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Header 1

List View

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

Procurement Folder: 2020855
Procurement Type: Statewide MA (Open End)
Vendor ID: 000000173142
Legal Name: DIVERSIFIED SYSTEMS INC
Alias/DBA:
Total Bid: $3,113,760.00
Response Date: 09/21/2026
Response Time: 17:31
Responded By User ID: ssmith1001
First Name: Sherry
Last Name: Smith
Email: ssmith@diversifiedsystems.
Phone: 6144769939

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: 1
Total of All Attachments: 1

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 ESR09212600000002656	1

VENDOR

000000173142
DIVERSIFIED SYSTEMS INC

Solicitation Number: CRFQ 0231 OOT2700000006

Total Bid: 3113760 **Response Date:** 2026-09-21 **Response Time:** 17:31:14

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	95.000000	197600.00

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	95.000000	197600.00

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	110.000000	228800.00

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	82.000000	170560.00

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	95.000000	197600.00

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	110.000000	228800.00

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	140.000000	291200.00

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	135.000000	280800.00

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	220.000000	457600.00

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	95.000000	197600.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

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.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Cloud Systems Management Engineer	2080.0000	HOUR	100.000000	208000.00

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	120.000000	249600.00

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	100.000000	208000.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

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.

September 23, 2026

West Virginia Purchasing Division
Attn: Toby L. Welch
2019 Washington Street East
Charleston, WV 25305

RE: CRFQ 0231 OOT2700000006 – Temporary Technical Staffing Services

Dear Mr. Welch:

Diversified Systems, Inc. (DSI) is pleased to submit this response to the West Virginia Office of Technology (WVOT) Request for Quotation for Temporary Technical Staffing Services. DSI is an established management and technology consulting firm that has provided information technology consulting, staff augmentation, application development, business analysis, training, and learning technology services for more than five years. DSI intends to provide qualified candidates for the following labor classifications and will complete the Pricing Page in accordance with the solicitation instructions.

- Senior Web Application Analysts
- CRM Application Analysts
- Senior SQL Server Database Administrators
- Business Analysts
- Learning Management System (LMS) and eLearning Development Specialists
- Cloud Financial Operations Specialist
- Cloud Architects
- Cloud Security Professionals
- Cloud Platform Engineers
- Cloud Network Engineers
- Cloud Systems Management Engineer
- Cloud Center of Excellence (CCOE)
- Mainframe Systems Programmers

DSI understands that this solicitation is intended to establish an open-end technical staffing contract. Our approach emphasizes responsive candidate identification, position-specific qualification screening, complete documentation, and ongoing contractor support. DSI will submit personnel only for the classifications identified above and will validate each proposed candidate against the applicable mandatory requirements before presentation to WVOT.

DSI also recognizes the importance of knowledge transfer and collaboration with State personnel. Our consultants are expected to document their work, communicate effectively with stakeholders, and support continuity of operations throughout each assignment.

Thank you for the opportunity to support WVOT.

Bobby Cameron

Sincerely,

Bobby Cameron, Regional Vice President of Sales

Executive Summary

Diversified Systems, Inc. (DSI) submits this proposal to provide technical staffing services to the West Virginia Office of Technology (WVOT) under Solicitation CRFQ 0231 OOT2700000006. DSI understands that this solicitation is intended to establish an open-end technical staffing contract. Our approach emphasizes responsive candidate identification, position-specific qualification screening, complete documentation, and ongoing contractor support.

WVOT seeks qualified professionals to support the development, maintenance, enhancement, and operation of enterprise technology systems utilized by State agencies throughout West Virginia. DSI is proposing resources across the thirteen labor classifications identified by WVOT, providing comprehensive coverage across application development, business analysis, database administration, learning technologies, cloud modernization, cybersecurity, network engineering, and enterprise infrastructure support. This focused approach enables DSI to concentrate on qualification review, candidate documentation, and pricing on the areas selected by its staff augmentation team.

Scope: Proposed Labor Classifications

RFQ Line	Classification	DSI Bid Status
1	Senior Web Application Analysts	Pursuing
2	CRM Application Analysts	Pursuing
3	Senior SQL Server Database Administrators	Pursuing
4	Business Analysts	Pursuing
5	Learning Management System (LMS) and eLearning Development Specialists	Pursuing
6	Cloud Financial Operations Specialist	Pursuing
7	Cloud Architects	Pursuing
8	Cloud Security Professionals	Pursuing
9	Cloud Platform Engineers	Pursuing
10	Cloud Network Engineers	Pursuing
11	Cloud Systems Management Engineer	Pursuing
12	Cloud Center of Excellence (CCOE)	Pursuing
13	Mainframe Systems Programmers	Pursuing

Scope Boundaries

DSI's response is for each of the classifications listed above. These classifications align directly with DSI's demonstrated experience delivering information technology staffing, application development, enterprise systems support, business analysis, training development, and learning technology services. The proposal does not offer pricing or qualifications for Cloud Financial Operations Specialist, Cloud Systems Management Engineer, or Cloud Center of Excellence Implementation Specialist.

DSI understands the staffing requirements set forth in the solicitation and confirms its ability to satisfy all applicable corporate and candidate qualification requirements. DSI maintains a proven recruiting and delivery framework capable of supplying qualified personnel who meet or exceed WVOT's stated requirements.

Understanding of WVOT's Requirements

DSI understands that WVOT requires a responsive staffing partner capable of supplying experienced professionals who can support enterprise applications, software development initiatives, database administration activities, business analysis efforts, and organizational learning programs supporting State agencies throughout West Virginia. The solicitation emphasizes the need for qualified resources that can contribute technical expertise while supporting knowledge transfer and collaboration with State personnel.

DSI further understands that successful vendors must:

- Demonstrate a minimum of five years providing similar information technology services.
- Demonstrate prior experience staffing individuals in the proposed classifications.
- Furnish qualified candidate resumes and qualification documentation.
- Provide personnel who satisfy all minimum qualifications identified within the solicitation.
- Support statewide technology initiatives as requested by WVOT.
- Facilitate mentoring, knowledge transfer, and collaboration with State employees.

Corporate Qualifications

DSI is an established management and technology consulting firm with extensive experience delivering information technology consulting, technology staffing and professional services. Founded in 1990 and headquartered in Columbus, Ohio, DSI has supported public-sector organizations, educational institutions, transportation agencies, utilities, healthcare organizations, and commercial clients through the placement and management of highly qualified technology professionals. DSI's recognition as a "Center of Excellence" graduate by the National Minority Supplier Development Council and its continued inclusion among leading technology consulting firms underscore the company's commitment to quality, diversity, and client success.

DSI maintains established recruiting, screening, onboarding, and workforce management processes that enable rapid identification and placement of qualified consultants while ensuring compliance with client requirements and performance expectations. Documentation demonstrating DSI's experience providing similar staffing services and supporting client organizations will be included within the proposal submission package. For more than three decades, DSI has provided information technology consulting and staff augmentation services to federal, state, and local government agencies, as well as commercial organizations. Through these engagements, DSI has successfully recruited, placed, and managed highly qualified technical professionals supporting critical business and technology initiatives. DSI welcomes the opportunity to provide the same level of expertise, responsiveness, and value to the **West Virginia Office of Technology (WVOT) and participating State agencies**.

Relevant Staffing Experience

DSI recruits, evaluates, employs, and manages professionals across the proposed classifications. To support RFQ compliance, the final submission package should include a placement matrix documenting the required historical placements and receiving organizations for each proposed classification. Documentation supporting previous staffing placements, client references, and qualification requirements is included in accordance with Section 3.2 of the solicitation.

DSI's delivery model is designed for recurring staffing requests rather than a single fixed-scope project. The model supports position intake, candidate sourcing, qualification review, submission, onboarding, engagement oversight, and replacement support as individual needs arise.

DSI Staffing Delivery Approach

DSI's staffing delivery approach is designed to provide WVOT with qualified, responsive, and well-supported technical resources. The following subsections describe how DSI identifies, vets, submits, and manages candidates throughout the engagement.

Recruitment and Candidate Identification

Upon receipt of a staffing request, DSI evaluates the required technical skills, experience requirements, work location, project objectives, and desired start date. DSI leverages its internal consultant network, recruiting resources, candidate databases, and professional relationships to identify potential candidates that satisfy WVOT's requirements.

Candidate Qualification Process

Each candidate undergoes a structured review process consisting of:

- Experience verification
- Education verification
- Technical qualifications review
- Professional reference validation
- Position-specific requirements assessment

Only candidates who meet the requirements associated with the requested classification are submitted for consideration.

Candidate Submission

DSI will provide all required candidate documentation, including:

- Current resume
- Qualification matrix
- Degree verification
- Applicable certifications
- Additional documentation requested by WVOT

This process aligns with the staffing candidate documentation requirements defined by the solicitation. DSI uses a position-specific qualification matrix as a submission control. Each matrix will identify the RFQ requirement, the candidate's corresponding education or experience, the resume location where evidence appears, and any supporting credential supplied with the package.

- Resume and chronology review
- Minimum years-of-experience validation
- Education and certification verification, when required
- Technology and platform crosswalk
- Reference and employment verification, as applicable
- Availability and work-location confirmation
- Final compliance review before submission

Ongoing Contractor Management

Throughout each engagement, DSI provides:

- Candidate onboarding support
- Contract administration
- Performance monitoring
- Customer support and communication
- Resource replacement assistance when necessary

This approach ensures continuity, responsiveness, and quality throughout the contract period.

Rapid Response Staffing Capability

DSI maintains recruiting pipelines across application development, business analysis, databases, learning technologies, cloud engineering, cybersecurity, networking, infrastructure, and enterprise systems. For each WVOT request, DSI will prioritize qualified and available candidates, complete a position-specific compliance screen, and submit only candidates whose experience can be documented against the requested classification.

DSI Delivery and Support Team

DSI's operational model enables us to rapidly scale recruiting, account management, and delivery resources based on the evolving needs of WVOT and participating State agencies. This flexibility allows DSI to efficiently address changing workforce demands while maintaining service quality, responsiveness, and contractual compliance. Our team works closely with agency leadership, project managers, and technical stakeholders to understand staffing requirements, identify qualified resources, and ensure successful engagements. The dedicated support team assigned to WVOT includes:

One (1) Account Manager

Serves as the primary point of contact for WVOT. Responsible for overall contract performance, service delivery, issue resolution, and client satisfaction. Oversees all staffing activities and ensures responsiveness to State requirements.

One (1) Administrative Coordinator

Serves as the primary point of contact for staffing requests. Coordinates intake meetings, facilitates recruitment strategies, supports candidate submissions, and manages administrative requirements associated with resource engagements.

Three (3) Talent Acquisition Specialists
Manage the full recruitment lifecycle, including sourcing, screening, interviewing, qualification verification, candidate engagement, and onboarding support. These specialists maintain active technical talent pipelines aligned with WVOT labor classifications.

One (1) Field Engagement Specialist
Supports contractor engagement activities, conducts periodic resource check-ins, facilitates performance discussions when appropriate, and serves as an ongoing point of contact for assigned technical professionals.

One (1) Human Resources Generalist
Provides support related to employment compliance, professional development activities, workforce engagement initiatives, and human resources best practices.

One (1) Business Analyst
Monitors service-level performance, reporting requirements, candidate pipeline metrics, onboarding activities, compliance requirements, and continuous process improvement initiatives.

One (1) Payroll Specialist
Administers payroll activities and ensures compliance with applicable contractual requirements, labor regulations, and compensation practices.

Our recruiting team employs multiple sourcing strategies, including direct recruiting, professional networks, industry associations, referral programs, technology communities, and targeted outreach initiatives. This approach enables DSI to maintain strong talent pipelines across all labor classifications included within this solicitation.

DSI is also committed to promoting inclusive recruiting practices and maintaining a diverse talent network. We believe diverse teams contribute to stronger organizational performance, improved innovation, and better business outcomes.

Knowledge Transfer and Engagement Support

DSI expects assigned personnel to communicate clearly, maintain appropriate technical and operational documentation, share knowledge with State personnel, and support orderly transition of work. Knowledge transfer activities will be tailored to the assignment and may include solution documentation, operating procedures, walkthroughs, mentoring, status reporting, and transition briefings.

Proposed Labor Category Qualifications

To demonstrate compliance with the requirements of Section 3.2, the accompanying qualification summaries and resumes identify specific professionals supplied by DSI, the client organizations to which they were assigned, and contact information for those entities. This documentation demonstrates DSI's proven ability to recruit and provide personnel who meet the requirements of the classifications identified in Section 1 and satisfies the Vendor Qualification requirements outlined in Section 3.2 of this RFP.

Labor Classification	Proposed Resource	Experience	Key Qualifications
Senior Web Application Analyst	Ashwitha Vollem	5+ Years	.NET, C#, ASP.NET MVC, React, SQL Server, Azure DevOps
CRM Application Analyst	Nageswara Valluru	15+ Years	Microsoft Technologies, CRM Solutions, Enterprise Applications, Azure
Senior SQL Server Database Administrator	Harish Reddy Bojja	8+ Years	SQL Server, SSIS, SSAS, SSRS, ETL, Performance Tuning
Business Analyst	Pradeep Bhatta	5+ Years	Requirements Analysis, Medicaid Programs, Data Governance, UAT
LMS & eLearning Development Specialist	Sherry Smith	27+ Years	LMS Administration, Instructional Design, Change Management, eLearning
Cloud Architect	Rajasekar Rajendran	20+ Years	AWS, Azure, GCP, Kubernetes, Terraform, Cloud Modernization
Cloud Security Professional	Steve Swansbrough	20+ Years	Cloud Security, FedRAMP, NIST, FISMA, IAM, Compliance
Cloud Platform Engineer	Nivitha Challa	10+ Years	AWS, Terraform, DevSecOps, IAM, CI/CD Automation
Cloud Network Engineer	Goutham Kumar Baswareddy	5+ Years	Cisco Networking, VMware, Network Security, SD-WAN
Mainframe Systems Programmer	William H. Lewis	35+ Years	z/OS, IMS, DB2, RACF, WebSphere MQ

ASHWITHA VOLLEM - Senior Web Application Analyst

PROFESSIONAL SUMMARY

Software Engineer with over 5 years of experience supporting the full Software Development Life Cycle (SDLC) for enterprise applications across government, banking, retail, healthcare, and higher education environments. Experienced in .NET development, test automation, API validation, SQL database testing, CI/CD processes, and Agile methodologies. Strong background in developing and validating web-based applications using C#, ASP.NET MVC, React, SQL Server, Selenium, Playwright, Azure DevOps, and RESTful APIs. Proven ability to collaborate with cross-functional teams to support application modernization, process automation, defect resolution, and quality assurance initiatives.

TECHNICAL SKILLS

Programming Languages

- C#
- Java
- JavaScript
- TypeScript
- Python

Frameworks & Platforms

- .NET Framework
- .NET Core
- ASP.NET MVC
- React
- MS SQL Server

Testing & Automation Tools

- Selenium WebDriver
- Playwright
- TestNG
- Cucumber
- Gherkin
- Postman
- JMeter

CI/CD & DevOps

- Azure DevOps Pipelines
- Jenkins
- Git
- Maven
- Docker

Security & Data Protection

- Role-Based Access Control (RBAC)
- PII Data Handling
- Data Encryption & Decryption

Web Services & APIs

- RESTful APIs
- WCF Services
- Swagger UI

Development Tools

- Visual Studio
- VS Code
- Eclipse
- IntelliJ

Methodologies

- Agile
- Scrum
- SDLC
- Test-Driven Development (TDD)
- Behavior-Driven Development (BDD)
- Regression Testing
- Smoke Testing

Other Tools

- Jira
- Confluence
- Windows

PROFESSIONAL EXPERIENCE

Diversified Systems/ State of Ohio, Department of Rehabilitation and Correction (ODRC)
Software Engineer June 2025 – Present

Key Responsibilities:

- Participate in all phases of the Software Development Life Cycle (SDLC) including design, development support, testing, deployment, and maintenance.
- Support enterprise workflow-driven applications developed using .NET (C#), React, and MVC architecture.
- Assist with modernization initiatives involving migration of legacy application workflows to enhanced enterprise solutions.
- Validate and support Role-Based Access Control (RBAC) functionality across application modules.
- Work with WCF services to validate service interactions and data exchange processes.
- Test encryption and decryption functionality protecting sensitive medical record information.
- Debug application issues and validate production defect resolutions.
- Develop and execute unit test cases to validate business functionality.
- Create and maintain Selenium automation frameworks using C#.
- Perform backend and API testing supporting application integrations.
- Develop SQL Server queries to troubleshoot data issues and validate business rules.
- Support Azure DevOps pipeline deployments, build validations, and smoke testing activities.
- Utilize Visual Studio for debugging, log analysis, and root-cause investigations.
- Collaborate with Business Analysts, SMEs, developers, and QA teams to verify requirements and functionality.
- Participate in Agile ceremonies including sprint planning, backlog grooming, and retrospectives.

