



SoftSages

We make our customer's life easy



RESPONSE TO



For

CRFQ 0231 OOT2700000006

TEMPORARY TECHNICAL STAFFING SERVICES

Due Date: Tuesday, September 15, 2026 at 1:30 pm

Submitted by: **SOFTSAGES TECHNOLOGY**

Anthony Merulla, VP of Sales & Marketing
20, Mystic Lane, 2nd Floor, Malvern, Pennsylvania, 19355

Email: rfp@softsages.com

Phone: 484-321-8314 Ext. 180, Fax - 484-320-6360





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

Reason for Modification:

Doc Description: Temporary Technical Staffing Services

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2026-08-27	2026-09-15 13:30	CRFQ 0231 OOT2700000006	1

BID RECEIVING LOCATION

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

ENDOR

Vendor Customer Code: VS0000022735

Vendor Name : SoftSages LLC DBA SoftSages Technology

Address : 20, Mystic Lane,

Street : 2nd Floor

City : Malvern

State : Pennsylvania

Country : US

Zip : 19355

Principal Contact : Anthony Merulla

Vendor Contact Phone: (484)-321-8314

Extension: 180

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

DocuSigned by:

Jiraj Ruparelia
E82E902B25194B8

Vendor Signature X Jiraj Ruparelia - Vice President

FEIN# 202468651

DATE 09/08/2026

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

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology (WVOT) to establish an open-end contract for technical staffing services.

INVOICE TO**SHIP TO**

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

CHARLESTON WV
US

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

CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Senior Web Application Analyst	2080.00000	HOURL	\$82	\$170,560

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

1110000

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.

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

CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	CRM Application Analyst	2080.00000	HOURL	\$95	\$197,600

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

81110000

Extended Description:

CRM Application Analyst

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Senior SQL Server Database Administrator	2080.00000	HOUR	\$88	\$183,040

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Senior SQL Server Database Administrator

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Business Analyst	2080.00000	HOUR	\$82	\$170,560

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Business Analyst

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Learning Management System & eLearning Development Specialis	2080.00000	HOUR	\$85	\$176,800

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Learning Management System & eLearning Development Specialist

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Cloud Financial Operations Specialist	2080.00000	HOUR	\$98	\$203,840

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Financial Operations Specialist

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Cloud Architect	2080.00000	HOUR	\$115	\$239,200

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Architect

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Cloud Security Professional	2080.00000	HOUR	\$98	\$203,840

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Security Professional

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Cloud Platform Engineer	2080.00000	HOUR	\$88	\$183,040

Comm Code	Manufacturer	Specification	Model #
01110000			

Extended Description:
Cloud Platform Engineer

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
0	Cloud Network Engineer	2080.00000	HOUR	\$80	\$166,400

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Network Engineer

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Cloud Systems Management Engineer	2080.00000	HOUR	\$85	\$176,800

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:
Cloud Systems Management Engineer

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Cloud Center of Excellence (CCOE) Implementation Spec	2080.00000	HOUR	\$73	\$151,840

Comm Code	Manufacturer	Specification	Model #
81110000			

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

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Mainframe Systems Programmer	2080.00000	HOUR	\$83	\$172,640

Comm Code	Manufacturer	Specification	Model #
01110000			

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

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

	Document Phase	Document Description	Page 9
OOT2700000006	Final	Temporary Technical Staffing Services	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

