2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
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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.

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Welcome, Lu Anne Cottrill | Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | **Dept:** 0323 | **ID:** ESR08091600000000574 | **Ver:** 1 | **Function:** New | **Phase:** Final | Modified by batch , 08/09/2016

Header

List View

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

Procurement Folder: 235229

Procurement Type: Central Master Agreement

Vendor ID: 000000192076

Legal Name: DIAMOND TECHNOLOGIES INC

Alias/DBA:

Total Bid: $207,069.00

Response Date: 08/09/2016

Response Time: 13:01

SO Doc Code: CRFQ

SO Dept: 0323

SO Doc ID: WWV1700000001

Published Date: 7/22/16

Close Date: 8/9/16

Close Time: 13:30

Status: Closed

Solicitation Description: Four years of support and maintenance of Workforce WV

Total of Header Attachments: 0

Total of All Attachments: 0

Proc Folder : 235229

Solicitation Description : Four years of support and maintenance of Workforce WV SIDES

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2016-08-09 13:30:00	SR 0323 ESR08091600000000574	1

VENDOR

000000192076

DIAMOND TECHNOLOGIES INC

Solicitation Number: CRFQ   0323   WWV1700000001

Total Bid : $207,069.00   **Response Date:** 2016-08-09   **Response Time:**   13:01:23

Comments:

FOR INFORMATION CONTACT THE BUYER

Jessica S Chambers

(304) 558-0246
jessica.s.chambers@wv.gov

Signature on File   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	Please see the attached Pricing Page "Exhibit A"				$207,069.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Support and maintenance of the Agency's SIDES System. Please see the attached Pricing Page. (Exhibit A)

Please see the attached Pricing
Page "Exhibit A"

221 West 9th Street, Suite 200
Wilmington, De 19801
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www.diamondtechnologies.com

To Provide a

SIDES Support and Maintenance Solution

WorkForce West Virginia

For RFQ # WWV1700000001

Presented To:

State of West Virginia
Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

By:

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Table of Contents

1.0   Diamond Technologies Company Profile

Diamond Technologies is a privately owned IT consulting firm that has been serving leading Fortune 1000 and public sector organizations since 1996. Our objective is to optimize client business value and return on IT investment by combining innovation and cutting edge expertise enhanced by tailored quality personal service. The company provides services to clients in both the corporate and public sectors throughout the greater Delaware Valley region. Diamond Technologies prides itself in developing long term, mutually beneficial relationships with its clients.

At the heart of the company is a dedicated staff of IT professionals committed to providing service excellence. Unlike many of our competitors, we employ our technical staff on a full time basis and provide them with a comprehensive benefits package that includes ongoing professional training. We believe that in the long run this approach results in higher quality products and solutions for our clients. Diamond Technologies currently employs a full time staff of 50 professionals.

Diamond Technologies was named to the Inc 500, Inc. Magazine's list of the 500 fastest growing privately held companies in America. In addition, Diamond Technologies was named to the Philadelphia 100 list of the regions fastest growing privately held companies. In 2001, the company was recognized as Delaware's Small Business of the Year by the United States Small Business Administration; and recognized by Delaware Today magazine as one of the Best Places to Work in Delaware.

Diamond Technologies was founded in 1996, over our 18 year history we have experienced a sea of technology changes and has continually adapted to meet the needs of our clients. Today, we are focused on assisting our clients with state-of-the-art technologies including Outsourced IT Managed Services, Mobility Solutions, Business Intelligence, Web Portals (including Microsoft SharePoint), Cloud Services, Salesforce Implementations, Software Development and Integration, and CIO Guidance. For additional information about our company, services and culture, please visit www.diamondtechnologies.com.

2.0   Background

WorkForce West Virginia (WFWV) has expressed the desire to acquire four years of maintenance, support, and enhancement of the Agency's existing State Information Data Exchange System (SIDES) to include custom software and commercial hardware and software that make up the solution.

In 2004, the Information Technology Support Center (ITSC) undertook a project to evaluate the various questions and approaches to separation information data collection instruments that state UI agencies use to obtain required information from employers and Third Party Administrators (TPAs). In 2005, an effort was launched to develop and test a standardized format for separation requests to large multi-state employers and TPAs. Twelve states, four large employers, and two TPAs were involved in the project. In September 2006, six state UI agencies (CO, GA, ID, OH, UT, & WI) met to formulate plans for the SIDES system to be implemented with a reasonable number of employers and/or TPAs. Five of the states (CO, GA, OH, UT, & WI) formed a group to develop and implement the standard specifications for a Web service-based electronic exchange of separation information with a group of multi-state employers/TPAs (ADP, TALX and J.C. Penney). During this effort a sixth state (NJ) joined the five states to develop and implement SIDES. In February 2010, the Separation Information exchange component of SIDES went into full production.

Participation in the SIDES system is now being expected by the US DOL and new modules are being introduced to expand upon the existing functionality. Monetary and potential charges is one of the next modules to be implemented following separation information and earnings verification.

The remaining sections of this document describe Diamond Technologies' proposal to WFWV to support, maintain, and enhance the current deployment of SIDES in West Virginia. We are confident that our experience and commitment will result in a highly successful solution. We appreciate the opportunity to bid on this RFQ and look forward to continuing our partnership on this important initiative.