Hermitage Info Tech LLC
Software Engineer January 2025 – May 2025

Key Responsibilities:

- Supported the development and maintenance of enterprise web applications.
- Developed and maintained automated testing solutions using Playwright, TypeScript, and Cucumber.
- Assisted with Jenkins and Docker-based CI/CD pipelines for deployment readiness and build validation.
- Performed REST API testing and integration validation.
- Applied Test-Driven Development (TDD) and Behavior-Driven Development (BDD) practices.
- Collaborated with developers, testers, and product owners in Agile environments.
- Participated in defect analysis, release validation, and application support activities.

University of Cincinnati
Information Technology Staff January 2024 – December 2024

Key Responsibilities:

- Supported enterprise applications including student portals and resource management systems.
- Developed and executed unit tests to validate application business logic.
- Performed API testing using Postman and validated database integrations.
- Created and optimized SQL queries for troubleshooting and data validation.
- Conducted functional and regression testing for application enhancements.
- Participated in Agile review meetings and daily stand-ups.
- Documented system functionality and technical findings within Confluence.
- Assisted with Azure DevOps pipeline validation and automated testing activities.

Virtusa Consulting Services
Associate Software Engineer July 2020 – August 2023

Key Responsibilities:

- Supported development and maintenance of enterprise banking and retail applications using .NET technologies.
- Developed and enhanced application functionality using object-oriented programming principles.
- Supported backend services and RESTful API integrations.
- Developed and maintained unit and integration test suites.
- Troubleshot production and lower-environment defects through log analysis and debugging.
- Participated in pair programming and peer review activities.
- Designed and maintained Selenium WebDriver and TestNG automation frameworks.
- Performed API validation using Postman.
- Developed and optimized SQL Server and MySQL queries for backend validation.

- Integrated automated testing solutions into Jenkins CI/CD pipelines using Git, Maven, and Docker.
- Participated in Agile software development activities throughout the SDLC.
- Mentored junior developers and contributed to team knowledge-sharing sessions.

PROJECT EXPERIENCE

Patient Management System
Software Engineer January 2020 – March 2020
Developed a healthcare management application supporting patient registration, appointment scheduling, and medical records management.

Key Responsibilities:

- Designed and developed a web application using .NET (C#) and ASP.NET MVC.
- Implemented Role-Based Access Control (RBAC) for system users.
- Developed encryption and decryption mechanisms to secure patient information.
- Built RESTful APIs supporting patient and appointment management.
- Performed unit testing and debugging activities.
- Developed SQL Server database queries and validation processes.
- Documented requirements, test cases, and project deliverables.
- Participated in SDLC activities throughout the project lifecycle.

PUBLICATIONS

Vollem, A., Popoola, S., & Nti, I. K. (2025).
What Do Computing Interns Discuss Online? An Empirical Analysis of Reddit Posts.
Published in: Proceedings of the 26th ACM Annual Conference on Cybersecurity & Information Technology Education (SIGCITE ’25)

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals (AZ-900), April 2024
- ISTQB Certified Tester Foundation Level (CTFL), December 2022
- AWS Educate: Introduction to Generative AI

EDUCATION

University of Cincinnati
Master of Science, Information Technology
Cincinnati, Ohio | August 2023 – December 2024
GPA: 4.0

YEARS OF EXPERIENCE

Skill Area	Years
Software Development (.NET/C#)	5+ Years
Test Automation	5+ Years
Selenium Automation	4+ Years
SQL Server	5+ Years
API Testing	5+ Years
Agile/Scrum	5+ Years
Azure DevOps	2+ Years
Playwright	1+ Year
CI/CD (Jenkins/Docker)	4+ Years

OVERALL QUALIFICATION STATEMENT

Ms. Ashwitha Vollem is well qualified for the Senior Web Application Analyst position based on her more than five years of progressively responsible experience supporting enterprise web application development and modernization initiatives. Her background includes extensive use of Microsoft .NET technologies, ASP.NET MVC, C#, JavaScript, RESTful APIs, WCF services, SQL Server databases, Azure DevOps, Agile methodologies, automated testing frameworks, and enterprise system integrations. Her experience supporting large-scale government and commercial environments, including the State of Ohio, provides a strong foundation for performing the analysis, design, development, testing, implementation, and support activities required for this role.

NAGESWARA VALLURU - CRM Application Analyst

PROFESSIONAL SUMMARY

Senior Software Developer, Technical Lead, and Solution Architect with over 15 years of experience delivering enterprise-scale software solutions across healthcare, manufacturing, financial, pharmaceutical, and technology sectors. Extensive experience in architecture, analysis, design, development, testing, implementation, modernization, and production support of enterprise applications using Microsoft technologies.

Expertise includes Microsoft .NET Framework/Core, ASP.NET MVC, WinForms, WPF, REST/SOAP services, SQL Server, Oracle, Azure Cloud Services, Azure DevOps, TFS, C#, JavaScript, jQuery, AJAX, Entity Framework, Web APIs, CI/CD pipelines, Agile/Scrum methodologies, and enterprise data architecture.

Proven success leading architecture initiatives, application modernization efforts, cloud migrations, database design, API development, security implementation, performance optimization, and large-scale system integration projects. Experienced working directly with business stakeholders, architects, project managers, database administrators, and development teams throughout the full Software Development Lifecycle (SDLC).

TECHNICAL SKILLS

Languages

- C#
- VB.NET
- VB6
- Java
- Python
- C/C++
- COBOL
- FORTRAN
- BASIC

Microsoft Technologies

- .NET Framework
- .NET Core
- ASP.NET MVC
- ASP.NET Web Forms
- WCF
- Web API
- WinForms
- WPF
- UWP
- WinUI
- Entity Framework
- LINQ
- ADO.NET

Front-End Technologies

- JavaScript
- jQuery
- jQuery UI
- AJAX
- HTML5
- CSS3

- Bootstrap
- Razor Views
- MVVM
- MVP
- MVC

Databases

- Microsoft SQL Server
- Oracle
- DB2
- Sybase
- Teradata
- MySQL
- MS Access

Cloud & DevOps

- Microsoft Azure
- Azure App Services
- Azure Functions
- Azure API Management
- Azure Key Vault
- Azure DevOps
- Azure Repos
- YAML CI/CD Pipelines
- Git
- GitHub
- TFS
- Bitbucket

Web Services

- REST APIs
- SOAP
- WCF Services
- Microservices
- OData
- JSON
- XML
- OAuth2
- OpenID Connect
- JWT Security

Reporting & Analytics

- SSRS
- SSAS
- Crystal Reports
- Cognos
- Business Objects
- Active Reports

Methodologies

- Agile
- Scrum
- SAFe
- Waterfall
- SDLC
- TDD
- OOA/OOD/OOP
- UML
- SOA
- Design Patterns
- Security-First Development

PROFESSIONAL EXPERIENCE

Honeywell
Senior Developer February 2023 – Present

Key Responsibilities

- Lead requirements gathering, business analysis, technical design, architecture reviews, and solution implementation.
- Design and develop enterprise web applications using ASP.NET MVC, ASP.NET Core, C#, JavaScript, jQuery, AJAX, Bootstrap, HTML5, and CSS3.
- Modernize legacy enterprise applications and migrate solutions to .NET Core architectures.
- Develop and support REST and SOAP services using WCF, Web API, Entity Framework, LINQ, and Azure Services.
- Design secure, scalable, cloud-based solutions using Azure App Services, Azure Functions, APIM, Key Vault, and Azure DevOps.
- Design data models, databases, tables, views, indexes, stored procedures, triggers, and SQL Server reporting solutions.
- Lead architecture reviews, code reviews, mentoring activities, and adherence to coding standards.
- Implement performance tuning, caching strategies, asynchronous programming, and database optimization initiatives.
- Utilize Azure DevOps and TFS for source control, CI/CD pipeline development, work-item tracking, and release management.

Environment:
ASP.NET MVC, ASP.NET Core, .NET Framework/Core, C#, SQL Server, Oracle, Azure DevOps, TFS, Azure Repos, Azure Functions, IIS, JavaScript, jQuery, AJAX, Bootstrap, Visual Studio.

Johnson Controls
Technology Lead October 2017 – February 2023

Key Responsibilities

- Led architecture, design, and development of enterprise applications supporting global operations.
- Gathered business requirements and translated requirements into technical designs and application solutions.
- Developed enterprise web applications utilizing ASP.NET MVC, Razor Views, C#, JavaScript, jQuery, AJAX, HTML5, CSS3, and Bootstrap.
- Designed and implemented REST and SOAP services using WCF, Web API, Entity Framework, LINQ, XML, and JSON.
- Led Azure migration initiatives including Azure App Services, Functions, APIM, CI/CD Pipelines, and source code migration from TFS.

- Designed and optimized SQL Server and Oracle databases, including performance tuning and data modeling.
- Managed development teams and coordinated offshore resources.
- Implemented security controls using Active Directory, OAuth2, JWT, SAML, and role-based access.

Environment
ASP.NET MVC, .NET Framework/Core, WCF, Web API, SQL Server, Oracle, Azure DevOps, TFS, Git, JavaScript, jQuery, Bootstrap, Azure Services.

Teva Pharmaceuticals
Senior / Lead Developer May 2009 – September 2017

Key Responsibilities

- Led architecture, application design, development, testing, implementation, and production support activities.
- Developed enterprise ASP.NET MVC and Web Forms applications utilizing C#, VB.NET, JavaScript, jQuery, AJAX, Bootstrap, HTML5, and CSS.
- Created and supported REST and SOAP services using ASMX, WCF, Web API, Entity Framework, and ADO.NET.
- Designed enterprise data models and built SQL Server and Oracle database solutions.
- Developed stored procedures, functions, triggers, indexes, views, and SSRS reporting solutions.
- Directed application modernization efforts and migration projects.
- Performed application analysis, design modeling, UML documentation, and technical architecture reviews.
- Created and executed unit testing and integration testing strategies.
- Mentored technical teams and maintained comprehensive development standards.

Environment:
ASP.NET MVC, ASP.NET Web Forms, WCF, SQL Server, Oracle, AJAX, JavaScript, jQuery, Visual Studio, TFS, IIS.

YEARS OF RELEVANT EXPERIENCE

Skill Area	Years
Microsoft .NET Development	15+ Years
ASP.NET / ASP.NET MVC	15+ Years
C# Development	15+ Years
Visual Studio	15+ Years
SQL Server	15+ Years
Database Design & Data Modeling	15+ Years
WCF Services	10+ Years
REST/SOAP Web Services	10+ Years
JavaScript	15+ Years

jQuery	15+ Years
jQuery UI	10+ Years
Application Analysis & Design	15+ Years
Team Foundation Server (TFS)	10+ Years
Azure DevOps	7+ Years
SharePoint Integration Exposure	Multiple Enterprise Projects
Agile/Scrum Development	10+ Years

OVERALL QUALIFICATION SUMMARY

Nageswara is highly qualified for the CRM Application Analyst position and significantly exceeds the minimum required qualifications. With more than fifteen years of enterprise Microsoft technology experience, the candidate brings proven expertise in ASP.NET MVC, C#, .NET Framework/Core, SQL Server, WCF, REST/SOAP services, application architecture, data modeling, business analysis, and enterprise system integration. The Nageswara's background in leading complex development initiatives, modernizing legacy applications, designing scalable architectures, and collaborating with diverse stakeholder groups makes Nageswara exceptionally well suited to perform the responsibilities of the CRM Application Analyst role.

HARISH REDDY BOJJA - Senior SQL Server Database Administrator / SQL BI Developer

PROFESSIONAL SUMMARY

Harish Reddy Bojja is a Senior SQL Server Database Administrator and Business Intelligence Developer with over 8 years of experience in database administration, database development, data warehousing, ETL development, reporting, analytics, performance tuning, and production support. He has extensive experience working with Microsoft SQL Server 2008 through SQL Server 2019+, including database design, implementation, migration, maintenance, backup and recovery, performance optimization, SSIS, SSAS, SSRS, SharePoint integration, and Team Foundation Server (TFS).
Mr. Bojja has successfully supported enterprise-level applications in healthcare, transportation, manufacturing, logistics, pharmaceutical, and retail industries. His expertise includes T-SQL programming, ETL development, data warehousing, database security, database migrations, business intelligence solutions, OLTP and OLAP systems, dimensional data modeling, performance tuning, disaster recovery, and enterprise reporting solutions.

TECHNICAL SKILLS

Database Technologies

- Microsoft SQL Server 2008/2012/2014/2016/2019
- Oracle 10g/11g
- MySQL

Business Intelligence

- SQL Server Integration Services (SSIS)
- SQL Server Reporting Services (SSRS)
- SQL Server Analysis Services (SSAS)
- Power Pivot
- Power View
- Tableau

Database Development

- T-SQL
- PL/SQL
- Stored Procedures
- User Defined Functions (UDFs)
- Triggers
- Views
- Indexed Views
- CTEs
- Constraints
- DDL/DML Scripting

Data Warehousing

- Kimball Methodology
- Star Schema
- Snowflake Schema
- OLTP Systems
- OLAP Systems
- Data Marts
- Enterprise Data Warehouses

ETL Tools

- SSIS
- DTS
- SQL Agent Jobs
- Data Migration
- Data Cleansing
- Data Validation

Reporting Tools

- SSRS
- Tableau
- SharePoint Reporting
- Power BI
- Dashboard Development

Development Languages

- T-SQL
- SQL
- ASP.NET
- C#.NET
- PL/SQL
- PHP
- JavaScript
- XML

Source Control & Collaboration

- Team Foundation Server (TFS)
- SharePoint
- Visual Studio

Operating Systems

- Windows Server
- Windows
- Linux (Solaris)

PROFESSIONAL EXPERIENCE

Diversified Systems/Inc. PODS
Senior SQL BI Developer January 2021 – Present

Key Responsibilities

- Translate business requirements into scalable business intelligence and reporting solutions.
- Design, develop, and maintain enterprise SQL Server databases and BI solutions.
- Develop complex T-SQL stored procedures, functions, views, CTEs, and triggers.
- Implement advanced indexing strategies, query optimization, and performance tuning.
- Support production databases, application deployments, and hyper-care activities.
- Design and develop SSIS ETL packages for enterprise data integration.
- Implement package configurations, logging frameworks, checkpoints, and automated deployments.
- Design, develop, and optimize SSAS multidimensional cubes.
- Create partitions, dimensions, measures, KPIs, hierarchies, and MDX queries.
- Configure automated OLAP cube backups and SQL database maintenance plans.
- Develop enterprise SSRS reports, dashboards, scorecards, and reporting solutions.
- Deploy SSRS reports using SharePoint Integrated Mode.
- Manage report subscriptions, snapshots, caching, and scheduled report delivery.
- Use TFS for source code control, version management, and release deployments.
- Implement SQL Agent jobs to automate ETL and reporting processes.

Environment:
SQL Server 2014, T-SQL, SSIS, SSAS, SSRS, SharePoint, TFS, C#.NET, Windows Server.

CYDCOR
SQL Server Developer September 2019 – December 2020

Key Responsibilities

- Gather business requirements and develop technical database solutions.
- Design and develop SQL Server databases, schemas, tables, and database objects.
- Create complex stored procedures with transaction controls and error handling.
- Design and optimize indexes, indexed views, and query execution plans.
- Implement enterprise ETL solutions using SSIS.
- Design and maintain staging databases for ETL processing.
- Develop SSAS cubes and dimensional models.
- Design star schemas and fact/dimension structures for enterprise reporting.
- Perform package tuning, debugging, logging, and deployment automation.
- Develop and deploy enterprise reporting solutions using SSRS.
- Implement report scheduling, subscriptions, and dashboards.
- Utilize TFS for code management and deployment activities.

Environment: SQL Server 2012, SSIS, SSAS, SSRS, T-SQL, Erwin, SharePoint, Power Pivot, TFS.

Toyota
MS SQL Server Developer January 2018 – August 2019

Key Responsibilities

- Design database structures and data models utilizing Erwin.
- Develop stored procedures, views, triggers, functions, and SQL scripts.
- Create and optimize T-SQL code for enterprise applications.
- Design and implement SSIS ETL solutions.
- Load and transform XML, flat files, and relational database data sources.
- Develop and maintain data warehouses and data marts.
- Create, deploy, and maintain SSRS reports and dashboards.
- Schedule database jobs and automate enterprise reporting processes.
- Monitor SQL Server performance and optimize database workloads.

Environment:
SQL Server 2012, SSIS, SSRS, TFS, ASP.NET, C#, SharePoint.

Trinity Industries
MS SQL Server Developer July 2015 – December 2017

Key Responsibilities

- Design, create, and optimize databases and database objects.
- Develop ETL packages using SSIS.
- Migrate and consolidate data into centralized SQL Server databases.
- Create and maintain enterprise data warehouses.

- Develop SSRS reports, dashboards, and drill-down reporting solutions.
- Monitor and tune database and ETL performance.
- Support database security and permissions management.
- Assist DBAs with database administration, upgrades, and maintenance.
- Perform database monitoring, capacity planning, and system optimization.

