



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 3

List View

General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 2020855

Procurement Type: Statewide MA (Open End)

Vendor ID:

Legal Name: ESP Enterprises Inc.

Alias/DBA: ESP Enterprises Inc.

Total Bid: \$2,481,440.00

Response Date:

Response Time:

Responded By User ID:

First Name:

Last Name:

Email:

Phone:

SO Doc Code: CRFQ

SO Dept: 0231

SO Doc ID: OOT27000000006

Published Date: 9/16/26

Close Date: 9/23/26

Close Time: 13:30

Status: Closed

Solicitation Description:

Total of Header Attachments: 3

Total of All Attachments: 3



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 ESR09222600000002861	1

VENDOR
VS0000053741
ESP Enterprises Inc.

Solicitation Number: CRFQ 0231 OOT2700000006
Total Bid: 2481440
Response Date: 2026-09-23
Response Time: 11:10:51

Comments: ESP Enterprises, Inc. is bidding all 13 technical staffing classifications. Submitted unit prices are fully burdened hourly rates inclusive of employee compensation, payroll taxes, insurance, benefits, overhead, and required travel. The 2,080 hours listed for each classification are evaluation estimates only; actual billing will be based on authorized hours worked. ESP targets initial qualified candidate submissions within five business days of receiving an authorized staffing request, with assignment start dates subject to WVOT selection, required screening, onboarding, and access approval.

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	79.000000	164320.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

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	77.000000	160160.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

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	92.000000	191360.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

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	79.000000	164320.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

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	82.000000	170560.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

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	90.000000	187200.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

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	106.000000	220480.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

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	106.000000	220480.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

Extended Description:

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

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

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

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: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

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	93.000000	193440.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

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	101.000000	210080.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

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	98.000000	203840.00

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments: Delivery Days reflects ESPs target to submit initial qualified candidates within five business days after receiving an authorized staffing request. Actual assignment start is subject to WVOT selection, required screening, onboarding, access approval, and candidate availability. The unit price is a fully burdened hourly rate inclusive of all required costs and travel.

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.



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:

Vendor Name : ESP Enterprises, Inc.

Address : 13171 Misty Willow Drive

Street : 13171 Misty Willow Drive

City : Houston

State : TX

Country : US

Zip : 77070

Principal Contact : Reagan Strickland

Vendor Contact Phone: 713-429-0841

Extension:

FOR INFORMATION CONTACT THE BUYER

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

**Vendor
Signature X**

DocuSigned by:
Ryan Wilson
SC5A9ACAF82240B...

FEIN# 33-1024796

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Senior Web Application Analyst	2080.00000	HOUR 79		164320

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 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
2	CRM Application Analyst	2080.00000	HOUR 77		160160

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 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
3	Senior SQL Server Database Administrator	2080.00000	HOUR 92		191360

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 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
4	Business Analyst	2080.00000	HOUR 79		164320

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 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
5	Learning Management System & eLearning Development Specialis	2080.00000	HOUR 82		170560

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 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
6	Cloud Financial Operations Specialist	2080.00000	HOUR 90		187200

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
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
7	Cloud Architect	2080.00000	HOUR 106		220480

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
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
8	Cloud Security Professional	2080.00000	HOUR 106		220480

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
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
9	Cloud Platform Engineer	2080.00000	HOUR 95		197600

Comm Code	Manufacturer	Specification	Model #
81110000			

Extended Description:

Cloud Platform Engineer

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WV

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

WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
10	Cloud Network Engineer	2080.00000	HOUR 95		197600

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
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WV

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

WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
11	Cloud Systems Management Engineer	2080.00000	HOUR 93		193440

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**

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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
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.00000	HOUR 101		210080

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 98		203840

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

DocuSign Envelope ID: 676C8D7F-83A7-8D3D-803C-AE318417FA65			
	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

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) Reagan Strickland | Sr. Mgr., Sales & Workforce Solutions

(Address) 13171 Misty Willow Drive, Houston, TX 77070

(Phone Number) / (Fax Number) 713-429-0841

(email address) reagan@esponderprisesinc.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, 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.

ESP Enterprises, Inc.

DocuSigned by:
(Company)
Ryan Wilson
5C5A9ACAF62249B...

(Signature of Authorized Representative)

Ryan Wilson, Chief Revenue Officer

9/23/2026

(Printed Name and Title of Authorized Representative) (Date)

346-229-3966

(Phone Number) (Fax Number)

ryan@esponderprisesinc.com

(Email Address)



Addendum Acknowledgment

ESP supplemental response form

Solicitation: CRFQ 0231 OOT2700000006 / OOT27-006

Vendor: ESP Enterprises, Inc.

Complete the amendment register only after reviewing the current official solicitation. If the State issues an acknowledgment form, use that form with the final submission.

Addendum number	Issue date
1	9/14/2026
2	9/16/2026

By signing below, ESP acknowledges receipt of the addenda identified above and incorporates them in its response. Do not execute an incomplete register.

Printed name and title

Authorized signature

Date signed

Ryan Wilson, Chief Revenue Officer

DocuSigned by:

Ryan Wilson

5C5A9ACAF62249B...

9/23/2026



WORKFORCE SOLUTIONS

Temporary Technical Staffing Services

West Virginia Office of Technology

CRFQ 0231 OOT2700000006 | OOT27-006

Technical recruiting, workforce administration and knowledge transfer across 13 classifications

Prepared for the West Virginia Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

SUBMITTED BY ESP ENTERPRISES, INC.

Reagan Strickland

Sr. Manager, Sales & Workforce Solutions

713-429-0841 | reagan@espenterprisesinc.com

Authorized principal Ryan Wilson, Chief Revenue Officer

346-229-3966 | ryan@espenterprisesinc.com

13171 Misty Willow Drive | Houston, TX 77070



Letter of Transmittal

Toby L. Welch
West Virginia Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

Dear Mr. Welch:

WVOT needs specialized personnel who can support mission-critical applications and systems while strengthening the capabilities of State employees. ESP Enterprises, Inc. proposes temporary technical staffing across legacy mainframe, client-server, cloud and web environments, supported by documented qualification review, coordinated workforce administration and planned knowledge transfer.

Each search will begin with the exact classification requirements. ESP will verify required experience periods and credentials, document the evidence, and submit a current resume and qualification packet for Agency review. Screening will address technical capability, professional communication, availability and the ability to mentor State analysts.

A named account team will coordinate recruiting, onboarding, payroll, workforce administration, performance follow-up and reporting. Reagan Strickland will serve as Contract Administrator and primary contact; Ryan Wilson will provide executive oversight; and Lauren Saide and Richard Torres will lead technical recruiting and delivery coordination.

The proposed hourly-rate structure will include all costs identified in the solicitation, including employee compensation, applicable taxes, insurance, benefits, overhead, and travel. We recognize that the 2,080 hours shown for each classification are evaluation estimates and do not establish guaranteed purchases.

The following proposal connects WVOT's requirements to specific recruiting, employment and service controls, giving the Agency a clear basis for evaluating ESP's approach.

DocuSigned by:
Ryan Wilson
6C9B8C8F9220B...
Respectfully submitted,

Ryan Wilson
Chief Revenue Officer
ESP Enterprises, Inc.