3.0   Qualifications

Per Section 3 of the RFQ, Diamond Technologies has experienced staff that meet or exceed all the requested qualifications. For this project, Diamond is proposing to assign Chip Watkins as the senior consultant supporting the system and Tony Tancredi, Chief Technology Officer, as a secondary resource. Mr. Watkins has been the primary developer and SIDES software support engineer for West Virginia and Delaware for the past four years. Additionally, Diamond will be using Kevin Huff and James Cook from its Diamond Edge support team to support and maintain the physical server and network hardware. Kevin and James were responsible for the original onsite deployment of the West Virginia SIDES system and have assisted with the support of this system over the past four years. See high level information below and staff resumes included in Attachment A.

Chip Watkins – Senior Consultant

Chip has been a senior consultant with Diamond Technologies for over 15 years. He has extensive Java and Microsoft web architecture experience and a strong knowledge of object oriented, multi-tier architectures. Additionally, he has excellent database design and implementations skills. Beyond Chip's impressive technical skills, he is also Diamond's lead SIDES developer and works closely with the national SIDES team. He has been developing and maintaining SIDES systems for multiple Diamond clients for over four years.

Tony Tancredi — Director of Technology

Tony has over 30 years of advanced architecture, design, development and management experience on diverse platforms such as mobile, cloud, server and mainframe. Prior to joining Diamond Technologies, he co-founded various Internet startup companies and spent 10 years managing product teams and designing software for Computer Associates, Inc.

Kevin Huff – Senior Systems Engineer

Kevin is a highly experienced systems engineer with diverse technical skills including multiple servers, desktop, network, firewall, and telephony technologies. He also has project management experience in designing, building, updating and maintaining networking solutions. He is trained and experienced with Microsoft Windows Server and Exchange products in addition to his other extensive technical training and certifications.

James Cook – Senior Systems Engineer

James is a driven systems engineer with more than ten years of experience in all facets of information technology, including physical/virtual infrastructure management and design, cloud technologies, support desk operations, vendor management, and project implementation. This includes specific technologies such as Active Directory, Exchange, Hyper-V, VMWare, SQL, networking products from Cisco, Barracuda, and Sonicwall, and SAN products from Dell, HP, and EMC.

> *3.1 Minimum of seven (7) years of Software Development Lifecycle (SDLC) experience.*

Diamond Technologies' staff exceed this requirement based on their extensive software development experience. Please refer to the resumes of Chip Watkins and Tony Tancredi in Attachment A.

> *3.2 Minimum of five (5) years of experience with .NET 4.0, C#, Visual Studio, Windows Service Programming, and Simple Object Access Protocol (SOAP) Web Services.*

Diamond Technologies' staff exceed this requirement based on their experience supporting the existing SIDES implementation in West Virginia and additional prior experience with other projects. Please refer to the resumes of Chip Watkins and Tony Tancredi in Attachment A.

> *3.3 Minimum of three (3) years of experience with Internet Information Server (IIS) 7, Microsoft SQL Server 2008 R2, and Quartz.NET*

Diamond Technologies' staff exceed this requirement based on their experience supporting the existing SIDES implementation in West Virginia. Please refer to the resumes of Chip Watkins and Tony Tancredi in Attachment A.

> *3.4 Minimum of three (3) years of experience with Storage Area Network (SAN) hardware, VMware, Ethernet switching hardware, routers, and firewalls*

Diamond Technologies' staff exceed this requirement based on their experience supporting the existing SIDES implementation in West Virginia. Please refer to the resumes of James Cook and Kevin Huff in Attachment A for other experience.

> *3.5 … Vendor should provide a current resume which includes information regarding the number of years of qualification, experience and training, and relevant professional education for each individual that will be assigned to this project.*

Please refer to the Diamond staff resumes supplied in Attachment A.

> *Vendor must provide at least one (1) individual with a minimum of three (3) years of SIDES programmatic experience as follows to provide the Contract Services requested. Implementing, extending, and supporting SIDES model connectors:*
> > *3.1.1.1 Implementing and supporting software that interfaces with the SIDES Broker and E-Response website*
> > *3.1.1.2 Implementing and supporting software that transmits Separation Information and Earnings Verification Information according to the National SIDES standard formats for those exchanges*
> > *3.1.1.3 Working through the SIDES Model Connector Certification process*
> > *3.1.1.4 Onboarding new SIDES TPAs, including business process meetings, testing, and moving to production*
> > *3.1.1.5 Working with the SIDES data model and the relationships between entities*

Chip Watkins has been implementing and supporting SIDES systems since 2012. During that time, he has worked with the states of Delaware, Vermont, and West Virginia to successfully implement SIDES and various enhancements. See the table below for the dates and modules implemented in each state.

State	SIDES Module	Implementation Date
Delaware DOL	Separation Information	September 2012
Delaware DOL	Monetary & Potential Charges	January 2016
Delaware DOL	Earnings Verification	June 2016
Vermont DOL	Separation Information	September 2012
WorkForce West Virginia	Separation Information	September 2012
WorkForce West Virginia	Earnings Verification	October 2013

Serving as Diamond's resident SIDES subject matter and technical expert, Chip routinely works with the national SIDES team. Some examples of his involvement include:

- Participating in bi-monthly status calls with the SIDES project owner in each state and typically either Jerry Pectol or Tom Byerly from the national SIDES team.
- Disaster recovery testing assistance recently provided to the national SIDES team.
- Collaborating with the national SIDES team and TPA staff each time a TPA goes live within a particular state with SIDES.
- Providing a self-certification spreadsheet format that was liked so well that the national SIDES team adopted it as the standard format they wanted to receive.