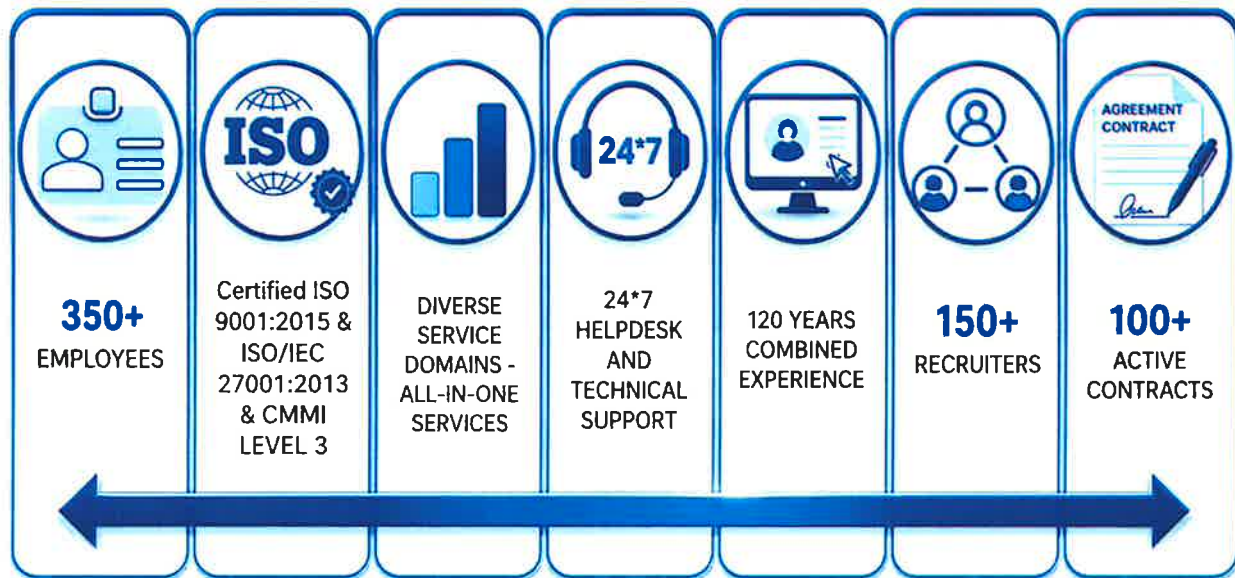
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Company Information, Experience and Qualifications

Company Overview

SoftSages Technology is an **ISO 9001:2015, ISO/IEC 27001:2022, and CMMI Level 3 certified Minority & Women Business Enterprise (MWBE)** firm with over **21+ years of experience** delivering IT staffing, staff augmentation, consulting, and technology solutions to government agencies and commercial organizations across the **United States, Canada, the United Kingdom, and India.**



SoftSages has been in business for over 21+ years, providing IT Staffing, Professional Staffing, IT Staff Augmentation, and technology consulting services to public and private sector clients. The company employs *350+ professionals across its operations, supported by a dedicated recruitment team of 150+ staffing specialists* with extensive experience in sourcing and delivering qualified talent for a wide range of technical and professional roles.

Since 2005, SoftSages has specialized in providing qualified technology professionals to support diverse IT environments, including application development, infrastructure, cybersecurity, cloud technologies, database administration, business analysis, technical support, and enterprise technology initiatives.

SoftSages has extensive experience supporting public sector organizations with reliable workforce solutions, including temporary staffing, contract staffing, project-based augmentation, and specialized technical resource placement. Our expertise includes recruiting, screening, onboarding, and managing highly qualified IT professionals to meet evolving technology requirements.

Organizational Capability and Staffing Expertise

SoftSages delivers scalable and responsive staffing solutions through a combination of:

- A dedicated recruitment organization consisting of experienced recruiters, talent acquisition specialists, account managers, and HR professionals.
- A robust global talent network supporting technical, professional, and administrative staffing requirements.
- Proven candidate sourcing methodologies utilizing internal databases, professional networks, job platforms, referrals, and targeted recruiting strategies.
- A structured screening and qualification process to ensure candidates possess the required technical skills, experience, and cultural alignment.

- Dedicated account management support to provide ongoing communication, resource coordination, performance monitoring, and issue resolution.

Our staffing capabilities include providing professionals across a wide range of technical roles, including:

- Senior Web Application Analysts
- Application Developers
- CRM/Application Analysts
- Database Administrators
- Business Analysts
- Learning Management System (LMS) Specialists
- Cloud Architects
- Cloud Security Professionals
- Network and Systems Engineers
- IT Support Specialists
- Cybersecurity Professionals

SoftSages understands the importance of timely access to qualified resources for government technology environments. Our recruitment and delivery model enables us to quickly identify, qualify, and deploy skilled professionals based on agency-specific requirements.