Environment: SQL Server 2008 R2, SSIS, SSRS, SSAS, SharePoint, Windows Server.

Aurobindo Pharma

MS SQL Server Developer July 2013 – October 2014

Key Responsibilities

- Design and develop SSIS ETL packages.
- Create and optimize T-SQL queries and stored procedures.
- Develop SSRS reports and Power BI reporting solutions.
- Perform database performance tuning and query optimization.
- Support multidimensional data warehouse solutions.
- Implement database security and user access controls.
- Provide technical leadership and development support.

Environment:
SQL Server 2008 R2, T-SQL, SSIS, SSRS, SSAS, SharePoint, Windows Server.

RELEVANT SQL SERVER EXPERIENCE

Skill Area	Years of Experience
Microsoft SQL Server Administration	8+ Years
SQL Server 2008 and Higher	8+ Years
T-SQL Development	8+ Years
Stored Procedures	8+ Years
Database Creation and Administration	8+ Years
SSIS Development	8+ Years
SSAS Development	8+ Years
SSRS Development	8+ Years
Database Performance Tuning	8+ Years
Database Backup & Recovery	8+ Years
Data Warehouse Development	8+ Years
ETL Design and Development	8+ Years
SharePoint Integration	8+ Years
Team Foundation Server (TFS)	6+ Years
Data Modeling	8+ Years

OVERALL QUALIFICATION STATEMENT

Harish Reddy Bojja fully meets and exceeds all mandatory requirements for the Senior SQL Server Database Administrator position. He brings over eight years of experience administering, developing, maintaining, tuning, migrating, and supporting Microsoft SQL Server environments. His background includes extensive expertise in SQL Server 2008 and higher, T-SQL programming, stored procedures, SSIS, SSAS, SSRS, data warehousing, ETL development, database design, performance tuning, backup and recovery, SharePoint integration, and Team Foundation Server (TFS). His demonstrated success delivering enterprise database solutions across multiple industries makes him exceptionally qualified to perform the duties of the Senior SQL Server Database Administrator role.

PRADEEP BHATTA - Business Analyst

PROFESSIONAL SUMMARY

Pradeep Bhatta is a Senior Healthcare Business Analyst with over 5 years of experience supporting healthcare, Medicaid, payer, and government programs through business analysis, data analytics, requirements gathering, data governance, reporting, testing, and business process improvement initiatives. His experience includes working with healthcare claims, provider data, eligibility systems, encounters, revenue cycle processes, payment integrity, regulatory reporting, and large-scale healthcare data environments.

Mr. Bhatta has extensive experience collaborating with business stakeholders, project managers, application development teams, data scientists, healthcare operations leaders, and technical teams to gather requirements, perform gap analysis, define business rules, document business processes, support testing activities, and deliver analytical solutions that improve operational performance and regulatory compliance.

CORE COMPETENCIES

Business Analysis

- Requirements Elicitation
- Business Process Analysis
- Gap Analysis
- Joint Application Development (JAD) Sessions
- BRD and FRD Development
- Functional Specifications
- Business Rule Definition
- Stakeholder Management
- Process Flow Documentation
- Workflow Modeling
- Use Case Development
- SDLC Documentation

Healthcare Domain Expertise

- Medicaid Programs
- Healthcare Claims Processing
- Encounter Data Analysis
- Eligibility Validation
- Provider Data Management
- Revenue Cycle Management
- Payment Integrity
- Denial Analysis
- Reimbursement Analytics
- EDI Transactions (837, 835, 270/271, 276/277)
- HIPAA Compliance
- CMS Regulatory Reporting

Data Analytics & Reporting

- SQL
- MySQL
- SAS
- Python
- Data Validation
- Data Reconciliation
- Data Profiling
- Data Mapping

- Root Cause Analysis
- KPI Development
- Data Governance
- Data Quality Assurance
- ETL Testing
- Data Lineage

Reporting & Visualization

- Power BI
- Tableau
- Looker
- Microsoft Excel
- Dashboard Development
- Executive Reporting

Databases

- Oracle
- SQL Server
- DB2
- Teradata
- Snowflake
- Enterprise Data Warehouses

Methodologies

- Agile
- Scrum
- Waterfall
- SDLC
- UAT
- SIT
- Data Governance Frameworks

PROFESSIONAL EXPERIENCE

Diversified Systems, Inc. (DSI)
Senior Business Analyst April 2026 – Present

Key Responsibilities:

- Support Ohio Department of Medicaid (ODM) initiatives and Alternative Payment Model (APM) programs.
- Analyze Medicaid business processes, objectives, risks, and operational requirements.
- Collaborate directly with business users, Data Scientists, and technical teams to define project scope and business requirements.
- Conduct requirements elicitation, documentation, analysis, and validation activities.
- Support Databricks Artificial Intelligence initiatives and Data Science program expansion.
- Assist in development and enhancement of Tableau and Power BI dashboards.
- Maintain business requirements documentation and project artifacts.
- Serve as liaison between business stakeholders and application development teams.
- Support testing efforts, test plan validation, and requirements traceability activities.
- Communicate project status, risks, assumptions, and issues to leadership teams.

Environment:
Medicaid Analytics, Tableau, Power BI, Databricks, SQL, Business Requirements Analysis, SDLC, Agile.

Texas Health and Human Services
Business Analyst July 2024 – April 2026

Key Responsibilities

- Performed end-to-end validation and reconciliation of over one million healthcare and program records.
- Partnered with IT, Operations, and Policy teams to gather requirements and define business rules.
- Developed business requirements and reporting specifications supporting CMS and state compliance requirements.
- Conducted root cause analysis and process improvement initiatives.
- Created source-to-target mapping documentation supporting ETL processes.
- Developed standardized data definitions and governance documentation.
- Led business validation, reconciliation, and quality assurance activities.
- Improved reporting accuracy and efficiency through data governance standards and controls.

Environment**:**
SQL, Power BI, Excel, SharePoint, ETL Validation, Data Governance, Regulatory Reporting.

Blue Cross Blue Shield
Business Analyst January 2023 – June 2024

Key Responsibilities:

- Analyzed healthcare claims and encounter data exceeding one million records.
- Conducted denial trend analysis and payment integrity reviews.
- Performed data profiling, data reconciliation, and business rule validation.
- Collaborated with Claims Operations, Provider Relations, Finance, and IT teams.
- Defined and validated adjudication business rules and processing requirements.
- Conducted payment accuracy audits and reimbursement reviews.
- Developed executive dashboards and KPI reporting using Power BI.
- Supported regulatory compliance and audit-readiness initiatives.
- Developed and maintained business definitions, governance standards, and validation controls.

Environment:
SQL, Power BI, Oracle, Snowflake, Facets, Claims Analytics, Data Governance, ETL Testing.

Sentara Health
Business Data Analyst June 2020 – December 2022

Key Responsibilities:

- Led data validation and reconciliation efforts during large-scale healthcare system conversion and migration projects.
- Supported migration of over 500,000 member, provider, claims, and eligibility records.

- Facilitated business discovery workshops and requirements sessions with Subject Matter Experts (SMEs).
- Developed Business Requirements Documents (BRDs), process flows, and gap analyses.
- Executed SIT and UAT validation activities.
- Conducted EDI transaction validation for 837 and 835 processing.
- Performed source-to-target reconciliation and conversion validation.
- Created business and technical documentation supporting enterprise data warehouse initiatives.
- Developed executive reporting dashboards and conversion metrics reporting.
- Maintained compliance with CMS and HIPAA regulations throughout implementation activities.

Environment:
SQL, Power BI, SQL Server, Oracle, Snowflake, QNXT, Enterprise Data Warehousing, SIT/UAT Testing.

EDUCATION

Bachelor of Science in Information Technology Minnesota State University Moorhead, Minnesota
Diploma in Computing (Levels 5 & 6) Auckland, New Zealand

RELEVANT EXPERIENCE SUMMARY

Skill Area	Years of Experience
Business Analysis	5+ Years
Healthcare Business Analysis	5+ Years
Requirements Gathering & Documentation	5+ Years
SDLC Support	5+ Years
JAD Sessions & Requirements Workshops	5+ Years
Functional Specifications	5+ Years
Data Warehousing Support	5+ Years
Data Governance & Quality	5+ Years
SQL & Relational Databases	5+ Years
UAT & SIT Testing	5+ Years
Healthcare Claims & Eligibility	5+ Years
Power BI & Reporting	5+ Years

OVERALL QUALIFICATION STATEMENT

Pradeep Bhatta fully meets and exceeds the Business Analyst requirements. His combination of a Bachelor's degree in Information Technology, more than five years of healthcare and Medicaid business analysis experience, extensive SDLC participation, requirements elicitation expertise, JAD facilitation, data warehouse support, relational database knowledge, testing coordination, and reporting experience make him exceptionally qualified for this role. His background supporting Medicaid modernization initiatives, healthcare claims processing, provider and eligibility systems, enterprise reporting, data governance, and stakeholder collaboration aligns closely with the responsibilities and qualifications required for the Business Analyst position.

Sherry J. Smith - Learning Management System (LMS) & eLearning Development Specialist

Organizational Change Management | Learning & Development Executive | Instructional Design Expert

PROFESSIONAL SUMMARY

Sherry Smith is a Learning and Development executive with more than 27 years of experience leading enterprise learning programs, instructional design initiatives, organizational development projects, leadership development programs, change management efforts, and large-scale technology implementations. She possesses extensive expertise in Learning Management Systems (LMS), eLearning development, instructional design methodologies, end-user training, workforce development, leadership coaching, organizational change management, and enterprise technology adoption.
Ms. Smith has successfully led learning and development programs across higher education, healthcare, state government, transportation, and private sector organizations. Her experience includes LMS implementation and administration, ERP training programs, onboarding initiatives, learning strategy development, curriculum design, instructor-led training, eLearning development, digital accessibility compliance, organizational change management, and enterprise-wide training transformations.

CORE COMPETENCIES

Learning & Development

- Enterprise Learning Strategy
- Workforce Development
- Training Needs Assessment
- Training Program Management
- End User Training (EUT)
- Knowledge Transfer Programs
- Learning Governance
- Training Metrics & Evaluation
- Competency Development

Leadership Development

- Executive Coaching
- Leadership Programs
- Succession Planning
- Capability Building
- Professional Development
- Team Development

Learning Management Systems (LMS)

- LMS Implementation
- LMS Governance
- LMS Administration
- LMS Configuration
- User Role Management
- Course Structure Design
- Course Management
- Learning Analytics
- LMS Support & Adoption
- Learning Technology Strategy

eLearning & Instructional Design

- ADDIE Methodology
- SAM Methodology
- Adult Learning Principles
- eLearning Design
- Curriculum Development
- Learning Assessments

- Course Development
- Storyboarding
- Instructor Guides
- Learning Evaluations
- Digital Accessibility

Organizational Change Management

- Prosci Change Management
- Organizational Readiness
- Stakeholder Engagement
- Adoption Management
- Knowledge Transfer
- Change Communications
- Resistance Management
- Executive Coaching

Learning Development Tools

- Adobe Captivate
- Articulate Storyline 360
- Camtasia
- Snag-It
- Murf
- Adobe Animate
- LMS Platforms
- Virtual Learning Platforms
- Instructor-Led Training Technologies

PROFESSIONAL EXPERIENCE

Diversified Systems, Inc. (DSI)
Consulting Practice Director 2023 – Present
Responsible for the direction and oversight of Learning & Development professional services and end-user training management programs.

Enterprise Resource Planning (ERP) Transformation 2024 – Present
Key Responsibilities:

- Lead End User Training (EUT) workstream activities for a large-scale ERP implementation.
- Coach training team members on learning strategies and instructional design best practices.
- Conduct training needs assessments and learning gap analyses.
- Develop training strategies, training plans, and curriculum frameworks.
- Oversee development of learning content and knowledge transfer programs.
- Monitor learning effectiveness and knowledge transfer metrics.

Performance Management Transformation 2023 – 2024
Key Responsibilities

- Conduct needs assessments and define enterprise training strategies.
- Develop Oracle-based performance management training materials.
- Create end-user documentation and training guides supporting all performance management lifecycle activities.
- Ensure comprehensive coverage of business use cases and learning outcomes.

Ohio Dominican University
Adjunct Professor 2007 – Present

Key Responsibilities
- Teach undergraduate and graduate-level courses.
- Deliver instruction in Leadership, Change Management, Management, and Organizational Development.
- Mentor and coach students on professional and academic development.
- Guide graduate students pursuing advanced studies, internships, and leadership opportunities.

Central Ohio Transit Authority (COTA)
Director of Learning and Development 2022 – 2023

Key Responsibilities
- Led enterprise-wide learning and development programs.
- Directed workforce development and technical training initiatives.
- Supported cloud technology transformation efforts affecting HR and Payroll operations.
- Led LMS planning and procurement activities.
- Developed organizational learning strategies and workforce capability programs.
- Established the agency's first dedicated training bus and field learning program.

The Ohio State University
Director of Financial Training 2015 – 2022

Key Responsibilities
- Led governance activities for Cornerstone LMS implementation and adoption.
- Directed enterprise LMS change management and resistance management initiatives.
- Restructured training operations to support ERP implementation readiness.
- Developed instructor-led and online learning programs.
- Led rapid eLearning conversion efforts averaging 25 eLearning courses per month.
- Managed instructional design teams and curriculum developers.
- Oversaw development using Captivate, Storyline 360, Adobe Animate, and related learning technologies.
- Directed accessibility compliance initiatives for digital learning programs.
- Provided coaching and mentoring to instructional designers and learning professionals.

Ohio Department of Medicaid (ODM)
Training Program Manager 2014 – 2015

Key Responsibilities
- Led workforce planning initiatives for approximately 570 employees.

- Developed enterprise onboarding programs and employee orientation frameworks.
- Designed and delivered PeopleSoft transition training.
- Developed instructor-led and eLearning curriculum utilizing ADDIE, SAM, and Captivate methodologies.
- Designed and facilitated leadership development programs.
- Developed supervisory, management, and team effectiveness training.

State of Ohio – Office of Budget and Management (OBM)
Training Manager 2007 – 2014

Key Responsibilities

- Led statewide OAKS PeopleSoft training material development.
- Conducted organizational training needs assessments.
- Designed leadership development programs aligned to strategic competencies.
- Coordinated enterprise training initiatives and events.
- Developed eLearning resources and instructional materials.
- Provided coaching and talent development services.

Public Utilities Commission of Ohio (PUCO)
Training and Quality Assurance Supervisor 2006 – 2007

Key Responsibilities

- Directed training activities for the Service Monitoring and Assurance Division.
- Designed and delivered industry-specific training programs.
- Managed customer service and training personnel.
- Conducted quality assurance reviews and learner evaluations.

Ohio Department of Natural Resources (ODNR)
Organizational Development Administrator 2005 – 2006

Key Responsibilities

- Conducted organizational learning assessments.
- Developed and facilitated training programs and instructional materials.
- Served as change management and communications liaison during OAKS PeopleSoft implementation.
- Developed instructional systems design processes and instructor development programs.

EDUCATION

Doctor of Business Administration (DBA) - Leadership & Organizational Development Argosy University
Master of Learning Technologies - The Ohio State University
Master of Administration - Human Resources and Leadership Central Michigan University

CERTIFICATIONS

- Prosci® Certified Change Practitioner (CCP)
- Certified DISC Personality Assessment
  Certified Crucial Conversations Facilitator
- Certified 7 Habits Facilitator
- Certified DACUM Facilitator
- Lean Six Sigma Green Belt
- ScrumMaster Certified

RELEVANT EXPERIENCE SUMMARY

Skill Area	Years of Experience
Learning & Development	27+ Years
Learning Management Systems (LMS)	15+ Years
Instructional Design	20+ Years
eLearning Development	15+ Years
Adult Learning Methodologies	20+ Years
Organizational Change Management	15+ Years
Leadership Development	20+ Years
End User Training	15+ Years
ERP Training Programs	15+ Years
Knowledge Transfer Programs	15+ Years
Training Needs Analysis	20+ Years
Workforce Development	20+ Years
LMS Administration & Governance	10+ Years
Digital Accessibility	7+ Years

OVERALL QUALIFICATION STATEMENT

Sherry Smith significantly exceeds all requirements for the Learning Management System & eLearning Development Specialist position. With over 27 years of progressive experience in instructional design, enterprise learning, LMS implementation and governance, organizational change management, eLearning development, ERP training, leadership development, and adult learning methodologies, she brings exceptional qualifications for this role. Her experience leading LMS implementations, developing large-scale eLearning programs, partnering with SMEs, managing end-user training initiatives, supporting enterprise technology transformations, and applying industry-standard instructional design methodologies makes her exceptionally well suited to support statewide learning management, training, and organizational adoption initiatives.