Vendor must have previously implemented and supported at least two (2) SIDES systems that have been certified by the National SIDES Office as operational for both employer E-Response and Third Party Administrator (TPA) data exchanges.

Diamond Technologies has previously implemented and supported SIDES systems in Delaware and West Virginia that have been certified by the National SIDES Office as operational for both employer E-Response and Third Party Administrator data exchanges.

4.0 General Requirements

Diamond Technologies has been responsible for supporting and maintaining the West Virginia SIDES implementation for the past four years. In that time, Chip Watkins has upgraded data formats for the SIDES separation information and earnings verification modules, assisted the agency with onboarding additional third party administrators (TPAs), and generally coordinated with the national SIDES team on changes that affect West Virginia's system. Concurrently, Kevin Huff and James Cook have been instrumental in maintaining the server and network hardware that comprises the physical infrastructure that supports SIDES. During the existing support period, Diamond staff have responded to system issues, upgraded third party software as needed, and generally monitored the system to ensure that it performs reliably. We look forward to continuing this track record of reliable support and maintenance.

> *3.1.2 Vendor must be able to maintain the existing hardware and software infrastructure that is located in the West Virginia's Office of Technology's Data Center at 1900 Kanawha Blvd East, Charleston, WV 25305. This may require either onsite or remote support via secure VPN connection at the Vendor's preference and ability. Vendor must not depend on Agency staff availability to carry out onsite support functions. The current primary hardware consists of the following Agency owned equipment:*
> *(2) HP ProLiant DL360 G7 VMware Host Servers*
> *(2) HP Networking 1810G-24 - 1GB Network Switches*
> *(1) HP Storage P2000 G3 SAS MSA Dual Controller Storage Array*
> *(1) Dell Sonic WALL Firewall Appliance*

Diamond will continue to support the existing hardware and software infrastructure located at 1900 Kanawha Blvd East, Charleston, WV. This support will be conducted via remote secure VPN for the most part, but Diamond staff may also need to perform some work onsite (e.g., hardware replacement). It is Diamond's understanding that vendors are not allowed direct access to the West Virginia Office of Technology (WVOT) data center and that Diamond staff will need to be escorted by WorkForce West Virginia (WFWV) personnel during any onsite service visit. Diamond will need WFWV to provide agency contacts that can assist Diamond staff in gaining access to the facility as needed. This would include access outside of regular business hours.

Given the current age of the SIDES system and the pace of technology, it is important to note that substantial pieces of the underlying infrastructure will need to be replaced as these items reach the end of their support life. The cost of hardware, software,

and labor to perform the replacement or upgrade services is not insignificant and will cause the maintenance and support costs to be considerably higher than in previous years as it will more closely parallel the initial deployment of the system. Without hardware replacement and software upgrades, the system could suffer from security vulnerabilities and possible unscheduled downtime for hardware failures when replacement parts are not readily available. Although it would be ideal to replace individual components as needed, this would entail additional downtime, travel costs, and raises the possibility of incompatible older hardware with newer software (e.g., VMware 6.x compatibility with older server/SAN hardware). As such, Diamond is proposing to replace all hardware and software in the first year to ensure that it will be secure and supportable for another four years.

In order to protect the SIDES system, Diamond also proposes to use the following planned backup procedures and disaster recovery options. Although backup procedures can be performed only on the local system, that does not deliver the offsite backup capability that is really needed. Because of the concerns surrounding the sensitive data handled by SIDES, Diamond is proposing to integrate these backup procedures with WVOT's backup system as a part of implementing the log shipping procedure requested in RFQ section 3.1.9. Please note that there could be additional costs incurred from WVOT as a result.

Backups

Name	Level	Utility
Virtual Machine Backup	Nightly snapshots of VMware virtual machines	vCenter
SIDES Application Database	Nightly backup of SQL database with transactions.	SQL Agent Job
Application File Backups	Nightly backup of SIDES application folders and files (e.g. export folder, log folder, configuration files, binaries, etc.)	Windows Backup or WVOT supplied utility

Recovery Mechanisms

With the failover and redundancy features built into the hardware platform, the majority of non-catastrophic hardware problems will be handled by the platform with sub-minute downtime.

Name	Estimated Recovery Time and Restore Level
Virtual Machine Backup	Since the backups occur nightly, any restore will roll back VM instance changes one (1) day. This event is unlikely since the .vmd files are stored on the SAN utilizing RAID 10.
SIDES Application Database	With Full Logging enabled, a restore from a nightly backup with roll forward of the transaction logs will restore the database up to the time of the failure. Estimated time to recover is approximately 2 hours (to allow for testing).
Application File Backups	Depending on the file requiring restore, the most amount of downtime will be due to a broken application. Restore of the application files will be instantaneous but will be one day behind.

> *3.1.3 Vendor must be able to support, repair, modify, and/or extend the custom West Virginia SIDES system software as directed by the Agency utilizing the requested annual custom development hours.*

Diamond will support, repair, modify, and/or extend the custom SIDES software as directed by WFWV utilizing the annual custom development hours included within the cost proposal. At the time of the development request, Diamond would estimate the number of hours required to deliver the requested functionality. Diamond would then work with WFWV to agree upon project tasks and deliverables, milestones, user acceptance testing criteria, and other project specifics before starting any work. Diamond will require that a designated WFWV representative authorize the work in writing and sign off upon acceptance.

