

WorkForce West Virginia
Design, Development, Implementation and Technical Support
for the Mid-Atlantic Career Consortium (MACC) System
Response to RFQ Number WWV09857

Submitted To:
Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

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2009 MAY 26 A 10: 02
PURCHASING DIVISION
STATE OF WV

May 28, 2009





13600 EDS Drive
Herndon, VA 20171

May 28, 2009

Mr. Frank Whittaker
Department of Administration
Purchasing Division, Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

RE: RFQ# WWV09857

Dear Mr. Whittaker:

The State and Local division of EDS, an HP company appreciates the opportunity to bid and participate in the RFQ for IT Services, specifically for the following service categories:

- Professional Design
- Development
- Support Services to the WFWV
MACC Unit
- Implementation Services
- Maintenance Services

We are pleased to submit a response to this request and feel that we have the experience in working with state government, the knowledge of your business, and the expertise to meet the requirements set forth by the State of West Virginia. Since the inception of the Mid-Atlantic Career Consortium in 2001, we have partnered with WorkForce West Virginia on this important workforce initiative.

For more than 45 years, EDS, an HP company, has helped governments use information technology to meet new and evolving challenges. We leverage this experience today to help our clients address the issues that they face and connect, protect, and serve citizens better than ever before.

EDS looks forward to continuing our relationship with the State of West Virginia and the WorkForce West Virginia agency. Should you have any questions, or require clarification on anything in this proposal, please contact Jeffrey Jones.

Jeffrey Jones
5555 Glendon Court, Suite 200
Dublin, Ohio 43016
jeffrey.b.jones@eds.com
(724) 454-4388

Sincerely,

Frank Chechile
CEO, Saber Software, Inc.
Vice President, State and Local Government



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

Request for Quotation

RFQ NUMBER
WV09857

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
FRANK WHITTAKER
304-558-2316

RFQ COPY

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VENDOR

Saber Software, Inc.
 State and Local Government Business
 Contracting Entity for EDS, an HP company
 1800 SW First Avenue, Suite 350
 Portland, Oregon 97201

SHIP TO

BUREAU OF EMPLOYMENT PROGRAMS
OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
CHARLESTON, WV
25305-0112 558-2634

DATE PRINTED 05/06/2009	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
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BID OPENING DATE: **05/28/2009** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
001	1	LS		964-26		
<p>COMPUTER PROGRAMMING PERSONNEL</p> <p>THEN WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, WORKFORCE WEST VIRGINIA, IS SOLICITING BIDS FOR THE DESIGN, DEVELOPMENT, IMPLEMENTATION AND TECHNICAL SUPPORT SERVICES FOR THE MID-ATLANTIC CAREER CONSORTIUM (MACC) SYSTEM PER THE ATTACHED SPECIFICATIONS.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Frank Chechile</i>	TELEPHONE (703) 742-2976	DATE May 28, 2009
------------------------------------	-----------------------------	----------------------

TITLE Frank Chechile, CEO	FERN 36-4172737	ADDRESS CHANGES TO BE NOTED ABOVE
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WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this Contract may be deemed null and void, and terminated without further order.
14. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in case of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130



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

Request for Quotation

RFQ NUMBER:
WV09857

PAGE:
2

ADDRESS CORRESPONDENCE TO ATTENTION OF:
**FRANK WHITTAKER
 304-558-2316**

VENDOR

**RFQ COPY
 TYPE NAME/ADDRESS HERE**

Saber Software, Inc.
 State and Local Government Business
 Contracting Entity for EDS, an HP company
 1800 SW First Avenue, Suite 350
 Portland, Oregon 97201

SHIP TO

**BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302
 112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 558-2634**

DATE PRINTED: 05/06/2009	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: 05/28/2009		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICE SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>Frank Chechile</i>	TELEPHONE (703) 742-2976	DATE May 28, 2009	
TITLE Frank Chechile, CEO	FEB# 36-4172737	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
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PROPERTY

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 Portland, Oregon 97201

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DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
05/06/2009				

BID OPENING DATE: **05/28/2009** BID OPENING TIME **01:30PM**

LINE	QUANTITY	LOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: 44</p> <p>RFQ. NO.: WV09857</p> <p>BID OPENING DATE: 05/28/09</p> <p>BID OPENING TIME: 1:30 PM</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Frank Chechile</i>	TELEPHONE (703) 742-2976	DATE May 28, 2009
TITLE Frank Chechile, CEO	FERN 36-4172737	ADDRESS CHANGES TO BE NOTED ABOVE

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DATE PRINTED 05/06/2009	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
BID OPENING DATE: 05/28/2009 BID OPENING TIME 01:30PM				

LINE	QUANTITY	UCP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: <u>(614) 628-4901</u>						
CONTACT PERSON (PLEASE PRINT CLEARLY): <u>Jeffrey Jones, (724) 454-4388</u>						
***** THIS IS THE END OF RFQ WWV09857 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Frank Chechile</i>	TELEPHONE (703) 742-2976	DATE May 28, 2009
TITLE Frank Chechile, CEO	FAX 36-4172737	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

VENDOR OWING A DEBT TO THE STATE:

West Virginia Code §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the **West Virginia Code**. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the **West Virginia Code** and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the **West Virginia Code** may take place before their work on the public improvement is begun.

ANTITRUST:

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.

Under penalty of law for false swearing (**West Virginia Code** §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

Vendor's Name: Frank Chechile, Chief Executive Officer, Saber Software, Inc.

Authorized Signature:  Date: May 28, 2009

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1. Executive Overview

EDS State and Local Government is the successor organization to a number of companies, including Saber Government Solutions and Covansys Public Sector. Formerly independent, Saber acquired Covansys in 2006; then in 2007 EDS acquired Saber followed soon after by the acquisition of EDS by HP. Each merger or acquisition broadened our pool of skilled resources, expanded the depth of technical talent, and further enhanced our financial strength. Altogether, we have been delivering workforce and unemployment insurance solutions for nearly 20 years. During that time, we have successfully implemented and maintained multiple workforce systems, including the Maryland Mid-Atlantic Career Consortium (MACC) and West Virginia MACC.