RAJASEKAR RAJENDRAN – Cloud Architect

Cloud Architecture | DevOps Architecture | Microservices | Container Orchestration | Infrastructure as Code

PROFESSIONAL SUMMARY

Cloud and DevOps Architect, technical leader, and software development professional with more than 20 years of enterprise information technology experience. Experienced in leading and delivering complex projects for startup organizations, global enterprises, and Fortune 100 companies. Possesses extensive experience designing, deploying, migrating, integrating, and supporting cloud-hosted microservices and enterprise applications across Amazon Web Services, Google Cloud Platform, Microsoft Azure, IBM Cloud, DigitalOcean, OpenShift, and OpenStack environments. Technical background includes AWS EC2, ECS, Lambda, S3, RDS, Redshift, DynamoDB, VPC, Elastic Load Balancing, Route 53, CloudWatch, Google Kubernetes Engine, Google Compute Engine, Azure, Kubernetes, Docker, Terraform, CloudFormation, Jenkins, GitLab CI, Chef, Puppet, Ansible, and Helm. Experienced in containerizing and orchestrating microservices using Docker, Kubernetes, OpenShift, AWS ECS, Docker Swarm, Google Kubernetes Engine, and HashiCorp Nomad. Has designed and implemented CI/CD pipelines and Infrastructure as Code solutions supporting repeatable environment provisioning, automated testing, secure deployments, blue-green releases, quality controls, and production monitoring.

Combines hands-on technical expertise in cloud architecture, DevOps, Java, Spring Boot, Node.js, Python, REST APIs, microservices, machine learning, data engineering, enterprise integration, Oracle applications, PeopleSoft, and service-oriented architecture with strong project management and business leadership experience.

CORE COMPETENCIES

- Enterprise Cloud Architecture
- AWS, Azure, and Google Cloud Platform
- Cloud Solution Design and Implementation
- Cloud Migration and Modernization
- Hybrid and Multi-Cloud Architecture
- Infrastructure as Code
- DevOps Architecture
- CI/CD Pipeline Development
- Docker Containerization
- Kubernetes Orchestration
- OpenShift and AWS ECS
- Microservices Architecture
- Application Replatforming and Refactoring
- Cloud Networking and Load Balancing
- Cloud Infrastructure Automation
- Enterprise Application Integration
- Technical Architecture and Strategy
- Technology Leadership
- Client and Stakeholder Communication
- Project and Program Management

TECHNICAL SKILLS

Cloud Platforms

- Amazon Web Services
- Google Cloud Platform
- Microsoft Azure
- IBM Cloud / Bluemix
- DigitalOcean
- Cloud Foundry
- OpenStack
- Red Hat OpenShift

AWS Services

- Amazon EC2
- Amazon ECS
- AWS Elastic Beanstalk
- AWS Lambda
- Amazon S3
- Amazon EBS
- Amazon Glacier
- Amazon RDS
- Amazon Redshift
- Amazon ElastiCache
- Amazon DynamoDB
- Amazon VPC
- Elastic Load Balancing
- Amazon Route 53
- Amazon CloudWatch
- Amazon EMR
- Amazon Kinesis
- Amazon SQS
- AWS Data Pipeline
- AWS GPU and AI Services

Google Cloud Platform

- Google App Engine
- Google Compute Engine
- Google Kubernetes Engine
- Google Cloud Storage
- Google Cloud SQL
- Google Cloud Datastore
- Google Cloud Pub/Sub
- Google Cloud Dataflow
- Google Cloud Bigtable
- Google Cloud Dataproc
- Google Cloud ML
- Google Cloud GPU Services

Containers and Orchestration

- Docker
- Kubernetes
- Google Kubernetes Engine
- AWS Elastic Container Service
- Red Hat OpenShift
- Docker Swarm
- HashiCorp Nomad
- Helm
- CoreOS
- Container Registries
- Cluster Administration
- Microservices Deployment

Infrastructure as Code and Configuration Management

- Terraform
- AWS CloudFormation
- Chef
- Puppet
- Ansible
- Vagrant

- Infrastructure Provisioning
- Configuration Management
- Environment Automation

DevOps and CI/CD

- Jenkins
- GitLab CI
- Git
- Maven
- Gradle
- Bazel
- ANT
- Nexus
- Helm
- SonarQube
- PMD
- FindBugs
- Checkstyle
- Automated Build and Release Management
- Blue-Green Deployment
- Continuous Integration
- Continuous Delivery

Programming Languages and Frameworks

- Java
- Java EE
- JavaScript
- Node.js
- AngularJS
- Python
- Go
- Spring
- Spring Boot
- JavaServer Faces
- Hibernate
- Java Database Connectivity
- Enterprise JavaBeans
- Java Message Service
- REST APIs
- SOAP Web Services
- BPEL
- JSON
- XML

Microservices and Integration

- Microservices Architecture
- REST APIs
- SOAP Services
- API Gateways
- Kong API Gateway
- 3scale API Gateway
- gRPC
- Protocol Buffers
- Consul
- Eureka
- Kafka
- RabbitMQ
- Oracle SOA Suite
- Oracle BPM
- Oracle B2B
- Oracle Web Services Manager

Databases and Data Stores

- Oracle
- Microsoft SQL Server
- MongoDB
- Redis
- Cassandra
- DB2/UDB
- AS/400
- Google Cloud SQL

- Amazon RDS
- Amazon DynamoDB
- Amazon Redshift
- Elasticsearch

Big Data and Analytics

- Hadoop
- Spark
- Kafka
- Cassandra
- HBase
- Hive
- Pig
- Flume
- Storm
- YARN
- Solr
- Amazon EMR
- Amazon Kinesis
- Google Cloud Dataflow
- Google Cloud Dataproc
- Google Cloud Bigtable

Artificial Intelligence and Machine Learning

- Python
- TensorFlow
- Keras
- Theano
- Natural Language Processing
- Image Recognition
- Speech-to-Text
- Chatbots
- GPU Computing
- IBM Watson
- Google Cloud ML
- AWS AI Services

Enterprise Applications

- PeopleSoft CRM
- PeopleSoft HCM
- PeopleSoft Financials
- PeopleSoft Enterprise Portal
- Oracle E-Business Suite
- Oracle Fusion SaaS
- Oracle Fusion Financials
- Oracle SOA Suite
- Salesforce Integration
- SAP Integration
- Siebel CRM Integration

Operating Systems

- Ubuntu
- Alpine Linux
- Red Hat Enterprise Linux
- CoreOS
- Solaris
- HP-UX
- AIX
- macOS
- Windows

PROFESSIONAL EXPERIENCE

ACUMEN TECHNOLOGIES GROUP INC.
President and Cloud Architect January 2015 – Present

Key Responsibilities:

- Provide cloud architecture, DevOps, microservices, application development, technology strategy, and technical advisory services.
- Design and deploy cloud-hosted microservices across AWS, Google Cloud Platform, IBM Cloud, DigitalOcean, OpenShift, and OpenStack.
- Architect containerized applications using Docker and Kubernetes.
- Implement continuous integration and delivery using Jenkins, Puppet, Helm, automated testing, code quality tools, private container registries, and monitoring solutions.
- Migrate AWS-based application code and workloads to Google Cloud Platform and DigitalOcean Kubernetes environments.
- Design hybrid and multi-cloud solutions supporting scalable microservices and data-intensive applications.
- Implement service discovery using Consul and API management using Kong.
- Design and develop Node.js and Go-based REST API solutions.
- Build Java and Spring Boot microservices using Oracle Database and Hibernate.
- Implement Kafka-based integration for customer interaction and communications data.
- Process web and mobile activities through Spark-based streaming environments.
- Implement centralized application and container logging using Elasticsearch, Fluentd, and Kibana.
- Support machine learning and GPU workloads on Google Cloud Platform.
- Develop and deploy the LIVEb4buy application using Docker, Kubernetes, Google Cloud Platform, Cloud Foundry, and IBM Cloud.
- Develop CI/CD solutions for Java, Node.js, and big data applications using Jenkins, Helm, Maven, Nexus, Selenium, and SonarQube.
- Lead cloud and enterprise DevOps strategy and provide technical direction to senior management and other organizational stakeholders.

Project Experience

LIVEb4buy Cloud Application

- Developed and deployed a cloud-based application using Node.js, AngularJS, MongoDB, Redis, Docker, Kubernetes, Google Cloud Platform, and IBM Cloud.
- Developed REST APIs using Node.js and Go.
- Implemented Kong API Gateway for API access and routing.
- Implemented continuous delivery using Jenkins, Helm, Docker, automated testing, code quality tools, and monitoring solutions.
- Supported mobile, virtual reality, augmented reality, chatbot, product-search, and centralized logging capabilities.

iCare 2.0 Telecom CRM Solution

- Designed a hybrid-cloud, microservices-based CRM solution using OpenShift, OpenStack, Java, Spring Boot, Oracle, Hibernate, Kafka, Spark, and Cassandra.
- Created continuous delivery processes using Jenkins, Helm, Maven, Nexus, Selenium, Docker, and application monitoring tools.
- Supported highly scalable, multi-tier cloud and on-premises environments.

TEKSYSTEMS INC.

Cloud / DevOps Architect September 2017 – June 2018
Clients: AstraZeneca and Live Nation

Key Responsibilities:

- Designed and developed microservices using Spring Boot, AWS Lambda, Java, Python, MySQL, and MongoDB.
- Architected REST APIs supporting Java-based services.
- Troubleshot identity, authentication, authorization, API routing, and messaging issues.
- Developed Swagger documentation for REST API solutions.
- Deployed Docker applications to Kubernetes on AWS using Kubernetes Operations.
- Automated AWS application builds and deployments using Jenkins.
- Developed GitLab CI pipelines using Terraform and Bazel.
- Designed machine-learning models supporting medication-adherence analytics.
- Supported cloud architecture, application modernization, and DevOps automation for enterprise clients.

Environment:
AWS, EC2, Lambda, Docker, Kubernetes, Jenkins, GitLab CI, Terraform, Spring Boot, Java, Python, MySQL, MongoDB, REST APIs and Swagger.

TEKMARK INC.

Cloud / DevOps Architect November 2016 – May 2017
Client: Dow Jones

Key Responsibilities:

- Improved NGINX and 3scale API Gateway performance.
- Implemented blue-green application deployment processes.
- Automated AWS infrastructure and deployments using Jenkins, CloudFormation, Terraform, EC2, and Chef.
- Developed DevOps utility programs using Docker.
- Developed Node.js programs and performed REST API performance testing.
- Re-architected Node.js applications to use AWS components.
- Designed AWS ECS clusters, tasks, and services.
- Implemented Elastic Load Balancing, CloudWatch monitoring, and AWS Lambda capabilities.
- Supported service discovery and scalable microservices deployment in AWS.

Environment:
AWS, EC2, ECS, Lambda, Elastic Load Balancing, CloudWatch, CloudFormation, Terraform, Jenkins, Chef, Docker, NGINX, 3scale and Node.js.

ORACLE CORPORATION
Senior Principal Consultant / Lead Architect July 2010 – December 2014

Key Responsibilities:

- Served as Solution Architect, technical leader, business development advisor, and project manager for enterprise Oracle implementations.
- Managed project responsibilities associated with multimillion-dollar Oracle implementation and modernization initiatives.
- Supported implementation of Oracle E-Business Suite CRM solutions replacing legacy Siebel CRM processes.
- Led Oracle WebCenter enhancement and application-modernization initiatives.
- Architected an upgrade of Oracle SOA Suite from version 10g to 11g.
- Integrated Oracle SOA Suite with approximately 20 enterprise systems, including PeopleSoft, SAP, Oracle E-Business Suite, Salesforce, billing systems, and data platforms.
- Secured partner keys, secrets, and tokens using Vault.
- Architected PeopleSoft HCM implementation, upgrade, and conversion activities.
- Served as DevOps Lead for an Oracle Fusion SaaS Financials implementation on Oracle Cloud.
- Supported Oracle Java Cloud and Jenkins-based deployment activities.
- Presented complex architecture and solution recommendations to customers and organizational stakeholders.

Principal Consultant / Architect September 2006 – June 2010

Key Responsibilities:

- Designed and implemented enterprise application integration solutions using Oracle SOA, BPEL, BPM, Web Services, message queues, and Oracle enterprise applications.
- Integrated CRM On Demand with on-premises Siebel CRM and other enterprise systems.
- Developed order-processing applications using BPEL, Web Services, and message adapters.
- Implemented Oracle Business Process Management and Human Workflow integrations.
- Integrated Oracle B2B, Oracle E-Business Suite, licensing portals, and enterprise financial applications.
- Led onsite and offshore architecture and delivery teams.
- Created reusable integration standards, best practices, and technical implementation guidance.
- Communicated solution architecture to project managers, clients, analysts, developers, and business stakeholders.

TECHNOSOFT CORPORATION
Senior Consultant July 2005 – September 2006

Key Responsibilities:

- Implemented PeopleSoft CRM 8.8 Communications as an Integration Architect.
- Led a team of analysts developing interfaces between PeopleSoft CRM and internal applications.
- Developed a configurable, reusable integration interface for third-party systems.
- Supported CRM integration design, implementation, and customer-data consolidation.

HEXAWARE
Senior Software Engineer April 2003 – June 2005

Key Responsibilities:

- Architected and implemented PeopleSoft application integrations.
- Worked directly with international clients to develop customized CRM solutions.
- Coordinated onsite and offshore delivery teams.
- Developed technical training and knowledge-transfer materials.
- Created CRM implementation cookbooks and best-practice guides.
- Supported client relationships through implementation and rollout.

SERVION
Senior Software Engineer July 2001 – March 2003

Key Responsibilities:

- Designed and developed Java enterprise and computer telephony integration products.
- Developed applications using Java, Enterprise JavaBeans, Java Message Service, email services, and unit-testing frameworks.
- Deployed enterprise applications to Sun ONE Server and IBM WebSphere.
- Supported organizational quality initiatives associated with Capability Maturity Model certification.
- Guided junior technical team members in PeopleSoft technologies.

CHERRYSOFT
Programmer January 2001 – June 2001

- Developed supply chain management software supporting order tracking and operational workflows.

PIONEER INFOSYS
Software Engineer July 1999 – January 2001

- Developed analytical software supporting production-industry operations.

EDUCATION

Master of Business Administration **Entrepreneurship, Technology Management, and Finance**
Bachelor of Engineering **Mechanical Engineering**

PROFESSIONAL CERTIFICATIONS

- Brainbench Certifications in Java, XML, and Mathematics
- PeopleSoft PeopleTools Certification
- Oracle PMO Certification, Levels 2 and 3

PROFESSIONAL TRAINING

- Oracle Java Platform as a Service Cloud
- Oracle Fusion SaaS Applications, Tools, CRM, and Financials
- Amazon Web Services Workshops
- Spark Big Data Training
- Deep Learning with TensorFlow
- Google Cloud Data Engineering
- Big Data, Machine Learning, TensorFlow, and GPU Computing

RELEVANT QUALIFICATION SUMMARY

Qualification Area	Documented Experience
Enterprise Information Technology	20+ years
Cloud Architecture and DevOps	10+ years
AWS, GCP, and Multi-Cloud Solutions	10+ years
Cloud Solution Design and Support	10+ years
Microservices Architecture	10+ years
Docker and Kubernetes	10+ years
CI/CD and Deployment Automation	10+ years
Terraform and CloudFormation	Documented across multiple projects
Cloud Migration and Modernization	Documented across multiple projects
Enterprise Application Integration	20+ years
Technical and Stakeholder Leadership	20+ years
Project and Program Leadership	15+ years

OVERALL QUALIFICATION STATEMENT

Rajasekar Rajendran is highly qualified for the Cloud Architect position based on more than 20 years of enterprise technology experience and more than five years of clearly documented experience designing, implementing, deploying, and supporting cloud solutions.

His qualifications include extensive hands-on experience with AWS, Google Cloud Platform, Azure, Docker, Kubernetes, OpenShift, AWS ECS, Terraform, CloudFormation, Jenkins, GitLab CI, Chef, Puppet, Ansible, Helm, microservices, REST APIs, hybrid-cloud solutions, multi-cloud deployments, cloud migration, and application modernization. His technical background is reinforced by extensive architecture leadership, project management, enterprise integration, international consulting, and executive stakeholder engagement experience.

Mr. Rajendran exceeds the cloud architecture and communication requirements. His resume also documents relevant cloud migration and Infrastructure as Code experience. For audit-ready compliance with the precise three-year minimums under Requirements 4.1.7.2 and 4.1.7.3.

STEVE SWANSBROUGH Cloud Security Professional

PROFESSIONAL SUMMARY

Steve Swansbrough is a senior cybersecurity executive and Cloud Security Professional with over 20 years of progressive experience leading enterprise information security, cloud security, risk management, security governance, compliance, and cybersecurity operations programs within healthcare, federal government, and commercial environments.

Mr. Swansbrough possesses extensive experience designing, implementing, governing, and auditing secure cloud environments, security architectures, identity and access management (IAM) frameworks, regulatory compliance programs, and enterprise cybersecurity initiatives. He has successfully led cloud migration efforts, SOC 1/SOC 2 audits, FISMA compliance programs, NIST-based security governance frameworks, cloud security architecture initiatives, enterprise risk management programs, and security operations teams supporting some of the nation's largest healthcare and government organizations.