> *3.1.4 Vendor must patch and/or upgrade all commercial software and firmware that comprises the system per each manufacturers' recommendation every fourteen (14) calendar days. Software/firmware patches that are considered critical for the security of the system's components must be completed within seven (7) calendar days of release by its respective manufacturer.*

The Diamond Edge support team will review patches and updates released for each SIDES system component. The team will apply applicable patches and/or upgrades to all SIDES commercial software and firmware per each manufacturer's recommendation every fourteen (14) calendar days and apply critical security updates within seven (7) calendar days from the date of public release by the manufacturer. Diamond proposes to apply patches and restart equipment on the second and fourth Wednesdays of each month after 7:00 pm, if needed.

> *3.1.5 Vendor must ensure that the system and its components are compliant with NIST SP 800-123 (July 2008 edition) and 800-44 (Version 2 September 2007 edition) standards… This precludes any section of these standards that references items beyond the Vendor's reasonable control (e.g., physical or network security of the state data center).*

Diamond will perform an assessment of the existing system against NIST SP800-123 (July 2008 edition) and 800-44 (Version 2 September 2007 edition) to determine areas that may need work. Following the assessment, Diamond will ensure, to the extent possible, that the SIDES system is compliant with the standards put forth in the cited NIST standards by the end of the first maintenance year. During each subsequent year, Diamond will perform an annual review to determine if any additional work is needed to maintain compliance with the NIST standards. It is understood that items outside of Diamond's control, such as power supply, cooling, physical access controls, external network communications or any other item not explicitly controlled by Diamond staff will be considered the responsibility of WFWV or WVOT.

> *3.1.6 Vendor must be responsible for any costs to maintain the commercial software and hardware (e.g., firewall intrusion prevention and anti-spyware signatures or virus detection software subscriptions/maintenance) through the supported life of the software and hardware currently in use.*

Diamond will include the cost to maintain all commercial software and hardware intrusion prevention, spyware and/or virus detection signatures through the life of the software and hardware currently in use.

> *3.1.7 Vendor must be able to provide production support for the SIDES system during the life of the contract and work cooperatively with the Agency and the US Department of Labor to resolve any production issues.*

Diamond will provide production support for the SIDES system, as it does currently, for the duration of the contract. Additionally, Diamond will work cooperatively with WFWV and the US Department of Labor to resolve any production issues. Chip Watkins will be the lead staff member responsible for this task.

> *3.1.8 The Vendor will work cooperatively with the West Virginia Office of Technology (WVOT) to maintain the complete EDMS and abide by the WVOT Contractor Management Policy (P01012) and its attachments. (Attachment B) This policy and its attachments have been included with this document.*

Diamond will work cooperatively with the West Virginia Office of Technology to maintain the SIDES system and will abide by the WVOT Contractor Management Policy and its attachments as they apply to this support and maintenance service proposal.

> *3.1.9 The Vendor will work cooperatively with the Agency and WVOT to implement audit log functionality that will ensure the integrity of system logs through appropriate system security mechanisms or log shipping to a server within the state's control.*

Diamond will work cooperatively with WFWV and WVOT to implement audit log functionality that will ensure the integrity of system logs through appropriate system security mechanisms or log shipping to a server within the state's control. Because this could be interpreted as an open ended request with few details, Diamond has allocated 50 hours to this task which should be more than enough to accomplish what is being

requested. If WFWV or WVOT's specific requirements exceed this amount, then Diamond would require that WFWV use the annual custom development hours to support this new effort. Diamond will not be responsible for providing any additional hardware or software as part of this effort.

> *3.1.10 The vendor will provide fifty (50) hours of custom development work, additional training, or other work as requested by Agency staff during the first contract year, twenty-five (25) hours during the second contract year, twenty-five (25) during the third contract year, and twenty-five (25) during the fourth contract year. The vendor will provide to Workforce West Virginia electronically, on a quarterly basis, a report indicating hours utilized and services performed during these hours at no additional cost and will be reflected in the Vendor's submitted bid. Any unused hours in one year will roll into the following year.*

Diamond will include the cost for the annual support hours as requested in its cost proposal. Additionally, Diamond will compile a report on a quarterly basis showing how many hours have been used and what services were performed. Diamond also agrees that any unused hours from one maintenance year will roll into the following year provided that the contract is renewed and/or has not ended.

> *3.1.11 For the life of this contract, the vendor will provide a single point of contact and/or help desk that is staffed Monday through Friday, 8:00 AM to 6:00 PM Eastern Time. Due to the time sensitive nature of the system, the vendor shall also provide the Agency with an email address and phone number for emergency contact outside of regular business hours, which is 8 AM, EST Monday through Friday, weekends, and holidays.*

Diamond will use its Diamond Edge support team to provide help desk services for the SIDES system. Because this service is available 24 hours a day, 7 days a week, 365 days a year, Diamond can provide dedicated support during and outside of regular business hours at no additional charge and without need for a separate contact procedure. See the Service Level Agreement (SLA) in Attachment B for more information.

> *3.1.12 Vendor must provide a telephone response from a live qualified technician within two (2) hours of any reported problem.*

A qualified Diamond Edge support engineer will provide an initial telephone response within two (2) hours of any medium level priority incident or within 15 minutes of a high priority incident. See the Service Level Agreement (SLA) in Attachment B for more information.