EDS State and Local Government is a wholly-owned subsidiary of HP. EDS State and Local Government represents an integration of a number of companies and divisions of companies, including Saber Software, Inc., legacy EDS State and Local Division, Covansys Public Sector and a number of other now acquired companies.

Saber Software, Inc. is the contracting entity for EDS State and Local Government business.

EDS currently employs more than 139,000 employees in 65 countries, with the largest locations being the United States of America (U.S.), India and the United Kingdom. Most of our clients are large-scale organizations such as Fortune 500 firms in the private sector, and governments at the federal, state, and local levels in the U.S. and abroad. As of January 2009, EDS owned and controlled 184 facilities in the U.S.; counting the space we occupy at clients' sites, we operate at 925 domestic locations.

Our parent company is Hewlett Packard (HP), with 2007 revenues reaching \$104 billion. HP provides IT services to clients in more than 1,000 locations in 80 countries. In the fourth quarter of 2008, HP and EDS completed our merger, combining our workforces. This combination gives HP the benefits of EDS' expertise at large-scale IT solution integrations and implementations, and it gives EDS the stability, support, financial and human resources of the largest technology company in the world.

Under various corporate names, EDS, an HP Company has been successfully supporting the West Virginia MACC system for over eight years. Our staff have supported the State in maintaining the West Virginia MACC system, performing analysis tasks, system enhancements and defect resolution, conducting testing tasks, and developing system documentation. The individuals proposed have been part of West Virginia's MACC team for nearly eight years. Rohit Samanta was involved in the original implementation of the MACC system, and has provided support as a Technical Lead for System Architecture in the years since. Tim Elms has worked as the West Virginia MACC Technical Lead for Database Administration since 2002. We look forward to continuing a mutually beneficial relationship.

2. Vendor Responsibilities

The vendor shall provide professional design, development, implementation, maintenance, and support services to the WFWV MACC unit.

Vendor shall provide two (2) senior programmers (Technical Leads) that must:

- 1. Perform analysis, scope definition, design, and implementation of new or modified functionality within the application.*
- 2. Assist in resolving and tracking help desk and other system issues through on-call as well as offline support.*
- 3. Conduct internal reviews of work done by vendor staff as well as client personnel.*
- 4. Provide operational support for all users, including client staff, employers, training providers, agency partners, and the general public.*
- 5. Maintain compliance with US Department of Labor (DOL) and West Virginia policies and procedures.*
- 6. Field technical questions from both state and MACC unit personnel.*
- 7. Implement federal program requirements as stated in DOL Training and Employment Guidance Letters (TEGL) advisories.*
- 8. Interface with other state agencies, such as Unemployment Insurance and the Department of Health and Human Resources, to develop data sharing policies and procedures.*
- 9. Produce ad-hoc reports based on MACC system data.*
- 10. Prepare, maintain, and follow detailed project plans including task assignments, Gantt charts, milestones, and deliverables preceding all development and implementation efforts.*
- 11. Thoroughly test all new development, enhancements, modifications, following pre-defined and mutually agreed upon testing scenarios.*
- 12. Document all work such that WFWV staff may analyze the work performed and make adjustments as needed.*
- 13. Follow generally accepted industry standard design and development practices which lead to a highly normalized database design and an object oriented modular graphical user interface enabling client personnel to modify system parameters with minimal involvement from vendor staff.*
- 14. Attend regular MACC unit and user focus group meetings as requested to discuss problems, future enhancements, etc.*
- 15. Participate in knowledge transfer activities with MACC unit staff as directed by the MACC unit manager.*
- 16. Provide guidance and expert advice on topics including, but not limited to: emerging technology and tools that will enhance or improve the functionality, performance, and/or robustness of the MACC system and configuration of the technical infrastructure supporting the MACC system.*
- 17. Periodically work overtime and/or work outside of normal business hours as needed for system updates, troubleshooting, etc.*
- 18. Work with MACC Unit Manager to ensure that WFWV's MACC system direction remains consistent and compliant.*
- 19. Provide fully dedicated staff to the MACC project.*

20. *Provide uninterrupted service. In the event of staff turnover, the vendor is responsible for filling vacant positions with individuals of equal or higher qualifications that are pre-approved by WFVW personnel within two-weeks of the vacancy at no additional cost.*
21. *Provide annual technical training and/or education to assigned staff to maintain and improve employee skills.*
22. *Provide qualified staff that have the following minimums of knowledge, skill, and ability:*
 - a. *A minimum of four (4) years of programming experience with VisualBasic 6, COM+, ASP, ASP.Net, C#.NET, XML, XSL, XSLT, TransactSQL, VBScript, and JavaScript. Certifications, course records, and/or references should be supplied to validate the required experience.*
 - b. *A minimum of four (4) years of experience with Microsoft Active Directory domain administration, Microsoft SQL Server 2000/2005 administration and clustering, and Microsoft IIS 7.0 Web Server Administration. Certifications, course records, and/or references should be supplied to validate the required experience.*
 - c. *A minimum of one (1) year experience with configuring and maintaining the WCC ELISE Application Suite for probabilistic data matching. Please provide a reference that can verify experience.*
 - d. *A minimum of four (4) years experience with Crystal Reports/Business Objects reporting tools. Please provide a reference that can verify experience.*
 - e. *A minimum of three (3) years experience installing, configuring, and using DOL/Mathematica DRVS software for federal data validation. Please provide a reference that can verify experience.*
 - f. *A minimum of three (3) years experience with Intel-based server hardware, Cisco PIX, and Cisco CSS hardware. Please provide a reference that can verify experience.*
 - g. *A minimum of five (5) years experience with the requirements of the US Department of Labor: Workforce Investment Act of 1998, Wagner-Peyser Act of 1933, Trade Act of 1974, and National Emergency Grants (NEGs). Please provide a reference that can verify experience.*
 - h. *A minimum of five (5) years of experience working with the Mid-Atlantic Career Consortium (MACC) system in any of the consortium member states (e.g., Maryland, Pennsylvania, Virginia, or West Virginia). Please provide a reference that can verify experience.*

EDS, an HP Company is pleased to provide the resumes of two technical leads to provide services as described in the Vendor Responsibilities section of RFQ WWV09857. The resources fulfilling the contract needs of WorkForce West Virginia will be Rohitav (Rohit) Samanta and Tim Elms. Resumes for these two team members are provided in *Appendix A*.