His expertise includes AWS cloud security, security operations, cloud compliance, Identity and Access Management (IAM), risk management, security governance, regulatory compliance, security architecture, FedRAMP, HIPAA, NIST, MARS-E, SOC 1/SOC 2, information security strategy, data governance, security engineering, and organizational security leadership.

CORE COMPETENCIES

Cloud Security

- Cloud Security Architecture
- AWS Security
- Cloud Governance
- Cloud Compliance
- Secure Cloud Deployments
- Multi-Cloud Security Strategy
- Cloud Migration Security
- Security Operations

Cybersecurity & Risk Management

- Information Security Governance
- Enterprise Risk Management
- Security Program Development
- Security Operations Leadership
- Cybersecurity Strategy
- Threat Mitigation
- Vulnerability Management
- Security Engineering

Regulatory Compliance

- SOC 1
- SOC 2 Type II
- NIST
- FISMA
- FedRAMP
- HIPAA
- MARS-E
- CIS Controls
- HITRUST
- PCI Compliance
- Privacy Compliance

Identity & Access Management

- IAM Governance
- Role-Based Access Control
- Privileged Access Management
- Authentication Controls
- User Provisioning
- Access Reviews
- Least Privilege Enforcement

Security Architecture

- Network Security Architecture
- Cloud Architecture Security Reviews
- Security Design Standards
- Security Controls Design
- Enterprise Security Frameworks
- Secure Development Lifecycle (SDLC)
- DevSecOps Governance

Leadership & Program Management

- Executive Leadership
- Strategic Planning
- Budget Management
- Regulatory Audit Oversight
- Security Team Leadership
- Vendor Management
- Stakeholder Engagement
- Program Governance

PROFESSIONAL EXPERIENCE

Diversified Systems, Inc. (DSI) Information Security Officer

Ohio Department of Medicaid 2021 – Present
Serves as Information Security Officer supporting the Ohio Fiscal Intermediary (FI), Single Pharmacy Benefit Manager (SPBM), and Alternate Payment Model (APM) initiatives.

Key Responsibilities

- Lead security operations and risk management activities across multiple Ohio Medicaid programs.
- Oversee cloud security architecture, security governance, compliance, privacy, and audit readiness activities.
- Support implementation of Medicare and Medicaid Information Systems modernization initiatives.
- Direct regulatory compliance efforts including SOC 1 and SOC 2 Type II audits.
- Develop and maintain System Security Plans and security governance documentation.
- Lead risk management and security awareness initiatives.
- Establish secure AWS cloud environments supporting multiple Medicaid contracts.
- Implement security controls based on FISMA, NIST, FedRAMP, MARS-E, CIS, and SOC frameworks.
- Partner with state leadership and business stakeholders to drive cloud security initiatives.
- Lead cloud security architecture reviews and security design activities.

- Ensure privacy, security, and compliance requirements are incorporated into new cloud environments.

Key Accomplishments

- Successfully coordinated completion of external SOC 1 and SOC 2 Type II audits.
- Established security and privacy architecture for three separate AWS Medicaid cloud environments.
- Developed reusable cloud security frameworks reducing deployment timelines.
- Created repeatable security implementation strategies for Medicaid modernization programs.
- Built trusted partnerships with executive leadership, technical teams, and State of Ohio stakeholders.

Optum / UnitedHealth Group

FISMA Security Officer / Segment Information Security Officer (SISO) 2018 – 2020

Key Responsibilities:

- Oversaw Information Risk Governance for NIST and FISMA-certified federal healthcare environments.
- Served in a CISO-designated leadership role providing strategic cybersecurity oversight.
- Directed security governance, compliance, risk management, and audit readiness initiatives.
- Supported certification and authorization activities for regulated government systems.
- Oversaw secure cloud deployment strategies supporting state healthcare contracts.
- Implemented Risk Management Framework (RMF) processes to ensure secure customer onboarding.
- Provided security leadership supporting healthcare modernization initiatives.

Key Accomplishments:

- Developed reusable security and compliance frameworks supporting federal contract environments.
- Implemented secure governance processes for customer certification initiatives.
- Supported successful pursuit of more than $65 million in government contract awards.
- Developed cloud migration strategies resulting in substantial operational savings.

Senior Director – Cloud Security Architecture 2018

Key Responsibilities:

- Reported directly to the Chief Information Security Officer (CISO).
- Developed enterprise-wide cloud security architecture policies and standards.
- Evaluated public cloud security environments and identified security improvement opportunities.
- Established cloud governance frameworks and security approval processes.
- Defined secure cloud onboarding procedures and cloud architecture standards.

- Supported enterprise cloud migration initiatives.

Key Accomplishments
- Developed cloud security baseline standards for enterprise cloud adoption.
- Created secure SDLC processes supporting cloud-hosted solutions.
- Established cloud security architecture standards adopted across the organization.

Senior Director – Security Domain Portfolio 2017 – 2018

Key Responsibilities
- Led enterprise cybersecurity strategic planning initiatives.
- Evaluated cybersecurity tools, technologies, and enterprise investments.
- Developed long-term cybersecurity roadmap and portfolio management strategy.

Key Accomplishments
- Developed comprehensive enterprise cybersecurity strategic plan.
- Reduced redundant cybersecurity technologies and associated operational costs.
- Presented cybersecurity strategy recommendations to executive leadership.

Senior Director – Infrastructure Security Operations 2015 – 2017

Key Responsibilities
- Managed a cybersecurity operations budget exceeding $100 million.
- Directed a team of more than 165 cybersecurity professionals.
- Oversaw security engineering, architecture, governance, compliance, and security operations.
- Ensured enterprise compliance with HIPAA, PCI, PII, FTI, and HITRUST requirements.
- Directed procurement, implementation, and management of over 54 security technologies.

United States Department of Health and Human Services (HHS)
Trusted Internet Connection (TIC) Program Director (GS-15) 2014 – 2015

Key Responsibilities
- Directed federal Trusted Internet Connection (TIC) program.
- Led teams responsible for enterprise security operations and infrastructure.
- Established security governance processes compliant with NIST 800-53.
- Directed network security, cybersecurity operations, compliance, and risk management initiatives.
- Oversaw budgets, contracts, procurements, and workforce planning activities.

Security Engineering Director (GS-14) 2012 – 2014

Key Responsibilities

- Directed security engineering activities supporting over 120,000 federal users.
- Designed enterprise security architectures and secure network environments.
- Implemented centralized security monitoring and incident response capabilities.
- Ensured compliance with HIPAA, NIST, and federal cybersecurity standards.

Security Engineering Manager
Computer Security Incident Response Center (CSIRC)
2009 – 2012
Responsibilities

- Led cybersecurity architecture design and engineering activities.
- Supported enterprise security tools and cyber defense infrastructure.
- Designed and implemented federal security monitoring platforms.

ADDITIONAL EXPERIENCE

Lead Security Architect
Manheim Auctions
Senior Network Security Engineer
U.S. Army Reserve
Cyber Security Certification Instructor
CED Solutions

EDUCATION

Bachelor of Science
Information Assurance and Network Security Capella University (2010)

PROFESSIONAL CERTIFICATIONS

- Certified Information Systems Security Professional (CISSP)
- Microsoft Certified Systems Engineer (MCSE)
- ITIL v3 Foundations
- FISMA Security Professional Training
- Swift Kanban Training

SECURITY CLEARANCES

- Inactive Top-Secret SCI Clearance
- Inactive Secret Clearance

RELEVANT EXPERIENCE SUMMARY

Skill Area	Years of Experience
Information Security	20+ Years
Cloud Security	8+ Years
AWS Security	5+ Years
Security Governance	15+ Years
Risk Management	15+ Years
NIST Compliance	10+ Years
FISMA Compliance	10+ Years
FedRAMP	5+ Years
HIPAA Security	10+ Years
SOC 1/SOC 2 Audits	5+ Years
IAM & Access Governance	10+ Years
Security Architecture	15+ Years
Federal Security Programs	10+ Years
DevSecOps Governance	5+ Years

OVERALL QUALIFICATION STATEMENT

Steve Swansbrough significantly exceeds all mandatory requirements for the Cloud Security Professional position. He brings more than two decades of cybersecurity leadership experience, including extensive expertise in cloud security architecture, AWS cloud environments, security governance, risk management, IAM, regulatory compliance, cloud migration security, security operations, and federal cybersecurity programs. His experience leading cloud security initiatives for the Ohio Department of Medicaid, Optum/UnitedHealth Group, and the U.S. Department of Health and Human Services demonstrates a proven ability to secure highly regulated healthcare and government environments. Combined with his CISSP certification, federal security leadership experience, and expertise in NIST, FISMA, FedRAMP, HIPAA, SOC 1, and SOC 2 compliance frameworks, Mr. Swansbrough is exceptionally qualified to serve as a Cloud Security Professional for this engagement.

NIVITHA CHALLA – Cloud Platform Engineer

Specializations: AWS Cloud Engineering, Identity and Access Management, Infrastructure Automation, DevSecOps, CI/CD, and Cloud Security

PROFESSIONAL SUMMARY

Certified Okta Developer and AWS Cloud Engineer with more than 10 years of enterprise information technology experience, including progressive experience in cloud infrastructure, Identity and Access Management, infrastructure automation, CI/CD, DevSecOps, and secure application delivery. Extensive experience designing, implementing, and supporting scalable identity and cloud solutions using Amazon Web Services, Okta, Terraform, Ansible, Python, JavaScript, Bash, PowerShell, Jenkins, Bamboo, and GitHub Actions.

Experienced in integrating Okta with AWS services, including IAM, EC2, ECS, Lambda, S3, RDS, Systems Manager, Secrets Manager, VPC, CloudWatch, and CloudTrail. Strong background in automating Infrastructure as Code, identity lifecycle processes, environment provisioning, configuration management, application deployments, and cloud security controls.

Proven experience implementing SAML 2.0, OpenID Connect, OAuth 2.0, SCIM provisioning, Role-Based Access Control, least-privilege access, and Joiner-Mover-Leaver processes within large, regulated healthcare and financial environments. Experienced supporting Medicaid, healthcare claims, eligibility, provider, and member-facing applications with an emphasis on security, reliability, compliance, and operational efficiency.

TECHNICAL SKILLS

Cloud Platforms and Services

- Amazon Web Services
- Microsoft Azure
- EC2
- Elastic Container Service
- Lambda
- S3
- RDS
- VPC
- AWS Identity and Access Management
- CloudWatch
- CloudTrail
- AWS Systems Manager
- AWS Secrets Manager
- AWS Command Line Interface
- Azure Kubernetes Service
- Azure Virtual Networks
- Serverless Architecture
- Linux
- UNIX

Infrastructure as Code and Automation

- Terraform
- Ansible
- Puppet
- Chef
- Infrastructure as Code
- Configuration Management

- Environment Provisioning
- Secure Infrastructure Automation
- Automation Frameworks
- YAML

Containerization and Orchestration

- Amazon Elastic Container Service
- Azure Kubernetes Service
- Containerized Application Deployment
- Cloud Platform Access Controls
- Container Security Support

CI/CD and DevSecOps

- Jenkins
- Bamboo
- GitHub Actions
- CI/CD Pipelines
- DevSecOps
- Git
- GitHub
- Bitbucket
- Maven
- ANT
- Artifactory
- Build Automation
- Release Automation
- Version Control
- Branching and Merging Strategies
- Secure Deployment Processes

Programming and Scripting

- Python
- JavaScript
- Java
- Bash
- PowerShell
- Shell Scripting
- REST API Development
- Automation Scripting
- Object-Oriented Programming

Identity and Access Management

- Okta
- Okta Workflows
- Okta APIs
- Okta Event Hooks
- SCIM Provisioning
- SCIM Connectors
- Custom Provisioning Logic
- Identity Lifecycle Management
- Joiner-Mover-Leaver Processes
- Authentication and Authorization
- Access Governance
- Role-Based Access Control
- Least-Privilege Access
- Zero Trust Architecture
- SAML 2.0
- OAuth 2.0
- OpenID Connect
- Single Sign-On
- Federated Identity
- AWS IAM Roles and Policies

Middleware, APIs, and Integration

- RESTful APIs
- API Integration
- Microservices Architecture
- Kafka
- Apache HTTP Server
- WebLogic Server
- API Gateway Integration
- Service-to-Service Authentication

Monitoring, Logging, and Operations

- AWS CloudWatch
- Splunk
- ELK Stack
- Datadog
- Dynatrace
- New Relic
- AppDynamics
- Application Monitoring
- Log Management
- Incident Management
- Root Cause Analysis
- Production Support
- Operational Reliability

Security, Compliance, and Governance

- HIPAA
- Secure Coding Practices
- Audit Support
- Compliance Reporting
- Regulatory Compliance
- Change Management
- Incident Management
- ITIL Processes
- Risk Controls
- Identity-Centric Security
- Access Reviews
- Healthcare Identity and Access Management Controls
- Enterprise Security Standards

Collaboration and Documentation

- JIRA
- Confluence
- Bugzilla
- Visual Studio Code
- Technical Documentation
- Workflow Diagrams
- Integration Guides
- Cross-Functional Collaboration

PROFESSIONAL CERTIFICATIONS

- Okta Certified Developer
- Okta Certified Administrator
- AWS Certified DevOps Engineer – Professional
- AWS Certified Solutions Architect
- AWS Certified Cloud Practitioner
- Google Cloud Certified Professional
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Oracle Generative AI Professional

PROFESSIONAL EXPERIENCE

Diversified Systems/HEALTH CARE SERVICE CORPORATION
Senior Okta AWS Cloud Engineer January 2024 – Present

Key Responsibilities

- Design and implement enterprise Okta Identity and Access Management solutions supporting large Medicaid user populations.
- Use Okta Workflows, Okta APIs, and Event Hooks to automate end-to-end identity lifecycle processes.
- Develop Joiner-Mover-Leaver workflows supporting user onboarding, changes in access, and account deprovisioning.
- Build and maintain SCIM-based provisioning and deprovisioning integrations between Okta, QNXT Medicaid platforms, and AWS-hosted applications.
- Support secure and automated access for internal users, providers, application teams, and operational personnel.
- Integrate Okta with QNXT claims and eligibility systems to provide secure authentication and authorization for Medicaid applications.
- Implement SAML 2.0, OpenID Connect, and OAuth 2.0 integrations supporting secure single sign-on.
- Develop Okta authorization policies and access rules to enforce role-based, least-privilege access across Medicaid applications and AWS resources.
- Automate access governance, access reviews, identity evidence collection, and policy enforcement.
- Integrate Okta with AWS IAM, EC2, ECS, Lambda, S3, RDS, Systems Manager, and Secrets Manager.
- Support cloud-native infrastructure by implementing identity-centric security controls across AWS environments.
- Collaborate with Medicaid business stakeholders, QNXT application owners, security architects, and cloud engineering teams.
- Develop reusable Okta workflow templates and API-based integration patterns.
- Support HIPAA and Medicaid security compliance and audit-readiness activities.
- Troubleshoot authentication, provisioning, authorization, and API integration issues across Okta, AWS, and QNXT.
- Automate AWS infrastructure provisioning and configuration using Terraform and Ansible.
- Integrate IAM controls into CI/CD pipelines to support secure application deployments.
- Develop technical documentation, integration guides, workflow diagrams, and operational support materials.

Environment:
AWS, Okta, Terraform, Ansible, AWS IAM, EC2, ECS, Lambda, S3, RDS, Systems Manager, Secrets Manager, SAML 2.0, OIDC, OAuth 2.0, SCIM, QNXT, REST APIs, CI/CD, Python, JavaScript, Git.

HCA HEALTHCARE
Senior Okta AWS Cloud Engineer August 2021 – December 2023

Key Responsibilities

- Designed and engineered Okta-based IAM solutions for large healthcare environments.
- Implemented identity solutions using Okta APIs, Event Hooks, SCIM provisioning, and Okta Workflows.
- Supported identity lifecycle management across cloud-hosted and on-premises applications.
- Implemented and supported SAML 2.0, OpenID Connect, and OAuth 2.0 integrations.
- Enabled secure single sign-on and centralized authentication for enterprise healthcare applications.
- Automated Joiner-Mover-Leaver identity processes using Okta Workflows and AWS Lambda.
- Integrated Okta with AWS IAM roles and policies to enforce least-privilege access.
- Collaborated with security architects and compliance teams to design Zero Trust identity patterns.
- Developed advanced Okta policy configurations aligned with healthcare security and compliance requirements.
- Supported claims, eligibility, and member-facing applications with enterprise IAM controls.
- Contributed to IAM modernization through the adoption of automation-first identity solutions.
- Supported access reviews, audit evidence collection, and policy enforcement activities.
- Troubleshot authentication, authorization, and provisioning issues across Okta, AWS IAM, and downstream applications.
- Automated cloud infrastructure provisioning and configuration using Terraform and Ansible.
- Integrated IAM controls into CI/CD pipelines using GitHub Actions.
- Implemented AWS IAM policies, federated roles, and resource-based permissions.
- Supported secure service-to-service authentication across AWS environments.
- Developed IAM integration guides, technical documentation, and authentication flow diagrams.
- Partnered with cloud platform, application, security, and operations teams to improve the availability, scalability, and maintainability of enterprise identity services.