Corporate Structure

Category	Details
Company Name	SoftSages LLC dba SoftSages Technology
Headquarters	Malvern, Pennsylvania, USA
Business Type	Limited Liability Company (LLC)
Certifications	ISO 9001:2015, ISO/IEC 27001:2022, CMMI Level 3, MWBE Certified
Years in Business	21+ Years
Employees	350+ Professionals
Recruitment Team	Dedicated recruiters, talent acquisition specialists, account managers, and HR professionals
Global Presence	United States, Canada, United Kingdom, and India
Core Expertise	IT Staffing, Staff Augmentation, Professional Services, Cybersecurity, Cloud, Application Development, and Technical Support

Company History and Growth

- **2005:** SoftSages was established, beginning operations in staffing, software development, cybersecurity, and technology services.
- **2008:** Expanded staffing capabilities and established partnerships with government and enterprise clients.
- **2014:** Expanded global workforce and strengthened technology consulting capabilities.
- **2020:** Supported more than 55 staffing engagements, cybersecurity initiatives, software development projects, and technology programs.
- **2023–Present:** Expanded operations with 350+ professionals supporting staffing, cybersecurity, software development, and technology consulting engagements.

Today, SoftSages continues to provide workforce solutions to government agencies and commercial organizations through a combination of experienced recruiters, technical specialists, and dedicated account management teams.



Government and Public Sector Experience

SoftSages has successfully supported government agencies, educational institutions, municipalities, and public sector organizations by delivering dependable staffing and technology solutions. Our experience includes supporting mission-critical environments requiring qualified personnel, compliance adherence, security awareness, and consistent service delivery.

Similar Work Experience

Case Study 1: Metropolitan Washington Airports Authority (MWAA)

Category	Details
Client Name	Metropolitan Washington Airports Authority (MWAA)
Project Name	Technology Support Services and Network/System Engineering Support
Contract Duration	3 Years
Description of Contract	MWAA required continuous, secure, and reliable IT support services to maintain and enhance technology operations across airports, data centers, toll roads, and enterprise facilities. SoftSages provided qualified technical professionals to support daily operations, infrastructure management, system reliability, and compliance with strict security requirements.
Services Provided	Provided skilled IT support professionals for enterprise technology operations.

	▪ Delivered troubleshooting, incident resolution, hardware/software support, and IT asset lifecycle management. ▪ Deployed trained and vetted technical resources for onsite support activities. ▪ Provided after-hours and emergency support coverage to minimize operational disruptions. ▪ Supplied network and systems engineering professionals supporting server administration, OS patching, system monitoring, configuration management, and infrastructure upgrades. ▪ Supported security updates, compliance activities, preventive maintenance, data migrations, and technology enhancements. ▪ Ensured adherence to background screening, security protocols, reporting standards, and service-level requirements.
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Case Study 2: Florida Virtual School (FLVS), Orlando, Florida

Category	Details
Client Name	Florida Virtual School (FLVS), Orlando, Florida
Project Name	Information Technology Project Services
Contract Duration	June 2022 – June 2027
Description of Contract	FLVS engaged SoftSages to provide supplemental IT staffing services on an as-needed basis to support technology initiatives requiring specialized technical expertise. The engagement supported application development, system enhancements, technical analysis, and enterprise technology projects.
Services Provided	▪ Provided application developers and technical resources to support software design, development, testing, enhancement, and maintenance activities. ▪ Delivered business and technical analysts to evaluate requirements and translate business needs into technical solutions. ▪ Provided IT staff augmentation services to support ongoing and emerging technology initiatives. ▪ Supported system modifications, upgrades, troubleshooting, and performance optimization activities. ▪ Collaborated with FLVS stakeholders and internal IT teams to ensure successful project execution and timely delivery.