Meeting the Contract Needs of WorkForce West Virginia

REQUIREMENT	MEETS	EXCEEDS
Perform analysis, scope definition, design, and implementation of new or modified functionality within the application.	✓	
Assist in resolving and tracking help desk and other system issues through on-call as well as offline support.	✓	
Conduct internal reviews of work done by vendor staff as well as client personnel.	✓	
Provide operational support for all users, including client staff, employers, training providers, agency partners, and the general public.	✓	
Maintain compliance with US Department of Labor (DOL) and West Virginia policies and procedures.	✓	
Field technical questions from both state and MACC unit personnel.	✓	
Implement federal program requirements as stated in DOL Training and Employment Guidance Letters (TEGL) advisories.	✓	
Interface with other state agencies, such as Unemployment Insurance and the Department of Health and Human Resources, to develop data sharing policies and procedures	✓	
Produce ad-hoc reports based on MACC system data.	✓	
Prepare, maintain, and follow detailed project plans including task assignments, Gantt charts, milestones, and deliverables preceding all development and implementation efforts.	✓	
Thoroughly test all new development, enhancements, modifications, following pre-defined and mutually agreed upon testing scenarios.	✓	
Document all work such that WFWV staff may analyze the work performed and make adjustments as needed.	✓	
Follow generally accepted industry standard design and development practices which lead to a highly normalized database design and an object oriented modular graphical user interface enabling client personnel to modify system parameters with minimal involvement from vendor staff.	✓	
Attend regular MACC unit and user focus group meetings as requested to discuss problems, future enhancements, etc.	✓	

REQUIREMENT	MEETS	EXCEEDS
Participate in knowledge transfer activities with MACC unit staff as directed by the MACC unit manager.	✓	
Provide guidance and expert advice on topics including, but not limited to: emerging technology and tools that will enhance or improve the functionality, performance, and/or robustness of the MACC system and configuration of the technical infrastructure supporting the MACC system.	✓	
Periodically work overtime and/or work outside of normal business hours as needed for system updates, troubleshooting, etc.	✓	
Work with MACC Unit Manager to ensure that WFWV's MACC system direction remains consistent and compliant.	✓	
Provide fully dedicated staff to the MACC project.	✓	
Provide uninterrupted service. In the event of staff turnover, the vendor is responsible for filling vacant positions with individuals of equal or higher qualifications that are pre-approved by WFWV personnel within two-weeks of the vacancy at no additional cost.	✓	
Provide annual technical training and/or education to assigned staff to maintain and improve employee skills.	✓	
<p>Provide qualified staff that have the following minimums of knowledge, skill, and ability:</p> <p>a. A minimum of four (4) years of programming experience with VisualBasic 6, COM+, ASP, ASP.Net, C#.NET, XML, XSL, XSLT, TransactSQL, VBScript, and JavaScript. Certifications, course records, and/or references should be supplied to validate the required experience.</p>		✓
<p>b. A minimum of four (4) years of experience with Microsoft Active Directory domain administration, Microsoft SQL Server 2000/2005 administration and clustering, and Microsoft IIS 7.0 Web Server Administration. Certifications, course records, and/or references should be supplied to validate the required experience.</p>		✓
<p>c. A minimum of one (1) year experience with configuring and maintaining the WCC ELISE Application Suite for probabilistic data matching. Please provide a reference that can verify experience.</p>		✓

REQUIREMENT	MEETS	EXCEEDS
d. A minimum of four (4) years experience with Crystal Reports/Business Objects reporting tools. Please provide a reference that can verify experience.	✓	
e. A minimum of three (3) years experience installing, configuring, and using DOL/Mathematica DRVS software for federal data validation. Please provide a reference that can verify experience.		✓
f. A minimum of three (3) years experience with Intel-based server hardware, Cisco PIX, and Cisco CSS hardware. Please provide a reference that can verify experience.		✓
g. A minimum of five (5) years experience with the requirements of the US Department of Labor: Workforce Investment Act of 1998, Wagner-Peyser Act of 1933, Trade Act of 1974, and National Emergency Grants (NEGs). Please provide a reference that can verify experience.		✓

Verification of West Virginia MACC System Experience

EDS' proposed resources have previously demonstrated the ability to meet the explicit requirements described above in their work with the West Virginia Mid-Atlantic Career Consortium (MACC) system. In addition, their time working with MACC solutions exceeds the five years of requested experience. References for these two resources in relation to their work on the West Virginia MACC system who can verify their experience are as follows:

REFERENCE 1: MARK ELKINS – PROGRAMMER/ANALYST	
Contact Name/Title:	Mark Elkins, Programmer/Analyst
Contact Phone Number, Address and E-mail Address:	Phone: (304) 558-8422 x 2024 Address: WorkForce West Virginia 112 California Ave. Building 4, Room 212 Charleston, WV 25305 e-Mail Address: melkins@workforcewv.org

REFERENCE 2: LOU DAVITIAN, PROGRAMMER/ANALYST	
Contact Name/Title:	Lou Davitian, Programmer/Analyst
Contact Phone Number, Address and E-mail Address:	Phone: (304) 558-8422 x 2017 Address: WorkForce West Virginia 112 California Ave. Building 4, Room 212 Charleston, WV 25305 e-Mail Address: ldavitia@workforcewv.org

REFERENCE 3: DON BROTHERTON, DATABASE ADMINISTRATOR	
Contact Name/Title:	Don Brotherton, Database Administrator
Contact Phone Number, Address and E-mail Address:	Phone: (304) 558-8422 x 2219 Address: WorkForce West Virginia 112 California Ave. Building 4, Room 212 Charleston, WV 25305 e-Mail Address: dbrotherton@workforcewv.org

2.1 Technical Lead for System Architecture

In addition to the general requirements outlined above, the Technical Lead for System Architecture will:

- 1. Provide overall vision, direction, concepts, and business requirements analysis for the project.*
- 2. Prepare estimates and schedules for work and work with the MACC unit manager to assign priorities.*
- 3. Develop policies and procedures in coordination with the MACC unit manager to ensure 24/7/365 system operation and support of all system users.*
- 4. Support annual DOL data validation efforts by creating samples, compiling and verifying results, and submitting results.*
- 5. Oversee the deployment of system changes to the development and production environments.*
- 6. Develop and enforce application development standards and best practices within the MACC unit.*
- 7. Provide timely responses to WFWV management.*
- 8. Monitor the performance and suitability of the development and production environments. These environments consist of web, application, and database servers in a three tier configuration.*

EDS, an HP Company has identified Rohitav (Rohit) Samanta as the resource for Technical Lead for System Architecture to provide services as described in the Technical Lead for System Architecture section of RFQ WWV09857.