> *3.1.13 Vendor must provide onsite technical support for problems that cannot be resolved via telephone or remote access within twenty-four (24) hours. The twenty-four (24) hour time period will begin at the time the agency has reported a problem.*

Diamond will provide onsite technical support within 24 hours if a problem cannot be resolved via telephone or remotely. Diamond will require WFWV to provide the staff necessary to gain access to the WVOT data center within thirty (30) minutes of Diamond personnel arriving onsite in Charleston.

> *3.1.14 The Vendor's point of contact or help desk will provide a trouble ticket tracking system that will document ticket reporting, work, and final disposition. Workforce West Virginia staff must authorize in writing or via email the closure of a reported trouble ticket once it is verified as resolved. This authorization will include the ticket number, the date, and confirmation that the problem is resolved.*

Diamond will supply an automated trouble ticket tracking system to document ticket reporting, ongoing technician work, and final disposition. Diamond agrees that WFWV staff must authorize in writing or via email the closure of a trouble ticket once it is resolved. If after seven (7) days of requesting a confirmation to close a ticket there is no response from WFWV, the ticket will be closed automatically due to unresponsiveness. Please reference Section 8.9, Client Support Portal, for more information.

> *3.1.15 The vendor will acknowledge receipt of trouble tickets via an email address to be provided upon award of contract and respond within one (1) hour with an estimated time of resolution. All trouble tickets should be resolved in no more than four (4) hours provided that the problem is within the vendor's scope of control. The vendor will communicate updates to ticket resolution frequently until the problem is resolved. If resolution will take more than four (4) hours, Workforce West Virginia staff must be informed as soon as this is determined so that alternate plans can be made for workload and staff.*

Diamond will acknowledge receipt of trouble tickets via email and respond within 15 minutes of a high priority ticket and will communicate an update every four (4) hours until the issue is resolved. The Diamond Edge team will strive to resolve tickets in four (4) hours or less if the problem is within Diamond's control. Please reference the Service Level Agreement (SLA) in Attachment B and Section 8.8, Ways to Reach Support, for more information including the appropriate email address to use for ticket submission.

> *3.1.16 The vendor will provide a downtime schedule for each calendar quarter at least two weeks before the start of the quarter. Vendor scheduled downtime should not impact Workforce West Virginia staff operations and should not exceed eight (8) hours per calendar month without prior Workforce authorization.*

If scheduled downtime is planned in a given calendar quarter, Diamond will provide notice two weeks prior to the start of the quarter. The Diamond team will strive to ensure that any scheduled downtime does not exceed eight (8) hours per calendar month without prior WFWV authorization. Please reference the Service Level Agreement (SLA) in Attachment B for more information.

> *3.1.17 The vendor will notify Workforce West Virginia of unscheduled downtime that may be needed as soon as possible and coordinate a mutually agreeable time to take the system offline. Unscheduled downtime should not exceed ten (10) minutes per calendar month provided that the cause is within the Vendor's control (e.g., excludes WVOT networking and server hardware problems).*

Diamond will notify WFWV of any unscheduled downtime as soon as it becomes apparent that downtime is needed and coordinate a mutually agreeable time to take the SIDES system offline. Although unscheduled downtime is never ideal, we believe that past performance demonstrates that it is a rare occurrence and should not exceed ten (10)

minutes per month provided that the cause is within Diamond's control. Please reference the Service Level Agreement (SLA) in Attachment B for more information.

> *3.1.18 The vendor will document the process and procedures that will be utilized by WorkForce West Virginia if the support requirements stipulated in this contract are not met and the issue(s) require(s) escalation. This document will be provided to WorkForce West Virginia electronically within ten (10) calendar days of award in either Microsoft Word or Excel format and will include the names, titles, mailing addresses, email addresses, and telephone numbers of the persons who are to be notified. The vendor must maintain this information with correct and current data for the life of the contract.*

Diamond will provide specific instructions within ten (10) calendar days of award in electronic Word or Excel format for problem escalation in the event that support requirements are not met. This document will include the names, titles, mailing addresses, email addresses, and telephone numbers of the individuals at Diamond to contact for escalation. Please reference Section 8.7 for a general description of the Diamond Edge escalation process.

> *3.1.19 The vendor will keep all documentation current during the life of the contract to reflect all changes that may occur to the system whether initiated by the vendor, Workforce West Virginia or any entity with a relationship to the SIDES system (e.g., the US Department of Labor, commercial software providers, etc.}. This includes, but is not limited to, interface design documents, automated processes, system diagrams, etc.*

Diamond will keep all system documentation, including system diagrams, interface design documents, etc. current during the life of the contract to reflect changes that are made by Diamond, WVOT, WFWV, US DOL, or a commercial software provider (e.g., Microsoft).

> *3.1.20 All materials including, but not limited to, system documentation, training materials, or any other deliverables will be provided to WorkForce West Virginia electronically in an editable Microsoft application format such as Word, Excel, PowerPoint or Visio.*

Diamond will provide all materials to WFWV electronically and in an editable format such as Microsoft Word, Excel, PowerPoint or Visio.

> *3.3 Vendor must review the documentation and sign the Acknowledge page in Exhibit C: Notice of State of West Virginia - Confidentially Policies and Information Security Accountability Requirements. This signed document must be submitted with the proposal.*

Please reference the signed acknowledgement page in Attachment C.