Environment: AWS, Okta, Terraform, Ansible, AWS Lambda, AWS IAM, GitHub Actions, CI/CD, SAML 2.0, OIDC, OAuth 2.0, SCIM, Python, JavaScript, REST APIs, Git.

HUMANA INC.
AWS Cloud Engineer, Identity and Access Management March 2018 – July 2021

Key Responsibilities

- Implemented enterprise IAM controls for healthcare applications using SAML 2.0 and OAuth 2.0.
- Supported secure authentication and authorization across cloud-hosted and on-premises environments.
- Supported identity federation and single sign-on integrations using centralized identity providers.
- Enforced Role-Based Access Control and least-privilege access for cloud-hosted applications.

- Integrated identity providers with API gateways and microservices.
- Supported token-based authentication and secure service-to-service communication.
- Partnered with security and compliance teams to support audit readiness, access reviews, and identity evidence collection.
- Documented authentication flows, IAM patterns, and enterprise access control standards.
- Automated infrastructure access permissions and environment security configurations using Terraform and scripting.
- Reduced manual access management activities and configuration inconsistency through automation.
- Integrated identity controls into CI/CD pipelines to support authenticated and controlled application deployments.
- Assisted with incident response and root cause analysis for authentication, authorization, and access issues.
- Supported secure onboarding of applications into enterprise identity platforms.
- Supported containerized application deployments on Azure Kubernetes Service.
- Verified that IAM controls were appropriately applied at the application and cloud platform levels.
- Maintained technical documentation for IAM configurations, authentication mechanisms, and access control policies.

Environment:
AWS, Azure, AKS, Terraform, SAML 2.0, OAuth 2.0, RBAC, REST APIs, API Gateway, Microservices, CI/CD, Python, Bash, PowerShell, Git.

DBS BANK
Build and Release Engineer, IAM and DevSecOps February 2015 – December 2017

Key Responsibilities

- Developed and maintained CI/CD pipelines using Jenkins and Bamboo.
- Supported secure build, testing, and release processes across development, UAT, and production environments.
- Supported enterprise authentication and authorization standards using SAML and OAuth 2.0.
- Implemented Role-Based Access Control and least-privilege access policies across build and deployment pipelines.
- Collaborated with security and compliance teams to align CI/CD workflows with banking security standards, regulatory controls, and audit requirements.
- Supported centralized identity and access controls for enterprise applications.
- Automated access provisioning and environment permissions through scripting.
- Maintained access logs, deployment records, and change management documentation.
- Supported identity-related audits and compliance reviews.
- Integrated authenticated REST API interactions into deployment automation.
- Participated in change management, incident management, and root cause analysis.

- Developed Bash and PowerShell scripts to automate environment provisioning, service restarts, and operational tasks.
- Supported Linux and UNIX-based development and deployment environments.
- Managed Git and Bitbucket repositories, including branching, merging, and tagging.
- Maintained Artifactory and Maven repositories for application artifacts and dependencies.

Environment:
Jenkins, Bamboo, Git, Bitbucket, Artifactory, Maven, Bash, PowerShell, Linux, UNIX, SAML, OAuth 2.0, REST APIs, CI/CD, RBAC, ITIL.

EDUCATION

Bachelor of Technology in Information Technology Kakatiya University

RELEVANT EXPERIENCE SUMMARY

Qualification Area	Documented Experience
Enterprise Information Technology	10+ years
Cloud Engineering and Cloud Operations	6+ years
AWS Cloud Services	6+ years
Cloud Infrastructure Automation	6+ years
Identity and Access Management	10+ years
Infrastructure as Code using Terraform	6+ years
CI/CD and Release Automation	8+ years
Jenkins and Bamboo	Approximately 3 years
GitHub Actions	2+ years
Python, Bash, and PowerShell Scripting	6+ years
Azure Kubernetes Service	Documented at Humana
Amazon Elastic Container Service	Documented at HCSC
DevSecOps Practices	8+ years
Healthcare and Medicaid Platforms	6+ years
Security and Regulatory Compliance	6+ years

OVERALL QUALIFICATION STATEMENT

Nivitha Challa is strongly qualified for the Cloud Platform Engineer position based on more than 10 years of enterprise information technology experience and more than six years of progressive cloud engineering, AWS, IAM, infrastructure automation, and DevSecOps experience. Her background demonstrates that she exceeds the stated minimums for cloud infrastructure administration and automation, CI/CD, scripting, and Infrastructure as Code using Terraform.
Ms. Challa offers hands-on experience with AWS services, Terraform, Ansible, Jenkins, Bamboo, GitHub Actions, Python, Bash, PowerShell, Azure Kubernetes Service, Amazon Elastic Container Service, cloud monitoring, production support, identity security, and regulated healthcare systems. Her AWS, Okta, Azure, DevSecOps, and cloud certifications further support her technical qualifications.

GOUTHAM KUMAR BASWAREDDY - Cloud Network Engineer | Senior Network Engineer | Infrastructure & Network Operations Specialist

PROFESSIONAL SUMMARY

Cloud Network Engineer and Network Infrastructure professional with over 5 years of experience designing, implementing, monitoring, securing, and supporting enterprise network and server environments across banking, healthcare, higher education, and managed services organizations. Experienced supporting cloud-connected and virtualized infrastructures utilizing VMware vSphere, ESXi, virtual switching, Cisco routing and switching, Cradlepoint WAN solutions, network monitoring platforms, automation tools, and enterprise security controls. Proven success supporting large-scale environments consisting of physical and virtual server infrastructures, routing and switching platforms, WAN connectivity, firewall administration, network segmentation, performance optimization, patch management, monitoring, incident response, and compliance initiatives.

Strong technical background in cloud-enabled infrastructure, data center operations, network security, server administration, automation, virtualization, and enterprise network operations.

CORE COMPETENCIES

Cloud & Infrastructure

- Cloud Infrastructure Support
- VMware vSphere
- VMware ESXi
- VMware vCenter
- Distributed Virtual Switches
- Virtual Standard Switches
- Virtual Server Administration
- Data Center Operations
- Infrastructure Monitoring

Routing & Switching

- Cisco Catalyst
- Cisco Nexus
- Cisco ASR
- Cisco ISR
- Cisco IOS
- Cisco IOS-XE
- OSPF
- EIGRP
- BGP
- MPLS
- VLAN
- VTP
- STP
- HSRP
- VRRP

WAN & Connectivity

- SD-WAN
- Cradlepoint Routers
- Site-to-Site Connectivity
- Branch Office Networking
- WAN Optimization
- VPN
- IPSec
- GRE Tunnels

Network Security

- ACLs
- Firewall Administration
- Security Incident Response
- Vulnerability Remediation
- IDS/IPS
- Network Segmentation
- Proxy Servers
- Access Controls
- Compliance Monitoring

Monitoring & Operations

- SolarWinds
- PRTG
- Nagios
- Zabbix
- LogicMonitor
- Splunk
- Wireshark
- NetFlow
- sFlow
- ServiceNow
- ITIL

Automation & DevOps

- Python
- Bash
- Perl
- Ansible
- Terraform
- Git
- Jenkins

Operating Systems

- Windows Server
- Linux
- Red Hat Enterprise Linux
- Ubuntu
- CentOS

TECHNICAL SKILLS

Network Protocols

TCP/IP, UDP, ICMP, BGP, OSPF, EIGRP, MPLS, VLAN, VTP, STP, HSRP, VRRP, NAT, PAT, DHCP, DNS, NTP, SNMP, SSH, TLS, SSL, IPSec, GRE

Network Hardware

Cisco Catalyst, Cisco Nexus, ASR, ISR, Cradlepoint, Meraki, Juniper, Palo Alto, Check Point, Fortinet, F5

Virtualization

VMware vSphere, ESXi, vCenter, Distributed Virtual Switches, Virtual Standard Switches, VMware Networking, NSX

Security Compliance
PCI-DSS, HIPAA, SOX, GDPR, NIST, ISO 27001, CIS Benchmarks

Monitoring and Management
SolarWinds, PRTG, Nagios, Zabbix, LogicMonitor, ServiceNow, Splunk, Wireshark

PROFESSIONAL EXPERIENCE

FLAGSTAR BANK
Senior Network Engineer September 2024 – Present

Key Responsibilities

- Maintain enterprise physical and virtual server infrastructure supporting critical banking applications.
- Manage VMware environments and provision virtual servers supporting production and development workloads.
- Coordinate security patching activities across enterprise systems.
- Investigate and remediate security incidents involving network and system infrastructure.
- Configure Cisco switching infrastructure supporting data center and branch operations.
- Manage VMware Distributed Virtual Switches supporting highly available virtual environments.
- Configure Cradlepoint routers for retail banking branch connectivity and LTE failover capabilities.
- Administer support backlog through ServiceNow while maintaining SLA compliance.
- Support network infrastructure modernization and hardware refresh projects.
- Prepare risk remediation recommendations and security improvement plans.
- Maintain technical documentation, configurations, and topology diagrams.
- Configure HSRP redundancy services supporting critical banking applications.
- Perform VLAN segmentation initiatives supporting PCI-DSS compliance.
- Develop SolarWinds monitoring dashboards and alerting solutions.
- Optimize access control lists and network security boundaries.
- Automate infrastructure management tasks using Ansible.

Environment:
Cisco IOS-XE, VMware vSphere, ESXi, Cradlepoint, SolarWinds, PRTG, Ansible, BGP, OSPF, HSRP, VRRP, Python, ServiceNow, PCI-DSS.

COVENANT HEALTHCARE
Network Engineer April 2023 – September 2024

Key Responsibilities

- Maintain physical and virtual infrastructure supporting healthcare environments.
- Manage VMware ESXi platforms supporting clinical and administrative applications.
- Perform monthly server patching and security updates supporting HIPAA compliance.
- Investigate network and security incidents.

- Deploy and maintain Cisco switching infrastructure.
- Configure VMware virtual networking environments.
- Configure Cradlepoint WAN connectivity for remote healthcare facilities.
- Support enterprise ticket queues and SLA requirements.
- Complete network infrastructure expansion projects.
- Prepare risk remediation findings and security recommendations.
- Maintain technical infrastructure documentation.
- Implement OSPF routing across hospital facilities.
- Configure Quality of Service policies supporting telemedicine and EMR systems.
- Automate backups and configuration management activities.

Environment:
Cisco IOS, VMware vSphere, ESXi, Cradlepoint, OSPF, EIGRP, VLANs, QoS, ACLs, PRTG, Wireshark, HIPAA.

CENTRAL MICHIGAN UNIVERSITY
Network Administrator September 2022 – February 2023

Key Responsibilities

- Maintain academic server infrastructure and campus networking systems.
- Support VMware virtualization environments and virtual machine administration.
- Coordinate server updates and patch management activities.
- Respond to security incidents and malware investigations.
- Maintain Cisco switching infrastructure across campus facilities.
- Configure VMware networking services.
- Manage support tickets using ServiceNow.
- Support campus-wide infrastructure refresh projects.
- Document and maintain network architecture information.
- Configure EIGRP routing and network management systems.
- Implement SNMP monitoring for network devices.

Environment:
Cisco IOS, VMware vSphere, ESXi, EIGRP, OSPF, VLANs, DNS, DHCP, SNMP, ServiceNow.

DXC TECHNOLOGY
Network Support Engineer January 2020 – March 2022

Key Responsibilities

- Support enterprise networking environments for insurance clients.
- Maintain physical and virtual servers across multiple data centers.
- Coordinate patch management activities.
- Assist with security incident investigations and forensic support activities.
- Configure Cisco switches and enterprise network infrastructure.
- Manage and resolve network support requests using ServiceNow.

- Participate in infrastructure migration initiatives.
- Provide recommendations for risk remediation and security improvements.
- Develop network documentation and topology diagrams.
- Maintain BGP and OSPF routing environments.

Environment: Cisco IOS, VMware, Check Point, Citrix NetScaler, BGP, OSPF, MPLS, VPN, VLANs, Nagios, Zabbix, ServiceNow, ITIL.

EDUCATION

Master of Science in Information Systems - Central Michigan University
Bachelor of Engineering in Computer Science - VTU University

PROFESSIONAL CERTIFICATIONS

- CompTIA Security+
- Cisco Certified Network Associate (CCNA)
- VMware Certified Professional – Data Center Virtualization (VCP-DCV)

RELEVANT EXPERIENCE SUMMARY

Skill Area	Experience
Enterprise Networking	5+ Years
Routing & Switching	5+ Years
Cisco Infrastructure	5+ Years
VMware Virtualization	5+ Years
Cloud-Connected Networking	5+ Years
WAN Technologies	5+ Years
VPN Technologies	5+ Years
Network Security	5+ Years
Automation & Scripting	3+ Years
Infrastructure Monitoring	5+ Years
Ansible & Terraform	3+ Years
Incident Response & Remediation	5+ Years

OVERALL QUALIFICATION STATEMENT

Goutham Kumar Baswareddy is a strong Network Engineering candidate with more than five years of experience supporting enterprise networking, virtualization, network security, infrastructure monitoring, routing and switching, WAN connectivity, automation, and network operations across banking, healthcare, education, and managed services environments.

His experience includes Cisco enterprise networking, VMware virtualization, branch connectivity, security administration, VPN technologies, network segmentation, monitoring platforms, infrastructure automation, and compliance-driven environments. He clearly meets the five-year networking requirement and demonstrates experience relevant to cloud-connected infrastructure and enterprise network operations.

WILLIAM HENRY LEWIS - Senior Mainframe Systems Programmer | IMS Systems Programmer | z/OS Infrastructure Specialist

PROFESSIONAL SUMMARY

William H. Lewis is a Senior Mainframe Systems Programmer with more than 35 years of progressive experience supporting IBM mainframe environments, including z/OS, IMS, DB2, WebSphere MQ, RACF, systems programming, database administration, systems software installation, performance tuning, security administration, software maintenance, problem diagnosis, disaster recovery, and enterprise production support.

Mr. Lewis has extensive experience supporting large-scale State of Ohio enterprise systems and mission-critical environments. His expertise includes IBM z/OS, IMS, DB2, WebSphere MQ, RACF, SMP/E, system software installation and upgrades, database administration, capacity planning, performance management, systems monitoring, software implementation, technical problem resolution, and systems architecture support.

He has spent over two decades supporting enterprise mainframe infrastructure for the State of Ohio and has served as a senior technical resource responsible for mainframe software installations, upgrades, maintenance, database administration, systems tuning, security management, and production support.

CORE COMPETENCIES

Mainframe Systems Programming

- IBM z/OS
- OS/390
- MVS/ESA
- IBM ES9000
- IBM S/390
- Mainframe Software Installation
- Software Maintenance
- Capacity Management
- Performance Tuning
- Systems Monitoring
- IPL Support
- Problem Determination
- Technical Support

IMS Systems Administration

- IMS DB/DC
- IMS Database Administration
- IMS Performance Tuning
- IMS Installation & Maintenance
- IMS Database Design
- IMS Backup & Recovery
- IMS Reorganization
- DBD Management
- PSB Management
- ACB Management
- IMS Utilities

DB2 Administration

- DB2 Installation
- DB2 Migration
- DB2 Support
- Database Maintenance
- Database Recovery
- Database Tuning
- Platinum DB2 Tools
- DB2 Utilities
- Database Design

Mainframe Security

- RACF
- User Administration
- Security Controls
- Access Permissions
- Security Auditing
- Security Administration
- Resource Access Control Facility
- Mainframe Access Management

Messaging Infrastructure

- IBM WebSphere MQ
- MQ Administration
- MQ Performance Monitoring
- MQ Problem Resolution
- MQ Installation & Maintenance
- MQ Monitoring

Systems Utilities & Monitoring

- SMP/E
- IPCS
- SDSF
- OMEGAMON
- MainView
- IBMLINK
- JOBScan
- File-AID
- Xpeditor
- BMC Utilities
- Candle Monitoring Tools

Programming Languages

- IBM Assembler
- DL/1
- COBOL
- VS COBOL
- RPG II
- CA-TELON

TECHNICAL ENVIRONMENTS

Operating Systems

- z/OS
- OS/390
- MVS/ESA

Hardware Platforms

- IBM zSeries
- IBM ES9000
- IBM S/390
- IBM 4381
- HP 3000

Databases

- IMS Versions 1.3 through 13.1
- DB2 Versions 5 through 10

Messaging

- IBM WebSphere MQ Versions 2.1 through 7.1

Security

- RACF

Monitoring & Performance Tools

- OMEGAMON
- MainView
- IMS Stingray
- Finalist IMS
- IBMLINK
- JobScan

PROFESSIONAL EXPERIENCE

Diversified Systems (DSI), STATE OF OHIO

Senior Systems Programmer February 2000 – Present
Ohio Department of Administrative Services / Office of Information Technology

Key Responsibilities

- Evaluate, select, install, test, implement, and maintain IBM IMS, WebSphere MQ, DB2, and vendor software products.
- Provide enterprise systems programming support for large-scale State of Ohio mainframe environments.
- Install and customize IMS, MQ, and related productivity tools.
- Develop and maintain system exits and custom software modifications.
- Monitor IMS, MQ, z/OS, and related infrastructure performance.
- Analyze performance issues and implement system improvements.
- Support installation and maintenance of DB2 software products.
- Perform software maintenance, upgrades, and version migrations.
- Support Mainframe RACF security administration and z/OS operations.
- Participate in z/OS system IPL activities.
- Utilize IBMLINK to diagnose and resolve system problems.
- Work directly with IBM, software vendors, customers, and technical support organizations to resolve complex technical issues.
- Support enterprise database, messaging, and operating system infrastructure.