Proposal Roadmap

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Solicitation Alignment

Solicitation subject	Proposal location
Qualifications 3.1 and 3.2	Sections 2 to 4; supporting records before award
Mandatory role requirements 4.1	Sections 8 and 10 to 12
Vendor responsibilities 4.2	Sections 6 to 9 and 13 to 20
Knowledge transfer and statewide scope 1	Sections 2, 14 and 20
Official bid and certification information	Separate prepared State forms

1 Executive Summary and Contract Understanding

WVOT uses temporary specialists to add niche expertise, meet project needs, strengthen operational capacity and transfer knowledge to State analysts. Its portfolio spans mission-critical mainframe, client-server, cloud and modern web environments. Assignments may serve different agencies in Charleston or elsewhere in West Virginia, requiring precise technical recruiting and dependable statewide workforce administration.

ESP will translate each mandatory classification clause into a candidate-evidence worksheet, recruit through targeted channels, conduct structured screening and require a second internal review before submission. The Agency will receive a current resume, required application information, qualification documentation, degree evidence where applicable, and confirmation of availability and assignment conditions. Each packet will connect the requested qualification to evidence of the individual's experience.

After selection, ESP's HR, payroll, workforce and account teams will coordinate pre-employment requirements, start readiness, timekeeping, payroll, employee support, performance feedback, retention, replacement and closeout. Continued candidate and employee contact will bring changing availability, competing offers, administrative issues and assignment concerns to the account team's attention for action.

Reagan Strickland will provide single-point account coordination from intake through active-assignment support and escalation. Ryan Wilson will provide executive authority; Lauren Saide and Richard Torres will lead recruiting and candidate quality; Paula Rodriguez will lead HR and payroll; and DeAnna Willett will support workforce operations and continuity.

Service objective	How ESP will deliver	Evidence available to WVOT
Qualified technical personnel	Classification-specific sourcing, structured screening, clause mapping, and second review.	Resume, application information, qualification matrix, degree evidence where required, and availability confirmation.
Responsive client service	Named account owner, request register, scheduled reporting, milestone communication, and escalation path.	Open-request report, action and issue log, status updates, and resolution record.
Reliable assignment starts	Documented employment, security, qualification, and operational readiness gates.	Onboarding checklist, start confirmation, and authorized assignment record.
Supported and retained employees	Early and recurring check-ins, payroll and HR access, supervisor feedback, coaching, and risk response.	Check-in record, issue ownership, corrective action, and turnover reason.
Sustainable State capability	Screen candidates for mentoring ability and manage role-based shadowing, training, and documentation.	Knowledge-transfer plan, activity record, work products, and closeout confirmation.

2 Firm Qualifications and Relevant Experience

ESP is a Texas corporation established in 2002. The firm provides temporary and contract staffing, recruiting, payroll coordination, employer-of-record services, contract-to-hire, direct hire and project workforce delivery. Its recruiting experience spans IT, engineering, transportation technology, accounting and finance, human resources, operations, field service, business support and public-sector workforce environments.

ESP combines national recruiting reach with named account, recruiting, HR, payroll and executive support. Each West Virginia search will address the required worksite and schedule, including metro-Charleston and other State locations. Location and travel requirements will be confirmed during intake and incorporated in the offered hourly rates.

Qualifications aligned to WVOT

WVOT's 13 classifications span application development, data administration, business analysis, learning technology, cloud architecture and operations, cybersecurity, networking, governance and mainframe systems. ESP will coordinate technical assessment, employment administration and account communication through one delivery structure: recruiters assess talent, a second reviewer checks qualification evidence, HR and payroll establish employment readiness, and the account lead maintains visibility and resolves issues.

Specialized IT recruiting

ESP's technical recruiters cover application, data, infrastructure, cloud, security and project roles. Each classification will have a separate search strategy and questions to establish qualifying experience.

Public sector accountability

ESP supports municipalities, public-sector service providers and transportation organizations. For WVOT, we will maintain traceable submissions, responsive reporting, confidentiality controls and written escalation.

Employer administration

Central HR and payroll teams will manage workers' compensation, benefits, leave, employment records and employee relations, supporting approved candidates from start through assignment close.

National reach with local feasibility

ESP will use national databases, direct sourcing, recruiter networks, referrals and location-specific campaigns to find scarce specialties and confirm candidates' ability and willingness to serve Charleston-area or statewide assignments.

Long term service continuity

Named executive, account, recruiting, HR, payroll and workforce-operations leaders will maintain coverage across concurrent requests, personnel absences, urgent issues and renewal periods.

Technical recruiting depth

Screening will distinguish technology familiarity from hands-on responsibility. Cloud candidates must demonstrate the required duration and scope in the specified architecture, security, networking, FinOps, automation or governance activities. Mainframe and SQL Server candidates must document direct work with the versions, platforms, security controls, migrations, recovery processes and operating responsibilities identified by WVOT. A technology keyword alone will not establish qualifying experience.

ESP will separately assess written communication, explanation of technical decisions, respect for access controls, documentation, stakeholder collaboration and willingness to train State employees. These assessments complement the mandatory technical and experience gates; they do not replace them.

Scalable delivery capacity

For overlapping requests across State agencies and locations, ESP will maintain classification-specific sourcing plans and assign additional recruiting capacity as needed. Reagan Strickland will maintain a consolidated request register covering priorities, aging, interviews, pre-start requirements and risks. Richard Torres will monitor recruiter capacity and redirect resources when a scarce search or urgent delivery order requires added attention.

Shared, controlled records will preserve intake notes, sourcing status, candidate evidence, Agency feedback, onboarding progress, assignment status and issue ownership. Authorized team members will use these records to maintain service during recruiter or account-lead absences and continue from documented decisions.

3 Evidence of Recent Information Technology Placements

Section 3.2 evidence of similar services within the specified five-year period.

Individual Placement Experience

Six representative placements from ESP's PCRecruiter history document recent delivery of IT personnel across software development, client-server applications, quality assurance, systems support, solution architecture and systems engineering. All six occurred in 2025 or 2026, within the five-year experience period identified in Section 3.2.

The schedule identifies the receiving client, actual title, unique placement record, position identifier, placement date and start date. Final alignment to a WVOT classification will rely on the underlying resume, job order or assignment description and a clause-level matrix documenting required experience, technologies, responsibilities, dates and applicable education or credentials.

Candidate	Receiving client and actual placement title	PCR and position	Placed	Started
J. Laheri	Conduent Transportation Solutions Software Developer	PCR-0143 Position 201321	06/24/2026	06/24/2026
J. Choi	Cubic Transportation Systems Test Engineer / Systems Engineer	PCR-0156 Position 201205	12/04/2025	12/15/2025
M. Boreddy	Conduent Transportation Solutions Client / Server Application Developer	PCR-0219 Position 201157	07/16/2025	07/28/2025
J. Sullivan	Conduent Transportation Solutions System Support Specialist	PCR-0176 Position 201155	03/26/2026	04/13/2026
N. Siddiqui	Conduent Transportation Solutions Software Test / QA Engineer	PCR-0255 Position 201098	02/27/2025	03/10/2025
B. Spellbring	Conduent Transportation Solutions Solutions Architect	PCR-0047 Position 201141	05/12/2025	05/19/2025

Candidate identifiers are abbreviated for public-submission privacy. Full names are retained in ESP's supporting placement records and can be supplied through an authorized review process if required.

Relevance to the WVOT Technical Scope

These placements demonstrate recent recruiting and staffing in the technical labor markets represented by WVOT's scope. They cover application and client-server development, software testing and quality assurance, systems support, solution architecture, and combined testing and systems engineering. The enterprise transportation-technology settings provide relevant context for reliability, documentation, stakeholder communication, controlled access and operational continuity.