Rohit is a Microsoft Certified Solution Developer (MCSD) and Microsoft Certified Application Developer (MCAD). He has previously demonstrated the ability to meet both the requirements set forth in Section 2.0 of this proposal, and also the explicit requirements for the Technical Lead for System Architecture as described above in his work with the West Virginia Mid-Atlantic Career Consortium (MACC) system since August 2001. Rohit's resume is provided in *Appendix A*.

2.2 Technical Lead for Database Administration

In addition to the general requirements outlined above, the Technical Lead for Database Administration will:

- 1. Serve as the architect for all database development.*
- 2. Ensure that daily database backups are performed, verified, and secured appropriately.*
- 3. Provide database administration for both the development and production databases.*
- 4. Develop and enforce database standards and best practices within the MACC unit.*
- 5. Migrate and/or bulk insert data as needed.*
- 6. Monitor performance and capacity usage for the development and production databases and take corrective action as necessary.*
- 7. Perform consistency checks of the development and production databases and maintain database indexes to ensure minimal fragmentation to optimize performance.*
- 8. Regularly test the restoration of the production database to the development system.*
- 9. Develop, generate, maintain, verify, submit, and field questions regarding preliminary, quarterly, and annual DOL reports.*
- 10. Produce ad-hoc reports, based on programs, regions, service locations, and/or service providers as requested.*
- 11. Load wage data from the Unemployment Insurance (UI) and Wage Record Interchange System (WRIS).*

EDS, an HP Company has identified Tim Elms as the resource for Technical Lead for Database Administration to provide services as described in the Technical Lead for Database Administration section of RFQ WWV09857.

Tim has previously demonstrated the ability to meet both the requirements set forth in Section 2.0 of this proposal and also the explicit requirements for the Technical Lead for Database Administration as described above. He has gained this experience with his work with the West Virginia Mid-Atlantic Career Consortium (MACC) system since August 2002 and his work on previous engagements.

Tim's resume is provided in *Appendix A*.

3. Other Vendor Requirements

3.1 Experience Related to the MACC System

1. *The vendor must provide credible, detailed evidence of experience related to the Mid-Atlantic Career Consortium (MACC) system. It is preferred that this be submitted with the bid.*

EDS State and Local Government is the successor organization to a number of companies, including Saber Government Solutions and Covansys Public Sector. Formerly independent, Saber acquired Covansys Public Sector in 2006; then in 2007 EDS acquired Saber followed soon after by the acquisition of EDS by HP. As Covansys Public Sector, EDS an HP Company was the prime vendor for the Mid Atlantic Career Consortium (MACC). EDS was responsible for all aspects of creation of this system, including requirements analysis, design, construction, project management, data conversion, training, and interfaces to other state systems.

The MACC was designed to be completely integrated as part of each member state's existing labor-related site. The original MACC member states were West Virginia, Maryland, Pennsylvania and Virginia. While Pennsylvania and Virginia have left the consortium, EDS continues to work both with the State of West Virginia and the State of Maryland to continue to maintain their version of the MACC system.

3.2 Functional Organizational Chart

2. *The vendor must provide a functional organizational chart indicating the proposed project structure. The vendor should provide job descriptions and resumes for the key project staff and any other staff who will work on any part of this contract, specifying experience with the vendor and relevant education, experience, and training. It is preferred that this be submitted with the bid.*

The resources fulfilling the contract needs of WorkForce West Virginia will be Rohitav (Rohit) Samanta and Tim Elms. They will fulfill the requirements of the project as detailed in Section 2 of this proposal. Resumes for these two team members are provided in *Appendix A*.

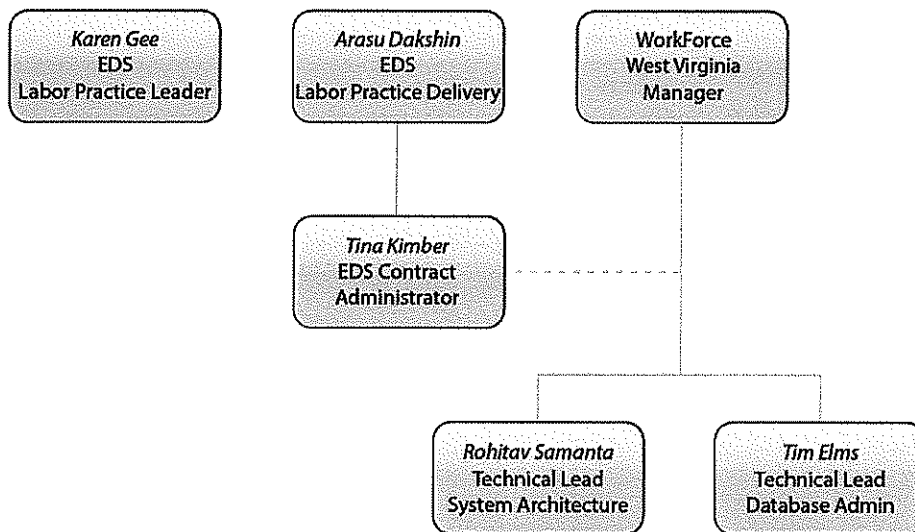


Figure 1. Proposed Functional Organization

WorkForce West Virginia

The contract resources will be supported by additional EDS staff who will serve to perform contract administration and customer escalation functions as follows:

Tina Kimber, EDS Contract Administrator – Tina will be responsible for administration functions relating to the WorkForce West Virginia MACC contract. She will ensure timely billing, time reporting and manage any other administrative needs.