> *3.4 Vendor must review Exhibit B: "State of West Virginia Office of Technology Policy: Contract Management" document and complete all of the forms. These completed forms listed as Attachment A thru B in Exhibit B must be submitted with the proposal.*

It is important to note that the forms in Attachments A and B of the RFQ seem to apply to onsite contract employees that are assigned to projects within a West Virginia state facility on a regular or recurring basis. Furthermore, Attachment A of the RFQ appears to be something completed by the "contractor manager," WFWV in this instance. This contract is for services to maintain and support the existing SIDES system using various Diamond staff members on an as needed basis. It is possible that onsite work may be required on rare occasions, but it would only be under the supervision of a WFWV staff member within the WVOT data center facility where the SIDES system is located for very brief periods of time. As such, we do not believe that these attachments are applicable. However, Diamond has completed Attachment B of the RFQ to the extent practical (see Attachment D of this proposal), since most information is unknown or does not apply at this time, and we welcome further discussion on the applicability of this form prior to the issuance of a purchase order.

> *4.2.1 Vendor should include with their bid a copy of any Software Terms and Conditions or licenses that the State of West Virginia or the Agency will to have agree or accept as a part of this solicitation. This information will be required before Purchase Order is issued.*

Because the agency currently owns the commercial software that is used within the SIDES system, there are no additional software terms and conditions that should be necessary. However, it is important to note that future software upgrades could have different terms and conditions. For example, if the existing Microsoft Windows Server 2008 R2 reaches the end of its support life during the contract period and requires an upgrade

to the latest version of Windows Server to meet the NIST requirements stipulated above, it may have different licensing language at that time. Diamond will provide any licensing information deemed necessary by the agency prior to the issue of a purchase order.

At such time that a purchase order is issued, Diamond will require contact information for an authorized agency representative to receive licensing emails and other important software information. Diamond may register software in the name of the agency, but it will also require access to the software vendor's website to download security patches, updates, etc. and may have to work with the agency representative to perform these tasks.

> *4.2.2 Vendor should include with their bid a copy of any and all Maintenance Terms and Conditions or Licenses that the State of West Virginia or the Agency will be required to agree or accept as a part of this solicitation. This information will be required before Purchase Order is issued.*

Diamond will provide any maintenance terms and conditions or licensing information deemed necessary by the agency prior to the issue of a purchase order.

5.0   Cost Proposal and Terms and Conditions

5.1 Cost Proposal

Please reference the SIDES Cost Sheet provided separately in the requested Excel format.

5.2 Terms and Conditions

Unless specifically stated otherwise in this proposal document, the following terms shall apply to the proposed services:

1. Type of Contract – Other than stated charges, services will be delivered on a fixed price basis, at the total cost quoted in the attached proposal. The time and cost provided for the proposed services are based on information provided to Diamond Technologies by the client, and Diamond Technologies' understanding of the task at hand at the time of proposal preparation. Unless specifically stated otherwise in this proposal, the cost quoted in no way guarantees a fixed schedule for delivery of the proposed services.

2. Payment Terms – Client will be invoiced in accordance with the completion of milestones to be agreed upon by both parties at time of award. Payment terms are net due.

3. Travel - There will be no charge for travel. All travel charges are included in the cost proposal.

4. Non-Solicitation - At all times during the proposal and delivery of the proposed services, and for a period of 1 year beyond the conclusion of delivery of the proposed services, Diamond Technologies and the client agree to refrain from soliciting or employing, directly or indirectly, any employee from the other firm without the express written consent of the other party. In the event that an offer of full time employment is agreed upon by both parties, extended to the Diamond employee, and accepted in writing by the Diamond employee, a fee in the amount of 20% of the employee's base salary will be payable to Diamond Technologies commensurate with the start date of employment with the client.

5. New projects presented to Diamond Technologies may require new resources and increased support fees. These fees will be discussed and agreed upon by both Client and Diamond Technologies before putting into production.

6. Contract Termination – In the event Client feels Diamond Technologies is not performing in accordance with the service proposed, Client agrees to provide Diamond Technologies with written notification of the non-performance, and Diamond Technologies has 30 days to cure the aforementioned performance issue

or work with the client on a mutually agreeable alternative workaround or resolution. Should Diamond Technologies fail to cure the performance issue within the 30 day timeframe, the Client may terminate the agreement with no additional contractual obligation.

6.0 References and Other Clients

6.1 References

Delaware Department of Labor
Contact: Heather Comstock
Project: SIDES (SI, EV, MPC)
Phone: 302.761.8360
FAX: 302.761.6637
E-mail: Heather.Comstock@state.de.us

Delaware Department of Education
Contact: Angeline Rivello
Project: DEEDS (Teacher Credentialing System)
Phone: 302.735.4266
FAX: 302.739.4654
E-mail: angeline.rivello@doe.k12.de.us

Cash Connect
Contact: Allan Matyger
Project: Custom Software Development and Support
Phone: 302.283.4109
FAX: 302.283.4116
E-mail: matygera@cash-connect.com

6.2 Sampling of other Clients

Diamond has been an established technology vendor for the State of Delaware for the past 18 years. Specific contract's Diamond has held with the State of Delaware over the past 5 years includes:

- IT Professional Services Contract – DTI-12202-ITSTFF_SVC
- DTI/ CAI Staffing Contract – DTI-08-0013
- Agency Contracts for Departments – Labor, DHSS, DNREC, Education, Transportation, KIDS, Insurance

If needed, upon request, we can provide specific contract details for any of the agency related work completed. Highlighted below are three clients supported by Diamond Technologies with specific services explained.