Case Study 3: Seattle Public Schools (SPS), Seattle, Washington

Category	Details
Client Name	Seattle Public Schools (SPS), Seattle, Washington
Project Name	Temporary Staffing Services Contract
Contract Duration	Initial 12-month term with renewal options up to 5 years
Description of Contract	Seattle Public Schools established a temporary staffing contract to obtain qualified personnel supporting administrative, operational, instructional, and technical requirements across the district. The engagement focused on providing reliable workforce solutions while maintaining compliance with organizational policies and safety requirements.

Services Provided	▪ Delivered qualified temporary staffing resources based on client requirements. ▪ Supported administrative and operational staffing needs through candidate sourcing, screening, and placement. ▪ Managed onboarding activities, background verification, and compliance documentation. ▪ Coordinated with client stakeholders to monitor resource performance and ensure service continuity. ▪ Provided responsive staffing support to address changing workforce requirements and maintain uninterrupted operations.
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Case Study 4: Franklin County Board of Commissioners

Category	Details
Client Name	Franklin County Board of Commissioners
Project Name	Temporary Staffing Services
Contract Duration	May 2023 – May 2024
Description of Contract	Franklin County engaged SoftSages to provide temporary staffing solutions across IT and non-IT positions. The contract required access to qualified professionals capable of supporting county technology operations and administrative functions.
Services Provided	▪ Network Technicians ▪ Help Desk Technicians ▪ Client Server Application Developers ▪ Web Developers ▪ Java Programmers/Analysts ▪ Application Programmers/Analysts ▪ Senior Programmers/Analysts ▪ Account Clerks ▪ Cashiers ▪ Data Entry Operators ▪ Court Reporters SoftSages managed recruitment, candidate qualification, screening, onboarding, and placement activities to ensure timely fulfillment of county staffing requirements.

Commitment to WV Office of Technology

SoftSages is committed to supporting the **West Virginia Office of Technology (WVOT)** by providing qualified, reliable, and security-conscious technical professionals to meet the State's evolving technology requirements.

Our experience supporting government organizations, combined with our structured recruiting approach, technical expertise, and dedicated delivery model, enables us to provide high-quality staffing solutions that align with WVOT's operational goals.

SoftSages will leverage its proven staffing methodology, experienced recruitment team, and extensive technical talent network to deliver qualified resources efficiently while maintaining service quality, responsiveness, and long-term partnership with the State of West Virginia.

Technical Staffing Capability / Approach

Overview of Staffing Approach

SoftSages Technology is committed to providing the **West Virginia Office of Technology (WVOT)** with qualified, experienced, and reliable technical professionals through a structured, responsive, and quality-driven staffing methodology.

Our approach is designed to support WVOT's requirement for **temporary technical staffing services** by providing skilled resources who can quickly integrate into State operations and support technology initiatives across application development, infrastructure, cloud, cybersecurity, database administration, business analysis, and enterprise systems.

SoftSages begins each staffing engagement by gaining a detailed understanding of WVOT's requirements, including position responsibilities, technical qualifications, required experience, security requirements, work environment, and expected outcomes. Based on this understanding, we develop a targeted recruitment strategy to identify candidates who best match WVOT's technical and operational needs.

Through our extensive talent network, advanced sourcing techniques, experienced recruitment team, and structured evaluation process, SoftSages identifies, screens, validates, and presents highly qualified technical professionals for WVOT's consideration.

Understanding of WVOT Requirements

SoftSages understands that the **West Virginia Office of Technology (WVOT)** is seeking a qualified staffing partner capable of providing experienced technical professionals on an as-needed basis to support the State's technology operations.

SoftSages understands that successful delivery requires:

- Rapid identification and submission of qualified technical resources.
- Candidates with the required technical skills, certifications, and professional experience.
- Strong understanding of government technology environments.
- Compliance with State policies, security requirements, confidentiality standards, and onboarding procedures.
- Consistent communication and coordination throughout the staffing lifecycle.
- Ability to support multiple technology disciplines and evolving resource requirements.

SoftSages will leverage its experienced recruiting organization, technical screening capabilities, and extensive consultant network to provide qualified professionals aligned with WVOT's needs.