Arasu Dakshin, EDS Labor Practice Delivery – Arasu oversees the delivery of all EDS Labor projects. He will serve as a point of escalation for WorkForce West Virginia in the event that any contractual changes are required, or concerns arise on behalf of the State.

Karen Gee, EDS Labor Practice Leader – Karen oversees the strategic direction of the EDS Labor Practice. She will serve as a second point of escalation for WorkForce West Virginia, and an on-call resource for questions relating to trends in Workforce Development systems.

3.3 References

3. *The vendor must provide at least two (2) references from similar projects within the past three (3) years. These references must include a description of the work performed and contact information for verification. It is preferred that this be submitted with the bid.*

EDS' experience as the prime vendor for Mid-Atlantic Career Consortium and Workforce Solutions started nearly 20 years ago. The references presented here exemplify these capabilities for projects that are comparable to the West Virginia MACC system in terms of the technical and implementation approaches. Each reference, highlighted in the following table, serves to demonstrate EDS' commitment to client success and depth of experience delivering the specific services necessary to achieve West Virginia's vision for the MACC system.

REFERENCE 1: WESTERN MARYLAND CONSORTIUM/MARYLAND WORKFORCE EXCHANGE		
Reference For:	Prime Bidder <input checked="" type="checkbox"/>	Subcontractor <input type="checkbox"/>
Contact Name/Title:	Daniel M. Johnson, Director PC/Web Development (OIT)	
Contact Phone Number, Address and E-mail Address:	Phone: 410.767.2824 Address: Maryland Department of Labor, Licensing and Regulation, 1100 N. Eutaw Street, Suite 303, Baltimore, MD 21201 e-Mail Address: djohnson@dllr.state.md.us	
URL:	www.dllr.state.md.us	
Project Start Date:	May 2001	Project End Date: 6/30/2009
Description of Products or Services Provided:		
EDS provides staff skilled in the maintenance of the Mid-Atlantic Career Consortium (MACC) system to: <ul style="list-style-type: none"> • Maintain the Maryland MACC system, performing enhancement and defect resolution application programming. • Assignments involve system analysis, programming, testing, documentation, deployment and performance tuning of the Maryland MACC system. • Perform application testing for quality assurance prior to deployment. The contract with the Western Maryland Consortium will end in June of 2009. EDS anticipates a renewal of the contract, so that service continues to the State without interruption.		

REFERENCE 2: NEW HAMPSHIRE WORKFORCE OPPORTUNITY COUNCIL/eTEAMS			
Reference For:	Prime Bidder <input checked="" type="checkbox"/>	Subcontractor <input type="checkbox"/>	
Contact Name/Title:	Cindy L. Naiditch, Executive Director, Operations		
Contact Phone Number, Address and E-mail Address:	Phone: 603.229.3312 Address: Workforce Opportunity Council, Inc., 64 Old Suncook Rd., Concord, NH 03301 e-Mail Address: Cnaiditch@nhworkforce.org		
URL:	www.nhworkforce.org		
Project Start Date:	06/29/2001	Project End Date:	06/29/2009
Description of Products or Services Provided:			
EDS provides staff skilled in Workforce Investment Act system maintenance to provide: <ul style="list-style-type: none"> • Administration, maintenance and support of the State's version of the EDS eTEAMS WIA Application. This includes support for all databases, interfaces, and reporting requirements of the Employer Labor Market Information. • Setup and maintenance of all system administration tables, user logons and passwords. • System Database and Application Upgrades as needed. • Production of all scheduled and ad-hoc reports. • Help-desk support to the end user community. • Monitoring and resolution of all data interface activities and errors. • Development of any needed changes to the application. • Development and maintenance of the application test environment and database. • Updates of all relevant documentation based on changes to the application. • Testing of all changes to application code. • Training for maintenance, support, and system administration skills to designated State employees. 			
The contract with the New Hampshire Workforce Opportunity Council will end in June of 2009. EDS anticipates a renewal of the contract, so that service continues to the State without interruption.			

3.4 Acknowledgement of State Property

4. *The successful vendor must provide a written statement acknowledging that all documentation, processes, materials, algorithms, source code, graphical design, applications or other work products developed under this contract are the sole property of the State of West Virginia and may not be used elsewhere for any purpose without prior written permission.*

EDS, an HP Company acknowledges that all documentation, processes, materials, algorithms, source code, graphical designs or other work products developed under this contract are the sole property of the State of West Virginia and may not be used elsewhere for any purpose without prior written permission.

3.5 Escrow and Release of Original Software, Source Code, Object Code and All Modifications

5. *The vendor shall ensure that the original software, source code, object code and all modifications, throughout the life of any agreement from this RFQ, will be held in escrow, to be released to WFWV upon termination of said agreement. It is further understood that the State will retain a perpetual license to the object code.*

It is anticipated that all software, source code, object code and modifications will be developed using West Virginia equipment, and stored at a West Virginia facility. In the event that EDS, an HP Company develops any software, source code, object code or modifications for this contract on a non-State owned environment, the developed product will be held in escrow, to be released to WFWV upon termination of said agreement. Without regard to the location of product development, the State will retain a perpetual license to the object code.

4. Vendor's Bid Quotation

The vendor will include all costs necessary for all services required pursuant to the terms of this RFQ within the format provided below. No other expenses will be paid unless otherwise provided for in the RFQ.

4.1 Initial Contract Term

QTY	DESCRIPTION	HOURLY RATE	MONTHLY COST (BASED ON ESTIMATED 160 HOURS PER MONTH)*	ANNUAL COST
1	System Architect	105.32	17,441.16	209,293.92
1	Database Administrator	105.32	17,441.16	209,293.92
	Grand Total			418,587.84

*All hours worked will be billed at the stated hourly rates; estimated monthly costs are based on 160 hours per month. WFWV requested travel will be reimbursed as per West Virginia Travel Regulations.

4.2 Contract Term Renewal #1

QTY	DESCRIPTION	HOURLY RATE	MONTHLY COST (BASED ON ESTIMATED 160 HOURS PER MONTH)*	ANNUAL COST
1	System Architect	109.01	17,999.28	215,991.33
1	Database Administrator	109.01	17,999.28	215,991.33
	Grand Total			431,982.65

*All hours worked will be billed at the stated hourly rates; estimated monthly costs are based on 160 hours per month. WFWV requested travel will be reimbursed as per West Virginia Travel Regulations.