State of Delaware, Department of Labor

Services:

- Thousands of claimant and employer users
- Support for Third Party Administrators (TPAs)
- Tier 1, 2, 3 support services
- Application support and integration services
- 24x7x365 support
- Support of two major public facing Federal initiatives (State Information Data Exchange System & Web Claims)

City of Wilmington, Delaware

Services:

- Currently supporting since 2007
- ~ 700+ users
- 24 X 7 X 365 Outsourced Infrastructure Support
- Infrastructure & Desktop Virtualization
- Performance-based metrics in place
- Instituted Change advisory board & process
- Instituted IT Governance Process w/ City Leadership
- EPR Project Management & Application Support
- Development and Support of Instant Ticket Solution

Delaware, Department of Transportation

Services:

- Currently supporting since 2006
- End users – all public that utilizes Delaware tolls
- 24 X 7 X 365 Operational Systems Support
- Solutions Architecture, Design & Development
- Comprehensive Infrastructure & application Support
- Supporting 3 Toll Plaza's across De, including high-speed lane technology

Sampling of Other Engagements

The following table provides a sampling of our team's proven experience in delivering quality solutions similar in scope and nature to our proposed solution to MSDE-DSE/EIS. For purposes of brevity, detailed descriptions have not been provided for the projects listed in the table.

Client	Solution	Summary
United Way	Managed IT Support	Providing CIO Guidance, Tier1, Tier2, and tier3; 24x7; 200 United Ways; approx. (~) 2,000 end users
YMCA of Delaware	Outsourced IT	Providing CIO Guidance, tier1, tier2, Appl support; 24x7; 9 facilities; ~400 end users
County Bank	Managed IT Support	Providing CIO guidance, tier2, tier3; 7 branches, ~ 100 users. Compliance and heavy regulation.
Rockwood Insurance	Outsourced IT	Providing CIO guidance, Tier1/2/3 and Appl Support and Integration. ~ 50 end users
AONA	Managed IT Support	Providing CIO guidance, Tier1/2/3 and Appl Support for custom SharePoint intranet. ~75 end users.
Capano Mgmt	Outsourced IT	Providing CIO Guidance, Tier1, Tier2, and tier3; 24x7. ~50 end users.
Delaware State Chamber	Outsourced IT	Providing CIO Guidance, Tier1, Tier2, and tier3; 24x7. ~25 end users.
State of DE – DOI	Managed Appl Support	Tier1/2/3 and Appl Support and Integration. ~10 client users, accessible to all public

7.0 Our Approach

Diamond Technologies adheres to best practices around IT Service Management (ITSM) including the *Information Technology Infrastructure Library*, or "ITIL", for product and service strategy, design, and delivery. A high level summary of the aspects (or phases) of the ITIL methodology is Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. An important point of clarification regarding ITIL, and how it applies to any of our customers, is that not all aspects (or phases) of ITIL are engaged (or needed) at all times. We understand that many services within Client are already established and many of the technology practices already performed. However, no matter what state a system is in when Diamond Technologies begins support, we will apply ITIL best practices from that point forward.
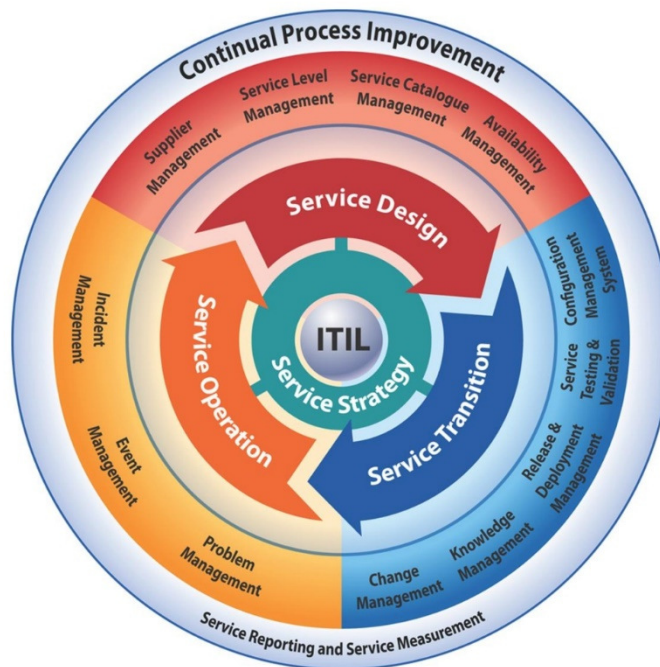
Service Strategy

Diamond Technologies works with key stakeholders to ensure the company's objectives are aligned with budgetary, schedule, security, and policy considerations. We document the entire process so service deliverables are clearly defined, linked to the business outcomes they support and provide alignment for the rest of the service lifecycle. The key objective is to ensure the service's value is delivered as defined.