Technical Staffing Capabilities

SoftSages has extensive experience providing IT staffing and staff augmentation services across government, education, and commercial organizations.

Our technical staffing capabilities include:

Web Application Analysts

SoftSages provides experienced Web Application Analysts capable of supporting:

- Application analysis and enhancement activities.
- Web application troubleshooting and support.
- Functional and technical requirement analysis.
- Application performance improvement.
- Coordination between business stakeholders and development teams.

CRM Application Analysts

SoftSages provides CRM Application Analysts experienced in:

- CRM platform support and administration.
- Business process analysis.
- System configuration and enhancement.
- Data management and reporting.
- User support and issue resolution.

SQL Server Database Administrators

SoftSages provides database professionals supporting:

- Microsoft SQL Server administration.
- Database installation, configuration, and maintenance.
- Performance monitoring and optimization.
- Backup, recovery, and disaster recovery activities.
- Database security and access management.
- Data migration and integration activities.

Business Analysts

SoftSages provides Business Analysts who support:

- Business requirement gathering.
- Process analysis and improvement.
- Functional documentation.
- Stakeholder communication.
- System requirement development.
- Coordination between business teams and technical resources.

Learning Management System (LMS) & eLearning Development Specialists

SoftSages provides LMS and eLearning professionals supporting:

- Learning platform administration.
- Training content development.
- Digital learning solutions.
- LMS configuration and support.
- User experience improvements.
- Training material development and maintenance.

Cloud Financial Operations Specialists

SoftSages provides cloud financial operations professionals experienced in:

- Cloud cost management and optimization.
- Financial reporting and analysis.
- Cloud resource utilization monitoring.
- Budget forecasting.
- Cloud governance and cost-control practices.

Cloud Architects

SoftSages provides Cloud Architects supporting:

- Cloud strategy and architecture design.
- Cloud migration planning and execution.
- Infrastructure modernization.
- Cloud platform implementation.
- Scalability, reliability, and performance optimization.
- Enterprise cloud solution design.

Cloud Security Professionals

SoftSages provides cloud security professionals supporting:

- Cloud security assessments.
- Security architecture reviews.
- Identity and access management.
- Security monitoring.
- Vulnerability management.
- Compliance and risk management activities.

Recruitment and Staffing Methodology

SoftSages follows a structured recruitment lifecycle to ensure WVOT receives qualified candidates who meet technical, professional, and organizational requirements.

Our staffing methodology includes the following phases:



1. Requirement Analysis and Recruitment Planning

Recruitment planning begins with a detailed review of WVOT's staffing requirements. SoftSages analyzes:

- Position title and responsibilities.
- Required technical skills.
- Required experience level.
- Required certifications.
- Project objectives.

- Work location and engagement requirements.
- Security and compliance requirements.

Our recruitment team develops a customized sourcing strategy to identify candidates with the required qualifications and experience.

2. Requirement Validation and Position Understanding

Upon receiving a staffing request from WVOT, SoftSages validates:

- Number of resources required.
- Required technical roles.
- Skill sets and experience requirements.
- Assignment duration.
- Work responsibilities.
- Delivery expectations.

This ensures our recruitment team fully understands the requirement before beginning candidate sourcing.

3. Job Analysis

SoftSages performs job analysis to identify:

- Required technical competencies.
- Required knowledge areas.
- Role responsibilities.
- Expected deliverables.
- Required experience levels.
- Candidate qualifications.

The job analysis process enables SoftSages to accurately identify and present candidates who align with WVOT's expectations.

4. Candidate Sourcing Strategy

SoftSages utilizes multiple sourcing channels to identify qualified technical professionals, including:

Recruitment Platform / Tool	Purpose
Dice.com	Specialized technology talent marketplace for IT professionals
Monster	National recruitment platform providing access to diverse professional talent
CareerBuilder	Candidate database covering multiple industries and skill sets
Indeed	Large-scale platform for active and passive candidate sourcing
LinkedIn Recruiter	Professional networking platform for targeted candidate identification and engagement
TechFetch	Technology-focused recruiting platform for specialized IT professionals

In addition to external platforms, SoftSages maintains:

- Internal consultant database.