Software Developer and Client / Server Application Developer

Alignment to applications and CRM will be assessed through resume chronology, development responsibilities, platform and language evidence, enterprise application context and job-order requirements.

Software Test / QA Engineer and Test Engineer / Systems Engineer

Alignment to applications, business analysis, testing and systems engineering will be assessed through testing responsibilities, SDLC participation, the technical environment, systems scope, acceptance or validation work and assignment dates.

System Support Specialist and Solutions Architect

Alignment to cloud, infrastructure, architecture and systems management will be assessed through architecture or administration scope, platforms, security and network responsibilities, operational tools, implementation work and years of direct experience.

Supporting Records and Verification

For each representative placement, ESP's evidence package will identify the actual assignment and the WVOT classification for which it is presented. Supporting material will include the PCR placement record, resume or qualification record, job order or assignment description where available, and receiving-client and assignment-date confirmation. Reference contacts for Conduent Transportation Solutions and Cubic Transportation Systems follow this section.

- A unique PCR placement record and position identifier connecting the individual to the assignment.
- The receiving organization, actual job title, placement date, and start date.
- A resume or qualification matrix showing the individual's duties, technologies, project dates, and required experience periods.
- A job-order, assignment-description, timekeeping, invoice, or client-verification record where needed to substantiate performance of the assignment.
- A privacy-controlled version of the evidence that omits compensation, billing rates, banking data, government identifiers, and other information unnecessary for the State's qualification review.

The final evidence package will connect each selected individual's documented duties, technologies and experience periods to the mandatory criteria of the applicable WVOT classification. Job titles alone will not establish qualification.

4 Client Reference Contacts

The following contacts can support validation of ESP's relevant client relationships, delivery practices, and workforce support.

Cubic Corporation

Kevin Park, Program Manager
9233 Balboa Ave, San Diego, CA 92123
858-505-2287 | Kevin.Park@cubic.com

Conduent Transportation

John Fischer, Managing Director, Account Management
68 Veronica Ave, Somerset, NJ 08873
443-259-7129 | John.Fischer@conduent.com

NPK International

Lauren Bartee, HR Talent Acquisitions Manager
9320 Lakeside Blvd., The Woodlands, TX 77381
713-389-0194 | lbartee@npki.com

GENFARE

Christopher DeFalco, Service Center Operations Manager
800 Arthur Ave, Elk Grove Village, IL 60007
847-871-1231 | christopher.defalco@spx.com

City of New Orleans

Adam Gordon, Senior Innovation Manager
City Hall, 1300 Perdido St., New Orleans, LA 70112
504-658-8665 | Adam.Gordon@nola.gov

5 Proposed Account and Recruiting Team

One account owner and shared requisition, candidate, onboarding, payroll and issue records will maintain coordination during leave, travel and concurrent staffing requests.

Reagan Strickland Contract Administrator and primary contact

7+ years in staffing, recruiting, workforce solutions, business development, and client management. Owns Agency coordination, intake, delivery visibility, reporting, and escalation.

713-429-0841 | reagan@espprisesinc.com

Ryan Wilson Executive sponsor and authorized principal

25+ years in staffing, technology, engineering services, and operating leadership. Owns resources, commercial decisions, and executive escalation.

346-229-3966 | ryan@espprisesinc.com

Lauren Saide Technical recruiting lead

Senior technical recruiting experience including developers, data modelers, data architects, data engineers, project managers, business analysts, and executive roles. Owns sourcing and technical qualification mapping.

346-355-9657 | lsaide@espprisesinc.com

Richard Torres Recruiting delivery and continuity lead

11+ years specializing in transit and public-sector workforce delivery, with experience supporting 700+ roles across the U.S., Canada, and Puerto Rico. Owns recruiting capacity and second-level submission review.

832-916-2185 | richard@espprisesinc.com

Paula Rodriguez HR and payroll lead

Director of Human Resources and Payroll. Oversees onboarding, employment records, payroll coordination, leave administration, and employee relations.

paula@espprisesinc.com

DeAnna Willett Workforce operations support

Senior Manager of Workforce Solutions. Supports contract workforce delivery, payroll/EOR coordination, quality controls, and service continuity.

281-220-1280 | deanna@espprisesinc.com

Governance and decision rights

Reagan Strickland will coordinate requests, status and issue ownership across ESP. Lauren Saide will lead candidate research and first-level technical screening; Richard Torres will review pipeline sufficiency and candidate-package quality; Paula Rodriguez will manage employment onboarding, payroll, leave and employee relations; and DeAnna Willett will support operating controls, continuity and quality review. Ryan Wilson will resolve resource, pricing, contractual and unresolved service matters.

Workstream	Responsible lead	Accountable lead	Primary WVOT interaction
Request intake and priorities	Reagan Strickland	Reagan Strickland	Confirm scope, schedule, location, delivery order, and feedback path.
Sourcing and technical screening	Lauren Saide	Richard Torres	Provide pipeline status, market feedback, and qualification evidence.
Candidate interview and selection	Lauren Saide	Reagan Strickland	Coordinate availability, interviews, decisions, and next steps.
Onboarding and payroll	Paula Rodriguez	DeAnna Willett	Track pre-start completion, timekeeping, pay, leave, and administrative issues.
Performance and retention	Reagan Strickland	DeAnna Willett	Collect supervisor feedback, support employees, and manage corrective action.
Contract and executive escalation	Reagan Strickland	Ryan Wilson	Resolve resource, commercial, continuity, or recurring performance concerns.

Team continuity

Documented handoffs and backup coverage will connect Lauren Saide and Richard Torres on recruiting, Paula Rodriguez and DeAnna Willett on employee and payroll matters, and Ryan Wilson on executive issues. Before a key-contact change affects service, Reagan or Ryan will notify WVOT, explain coverage, transfer open actions and confirm the replacement contact.

6 Requisition Delivery and Candidate Presentation

Provide qualified technical personnel through a repeatable process that preserves the Agency's review authority and documents each candidate's compliance with the requested classification.

1 Intake and assignment calibration

Record the classification, duties, mandatory and desired skills, agency, worksite, schedule, expected duration and hours, target start, supervisory contact, security requirements, knowledge-transfer needs, and authorized contract rate. Confirm work location before outreach; remote work is not assumed.

2 Targeted sourcing

Use ESP's recruiting database, LinkedIn Recruiter, professional networks, referrals, direct research, and role-specific outreach. Prioritize candidates able to meet the West Virginia assignment conditions and use national sourcing for scarce specialties.

3 Documented screening

Build a clause-level qualification worksheet. Record dates, technologies, responsibilities, years of relevant experience, resume locations, and credential evidence. Do not count overlapping assignments twice when computing years of experience. Use structured technical questions and concrete project examples.

4 Quality review and submission

Lauren Saide prepares the assessment; Richard Torres or another assigned reviewer checks every mandatory criterion. Submit only candidates who meet the requested requirements. Include current resume, completed qualification documentation, applicable application information, degree verification copies, availability, and assignment acceptance.

5 Agency selection and readiness

Coordinate interviews and feedback. Complete employment and assignment paperwork, work-authorization checks, required screening, confidentiality acknowledgments, payroll setup, and access-readiness controls before the agreed start.