Environment:
z/OS Releases 2.10 through 2.2, IMS Versions 6 through 13.1, DB2 Versions 5 through 10, WebSphere MQ Versions 2.1 through 7.1, RACF, SMP/E, IPCS, SDSF

Additional Activities

- Member, IBM IMS User Group
- IBM IMS Client Advisory Council (CAC) Representative

Ohio Department of Human Services
Senior Database Analyst 5 November 1990 – February 2000

Key Responsibilities:

- Perform analysis, design, implementation, administration, and tuning of large-scale IMS and DB2 database environments.
- Function as senior database analyst supporting enterprise systems.
- Train and mentor junior database analysts.
- Design database structures and support database implementation activities.
- Perform database backup, recovery, tuning, and reorganization.
- Conduct database design reviews and technical assessments.
- Provide technical consultation to application developers and users.
- Analyze application access patterns and performance.
- Recommend database software and utilities for enterprise use.
- Participate in technical conferences and architecture reviews.

Environment:

- IBM ES9000
- IBM S/390
- IMS/VS Versions 1.3 through 5.1
- DB2 Version 5
- MVS/ESA Version 4.3

Ohio Department of Human Services
Programmer Analyst 2 / 3 / 4 January 1987 – November 1990

Key Responsibilities

- Develop programs and production job streams.
- Create reports and operational procedures.
- Assist Database Administrators with database maintenance.
- Support backup, recovery, and database reorganization activities.
- Maintain DBDs, PSBs, and ACBs.
- Prepare technical documentation and system descriptions.
- Support production operations and batch environments.

Ohio Department of Human Services
Data Control Technician July 1986 – January 1987

Key Responsibilities:

- Coordinate and monitor production batch processing activities.
- Submit and monitor batch jobs.
- Verify processing results and output integrity.
- Support enterprise production operations.

COLUMBUS TECHNICAL INSTITUTE
Remote Job Entry Operator March 1985 – June 1986

Key Responsibilities

- Monitored IBM 4381 processing environments.
- Responded to system console messages.
- Operated IBM peripheral devices and communications systems.
- Supported mainframe production processing activities.

EDUCATION

Associate Degree - **Computer Science** Columbus Technical Institute Columbus, Ohio

RELEVANT EXPERIENCE SUMMARY

Skill Area	Years of Experience
Mainframe Systems Programming	35+ Years
IBM z/OS	24+ Years
IMS Systems Programming	35+ Years
IMS Database Administration	30+ Years
WebSphere MQ Administration	24+ Years
DB2 Administration	30+ Years
RACF Security Administration	24+ Years
Software Installation & Maintenance	24+ Years
SMP/E Software Maintenance	24+ Years
Mainframe Performance Tuning	30+ Years
Backup & Recovery	30+ Years
Mainframe Production Support	35+ Years

OVERALL QUALIFICATION STATEMENT

William H. Lewis is exceptionally qualified for the Mainframe Systems Programmer position and significantly exceeds the core requirements related to IBM z/OS systems programming, IMS

administration, WebSphere MQ support, DB2 database administration, RACF security management, software maintenance, performance tuning, and mainframe production operations.
His career includes more than 35 years of progressive mainframe experience and over 24 years serving as a Senior Systems Programmer supporting enterprise State of Ohio systems. His expertise in z/OS, IMS, DB2, WebSphere MQ, RACF, SMP/E, software installation, version upgrades, performance tuning, backup and recovery, and enterprise production support aligns closely with the duties typically required of a Mainframe Systems Programmer.

DSI's Proposed Hourly Rates

#	Labor Category	Estimated Hours	Proposed Hourly Rate	Extended Total
1	Senior Web Application Analyst	2080	$95.00	$197,600
2	CRM Application Analyst	2080	$95.00	$197,600
3	Senior SQL Server Database Administrator	2080	$110.00	$228,800
4	Business Analyst	2080	$82.00	$170,560
5	Learning Management System Analyst & eLearning Development Specialist	2080	$95.00	$197,600
6	Cloud Financial Operations Specialist	2080	$110.00	$228,800
7	Cloud Architect	2080	$140.00	$291,200
8	Cloud Security Professional	2080	$135.00	$280,800
9	Cloud Platform Engineer	2080	$110.00	$228,800
10	Cloud Network Engineer	2080	$95.00	$197,600
11	Cloud Systems Management Engineer	2080	$100.00	$208,000
12	Cloud Center of Excellence (CCOE)	2080	$120.00	$249,600
13	Mainframe Systems Programmer	2080	$100.00	$208,000
	TOTAL	2080	$1387.00	$2,884,960

Vendor Pricing Certification

Diversified Systems, Inc. (DSI) hereby proposes the hourly rates identified in the above pricing schedule for the labor categories requested under Solicitation CRFQ 0231 OOT2700000006. All proposed rates are fully burdened hourly bill rates and include all direct and indirect costs associated with contract performance, including recruiting, compensation, benefits, administration, overhead, and profit. DSI acknowledges that the quantities specified in the solicitation are estimated for evaluation purposes and do not represent a guaranteed minimum or maximum number of hours.

Vendor: Diversified Systems, Inc. (DSI)

Authorized Representative: Bobby Cameron

Title: Regional Sales Director

Signature: Bobby Cameron

Date: 9/23/2026

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

VENDOR

Vendor Customer Code: 000000173142
Vendor Name : Diversified Systems, Inc.
Address : 100 Dorchester Sq, Ste 200
Street :
City : Westerville
State : Ohio **Country :** USA **Zip :** 43081
Principal Contact : Bobby Cameron
Vendor Contact Phone: 614-476-9939 **Extension:** 3

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

Vendor Signature X Bobby Cameron **FEIN#** 31-1383824 **DATE** 9/23/2026

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		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.

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
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.

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
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	
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
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.

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
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

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 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
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

	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

	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

VENDOR

Vendor Customer Code: 000000173142
Vendor Name : Diversified Systems, Inc.
Address : 100 Dorchester Sq, Ste 200, Westerville, OH 43081
Street : 100 Dorchester Sq, Ste 200
City : Westerville
State : Ohio **Country :** USA **Zip :** 43081
Principal Contact : Bobby Cameron
Vendor Contact Phone: 614-476-9939 **Extension:** 3

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

Vendor Signature X Bobby Cameron **FEIN#** 31-1383824 **DATE** 9/23/2026

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		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	EA		

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	EA		

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.

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
3	Senior SQL Server Database Administrator	2080.00000	EA		

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.

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
4	Business Analyst	2080.00000	EA		

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	
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
5	Learning Management System & eLearning Development Specialis	2080.00000	EA		

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.

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
6	Cloud Financial Operations Specialist	2080.00000	EA		

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	EA		

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	EA		

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	EA		

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	EA		

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	EA		

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	EA		

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	EA		

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

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

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. **REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. **MANDATORY TERMS:** The Solicitation may contain **mandatory** provisions identified by the use of the words "**must**," "**will**," and "**shall**." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. **PRE-BID MEETING:** The item identified below shall apply to this Solicitation.

[✓] A pre-bid meeting will not be held prior to bid opening

[ ] A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the **mandatory** pre-bid meeting. Failure to attend the **mandatory** pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. **VENDOR QUESTION DEADLINE:** Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions **must be submitted on or before the date listed below and to the address listed below to be considered.** A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are non-binding.

Submitted emails should have the solicitation number in the subject line. Question

Submission Deadline: Friday September 4, 2026 @ 3:00 p.m.

Submit Questions to: Toby L Welch
2019 Washington Street, East Charleston, WV 25305
Fax: (304) 558-3970
Email: Toby.L.Welch@wv.gov

5. **VERBAL COMMUNICATION:** Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. **BID SUBMISSION:** All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through *wv*OASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through *wv*OASIS at its sole discretion. Such a prohibition will be contained and communicated in the *wv*OASIS system resulting in the Vendor's inability to submit bids through *wv*OASIS. The Purchasing Division will not accept bids or modification of bids via email.

Bids submitted in paper, facsimile, or via *wv*OASIS must contain a signature. Failure to submit a bid in any form without a signature will result in rejection of your bid.

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:
BUYER: TOBY L WELCH
SOLICITATION NO.: CRFQ OOT2700000006
BID OPENING DATE: 9/15/26
BID OPENING TIME: 1:30 P.M.
FAX NUMBER: 304-558-3970

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

Bid Delivery Address and Fax Number:
Department of Administration, Purchasing Division 2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

7. **BID OPENING:** Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by *wv*OASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery or via delivery by mail).

Bid Opening Date and Time: 9/15/26 @ 1:30 P.M.

Bid Opening Location:
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. **ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgement Form. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. **BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. **ALTERNATE MODEL OR BRAND:** Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand **shall** clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items **may** be grounds for rejection of a Vendor's bid.

[ ] This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. **COMMUNICATION LIMITATIONS:** In accordance with West Virginia Code of State Rules §148-1-6.6.2, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

12. **REGISTRATION:** Prior to Contract award, the apparent successful Vendor **must** be properly registered with the West Virginia Purchasing Division and must have paid the $125 fee, if applicable.

13. **UNIT PRICE:** Unit prices **shall** prevail in cases of a discrepancy in the Vendor's bid.

14. **PREFERENCE:** Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. **RECIPROCAL PREFERENCE:** The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15. **SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:**
For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority- owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors.

16. **WAIVER OF MINOR IRREGULARITIES:** The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.7.

17. **ELECTRONIC FILE ACCESS RESTRICTIONS:** Vendor must ensure that its submission in *wv*OASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

18. **NON-RESPONSIBLE:** The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1- 5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance."

19. **ACCEPTANCE/REJECTION:** The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.6. and § 148-1-6.3."

20. **WITH THE BID REQUIREMENTS:** In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.7. This authority does not apply to instances where state law mandates receipt with the bid.

21. **EMAIL NOTIFICATION OF AWARD:** The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor *wv*OASIS or the Purchasing Division's website to determine when a contract has been awarded.

22. **EXCEPTIONS AND CLARIFICATIONS:** The Solicitation contains the specifications that **shall** form the basis of a contractual agreement. **Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid.** Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or **"Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or **"Proposal"** means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or **"Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

[✓] Term Contract

Initial Contract Term: The Initial Contract Term will be for a period of ONE YEAR. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to THREE (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

[ ] **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

[ ] **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____days.

[ ] **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

[ ] the contract will continue for _____ years;

[ ] the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

[ ] **One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

[ ] **Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

[ ] **Other:** Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

[✓] **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

[ ] **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

[ ] **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

[ ] **One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

[ ] **Construction:** This Contract is for construction activity more fully defined in the specifications.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

[ ] **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

[ ]

[ ]

[ ]

[ ]

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

[☑] **Commercial General Liability Insurance** in at least an amount of: $1,000,000.00 per occurrence.

[ ] **Automobile Liability Insurance** in at least an amount of: _____per occurrence.

[ ] **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

[ ] **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

[ ] **Cyber Liability Insurance** in an amount of: _____ per occurrence.

[ ] **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

[ ] **Pollution Insurance** in an amount of: _____ per occurrence.

[ ] **Aircraft Liability** in an amount of: _____ per occurrence.

[ ]

[ ]

[ ]

[ ]

9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

[ ] _____ for _____.

[ ] Liquidated Damages Contained in the Specifications.

[✓] Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

> **SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

[✓] Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

[ ] Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.

b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.

c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

    1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars ($2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

    2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars ($50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least $1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

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) Bobby Cameron, Regional Sales Director

(Address) 100 Dorchester Sq, Ste 200, Westerville, OH 43081

(Phone Number) / (Fax Number) 614-476-9939, ext 3

(email address) bcameron@diversifiedsystems.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.

Diversified Systems, Inc.
(Company)

Bobby Cameron
(Signature of Authorized Representative)

Bobby Cameron, Regional Sales Director 9/23/2026
(Printed Name and Title of Authorized Representative) (Date)

614-476-9939, ext 3
(Phone Number) (Fax Number)

bcameron@diversifiedsystems.com
(Email Address)

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Office of Technology (WVOT) to establish multiple open-end contracts for technical staffing services. This contract shall cover the following position classifications.

    1. Senior Web Application Analyst
    2. CRM Application Analyst
    3. Senior SQL Server Database Administrator
    4. Business Analyst
    5. Learning Management System & eLearning Development Specialist
    6. Cloud Financial Operations Specialist
    7. Cloud Architect
    8. Cloud Security Professional
    9. Cloud Platform Engineer
    10. Cloud Network Engineer
    11. Cloud Systems Management Engineer
    12. Cloud Center of Excellence (CCOE) Implementation Specialist
    13. Mainframe Systems Programmer

    The position classifications listed herein provide the specialized technical expertise required to meet the contracted staffing needs of the West Virginia Office of Technology (WVOT) in support of various State agencies and IT initiatives. These services are utilized to develop, maintain, and enhance computer systems and enterprise applications for end-user agencies under the purview of WVOT.

    In addition to technical delivery, contracted personnel are required to provide professional mentorship, technical training, and structured 'shadowing' opportunities for State analysts. These knowledge-transfer activities are essential to ensure the long-term support and sustainability of the State's IT infrastructure.

    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.

    BACKGROUND & CURRENT OPERATING ENVIRONMENT: The West Virginia Office of Technology (WVOT) provides oversight and support for a diverse ecosystem of mission-critical systems and enterprise applications used by various State agencies. These systems reside on a multi-tiered architecture including legacy Mainframe, Client-Server, Cloud, and modern Web Applications.

    To maintain operational efficiency and meet evolving project milestones, the State requires specialized technical expertise and temporary staff augmentation. These services are intended to supplement existing internal resources by providing niche skill sets and advanced technical capabilities not currently available within the State's Full-Time Equivalent (FTE) workforce. This contract will provide the flexible, high-level support necessary to achieve specific project goals, facilitate knowledge transfer, and ensure the continuous enhancement of the State's technical environment.

2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

2.1 "Contract Services" means providing temporary staffing services for the list of classifications identified in Section 1 (above) and/or Section 4.1 (below) as more fully described in these specifications.

2.2 "Pricing Page" means the pages, contained wvOASIS or attached hereto as Exhibit A, upon which Vendor should list its proposed price for the Contract Services.

2.3 "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.4 "CRM" means Microsoft's Dynamics CRM.

2.5 "DB2" means IBM's DB2 database software.

2.6 ".NET" means Microsoft's .NET or .NET Framework software.

2.7 "SDLC" means Software or Systems Development Life Cycle, a standard term to describe the process of planning for, creating, testing, and deploying

3. **QUALIFICATIONS:** Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

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.

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: documentation should include enough information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 1, above: the documentation should name the entity to whom the individual was supplied and provide contact information for that entity. Vendors must provide documentation to indicate that their company meets this requirement prior to award: however, bidder may include this documentation with their bid.

4. **MANDATORY REQUIREMENTS:**

4.1 Mandatory Contract Services Requirements and Deliverables: Contract Services must meet or exceed the mandatory requirements listed below.

4.1.1 Senior Web Application Analyst:

4.1.1.1 Senior Web Application Analyst must have a minimum of five (5) years of .Net development experience with dynamic database driven enterprise level web applications.

4.1.1.2 Senior Web Application Analyst must have a minimum of five (5) years of experience in web development using ASP.Net, AJAX, Visual Studio (version 2008 or higher), .NET framework 2.0+, JavaScript and C#.

4.1.1.3 Senior Web Application Analyst must have a minimum of five (5) years of Relational Database experience.

4.1.1.4 Senior Web Application Analyst must have a minimum of five (5) years Data Design/Data Modeling experience.

4.1.1.5 Senior Web Application Analyst must have a minimum of five (5) years of Analysis and Design experience.

4.1.1.6 Senior Web Application Analyst must have a minimum of three (3) years of experience using ASP.Net MVC, WCF, jQuery and jQuery UI.

4.1.1.7 Senior Web Application Analyst must have a minimum of two (2) years of experience using a client side MVVM architectural model for building web applications.

4.1.1.8 Senior Web Application Analyst must have a minimum of two (2) years of experience with designing and developing applications using SOAP/ REST Web Services.