4.3 Contract Term Renewal #2

QTY	DESCRIPTION	HOURLY RATE	MONTHLY COST (BASED ON ESTIMATED 160 HOURS PER MONTH)*	ANNUAL COST
1	System Architect	112.50	18,557.25	222,687.06
1	Database Administrator	112.50	18,557.25	222,687.06
	Grand Total			445,374.11

*All hours worked will be billed at the stated hourly rates; estimated monthly costs are based on 160 hours per month. WFWV requested travel will be reimbursed as per West Virginia Travel Regulations.

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Appendix A: Resumes for Proposed Personnel

EDS, an HP Company is pleased to provide resumes for the proposed technical leads, Rohitav (Rohit) Samanta and Tim Elms.

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Rohitav Samanta

Senior Consultant/Senior Developer

PROFILE

Mr. Rohitav Samanta is an IT consultant at EDS with more than 8 years experience in PC-based computer systems. During his career, he has performed multiple roles, including Senior Consultant, Consultant, Developer and Junior Developer.

Mr. Samanta specializes in PC-based client-server, N-Tiered and Web-Based applications, based on Microsoft and Java technologies. His areas of strength are .NET Technologies and MSSQL database administration. He has experience in supporting systems both in production environments, as well as in development environments. He also has extensive experience in analyzing information, troubleshooting, and fine-tuning the performance of application and database servers. Apart from his technical expertise, Mr. Samanta also possesses strong analytical, communication and leadership skills and has extensive experience in the Insurance and Public sectors.

TECHNICAL SKILLS

Languages: Visual Basic 6, VB. NET, ASP, ASP.NET, C#.Net, VBScript, Transact-SQL, HTML, Java, JavaScript, XML, XSL, XSLT.

Hardware: IBM, DELL, HP, COMPAQ, EMC SAN, Cisco PIX, Cisco CSS, Intel based server hardware

Tools: Visual Studio, Crystal Reports/Business objects, DRVS (DOL)

Technologies: IIS 6.0 & 7.0, ASP, SQL Server, COM/COM+, MTS, XML, SOAP, WCC Elise Application suite

Operating Systems: Windows 2000 Pro, Server and Advanced Server, Windows 2003(x86 & x64), NT, XP, Vista (x86 & x64)

Databases: MS SQL Server 6.5, 7, 2000, 2005, Oracle

Industries: Insurance, Public Sector

TECHNICAL CERTIFICATIONS

Microsoft Certified Solution Developer (MCSD) (For Microsoft .NET)

Microsoft Certified Application Developer MCAD (For Microsoft .NET)

MCP 2.0 -- Certified Professional in the following:

- Designing and Implementing Databases with Microsoft® SQL Server™ 2000 Enterprise Edition
- Analyzing Requirements and Defining Microsoft .NET Solution Architectures
- Developing and Implementing Web Applications with Microsoft® Visual C#.NET and Microsoft® Visual Studio.NET
- Developing and Implementing Windows®-based Applications with Microsoft® Visual C#.NET and Microsoft® Visual Studio®.NET
- Developing XML Web Services and Server Components with Microsoft Visual C# .NET and the Microsoft .NET Framework

PROFESSIONAL EXPERIENCE

EDS, an HP company

Project: State of West Virginia MACC

(Mid Atlantic Career Consortium) www.workforcewv.org

**Role: Implementation/Data Migration/Ongoing Development
and Maintenance**

08/01 – Present

Mr. Samanta is involved with application design, development, and implementation of the MACC Workforce system into the production environment of the State of West Virginia.

The MACC system offers services for employers, job seekers and training providers. The software product implements the Department of Labor's WIA (Workforce Investment Act of 1998), Wagner-Peyser Act of 1933 (Job Service), TAA (Trade Act of 1974), and National Emergency Grants (NEG) programs to enable jobseekers to gain employment and/or training. Moreover, employers can post vacancies, search and find employees. The product also allows training providers to enter their courses/programs and track students. The system enables seamless end-to-end management and tracking of participants by their case managers, employers and training providers. The case managers can track costs, pay invoices and produce checks for all kinds of direct and indirect costs. The product also incorporates imaging and document workflow. The software product has three distinct Websites for the public, case managers, and administrators. It was developed using Microsoft and industry standard technologies. It supports multi-lingual and disabled users. The MACC system is developed in such a way that it can be customized for similar state agencies.

Mr. Samanta functions as the Technical Lead for System Architecture on the project. He is responsible for raising and initially addressing any personnel issues and for ensuring the quality of the product with regard to the requirements detailed by the State of West Virginia. He started as a developer on a team of 20 people who designed and implemented the

application from presentation layer to the middle tier business object layer. He was involved in all stages of development from analysis to quality testing.

Responsibilities:

- Overall vision, direction, concepts and business analysis
- Application design, analysis, scope definition, development and implementation of new or modified functionality within the application
- Architect for all web and application development
- Follows generally accepted industry standard design and development practices.
- Implements highly normalized database design and object oriented modular graphical user interface enabling client personnel to modify system parameters with minimal effort
- Documents all work such that client staff may analyze the work performed and make adjustments as needed
- Prepares estimates and schedules for the work assigned and assigns priorities to work
- Prepares, maintains, and follows detailed project plans including task assignments, Gantt charts, milestones, and deliverables preceding all development and implementation efforts
- Thoroughly tests all new development, enhancements, and modifications, following pre-defined and mutually agreed upon testing scenarios
- Contributes to weekly status reports for client management
- Attends regular MACC unit and user focus group meetings as requested to discuss problems, future enhancements, etc.
- Reviews work done by the development team and enforces development standards within the team
- Oversees the deployment of system changes to the development and production environments
- Provides technical consulting to clients; provides guidance and expert advice on topics including, but not limited to: emerging technology and tools that will enhance or improve the functionality, performance, and/or robustness of the system and configuration of the technical infrastructure supporting the system
- Acts as a liaison between the client and the company
- Understands user requirements and prepares requirement documents
- Ensures compliance with client policies and procedures
- Tunes and runs performance enhancements to the system when required