6 Assignment follow-up

Confirm the start, monitor performance and attendance, resolve employee and Agency concerns, and maintain a replacement pipeline when needed. Escalate delays with their cause, impact, and recovery action.

7 Recruiting and Sourcing Process

Requisition intake and search calibration

Reagan Strickland and the assigned recruiter will translate each delivery order and classification into a recruiting plan that preserves every mandatory criterion. Intake will confirm the technical environment, immediate priorities, duration, hours, worksite, schedule, reporting relationship, interview process, desired start, access prerequisites, knowledge-transfer expectations and authorized selection-feedback contact.

Mandatory requirements will remain pass-or-fail gates; contextual preferences will rank candidates who meet them. For unusually scarce combinations, ESP will report factual pipeline conditions and possible options. Any change to a mandatory requirement or contract term will follow the State's written authorization process.

Classification specific search strategy

Each classification will have its own target profile, search strings, employer and project targets, professional communities, referral sources, and screening questions. Search activity will reflect the way qualified professionals describe their work. A cloud security search, for example, will combine IAM, KMS, network security, compliance, automated audit, DevSecOps, and CI/CD concepts. A mainframe search will include z/OS, RACF, DB2 subsystem administration, pervasive encryption, federal security frameworks, SAS, and AFP printing. The recruiter will test alternate terminology without removing the underlying requirement.

Talent lane	Primary sourcing emphasis	Screening emphasis
Applications and CRM	ESP database, LinkedIn Recruiter, direct research, developer networks, referrals, and targeted job boards.	.NET, ASP.NET, C#, Dynamics CRM, web services, data modeling, collaboration tools, and project evidence.
Data and business analysis	Database and analytics networks, prior technical candidates, professional referrals, targeted search, and regional outreach.	SQL Server versions and administration, migration, SSIS and SSAS, recovery, requirements, JAD, SDLC, testing, and specifications.

Talent lane	Primary sourcing emphasis	Screening emphasis
Learning technology	Instructional-design and enterprise-learning networks, LMS communities, higher education and corporate learning contacts.	Degree, LMS administration, course architecture, eLearning tools, adult-learning design, troubleshooting, assessments, and SME collaboration.
Cloud and security	Cloud engineering, architecture, security, FinOps, DevOps, networking, and governance communities plus certification-adjacent search.	Hands-on scope, years by function, cloud platform, IaC, containers, cost controls, security, networks, systems, and enterprise adoption.
Mainframe systems	Direct passive outreach, legacy-platform communities, referrals, former project networks, and national relocation or travel search.	z/OS and ISV maintenance, RACF or DB2 path, pervasive encryption, federal-framework work, SAS, AFP, availability, and knowledge transfer.

Active and passive candidate outreach

ESP will combine applicant sourcing with direct outreach to employed professionals who may not be actively searching. Recruiters will describe the assignment, State environment, location, schedule, expected duration, selection process and knowledge-transfer obligation accurately. Recorded outreach and response patterns will guide changes to sourcing channels.

- Search ESP's existing candidate and prior-contact database by classification, technology, location, availability, and prior recruiter assessment.
- Use LinkedIn Recruiter and direct web research to identify professionals whose project history matches the complete requirement, including scarce legacy combinations.
- Activate recruiter and employee referrals while applying the same screening requirements to every referred individual.
- Target relevant professional groups, regional technology communities, alumni networks, and employer adjacencies without representing affiliation or endorsement.
- Use job boards and digital advertising selectively, with questions that identify location, work authorization, schedule, and minimum-experience feasibility before a recruiter interview.
- Maintain disposition reasons such as compensation, location, timing, skill gap, competing offer, or assignment preference so WVOT receives useful market feedback.

8 Candidate Screening and Qualification Evidence

Resume review and experience mapping

A recruiter will first compare the resume against every mandatory clause for the requested classification. The review will identify the employer or client, project, dates, technology, responsibility, and evidence location associated with each requirement. When dates overlap, ESP will not double-count the same calendar period. When a resume lists a product without describing the candidate's role, the item will remain unverified until the recruiter obtains a specific explanation or additional documentation.

Education requirements will be reviewed separately from experience. For classifications that require a degree or allow alternative education and experience paths, the recruiter will identify the path relied upon and obtain degree verification when required. Certifications may support a technical discussion but will not replace a degree or years-of-experience requirement unless the solicitation expressly permits the substitution.

Structured recruiter interview

Candidates who pass resume review will complete a structured interview addressing work chronology, individual responsibility and specific examples of planning, implementation, operations, troubleshooting, documentation and handoff. Recruiters will also confirm availability, worksite and travel feasibility, assignment interest, compensation, notice period, competing interviews, communication and willingness to mentor State analysts.

Interview questions will require concrete examples. A cloud architect may be asked to explain a business constraint, migration choice, IaC approach, security and operating dependencies, tradeoffs and post-deployment responsibility. A business analyst may trace a requirement through elicitation, specification, testing, issue resolution and knowledge transfer. These examples help establish the candidate's actual contribution and delivery experience.

Technical evidence review

The recruiter will complete a qualification matrix that mirrors the solicitation clauses. Each row will state whether the requirement is met, identify the supporting project and dates, cite the resume location, summarize the candidate's explanation, and list any verification document. Lauren Saide will prepare or supervise the assessment. Richard Torres or a designated second reviewer will check the arithmetic, evidence, completeness, and consistency before release.

Evidence element	Review question	Submission treatment
Duration	Do the dates establish the full required period without double counting?	Show the relevant dates and calculated experience.
Responsibility	Did the candidate personally perform the required work?	Summarize the individual's role and project context.
Technology and version	Does the evidence match the named platform, tool, or version?	Identify the exact technology and preserve legacy requirements.
Scope and complexity	Was the work comparable to the enterprise or organizational context requested?	Describe environment, scale, stakeholders, and deliverable where supported.
Education or credential	Is the required degree or other evidence available and consistent?	Include the required verification copy and identify the qualification path.
Communication and mentoring	Can the candidate explain work and support knowledge transfer?	Provide a qualitative assessment distinct from mandatory technical compliance.

Candidate package and release gate

No candidate will be represented as meeting the classification until the required documents and internal reviews are complete. The packet will include the current resume, application information required by the State, the completed qualification matrix, degree verification where applicable, availability and assignment confirmation, and any other Agency-requested documentation. ESP will state any requested clarification plainly. A candidate with an unresolved mandatory gap will not be submitted as compliant.

9 Candidate Engagement Before Selection

Respectful and accurate communication

From first contact, ESP will explain the client, assignment purpose, role requirements, expected worksite, selection process and information to be shared. Recruiters will make no unauthorized promises about interviews, selection, start date, duration, remote work, renewal or future State employment. Accurate expectations support candidate trust and reduce preventable withdrawals.

Before submission, ESP will confirm consent to representation for the specific opportunity, compensation expectations, schedule and location feasibility, notice period, work authorization and assignment interest. The recruiter will also review the public-sector setting, confidentiality, potential background checks, documentation and the responsibility to mentor or train State analysts.

Communication cadence before interview

Candidate moment	ESP engagement	Purpose
Initial outreach	Provide an accurate role summary and invite a confidential discussion.	Establish interest without overselling the opportunity.
Recruiter interview	Explain the process, validate experience, answer questions, and document feasibility.	Confirm fit and identify risks before representation.
Consent to submit	Review the role, rate, location, schedule, duration, and submitted materials.	Prevent duplicate representation and late expectation conflicts.
Agency consideration	Provide timely status even when the Agency has not yet made a decision.	Keep the candidate engaged and surface competing timelines.
Interview scheduling	Confirm logistics, participants, format, accommodations, and preparation topics.	Reduce scheduling errors and help the candidate present relevant evidence.
Decision and next step	Communicate the result promptly and professionally when authorized.	Maintain trust with selected and nonselected candidates.

