefit is that Infojini will not approach these services as generic technical staffing. We understand that Senior Web Application Analysts supporting enterprise web applications, CRM Application Analysts supporting Microsoft Dynamics CRM, SQL Server Database Administrators managing critical databases, Business Analysts supporting requirements and SDLC activities, Learning Management Specialists supporting enterprise learning, and specialized Cloud and Mainframe professionals require different sourcing profiles, qualification criteria, technical capabilities, and performance controls.

Our public-sector experience gives Infojini a practical foundation for supporting government environments, while our broader national service portfolio provides additional depth across application development, database administration, business analysis, learning technologies, cloud architecture, FinOps, cloud security, platform engineering, network engineering, systems management, cloud transformation, and mainframe technologies. The differentiator is breadth within specialized technical staffing: Infojini can support WVOT with the qualified professionals, technical expertise, responsiveness, statewide delivery capability, and knowledge-transfer support needed to supplement existing State IT resources and address specialized technology requirements.

Vendors shall demonstrate their ability to provide these services by providing documentation showing that they have provided staffing for at least six (6) individuals within the listed classifications during the past five (5) years. The documentation must identify the specific classification, the entity to whom the individual was supplied, and contact information for that entity. ((Section 3.2)

Reference #1

Entity Name	Maryland Department of Transportation
Duration	October 2017 - Ongoing
Job Classifications Provided	Infojini has provided qualified technical professionals across the given job classifications • Senior Web Application Analyst • CRM Application Analyst • Senior SQL Server Database Administrator • Cloud Architect • Cloud Security Professional • Cloud Platform Engineer • Cloud Network Engineer • Cloud Systems Management Engineer • Mainframe Systems Programmer
Contact Name	Peggy Tischler, Procurement Manager
Contact Phone	Office: (410) 865 2777 | Mobile: 443 831 4939
Contact Email	ptischler@mdot.maryland.gov

Reference #2

Entity Name	Baltimore City Office of Information Technology
Duration	August 2024 – December 2024

Job Classifications Provided	**Business Analyst**
Contact Name	Tonyia Griggs, Chief, IT Human Capital
Contact Phone	410-887-2441/ 410-887-3135
Contact Email	Tonyia.Griggs@baltimorecity.gov

Reference #3

Entity Name	**Integrated Technology Solutions and Services Inc.**
Duration	November 2016 - Ongoing
Job Classifications Provided	Infojini has provided qualified technical professionals across all job classifications • Senior Web Application Analyst • CRM Application Analyst • Senior SQL Server Database Administrator • Business Analyst • Learning Management System & eLearning Development Specialist • Cloud Financial Operations (FinOps) Specialist • Cloud Architect • Cloud Security Professional • Cloud Platform Engineer • Cloud Network Engineer • Cloud Systems Management Engineer • Cloud Center of Excellence (CCOE) Implementation Specialist • Mainframe Systems Programmer
Contact Name	Rahul Sharma, Project Manager
Contact Phone	(201) 830-1523
Contact Email	rahul.s@itssicorp.com

Reference #4

Entity Name	**Synergy Systems and Services Inc.**
Duration	September 2017 - Ongoing
Job Classifications Provided	Infojini has provided qualified technical professionals across the given job classifications • Senior Web Application Analyst • CRM Application Analyst • Senior SQL Server Database Administrator • Business Analyst • Cloud Architect • Cloud Platform Engineer
Contact Name	Abhay Nigam
Contact Phone	410-413-1872
Contact Email	abhay@sss-inc.com