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- Maintains the current system, analyzes, troubleshoots and fixes issues as they arise
- Ensures 27/7/365 operation and support of all users, which include case managers, employers, training providers and the general public; 700+ concurrent users have access to the system
- Assists in resolving and tracking helpdesk and other system issues through on-call as well as offline support
- Ensures compliance with DOL (Department of Labor) policies; implements federal program requirement as stated in TEGLE (Training and Employment Guidance Letters) advisories
- Supports annual DOL data validation efforts by creating samples, compiling and verifying results and submitting results
- Creates State of WV departmental and individual ad-hoc reports as requested; generates Federal DOL (Department of Labor) reports using different reporting tools like SPR, DART, MATHEMATICA and Crystal Enterprise 10
- Fields technical questions from both the State and the internal team
- Ensures all performance and application-related questions raised by users and management are answered in timely fashion
- Interfaces with other state agencies, such as Unemployment Insurance and the Department of Health and Human Resources and other computer systems, allowing agencies to share data
- Creates training manuals and presentations; gives presentations of the product and technical descriptions of the project
- Provides operational support for all users, including client staff, employers, training providers, agency partners, and the general public
- Maintains Elise job matching servers and application
- Implements and maintains the imaging servers
- Other tasks include Windows server administration, cluster configuration for the SQL Server and Active Directory Domain administration

The environment consists of five front-end Web servers in a hardware load balanced configuration, which also acts as the business middle tier. The database server is an active/passive cluster of two machines that interfaces with EMC SAN for storage.

All systems are running Windows 2003 64 bit. The database is SQL Server 2005 Standard Edition.

The software environment consists of ASP, Visual Basic 6, COM/COM+, XML, XSLT, ASP.NET and C#.Net with SQL Server backend. The Web-based front-end is generated via XSLT style sheets applied to XML. XML is generated from the Visual Basic middle tier components.

Project: Skandia Transparent Investment Strategy (TIS) Online
www.skandia.de

Role: Application Development

04/01 - 08/01

TIS is a Web-based Insurance application used to prepare quotes for different tariffs. Development focused on the Online Quotation management System. TIS is a Web-centric application with a 3-tier architecture derived from Sun's specification on J2EE design guidelines. The standard J2EE architecture for a multi-tier enterprise is customized to suit the TIS Online application. The application designed and developed for Skandia supports brokers in calculating insurance premium rates for final customers. There are various input factors, including age of the customer, period of insurance coverage, gender of the customer, etc. The calculation logic, scheme details and other business rules are built into the software, using Java and other sun technologies. This also included the administrative part of Tariff, Fund and Probability systems of the application.

This System development strictly follows the development methodology of Rational Unified Process. All artifacts written and delivered are followed with the standards given OMG and Unified Modeling Language Specifications.

Scope of the Project:

- To calculate insurance premium via Web for brokers, including customized screen-presentation and flexible printouts
- To calculate interest-rates for particular tariffs
- To use relevant functions of each tariff with other existing SKANDIA systems
- To administrate the existing tariffs and their parameter-sets, and add new versions of tariffs
- To build an interface for business partners to provide them the scope to integrate our quotation system into their software
- To reuse components in other SKANDIA systems, e.g. the main administration system (cost calculations etc.)
- To reuse components in a workbench to evolve new tariffs

Responsibilities:

- Developed the tariff administration modules
- Implemented the business logic for adding a tariff using Java Classes
- Developed the Administrative Quote module; this module allows brokers to print their calculations on a customizable print template; the broker can also add further information such as address, logo, communication-channels and clients name
- Developed, tested and integrated the application with the WebSphere environment
- Developed a tool for testing the insurance tariffs by providing the appropriate inputs in the user interface; these components were developed using Java swing libraries

WorkForce West Virginia

The technical environment consisted of WebSphere 3.5, Java, JSP, Java Swings, Servlets, Rational Rose 2000, Clearcase and Oracle 8i backend.

EDUCATION

Bachelor's Degree (Electrical and Electronics Engineering), *Berhampur University, India*



Tim J. Elms

Senior Consultant/Senior Developer

PROFILE

Mr. Elms is an IT Consultant at EDS with thirteen years of experience in PC-based computer systems. He has performed multiple roles, including Senior Consultant, Consultant, Technical Consultant, DBA, Development Engineer, Analyst Programmer, and Senior Analyst Programmer.

He specializes in PC-based client-server, N-Tiered and web-based applications, based on Microsoft technologies. He has extensive experience in State Government, Customer Relationship Management and Sales Force Automation in the Financial and Insurance sectors.

TECHNICAL SKILLS

Languages: VisualBasic 6, VB Script, .Net, SQL.

Hardware: PCs, Commodity Rack servers, EMC SAN.

Tools: Visual Studio, Crystal Reports, Office.

Technologies: IIS, ASP, ASP .Net, COM/COM+, MTS, XML/XSLT, SOAP.

Operating Systems: Windows 2000 Pro, Server and Advanced Server, Windows 2003 inc R2, NT, XP, Vista. OS Include x64 where available.

Databases: MS SQL Server 6.5, 7, 2000, 2005 x86 x64, 2008 x86 x64.

Skills: Windows Domain Administration, Networking, Network Load Balancing, SQL Server Administration inc Clustering.

Industries: State Government, Financial, Insurance, SFA, CRM

PROFESSIONAL EXPERIENCE

EDS, an HP company

**Project: State of West Virginia MACC
(Mid Atlantic Career Consortium)**

**Role: Implementation/Data Migration/Ongoing Development
and Maintenance** **09/02 – Present**

Mr. Elms is the Senior Technical Lead for the project. His primary responsibility is to complete the tasks of the MACC Database Administrator (DBA). In addition to the DBA related tasks, Mr. Elms is also responsible for customization and implementation tasks relating to the MACC application.

The West Virginia MACC system implements the US Department of Labor Workforce Investment Act (WIA) Job Service (JS) requirements to enable

WorkForce West Virginia

jobseekers to gain employment and/or training. It also enables employers to search and find employees for specific posted jobs. The product enables seamless end-to-end management and tracking of the jobseekers by their case managers, employers, and training providers.