Interview preparation and care

Interview preparation will cover the classification, stakeholder groups, required technologies, knowledge-transfer expectations and logistics. Candidates will prepare specific examples of their own contribution, identify experience limits and develop assignment questions. ESP will confirm the time zone, meeting link or location, identification requirements, accessibility needs and backup contact.

After the interview, the recruiter will collect feedback, reconfirm interest and identify changes in availability or compensation expectations. Reagan Strickland will coordinate questions requiring Agency clarification, and WVOT feedback will follow the agreed channel. Nonselected candidates will receive respectful closure; records will be retained only as permitted by law and company policy.

10 Role Qualifications for Applications and Data

The following screening gates summarize the supplied specifications. The full solicitation criteria and any official amendments control. Each candidate worksheet will retain individual clause numbers and evidence for every mandatory element.

Senior Web Application Analyst Section 4.1.1

Verify at least five years each in .NET development of database-driven enterprise web applications; the specified ASP.NET, AJAX, Visual Studio 2008 or higher, .NET Framework 2.0+, JavaScript and C# environment; relational databases; data design/modeling; and analysis/design. Verify three years with ASP.NET MVC, WCF, jQuery and jQuery UI. Verify two years each in client-side MVVM, SOAP/REST application design and development, and SharePoint Services/Server with Team Foundation Server collaboration. Assess written and verbal communication.

CRM Application Analyst Section 4.1.2

Verify three years of Microsoft Dynamics CRM development and three years in the specified ASP.NET, Visual Studio 2008 or higher, .NET Framework 2.0+, JavaScript and C# web-development environment. Verify two years each with ASP.NET MVC, WCF, jQuery and jQuery UI; SQL Server; data design/modeling; and analysis/design. Verify one year with SharePoint Services/Server and TFS collaboration. Assess stakeholder communication.

Senior SQL Server Database Administrator Section 4.1.3

Verify five years each in SQL Server 2008 and higher operation, maintenance and implementation, including T-SQL and stored procedures; creation of databases and primary objects; migration to SQL Server 2012 on Windows including DTS-to-SSIS conversion; installation, implementation and monitoring of SSIS and SSAS for SQL Server 2008; command-line DDL and scripting; and SQL Server backup and recovery. Preserve the specified legacy-version requirements in screening.

Business Analyst Section 4.1.4

Verify one of the stated education/experience paths: a relevant bachelor's degree plus one year of relevant experience; a relevant associate's degree plus three years of full-time computer programming; or five years of relevant experience. Also verify the distinct three-year requirements in application-development practices; meeting/JAD facilitation and requirements elicitation; SDLC; business-systems and user-needs analysis, options, risks and acceptance testing; functional/technical reporting and data-warehouse specifications, reporting deployment and knowledge transfer; and relational database/client-server concepts. Assess stakeholder communication.

Evidence standard

Record the employer or client, project dates, individual responsibilities, technologies, and evidence source for each requirement. Request clarification when a resume lists a technology without showing duration or actual responsibility. Desired communication skills receive a separate qualitative assessment and do not replace mandatory experience.

11 Role Qualifications for Learning and Cloud

Learning Management System and eLearning Development Specialist

Sections 4.1.4.10-4.1.4.12 and 4.1.5 contain overlapping LMS requirements. Screen against all of them: a bachelor's degree in instructional design, educational technology, training and development, adult learning or a related field; five years managing/supporting an LMS and developing eLearning; five years supporting enterprise or organizational learning; and five years working with subject-matter experts. Verify five years in LMS configuration, administration and support including architecture, course structures, roles, permissions and course management; troubleshooting; course, quiz and assessment design; common eLearning tools; and instructional-design methods for adult/workplace learning.

Cloud Financial Operations Specialist Section 4.1.6

Verify three years of cloud cost management and optimization using the specified categories of tools, and three years in cloud usage analysis, Reserved Instance/Savings Plan management, and right-sizing recommendations. Verify two years producing financial dashboards and executive reporting. Evaluate the ability to connect usage and cost data to business value.

Cloud Architect Section 4.1.7

Verify five years designing, executing and supporting IT cloud solutions in AWS, Azure or GCP; three years with migration patterns including rehost, refactor and replatform; and three years with infrastructure as code using tools such as Terraform. Assess the ability to communicate complex architecture choices to technical and nontechnical stakeholders.

Cloud Security Professional Section 4.1.8

Verify five years in information security with at least three focused on cloud security; three years implementing IAM, encryption/KMS and network security groups; two years with cloud compliance frameworks and automated audit tools; and experience with DevSecOps and security integration into CI/CD. Evaluate practical evidence of security implementation without asking candidates to disclose confidential client configurations.

Practical assessment

For learning roles, ask the candidate to explain a course-development and LMS-support example. For cloud roles, use structured scenarios on architecture, operational tradeoffs, automation, cost visibility and security. Candidates must explain their own work and demonstrate the required experience periods; certifications alone will not substitute for those periods.

12 Role Qualifications for Infrastructure and Mainframe

Cloud Platform Engineer Section 4.1.9

Verify three years each in cloud infrastructure administration/automation; containerization and orchestration such as Docker and Kubernetes/AKS/EKS; CI/CD tools such as Jenkins, GitLab or Azure DevOps; and infrastructure as code such as Terraform. Verify two years scripting with languages such as Python, Bash or PowerShell.

Cloud Network Engineer Section 4.1.10

Verify five years of networking with at least three in cloud networking; three years managing VPC/VNET, subnets, VPNs and Direct Connect/ExpressRoute; three years with load balancers and content delivery networks; and two years with cloud-native firewalls and network security groups.

Cloud Systems Management Engineer Section 4.1.11

Verify three years each in cloud systems administration; monitoring/logging tools such as CloudWatch, Azure Monitor, Splunk or ELK; patch management, backup/recovery and high availability; and DNS such as Route53/Azure DNS, Entra and SSO. Verify two years with configuration-management tools such as Ansible, Chef or Puppet.

Cloud Center of Excellence Implementation Specialist Section 4.1.12

Verify five years of IT leadership or project management specifically in cloud transformation; three years defining cloud governance, best practices and enterprise adoption strategy; and two years in organizational change and internal cloud training. Assess communication and diplomacy across IT operations, security and business teams.

Mainframe Systems Programmer Section 4.1.13

Verify five years in mainframe systems engineering with at least three focused on IBM z/OS and ISV software upgrades and maintenance. Apply the stated alternative in 4.1.13.2: five years managing/configuring RACF security and/or two years of DB2 subsystem installation, migration, performance tuning and database maintenance. Verify three years implementing mainframe pervasive encryption and supporting SSA or similar federal security frameworks. Verify experience with SAS data analysis/reporting and AFP printing systems and queues.

Candidate record control

Maintain the current resume, clause-level qualification worksheet, applicable degree verification, screening completion record, and approved assignment details. Present gaps clearly during internal review and resolve them before a candidate is represented as meeting the mandatory criteria.