- Previously screened candidate pipelines.
- Employee referral networks.
- Active technical talent communities.

These resources allow SoftSages to quickly respond to WVOT staffing requirements.

5. **Rapid Recruitment Execution**

SoftSages maintains a dedicated recruiting organization consisting of experienced recruiters and talent acquisition specialists supporting multiple technology domains.

Our recruitment team provides:

- Parallel sourcing across multiple channels.
- Access to pre-qualified technical professionals.
- Targeted outreach to active and passive candidates.
- Resume validation and qualification review.
- Candidate tracking and reporting.
- Rapid candidate submission.

SoftSages typically delivers qualified candidate profiles within **48 hours** for standard staffing requirements.

6. **SWAT Team Escalation Process (Within 24 Hours)**

For urgent, specialized, or difficult-to-fill technical requirements, SoftSages activates its **Specialized Workforce Acceleration Team (SWAT)**.

The SWAT Team provides:

- Immediate access to pre-vetted technical professionals.
- Accelerated sourcing through specialized recruiting channels.
- Expanded searches across technical communities.
- Additional technical screening support.
- Candidate engagement and availability confirmation.
- Fast-track submission of qualified resources.

This escalation process enables SoftSages to respond quickly to critical WVOT staffing needs while maintaining quality standards.

7. **Candidate Screening and Qualification**

Before submission to WVOT, all candidates undergo a comprehensive evaluation process.

Screening includes:

- Resume review and qualification validation.
- Technical skill assessment.
- Experience verification.
- Communication evaluation.
- Role suitability assessment.
- Certification verification (where applicable).

Only candidates meeting WVOT's requirements are presented for consideration.

8. **Background and Reference Verification**

SoftSages performs background and verification activities based on client requirements, which may include:

- Criminal background checks.
- Employment verification.
- Education verification.
- Professional reference verification.
- Certification verification.
- Identity verification.
- Additional screening requirements requested by WVOT.

9. Client Review, Interview, and Selection

SoftSages coordinates the complete candidate review process, including:

- Resume submission.
- Interview scheduling.
- Candidate preparation.
- Communication between WVOT and candidates.
- Feedback collection.
- Selection coordination.

WVOT retains full approval authority before any resource begins an assignment.

10. Placement and Onboarding Support

Upon candidate selection, SoftSages supports:

- Offer coordination.
- Documentation completion.
- Compliance verification.
- Onboarding coordination.
- Start-date management.
- Transition support.

Our account management and recruitment teams remain engaged throughout the assignment lifecycle to ensure successful delivery.

Communication, Reporting, and Performance Management

SoftSages maintains proactive communication with WVOT throughout the staffing engagement.

Our approach includes:

Communication Management

- Dedicated Account Manager as the primary point of contact.
- Regular status updates.
- Recruitment progress discussions.
- Escalation management.
- Timely resolution of concerns.

Reporting

SoftSages provides recruitment and staffing reports including:

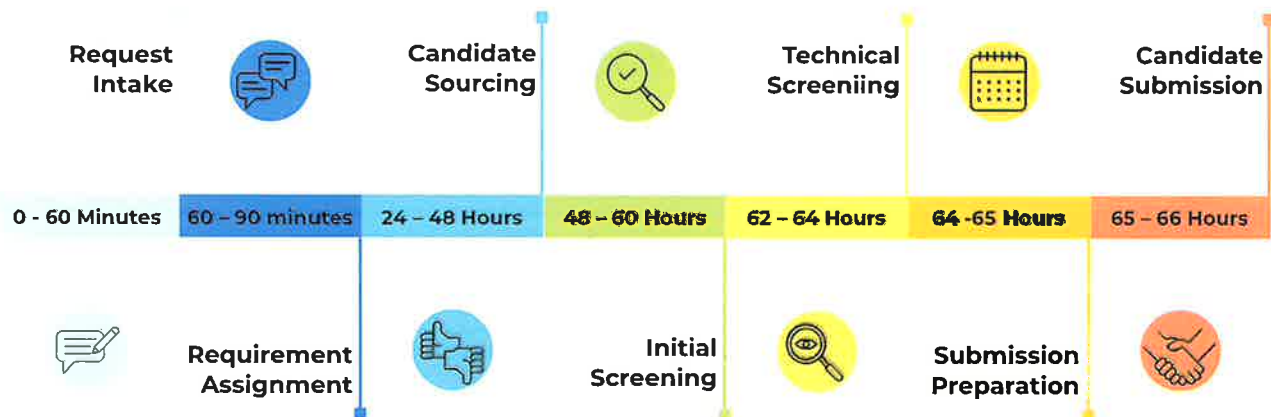
- Candidate sourcing status.
- Number of candidates reviewed.
- Interviews conducted.
- Candidate submissions.
- Placement status.
- Assignment updates.