The initial project was completed in four phases: Implementation of the Workforce Investment Act, Implementation of Wagner Peysner, Implementation of the Trade Investment Act, and Ongoing Enhancements.

Mr. Elms was deeply involved in the migration of the legacy data from two mainframe applications into the MACC database. Data relating to approximately 250,000 West Virginians were contained in the legacy systems.

His responsibilities have included:

- Application maintenance, enhancements, new design, development and implementation
- Architect for all database development
- Development database standards and best practices. Enforce standards within the team
- Database administration for both development and production environment
- Data migration from two legacy mainframes to the Web-based system
- Day-to-day management of the State's servers in the development and production environments
- Administration of updates and patch management to keep all servers up-to-date and secure
- Monitor and Capacity management, ensure the 700+ concurrent users have access to the system
- Tune and run performance enhancements to the system when required
- Ensure 24/7/365 operation and support of all users, which include staff, employers, training providers and the general public
- Analysis and scope of new work and functional areas of the application
- Design and implement new features and areas of the application
- Ensuring compliance with client policies and procedures
- Ensuring compliance with DOL (Department of Labor) policies
- Implement federal program requirement as stated in TEGL (Training and Employment Guidance Letters) advisories
- Produce State of WV departmental and individual ad-hoc reports as requested
- Field technical questions from both the State and the internal team
- Process Helpdesk tickets
- Assist in resolving and tracking issues and conducting internal reviews of work done by peers
- Provide on-call support
- Provide technical consulting to the client of key issues

- Interfacing with other state agencies and computer systems, allowing agencies to share data. Interfacing with Unemployment Insurance and Department of Human Resources
- Give presentations of the product and technical descriptions of the project
- Rollout of development changes, new application areas or maintenance to the production environment
- Developing, testing, and production of federally mandated reports for the Department of Labor (these report program performance which effects program funding from federal agencies)
 - WIA (Workforce Investment Act) Title 1B Performance reports
 - WIA Quarterly report, ETA 9090
 - WIA Annual report, ETA 9091
 - Wagner Peyser JS Performance reports
 - ETA ES9002
 - ETA VETS200
 - TAA (Trade Adjustment Assistance) Performance report
 - ETA 563
 - Use of DOL/Mathematics DRVS software for federal reporting
 - Execute Quarterly and Annual federal reports
 - Execute preliminary reports as needed, before quarterly reports
 - Produce breakouts of Federal reports, based on programs, regions, service locations, service providers
 - Compile, verify and submit report result to the DOL
 - Field questions and concerns of the reported results
- Load wage data from UI and WRIS (Wage Record Interchange System); wages are used in federal reporting
- Integrated the WCC ELISE application suite

The environment consists of six front-end web servers in a hardware load balanced configuration, which also acts as the business middle tier.

The database server is a 2 node cluster using SAN storage in a multipath environment.

All systems run Windows 2003 R2. The database is SQL Server 2005. All systems utilize 64bit operating system and applications.

The software platform consists of VisualBasic, ASP, HTML, and XML.

Project: Clemson University Financial Reporting Data Warehouse
Role: Developer **05/02 – 08/02**

Reporting Data Warehouse

As a member of the development team, Mr. Elms was responsible for designing and implementing a Date Warehouse for the purpose of financial reporting.

He predominately worked as a part of the report development team. He was responsible for requirement gathering, analysis, design, and implementation of Crystal Reports. He built reporting tables and views to satisfy the business needs and develop complex financial reports.

Mr. Elms was solely responsible for the management and implementation of Crystal ePortfolio, Crystal's enterprise web-enabled report viewer. He was also the point of contact for trouble shooting the ePortfolio environment. In addition, he trained the client staff on the use and continued development on the Crystal ePortfolio platform.

The technical environment consisted of Oracle 8i, Crystal Reports, and Crystal ePortfolio.

Project: Customer Relationship Management – Various Projects

Role: Senior Developer

04/00 – 04/02

Event Tracker Browser Edition

Mr. Elms was responsible for the conversion of an existing CRM application into a pure thin-client architecture. The application allows CSRs to manage customers and the contacts with those customers in a controlled manner. Mr. Elms was predominantly used in the Banking and Insurance sectors.

Mr. Elms was the Senior Developer on a team of five people who designed and implemented the application from the presentation layer to the middle-tier business object layer. He was involved at all stages of development from Scoping to QA and Defect correction. The main area of involvement was in the VisualBasic middle-tier components.

Part of the design and implementation involved performance enhancements for a nationwide role out for a large client and extremely large dataset volumes (more than sixty-million contacts).

The technical environment consists of ASP, VisualBasic, COM/COM+, XML, XSLT. With COM/COM+, and SQL Server backend, purely based on Microsoft technologies.

The web-based front end was generated via XSLT style sheets applied to XML. XML was generated from the VisualBasic middle-tier components.

Internationalization

Mr. Elms was involved in research and preliminary implementation of conversion of a product suite to an international version, predominantly for the European market. Mr. Elms was responsible for analysis and recommendations to code changes with the full suite.

Guides

Mr. Elms was involved in maintenance and feature enhancements to the Guides product. Guides is a set of structured forms allowing external customers to request information and support, and questions to the company. The structured forms interact with an AI engine and the backend database.

The technical environment consisted of ASP, COM, and SQL Server.

Prior to EDS

Project: SFA/CRM Vendor

Role: Technical Consultant/Development Engineer 08/96 – 03/00

Mr. Elms worked for a Sale Force Automation and Customer Relationship Management application development company. He had varied roles within the organization during tenure, including the professional services and development.

The product was a web-based application, allowing sales personnel to manage their customers and contacts remotely. The product allowed synchronization of data between the client and server for offline use.

Mr. Elms was involved in development of the core application architecture. The business application software was built upon the underlying architecture. While in the services division, Mr. Elms was involved in customizing the application and implementation of the product at client sites.

Technical environment was VisualBasic 6, COM Components, Microsoft Access, and SQL Server databases.

EDUCATION

B.S. with Honors (Computing Science), *Staffordshire University*, Stafford, United Kingdom

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