13 Candidate Engagement From Selection Through Start

Selection and offer coordination

After WVOT identifies a preferred candidate, Reagan Strickland will confirm the classification, delivery order, rate, expected hours, anticipated start, worksite, schedule, reporting contact and pre-start conditions. ESP will issue written employment and assignment terms, distinguishing State assignment conditions from ESP employment policies. Questions that could change cost, scope, location or timing will go to the authorized Agency contact before ESP commits.

The recruiter will maintain contact through acceptance and the notice period, monitoring competing offers, resignation timing, relocation or travel, documentation and availability. ESP will report material withdrawal risks to WVOT with a recommended response, such as faster interview scheduling, clearer work expectations or continued backup-candidate activity.

Pre employment and assignment readiness

Paula Rodriguez will coordinate the employment-readiness checklist. Required steps may include employment application, identity and work-authorization verification, tax and direct-deposit forms, background screening, confidentiality and conduct acknowledgments, benefit information, timekeeping instructions, emergency contacts, and other State or site prerequisites. The exact checklist will follow the contract, law, and Agency direction. Personally identifiable information will be collected through controlled channels and will not be included in general recruiting status reports.

Readiness gate	Completion evidence	Release condition
Assignment terms	Written classification, pay, location, schedule, anticipated term, supervisor, and contingencies.	Candidate accepts the actual assignment conditions.
Employment administration	Required employment, tax, payroll, and work-authorization records.	HR confirms required records are complete.
Background and security	Required screening result, acknowledgments, and Agency access prerequisites.	Required screening and Agency access prerequisites must be satisfied before access or start.
Qualification packet	Final resume, application, qualification matrix, and degree evidence where applicable.	Internal review and Agency selection are documented.
Operational readiness	Start time, location or connection method, contacts, equipment, timekeeping, and first-day agenda.	Candidate and Agency supervisor reconfirm readiness.
Knowledge transfer	Initial learning objectives, State counterparts, and documentation expectations.	Assignment begins with a defined transfer purpose.

Pre start communication

After acceptance, ESP will conduct a welcome and readiness call, maintain contact appropriate to the notice period and reconfirm the assignment approximately 48 hours before start. Confirmation will cover arrival or connection instructions, identification, access, schedule, contacts, equipment, dress or site rules, timekeeping, payroll and problem-reporting procedures. Reagan Strickland will confirm Agency readiness; Paula Rodriguez will confirm completion of employment gates.

Backup planning

For critical or difficult-to-fill roles, ESP will continue reasonable pipeline activity until acceptance and completion of principal pre-start gates, with backup candidates informed accurately of their status. If the selected candidate withdraws, ESP will immediately notify WVOT, explain the known cause, reconfirm the requirement and reactivate qualified alternatives or refresh the search.

14 Knowledge Transfer and Information Security

Knowledge transfer built into the assignment

WVOT's scope expressly requires mentorship, technical training and structured shadowing for State analysts. ESP will incorporate these expectations into each role profile and confirm the assigned professional's ability to explain technical work, document procedures and support State personnel.

Stage	Activities and evidence
Assignment start	Agree with the Agency on the State counterparts, systems in scope, learning priorities and knowledge-transfer schedule.
During delivery	Schedule demonstrations, guided work and shadowing. Maintain runbooks, configuration notes, operating procedures or other Agency-approved documentation.
Progress review	Record sessions delivered, participants, subjects, materials, remaining skill gaps and next actions.
Assignment close	Deliver current documentation, complete a walkthrough, identify open issues and confirm handoff with the Agency supervisor.

Role based transfer methods

Knowledge transfer will be matched to the assignment. Application and CRM professionals may use code walkthroughs, architecture notes, deployment procedures, defect-triage examples, and paired development. Database and mainframe professionals may use operating runbooks, backup and recovery procedures, upgrade or migration notes, monitoring routines, security administration procedures, and supervised execution. Cloud personnel may use reference architectures, infrastructure-as-code repositories, cost and security dashboards, governance standards, and guided operational reviews. Learning specialists may leave course-development standards, LMS administration procedures, reusable templates, and training materials.

Screening will ask candidates how they have taught a colleague, documented a system, led a walkthrough or transferred operating responsibility. The Agency supervisor will determine technical content and State participants during the assignment. ESP will reinforce the expectation, track planned activity, escalate barriers and confirm that closeout includes usable documentation and handoff.

Knowledge transfer controls

- Define the State analyst or team receiving the knowledge and the systems, processes, or deliverables in scope.
- Identify the desired level of independence, such as observation, guided execution, supervised ownership, or full handoff.
- Schedule recurring sessions when appropriate instead of postponing all transfer activity until the assignment ends.
- Use Agency-approved repositories, formats, access controls, and naming standards for documentation and work products.
- Track topics completed, open questions, documentation status, and the next planned transfer activity in the assignment review.
- Complete a final walkthrough and identify unresolved technical, access, vendor, or operational dependencies before closeout.

Security and confidentiality controls

ESP will protect personally identifiable and confidential Agency information, comply with the referenced State confidentiality and information-security requirements, and limit access to the personnel and systems approved for the assignment. Candidate, personnel and payroll records will be handled through controlled workflows with access based on responsibility.

Before access is enabled, ESP will coordinate required background checks, policy acknowledgments, identity and employment verification, and any site-specific requirements. The State may restrict access to sensitive information or the Capitol complex based on background-check results. ESP will not treat an incomplete screening record as permission to start.

Personnel will follow Agency procedures for access, approved tools, data handling and incident escalation. ESP will promptly coordinate suspected security events through the designated Agency channel. On separation or reassignment, the account team will coordinate access removal, return of Agency property and completion of the handoff record.

Public submission handling

ESP recognizes that its bid response and resulting contract are public documents under the solicitation. Submission materials will be prepared for public disclosure. Candidate documentation will omit unnecessary sensitive identifiers while preserving the evidence required by the Agency.

15 Client Engagement and Communication

Account management approach

Reagan Strickland will coordinate WVOT requests and concerns across ESP's recruiting, HR, payroll and executive functions. He will record each matter, assign an owner, track its due date and provide a consolidated response. Agency stakeholders may also work directly with ESP subject-matter owners when useful, with Reagan retaining account coordination.

At kickoff, ESP and WVOT will confirm contacts, delivery-order procedures, priorities, communication, interviews, feedback, onboarding approvals, timekeeping, invoicing, reporting, security escalation, performance management and closeout. These working procedures will supplement the contract. Changes affecting scope, price or legal obligations will follow the State's written change process.

Communication cadence

Cadence	Participants	Focus and output
At each request	WVOT request owner, Reagan, assigned recruiter	Confirm classification, technical context, location, schedule, timing, interview process, and knowledge transfer.
Weekly while requests are open	Reagan, recruiting leads, WVOT contacts as requested	Pipeline activity, qualified candidates, interviews, aging, market feedback, risks, decisions, and next actions.
At candidate milestones	Assigned recruiter, Reagan, WVOT interview contact	Submission confirmation, scheduling, candidate status, feedback, selection, and pre-start readiness.
First week of assignment	Reagan, employee, Agency supervisor	Start confirmation, access, expectations, early performance, payroll and timekeeping readiness, and issues.

Cadence	Participants	Focus and output
Monthly during active assignments	Reagan, DeAnna, appropriate WVOT contacts	Headcount, hours, attendance, performance, knowledge transfer, retention risks, open issues, and invoice readiness.
Quarterly or as requested	Ryan, Reagan, WVOT leadership	Service trends, difficult roles, recurring issues, resource needs, improvement actions, and upcoming demand.