Performance Monitoring

SoftSages continuously monitors:

- Resource performance.
- Assignment progress.
- Client satisfaction.
- Replacement requirements.
- Service quality.

Review & Validation Timeline



Step	Responsible Team	Estimated Time	Maximum Time Taken
Receive staffing request, review requirements, clarify questions, and confirm expectations	Account Management Team	0-60 Minutes	Within 60 Minutes
Assign requirement to recruitment team and initiate sourcing activities	Account Management & Recruitment Team	60-90 Minutes	Within 30 Minutes
Source candidates through all available channels	Recruitment Team	24-48 Hours	Within 2 Days
Conduct initial screening and qualification review	Recruitment Team	48-60 Hours	Within 12 Hours
Conduct technical screening with subject matter experts	Technical SME Team	62-64 Hours	Within 2 Hours
Resume formatting and submission preparation	Account Management Team	64-65 Hours	Within 1 Hour
Submit qualified candidate profiles to WVOT	Account Management Team	65-66 Hours	Within 1 Hour
Candidate placement and start-date coordination	Account Management & Recruitment Teams	Upon Selection	1-2 Days After Selection

SoftSages is committed to providing the **West Virginia Office of Technology** with reliable, qualified, and responsive technical staffing solutions. Our proven recruitment methodology, experienced staffing professionals, extensive talent network, and government staffing experience enable us to quickly deliver skilled resources who support WVOT's technology objectives.

Through strong communication, rigorous candidate evaluation, and dedicated account management, SoftSages will serve as a trusted staffing partner focused on quality, responsiveness, and successful delivery throughout the contract term.

References

Reference – 1

Client Name	Metropolitan Washington Airport Authority
Project Name	Contract 1: Technology Support Services Contract 2: Network Engineer and System Engineer Support
POC Details	Name: Felipe Dominguez Email: Felipe.Dominguez@MWAA.com Telephone: 703-572-2995
Address	Virginia, USA
Project Description	Provision of Network and System Engineers to support the Airports Authority's Network and Datacenter operations, delivering on-site technical support across multiple locations. Personnel are equipped for mobility and rapid response, with availability for overtime, holidays, and weekends to ensure reliable system maintenance. All services are performed in compliance with Authority safety and security regulations to minimize operational disruption.
Services Provided	▪ Tier 1, Tier 2, and Tier 3 technical support across various client applications and infrastructure. ▪ Installation, configuration, and troubleshooting of network devices and systems. ▪ On-site support at airport locations and Authority facilities. ▪ Proactive and reactive maintenance of network and datacentre systems. ▪ Support for after-hours, weekend, and federal holiday maintenance windows. ▪ Provision of personnel with company vehicles to facilitate prompt onsite response. ▪ Coordination with Airports Authority staff for system upgrades, patches, and operational continuity. ▪ Adherence to airport security and safety protocols during all service activities.
Contract Duration	March 2020 – January 2023

Reference – 2

Client Name	Seattle Public Schools
Project Name	Temporary Staffing Services
POC Details	Name: Kristina Hayek Email: kkhayek@seattleschools.org Telephone: 206-349-3990
Address	2445 3rd Ave. S., Seattle, WA 98134