4.1.1.9 Senior Web Application Analyst must have a minimum of two (2) years of experience with Microsoft SharePoint Services/Server and Team Foundation Server (TFS) for team collaboration.

4.1.1.10 Senior Web Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.2 CRM Application Analyst:

4.1.2.1 CRM Application Analyst must have a minimum of three (3) years of Microsoft Dynamics CRM development experience.

4.1.2.2 CRM Application Analyst must have a minimum of three (3) years of experience in web development using ASP.Net, Visual Studio (version 2008 or higher), .NET Framework 2.0+, JavaScript and C#.

4.1.2.3 CRM Application Analyst must have a minimum of two (2) years of experience using ASP.Net MVC, WCF, jQuery and jQuery UI.

4.1.2.4 CRM Application Analyst must have a minimum of two (2) years of experience using SQL Server.

4.1.2.5 CRM Application Analyst must have a minimum of two (2) years Data Design/Data Modeling experience

4.1.2.6 CRM Application Analyst must have a minimum of two (2) years of

Analysis and Design experience.

4.1.2.7 CRM Application Analyst must have a minimum of one (1) year of experience with Microsoft SharePoint Services/Server and Team Foundation Server (TFS) for team collaboration.

4.1.2.8 CRM Application Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.3 Senior SQL Server Database Administrator:

4.1.3.1 Senior SQL Server Database Administrator must have a minimum of five (5) years of experience with the operation, maintenance, and implementation of Microsoft SQL Server database (SQL Server 2008 and higher). This experience must include the candidate being proficient in T-SQL and package creation (stored procedures) and utilization.

4.1.3.2 Senior SQL Server Database Administrator must have a minimum of five (5) years of experience with the creation of databases and database primary objects in SQL Server.

4.1.3.3 Senior SQL Server Database Administrator must have a minimum of five (5) years of experience migrating prior versions of SQL Server to SQL Server 2012 on Windows servers. This must include the conversion of DTS packages to SSIS.

4.1.3.4 Senior SQL Server Database Administrator must have a minimum of five (5) years of experience installing, implementing, and monitoring SSIS and SSAS for SQL Server 2008.

4.1.3.5 Senior SQL Server Database Administrator must have a minimum of five (5) years of experience in command line Data Definition Language (DDL) operations and scripting.

4.1.3.6 Senior SQL Server Database Administrator must have a minimum of five (5) years of experience in backup and recovery of SQL Server databases.

4.1.4 Business Analyst:

4.1.4.1 Business Analyst must have a minimum of a Bachelor's degree from an accredited college or university in computer science or related field and a minimum of one (1) year of experience in the field or in a related area, or a minimum of an Associate's degree from an accredited college, university, or business school in computer science or related field and a minimum of three (3) years of full-time computer programming experience, or a

minimum of five (5) years of experience in the field or in a related area.

4.1.4.2 Business Analyst must have a minimum of three (3) years of experience with standard concepts, practices, and procedures within application development. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

4.1.4.3 Business Analyst must have a minimum of three (3) years of experience with facilitating meetings or Joint Application

4.1.4.4 Development (JAD) sessions in eliciting business requirements, operational constraints, and assumptions.

4.1.4.5 Business Analyst must have a minimum of three (3) years of experience in Systems Development Life Cycle (SDLC).

4.1.4.6 Business Analyst must have a minimum of three (3) years of experience in the review, analysis, and evaluation of business systems and user needs. Must formulate systems to parallel overall business strategies. Must prepare solution options and risk identification. Must create documents that contain detailed descriptions of user needs, program functions, and steps required to develop or modify computer programs. Must play an active role in acceptance testing, document results, reports issues and retests, as necessary. Must adhere to project standards.

4.1.4.7 Business Analyst must have a minimum of three (3) years of experience in preparing and documenting Functional and Technical Specifications for reporting and data warehouse work. Must assist with business warehouse/intelligence support and enhancements. Must assist in deployment and management of end-user reporting tools and platforms. Must work with IT and business project teams to understand reporting and data warehousing requirements and propose solutions. Must provide reporting knowledge transfer training to other team members.

4.1.4.8 Business Analyst must have a minimum of three (3) years of experience with relational database concepts, and client-server concepts. Works under general supervision; typically reports to a project leader or manager.

4.1.4.9 Business Analyst should have excellent communications skills (both verbal and written) to communicate with various stakeholders including, but not limited to, project managers, business analysts, database administrators and application analysts as well as business policy staff and workers.

4.1.4.10 Learning Management System & eLearning Development Specialist must have a minimum of a Bachelor's degree in Instructional Design, Educational Technology, Training & Development, Adult Learning, or related field.

4.1.4.11 Learning Management System & eLearning Development specialist must have a minimum of 5 years of experience managing or supporting a Learning Management System and developing eLearning.

4.1.4.12 Learning Management System & eLearning Development Specialist must have a minimum of 5 years of experience working with subject matter experts (SMEs) to translate technical content into effective learning materials.

4.1.5 Learning Management System & eLearning Development Specialist

4.1.5.1 Learning Management System & eLearning Development Specialist must have a minimum of a Bachelor's degree in Instructional Design, Educational Technology, Training & Development, Adult Learning, or related field.

4.1.5.2 Learning Management System & eLearning Development Specialist must have a minimum of 5 years of experience supporting enterprise or organizational learning programs.

4.1.5.3 Learning Management System & eLearning Development Specialist must have a minimum of 5 years of experience working with subject matter experts (SMEs) to translate technical content into effective learning materials.

4.1.5.4 Learning Management System & eLearning Development Specialist must have a minimum of 5 years of demonstrated experience with LMS configuration, administration, and ongoing system support including LMS architecture, course structures, user roles, permissions, and course management.

4.1.5.5 Learning Management System & eLearning Development Specialist must have a minimum of 5 years of demonstrated experience with LMS configuration, administration, and ongoing system support including LMS architecture, course structures, user roles, permissions, and course management.

4.1.5.6 Learning Management System & eLearning Development Specialist must have a minimum of 5 years of experience troubleshooting technical issues related to course delivery or LMS functionality.

4.1.5.7 Learning Management System & eLearning Development Specialist must have a minimum of 5 years of experience designing eLearning courses, quizzes, and assessments.

4.1.5.8 Learning Management System & eLearning Development Specialist must have a minimum of 5 years of experience with common eLearning development tools

4.1.5.9 Learning Management System & eLearning Development Specialist must have a minimum of 5 years of experience applying instructional design methodologies to create learning experiences for adult learning and workplace training environments.

4.1.6 Cloud Financial Operations Specialist:

4.1.6.1 Cloud FinOps Specialist must have a minimum of three (3) years of experience in cloud cost management and optimization (AWS Cost Explorer, Azure Cost Management, or third-party tools like CloudHealth).

4.1.6.2 Cloud FinOps Specialist must have a minimum of three (3) years of experience performing cloud usage analysis, Reserved Instance (RI) / Savings Plan management, and right-sizing recommendations.

4.1.6.3 Cloud FinOps Specialist must have a minimum of two (2) years of experience creating financial dashboards and reporting for executive leadership.

4.1.6.4 Cloud FinOps Specialist should have strong analytical skills to correlate cloud usage data with business value.

4.1.7 Cloud Architect

4.1.7.1 Cloud Architect must have a minimum of five years (5) of experience in Cloud Architecture including designing, executing, and supporting IT cloud solutions. (AWS, AZURE, or GCP)

4.1.7.2 Cloud Architect must have a minimum of three (3) years of experience with cloud Migration patterns, (Rehost, Refactor, Replatform)

4.1.7.3 Cloud Architect must have a minimum of three (3) years of experience with Infrastructure as Code (IaC) using tools such as Terraform

4.1.7.4 Cloud Architect should have excellent communication skills to articulate complex technical concepts to both technical and non-technical stakeholders.

4.1.8 Cloud Security Professional

4.1.8.1 Cloud Security Professional must have a minimum of five (5) years of experience in Information Security, with at least three (3) years specifically focused on Cloud Security

4.1.8.2 Cloud Security Professional must have a minimum of three (3) years of experience implementing Identify and Access Management (IAM), encryption (KMS), and network security groups.

4.1.8.3 Cloud Security Professional must have a minimum of two (2) years of experience with cloud compliance frameworks (e.g., NIST, HIPAA, SOC2) and automated security auditing tools.

4.1.8.4 Cloud Security Professional must have experience in DevSecOps practices and integrating security into the CI/CD pipeline.

4.1.9 Cloud Platform Engineer

4.1.9.1 Cloud Platform Engineer must have a minimum of three (3) years of experience in cloud infrastructure administration and automation.

4.1.9.2 Cloud Platform Engineer must have a minimum of three (3) years of experience

with containerization and orchestration (Docker, Kubermetes/AKS/EKS).

4.1.9.3 Cloud Platform Engineer must have a minimum of three (3) years of experience CI/CD tools such as Jenkins, GitLab, or azure DevOps.

4.1.9.4 Cloud Platform Engineer must have a minimum of two (2) years of experience scripting in languages such as Python, Bash, or PowerShell.

4.1.9.5 Cloud Platform Engineer must have a minimum of three (3) years with Infrastructure as Code (IaC) using tools such as Terraform.

4.1.10 Cloud Network Engineer

4.1.10.1 Cloud Network Engineer must have a minimum of five (5) years of networking experience, with at least three (3) years specialized in Cloud Networking.

4.1.10.2 Cloud Network Engineer must have a minimum of three (3) years of experience managing Virtual Private Clouds (VPC/VNET), Subnets, VPNs, and Direct Connect/ExpressRoute.

4.1.10.3 Cloud Network Engineer must have a minimum of three (3) years of experience with Load Balancers, and content Delivery Networks (CDN).

4.1.10.4 Cloud Network Engineer must have a minimum of two (2) years of experience with Cloud-native firewalls and Network Security Groups (NSG).

4.1.11 Cloud Systems Management Engineer

4.1.11.1 Cloud Systems Management Engineer must have a minimum of three (3) years of experience in systems administration with a cloud environment.

4.1.11.2 Cloud Systems Management Engineer must have a minimum of three (3) years in experience with cloud monitoring and logging tools (AWS Cloudwatch, Azure Monitor, Splunk, or ELK Stack.

4.1.11.3 Cloud Systems Management Engineer must have a minimum of three (3) years in patch management, backup/recovery, and high availability configuration in the cloud.

4.1.11.4 Cloud Systems Management Engineer must have a minimum of three (3) years with DNS (Route53/Azure DNS) and Entra, as well as SSO.

4.1.11.5 Cloud Systems Management Engineer must have a minimum of two (2) years with configuration management tools such as Ansible, Chef, or Puppet.

4.1.12 Cloud Center of Excellence (CCOE) Implementation Specialist

4.1.12.1 CCOE Implementation Specialist must have a minimum of five (5) years of IT leadership or project management experience, specifically within cloud transformation programs.

4.1.12.2 CCOE Implementation Specialist must have a minimum of three (3) years of

experience defining cloud governance, best practices, and enterprise-wide cloud adoption strategies.

4.1.12.3 CCOE Implementation Specialist must have a minimum of two (2) years in organizational change management and developing cloud training programs for internal staff.

4.1.12.4 CCOE Implementation Specialist should have exceptional communication and diplomacy skills to bridge the gap between IT operations, security, and business units.

4.1.13 Mainframe Systems Programmer

4.1.13.1 Mainframe Systems Programmer must have a minimum of five (5) years of experience in Mainframe Systems Engineering, with at least three (3) years specifically focused on IBM z/OS operating systems and ISV (Independent Software Vendor) software upgrades and maintenance.

4.1.13.2 Mainframe Systems Programmer must have a minimum of five (5) years of experience managing and configuring RACF (Resource Access Control Facility) for mainframe security, including user administration, access permissions, and security logging. AND/OR must have a minimum of two (2) years of experience acting as a Mainframe DB2 subsystem installation, migration, performance tuning, and database maintenance.

4.1.13.3 Mainframe Systems Programmer must have a minimum of three (3) years of experience implementing and managing Mainframe Pervasive Encryption (dataset, dataset-level, and coupling facility encryption) and ensuring adherence to Mainframe SSA (Social Security Administration) compliance or similar federal security frameworks.

4.1.13.4 Mainframe Systems Programmer must have experience working with SAS for mainframe data analysis and reporting, as well as configuring and troubleshooting Mainframe AFP (Advanced Function Presentation) printing systems and print queues.

4.2 Vendor Responsibilities

4.2.1 Bidders must provide an hourly rate for each position they expect to submit qualifications for proposed candidates when the need arises. When presenting candidates for review by the Agency, Vendor shall provide the qualifications of proposed candidates who meet all requirements of the RFQ.

4.2.2 Successful vendors must provide staffing as requested by the Agency. Assignments also may be for a specified period of time and quantity of hours as indicated on each delivery order. Consistent failure on the part of a successful vendor to fulfill requests from the Agency, or consistently being unresponsive to Agency's requests for staffing services, may be grounds Jor cancellation of the vendor's entire contract.

4.2.3 Successful vendors must provide hourly rates that are inclusive of all costs including, but not limited to, federal, state and local withholding taxes, social

security & Medicare taxes as well as all unemployment compensation, workers compensation, general and professional liability premiums. All overhead for the vendor and fringe for the candidate must be included in the successful vendor's hourly rates. All travel expenses must be included in the vendor's hourly rates.

4.2.4 Successful vendors shall provide the Agency with information on each staffing candidate according to the state and federal standards, including applications. Vendors must include a current resume and a completed qualification documentation for each candidate with their responses. Resumes will identify the candidate's qualifications listed in the requirements section above and will include copies as verification of degrees

5. CONTRACT AWARD:

5.1 Contract Award: The Contract is intended to provide Agencies with a purchase price for the Contract Items. 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.

5.2 Pricing Page: Vendor 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. Vendors should type or electronically enter the information into the Pricing Page to prevent errors in the evaluation.

6. Payment:

6.1 Payment: Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

7. DELIVERY AND RETURN:

7.1 Shipment and Delivery: Vendor shall ship the Contract Items immediately after being awarded this Contract and receiving a purchase order or notice to proceed. Vendor shall deliver the Contract Items within 180 working days after receiving a purchase order or notice to proceed. Contract Items must be delivered to Agency at 1900 Kanawha Blvd East Building 5 10th Floor

7.2 Late Delivery: The Agency placing the order under this Contract must be notified in writing if the shipment of the Contract Items will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the Contract, and/or obtaining the Contract Items from a third party.

Any Agency seeking to obtain the Contract Items from a third party under this provision must first obtain approval of the Purchasing Division.

7.3 Delivery Payment/Risk of Loss: Vendor shall deliver the Contract Items F.O.B. destination to the Agency's location.

7.4 Return of Unacceptable Items: If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

7.5 Return Due to Agency Error: Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

8 VENDOR DEFAULT:

8.1 The following shall be considered a vendor default under this Contract.

8.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.

8.1.2 Failure to comply with other specifications and requirements contained herein.

8.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

8.1.4 Failure to remedy deficient performance upon request.

8.2 The following remedies shall be available to Agency upon default.

8.2.1 Immediate cancellation of the Contract.

8.2.2 Immediate cancellation of one or more release orders issued under this Contract.

8.2.3 Any other remedies available in law or equity.

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: Addendum No 1 -Temporary Technical Staffing Services			Addendum No 1 is issued to modify the bid opening date
Proc Type: Statewide MA (Open End)			
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: 000000173142
Vendor Name : Diversified Systems, Inc.
Address : 100 Dorchester Sq, Ste 200, Westerville, OH 43081
Street : 100 Dorchester Sq, Ste 200
City : Westerville
State : Ohio **Country :** USA **Zip :** 43081
Principal Contact : Bobby Cameron
Vendor Contact Phone: 614-476-9939, ext 3 **Extension:**

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

Vendor Signature X Bobby Cameron **FEIN#** 31-1383824 **DATE** 9/23/2026

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.

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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
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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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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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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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

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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
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)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

Diversified Systems, Inc.
Company

Bobby Cameron
Authorized Signature

9/23/2026
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			**Reason for Modification:**
Doc Description: Addendum No 2 -Temporary Technical Staffing Services			Addendum No 2 is issued to publish vendor questions with the agency's responses.
Proc Type: Statewide MA (Open End)			
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: 000000173142
Vendor Name : Diversified Systems, Inc.
Address : 100 Dorchester Sq, Ste 200, Westerville, OH 43081
Street : 100 Dorchester Sq, Ste 200
City : Westerville
State : Ohio **Country :** USA **Zip :** 43081
Principal Contact : Bobby Cameron
Vendor Contact Phone: 614-476-9939 **Extension:** 3

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

Vendor Signature X Bobby Cameron **FEIN#** 31-1383824 **DATE** 9/23/2026

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

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 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

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
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.

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
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	
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
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.

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
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

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
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.

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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
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.

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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
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.

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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
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)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

Diversified Systems, Inc.
Company

Bobby Cameron
Authorized Signature

9/23/2026
Date

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