Open request reporting

Weekly reporting will identify each request or delivery order, classification, worksite, receipt date, target start, recruiter, sourcing activity, screened and submitted candidates, interview status, aging, constraints, required Agency decisions and next actions. Candidate information will be limited to authorized recipients. Where the pipeline is weak, ESP will explain the cause and corrective sourcing action, such as broader geography, increased outreach, referrals, refined terminology or added recruiter capacity.

Feedback and calibration

ESP will request specific feedback on the requirements and interview evidence supporting Agency decisions and use it to improve screening. Reagan will clarify any instruction that appears inconsistent with the solicitation or prior direction before changing the search. The final instruction will be documented for consistent application by recruiters and reviewers.

Escalation and issue ownership

Lauren Saide and Richard Torres will handle recruiting and scheduling; Paula Rodriguez will handle employment, pay, leave and conduct; and Ryan Wilson will handle recurring service failures, resource conflicts, contract interpretations and commercial decisions. Reagan will retain visibility into material risks. Each escalation will document the issue, impact, containment, owner, due date, Agency input needed and resolution.

16 Employee Engagement During Assignment

Day one and first week support

ESP will confirm day-one attendance and the employee's understanding of the supervisor, worksite or connection method, schedule, timekeeping, payroll, security and ESP support contacts. The account team will identify access, equipment, schedule or role-expectation barriers and assign administrative issues promptly.

During the first week, ESP will separately contact the employee and Agency supervisor. Employee discussions will address assignment accuracy, tools, access, communication and pay, schedule, travel or workplace concerns. Supervisor feedback will address attendance, initial capability, communication, professionalism and coaching needs. ESP will reconcile the feedback and document actions.

Ongoing employee care

Assigned professionals will remain ESP employees with direct access to payroll, benefits, leave, timekeeping, workplace and employment support. Recruiters will remain available for career and assignment matters, Paula Rodriguez will handle HR and payroll concerns, and Reagan Strickland will coordinate issues affecting WVOT. The Agency will receive only the employee information needed for contract administration and operational decisions.

Engagement point	Employee discussion	Agency coordination
First day	Start, access, schedule, contacts, timekeeping, and immediate barriers.	Confirm attendance and readiness.
End of first week	Role accuracy, tools, work relationships, questions, and early risks.	Obtain initial performance and communication feedback.
Approximately 30 days	Performance expectations, workload, support, payroll confidence, and intent to remain.	Review performance, reliability, knowledge transfer, and needed coaching.
Approximately 60 and 90 days	Progress, assignment fit, development, concerns, and continued availability.	Confirm sustained performance and address emerging retention or skill risks.
Monthly or as appropriate thereafter	Administrative support, assignment outlook, workload, recognition, and retention risk.	Review service, attendance, transfer activity, and future staffing needs.
Before planned close	Final time, documentation, property, transition, future interest, and exit feedback.	Coordinate handoff, access removal, final approval, and replacement need.

Performance feedback and coaching

ESP will obtain timely, job-related supervisor feedback, communicate it respectfully and reinforce positive performance. Where improvement is needed, the team will distinguish skill gaps, unclear expectations, conduct, attendance and administrative barriers. Corrective actions will define the expected result, support, monitoring period, follow-up date and consequences if improvement does not occur.

The State retains the operational authority and removal rights established by the contract. ESP retains its employer responsibilities and will coordinate employment action in compliance with applicable requirements. Serious security, safety, confidentiality, or conduct concerns will receive immediate containment and escalation. Routine performance concerns will be addressed quickly enough to give the employee a fair opportunity to correct them when the Agency permits.

Retention management

Regular check-ins will address actionable retention risks: assignment mismatch, unclear expectations, access problems, payroll questions, commute or travel burden, workload, supervisor communication, competing offers, assignment uncertainty and support needs. ESP will assign an owner and coordinate the response with WVOT. Rate, location, schedule, extension or promotion commitments require authorization.

17 Replacement and Assignment Closeout

Administrative support throughout the assignment

ESP will administer payroll according to the established calendar and reconcile approved time before billing. Employees will receive a clear path for correcting missed punches, pay discrepancies, withholding questions, benefit issues, leave requests, and address or banking changes. Matters affecting hours, schedule, access, or delivery will be coordinated with the authorized Agency supervisor; protected personal or medical information will remain with the appropriate ESP function.

Assignment changes

An assignment may change because of project timing, funding, work location, schedule, duties, performance, employee availability, or State direction. Reagan Strickland will document the requested change and confirm its effective date, approvals, impact on the employee, knowledge transfer, timekeeping, rate, and delivery order. ESP will not direct an employee to perform materially different work or incur additional cost based solely on an informal request that requires contractual authorization.

Replacement process

If an employee resigns, becomes unavailable, does not meet performance expectations, or is removed at the Agency's direction, ESP will acknowledge the requirement, protect State systems and property, and begin replacement activity promptly. The recruiter will reconfirm the classification and determine whether prior feedback changes the search. Where appropriate, previously screened candidates and an active pipeline will be reconsidered; each replacement candidate must pass the same qualification and documentation gates as the original candidate.

Replacement stage	ESP action	Continuity control
Notice or removal	Confirm effective timing, reason category, access and property actions, final time, and Agency direction.	Protect operations, records, and State assets.
Search restart	Revalidate requirements, activate qualified alternatives, and expand sourcing as needed.	Use prior learning without lowering the qualification standard.
Candidate review	Complete full screening, evidence mapping, second review, and Agency presentation.	No abbreviated compliance review for a replacement.
Handoff	Coordinate overlap when authorized, transfer documentation, and identify open work.	Reduce loss of technical and institutional knowledge.
Root cause review	Classify preventable and nonpreventable causes and identify corrective action.	Improve sourcing, expectation setting, onboarding, or employee support.

Offboarding and post assignment engagement

At assignment end, ESP will coordinate the final day, approved time, payroll closeout, badge and equipment return, access removal, State work-product transfer and required documentation. Employees will be reminded of continuing confidentiality and data-handling duties. Exit feedback will inform operational improvements shared with WVOT without disclosing protected information.

Reagan Strickland will confirm delivery of work products and knowledge-transfer materials, ownership of open issues, completion of access and property actions, and any continuing staffing need. Future assignments require a new authorized request and qualification review.

18 Workforce Administration and Performance Controls

Employer responsibilities

ESP will be responsible for its personnel as an independent contractor and employer of record, including employee compensation, payroll administration, applicable withholdings and taxes, unemployment and workers' compensation obligations, benefits administration, and required employment records. Agency personnel retain the operational review and direction specified for the assignment.

Timekeeping and invoicing

For each delivery order, ESP will establish the authorized classification, hourly rate, employee, worksite, term and approved hours. Employees will submit time through the agreed process; the Agency supervisor's approval will be reconciled before invoicing. Invoice detail will identify the contract and order, service period, individual, classification, approved hours, applicable contract rate and extension.

Payment will be in arrears under the State's procedures. ESP will accept electronic funds transfer and P-Card payment and will not add unapproved processing, travel, administrative or other fees. Payroll, timekeeping and invoice records will support review of amounts charged.