Project Description	Seattle Public Schools sought qualified firms to provide temporary staff to support business and technology initiatives. Positions included a wide range of technical and business roles such as: Technology Roles: .NET Developer, Business Analyst, BI Developer, Data Analyst, Network Analyst, SAP Analyst, SQL DBA, System Engineer, Technical Architect, and more. Business Roles: Project Manager, HR Analyst, Accountant, Contracts Specialist, Administrative Assistant, among others.
Services Provided	Temporary Staffing for Technical and Instructional Design Roles ▪ .NET Developer ▪ Learning Instructional Designer
Contract Duration	September 8, 2021 – Ongoing

Reference – 3

Client Name	Florida Virtual School (FLVS)
Project Name	Information Technology Project Services
POC Details	Name: Nancy Ramos Email: nramos@flvs.net Telephone: 407-513-3363
Address	Orlando, FL
Project Description	Scope of Services: Florida Virtual School (FLVS) is seeking responses from qualified Proposers to provide supplemental Information Technology services on an as-needed basis for IT project work efforts. These projects vary in scope depending upon the needs of FLVS.
Roles & Responsibilities of the Candidate	▪ Application development and system enhancement ▪ Analyzing business requirements and translating them into technical solutions ▪ Supporting FLVS IT project initiatives with development expertise
Services Provided	Application Development Support, Temporary IT Staffing, IT Project Assistance
Contract Duration	June 2022 – June 2027

Our Account Management Team

Key Personnel Assigned



Role, Education and Relevant experience of the team:

Name	Role	Educational Background	Relevant Experience,
Anthony Merulla	Oversees all sales and marketing operations, ensuring alignment with client needs and driving business growth.	B.A. in Economics/Industrial Relations (McGill University)	35+ years of experience in IT staffing and client relations. Certified Sales Executive (CSE). Key account management for major public sector clients like Tampa Airport.
Ranjith Nair	Manages overall company operations, including team performance and strategy implementation.	MBA in Business Management	Over 11 years in IT staffing with leadership roles. Extensive experience in client relations and team management across multiple sectors.

Sujeet Patel	Leads sales operations and client engagement, ensuring alignment of recruitment services with client goals.	B.A. in Business Administration	10+ years of experience in IT recruitment, with a focus on sales and business development. Strong relationship management with public sector agencies.
Peter Duan	Directs recruitment efforts, overseeing the recruitment team and ensuring the right candidates are sourced for the RFP.	B.A. in Human Resources	10+ years of recruitment experience, specializing in IT staffing. Proven track record in delivering high-quality candidates for government projects.
Shawn Wood	Oversees recruitment processes, focusing on sourcing, screening, and placing candidates efficiently.	B.A. in Human Resources	9+ years in recruitment, specializing in IT placements for public sector clients like MWAA and State of Florida.
Dinesh Awana	Manages recruitment team, ensuring timely staffing solutions and overseeing candidate placement quality.	B.A. in HR Management	9+ years in recruiting IT professionals with an emphasis on large-scale projects for government entities. Certified Recruiter.
Sumit Singh	Leads a team of recruiters, ensuring efficient and effective talent acquisition for the district.	B.S. in Information Technology	7+ years of recruiting experience, specializing in IT roles for public sector projects, with expertise in technical screenings and placements.
Nilesh Srivastava	Manages team recruitment efforts, particularly focusing on sourcing and placing senior-level IT professionals.	B.S. in Computer Science	6+ years in IT recruitment with a focus on sourcing senior professionals for government contracts. Expertise in sourcing for cybersecurity and network engineering roles.
Raghav Jha	Responsible for recruiting and screening technical candidates, ensuring alignment with client technical requirements.	M.A. in Human Resources	4+ years of experience in IT staffing, specializing in recruiting technical roles for government agencies, including expertise in cloud and cybersecurity staffing.
Ayush Srivastava	Supports recruitment for technical roles, focusing on identifying and placing high-quality technical professionals.	B. Tech in Computer Science	2+ years in IT recruitment, with expertise in sourcing technical roles such as network engineers, software developers, and system administrators.