Proposed operating targets

Control	Operating target
Request acknowledgment	Within one business hour during normal business hours.
Intake and recruiting plan	Same business day when the Agency is available.
Initial qualified candidates	Target three to five business days, with earlier status reports for scarce classifications.
Performance issue	Acknowledge within one business hour; identify owner and corrective action.
Candidate and start readiness	All mandatory qualification and required pre-start checks complete before assignment.
Agency reporting	Provide requested reports; propose weekly open-request status and monthly workforce summaries.

These targets organize recruiting and communication; the awarded contract and authorized order govern delivery obligations. ESP will notify the Agency in writing of any delivery delay, explain the impact, and provide a recovery plan. Repeated unresponsiveness or failure to fulfill staffing requests will be treated as an executive-level service issue.

19 Quality Assurance and Continuous Improvement

Quality management approach

ESP will apply quality controls to request interpretation, candidate qualification, document release, onboarding, timekeeping, payroll, invoicing, performance, security closeout and knowledge transfer. Each control will have an owner and completion record to help prevent incomplete packets, unauthorized starts, incorrect payments, billing errors and unmanaged service issues.

Candidate package quality control

The assigned recruiter will complete the clause-level qualification matrix and supporting packet. A second reviewer will check the current solicitation criteria, experience calculations, resume consistency and required education evidence. The candidate will confirm that the information accurately describes the individual's experience. ESP will resolve discrepancies before release and identify any remaining request for clarification; an unresolved mandatory qualification gap prevents submission as compliant.

Operating quality control

Control area	Preventive control	Verification
Request intake	Standard intake record tied to classification and delivery order.	Reagan confirms scope, location, schedule, rate authority, and selection process.
Candidate submission	Clause matrix, structured interview, document checklist, and second review.	Package completeness and evidence check before Agency release.
Pre start	Employment, background, qualification, access, and operational readiness checklist.	Paula and Reagan confirm completion before start.
Time and payroll	Employee entry, supervisor approval, exception review, and payroll cutoff control.	Reconcile authorized hours, paid hours, and corrections.
Invoice	Approved classification, contract rate, hours, extension, order, and service period.	Pre-release reconciliation against time and payroll records.
Performance	Scheduled feedback, issue record, coaching or corrective action, and follow-up date.	Close only when action and result are documented.
Separation	Access, property, final time, payroll, work product, and handoff checklist.	Agency and ESP owners confirm required closeout items.

Service measures

ESP will finalize reporting fields and definitions with WVOT at kickoff. Proposed measures include request acknowledgment, request aging, qualified candidates submitted, interview activity, candidate withdrawals, time to submission, start readiness, active headcount, attendance issues, turnover and reason, performance concerns, knowledge-transfer activity, payroll corrections, invoice corrections, and open issue aging. Metrics will be read with context; for example, a long search caused by a rare mainframe combination will be reported differently from delay caused by an internal handoff failure.

Corrective action process

ESP will contain the immediate impact of a service issue, then document its cause, corrective action, owner and due date and verify effectiveness. Ryan Wilson will review recurring or material issues and may direct additional recruiting capacity, revised checklists, training, workflow changes or more frequent reporting.

- Record the issue, date identified, source, affected request or employee, operational impact, and immediate containment.
- Assign one accountable owner and a due date; identify any decision or information required from WVOT.
- Determine whether the cause involved requirements, capacity, screening, communication, onboarding, payroll, performance, or another process.
- Complete the corrective action and provide status at the agreed cadence.
- Verify effectiveness through the next applicable candidate package, payroll, invoice, performance review, or closeout event.
- Update the standard process when the correction should apply to future assignments.

Agency feedback and improvement

Feedback from request reviews, assignment check-ins and account reviews will inform agreed improvements to search profiles, screening, preparation, onboarding, reporting and employee support. ESP will distinguish individual preferences from process changes and document the action. Contract changes require State approval.

20 Mobilization and Commercial Administration

Mobilization sequence

Timing after authorization	Action	Owner
First business day	Confirm contacts, order process, communication channels, security prerequisites and requested reports.	Reagan
Days 1 to 3	Calibrate classification worksheets and sourcing plans; establish payroll, timekeeping and invoice controls.	Lauren, Richard, Paula
Days 3 to 5	Review candidate pipeline and submission readiness; resolve qualification, worksite and availability issues.	Recruiting team
Before each start	Complete required onboarding and screening; confirm Agency selection, approved access and assignment instructions.	Reagan and Paula
First week and ongoing	Confirm performance, reporting cadence, knowledge transfer and corrective actions.	Account team

Mobilization outputs

Before the first start, mobilization will establish contacts, request and escalation channels, classification worksheets, candidate-package checks, recruiting assignments, background and security workflows, timekeeping and payroll calendars, invoice fields, report templates and start-readiness controls. ESP will also confirm candidate-information transmission methods and authorized recipients of personally identifiable information.

Demand planning and scarce skill readiness

When WVOT can provide advance notice of likely projects or classifications, ESP will use that information to build market awareness before a formal request. Pipeline development may include refreshing prior candidates, identifying target employers, testing search terminology, and maintaining contact with qualified professionals whose timing does not fit an immediate opening. No individual will be treated as available or qualified for a future order until availability and evidence are reconfirmed.

Scarce combinations such as legacy SQL Server migration, z/OS security and DB2 administration, or senior cloud governance may require broader geography and longer candidate notice periods. ESP will report market constraints early, including location, compensation, travel, or technology-combination issues. The team will increase direct outreach, add recruiter capacity, and maintain transparent status. It will not lower a mandatory qualification to create the appearance of pipeline strength.

Business continuity

ESP will maintain backup contacts for account management, recruiting, HR, and payroll. Shared operating records will support coverage during planned leave, urgent events, or simultaneous staffing needs. If an ESP system or normal communication channel is temporarily unavailable, the account team will use the agreed alternate contact method and preserve the information needed to reconcile actions after restoration. Employee pay, urgent safety or security matters, and time-sensitive candidate communication receive priority during a disruption.

Pricing structure

ESP's hourly prices will be stated on the official pricing pages for the classifications offered. The rate for each line will include all required costs: wages, applicable federal/state/local taxes and withholdings, Social Security and Medicare, unemployment, workers' compensation, general and professional liability premiums, fringe benefits, overhead, and all travel. The unit rate multiplied by 2,080 produces the evaluated line extension.

ESP will administer firm contract prices without unilateral escalation, minimum purchase requirements or unapproved additional charges. Actual billing will reflect the authorized services and hours performed; the estimated quantities do not establish a minimum or maximum level of purchases.

Contract administration

The supplied terms establish an initial one-year term with up to three successive one-year renewals by mutual written consent and required State approvals. ESP will follow the contract's delivery-order limitations, insurance requirements, State payment procedures, reporting requests, and written change-control process.

Before award, ESP will provide the required qualification evidence and insurance documentation and satisfy applicable registration and good-standing requirements. When required by the contract value, ESP will complete the interested-party disclosure before work and the subsequent supplemental disclosure after completion or termination.

Service accountability

ESP accepts responsibility for coordinating the full temporary staffing lifecycle described in this proposal. The Agency retains its authority to define the work, review candidate qualifications, interview and select personnel, direct assignment priorities, approve time, assess performance, protect State systems, and require removal consistent with the contract. ESP will support those decisions with accurate information, responsive administration, and documented follow-through.

Commitment to WVOT

ESP's executive, recruiting, workforce, HR and payroll leaders will support WVOT throughout the contract. We are prepared to recruit across the 13 classifications and statewide locations, support assigned professionals, and maintain the State's review authority and mandatory qualification standards.