Our team of analysts, architects, and engineers provides IT strategy and consultation across a wide range of disciplines including:

- Network Topology
- Network Design and Planning
- Virtualization
- Cloud computing
- Systems/Network Performance Analysis & Support
- Storage
- Custom applications
- Database architecture
- Third party solutions
- Business continuity and disaster recovery

We have successfully partnered with many agencies and companies in formulating business cases for their IT projects. We are very familiar with the documentation process and experienced in defining solutions that exceed Company's standards and policies. All documentation and service artifacts will be stored and accessible in each customer's service portfolio site called Support Central. All strategy, design, configuration, helpdesk ticket information, and monitoring metrics (if required) are available through the Support Central portal with appropriate authentication.

Service Design

Once the plan is outlined from a service strategy perspective, Diamond Technologies' architects and engineers begin designing and engineering the service in accordance with the Service Strategy defined in the previous step. Our team will lead the stakeholders in understanding the purpose, objectives, and scope of the service design. We will design how the service will be run and managed, when it is operational and continually verify that the design works efficiently, and fulfills the business requirements in terms of capacity, continuity, availability, and security.

We strive to design services around five (5) ITIL aspects. These can be remembered easily by thinking of the acronym STAMP. The five aspects are as follows:

1. The *Solution* that is designed that fulfills the business requirement and enables the business process to take place.
2. The management information systems and *Tools* that ensure that the right information is available when required to support the service.

3. The technical *Architecture* that underpins the solution.
4. The *Measurements* that will be taken to ensure the service is operating as it should.
5. The *Processes* that will need to be developed, both business processes and service management processes.

It is during this phase that Service Level Agreements (SLAs) will be targeted and agreed upon. Service level management is about discussing, negotiating and agreeing with the customer about what IT services should be provided and ensuring that objective measures are used to determine whether that service has been provided to the agreed level. Our team will work closely with the Customer and outside vendors to ensure that all SLAs are established and the appropriate measurement and reporting tools are deployed to monitor the service.

Service Transition

After the design phase, it is time to set up the test/development/UAT systems (User Acceptance Testing) so that the design may be thoroughly tested, quality assured, and updated prior to going into production. At this point in the process, Diamond Technologies will set up a configuration management database which will show Diamond Technologies and the customer every single hardware and software component that makes up the system at hand. This will give us great insight as to what components are being updated and which components most consistently fail (so we can remediate the failures permanently). Additionally, Diamond Technologies will implement its change management process for this customer's environment and train the customer on the benefits of this process in making sure that we reduce and eliminate issues and outages due to change.

Service Operations

Now that the transition phase is complete, it is time for Diamond Technologies to put the customer's environment into production and begin supporting their users. The customer will have access to the Diamond Edge Support Portal, which gives the customer the ability to submit service related tickets, see their monitoring systems, review Key Performance Indicators (KPIs), review key architecture and design document and share information between the customer team and the Diamond Edge team.

Service issues are handled through our support team and are categorized as either an incident or a problem. The two processes of incident and problem management are among the most important of all the ITIL processes. They are often the first to be implemented by

an organization that has decided to adopt the ITIL framework. Diamond Technologies has adopted both of these processes to improve our service and service management. Effective incident management improves availability, ensuring that users are able to get back to work quickly following a failure. Problem management improves the overall quality and availability of services (and as such works in conjunction with continual service improvement); it also makes best use of our IT staff, who are freed from resolving repeat incidents and are able to spend time preventing them instead. The Diamond Edge Support team is responsible for incident and problem management; as well as event, request, and access management.

7.1   Location of Diamond Resources

The Diamond Edge support team is comprised of local team members, stationed in downtown Wilmington, Delaware. Diamond Edge prides itself in providing high quality service, with all team members being full time employees of Diamond as we do not outsource (or "off shore") any aspect of our managed services. This results in our teams (Level 1, 2, 3) being accessible to WFWV as needed.

7.2   Net Promoter Score (NPS)

When trying to determine the effectiveness of our IT Service Management Approach, we constantly measure our client satisfaction in all phases of the ITSM cycle. Whether we are measuring the effectiveness of our Engineering or Analyst teams or we are assessing our quality or operational teams, we survey customers consistently to see how we can consistently track the satisfaction of our customers and invest in new methods and services to ensure that they remain satisfied at all times.

The Net Promoter Score, or NPS, was established in 2003 by Bain & Company to help companies evaluate customer loyalty.   The goal was to find a simple and straightforward way to measure how well an organization was treating the people whose lives it affected. The survey is based on the fundamental perspective that every company's customers can be divided into three categories: Promoters, Passives, and Detractors. By asking one simple question — *How likely is it that you would recommend Diamond Technologies to a friend or colleague?* — You can track these groups and get a clear measure of your company's performance through your customers' eyes. Customers respond on a 0-to-10 point rating scale and are categorized as follows:

- **Promoters** (score 9-10) are loyal enthusiasts who will keep buying and refer others, fueling growth.
- **Passives** (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.
- **Detractors** (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.

To calculate your company's NPS, take the percentage of customers who are Promoters and subtract the percentage who are Detractors.
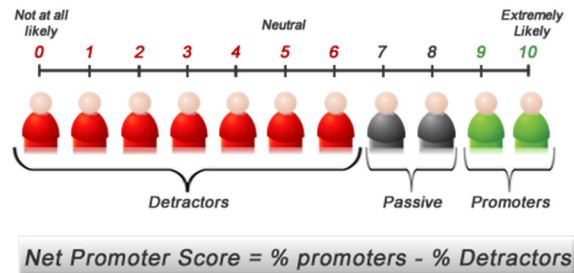
Diamond Technologies is proud to have a current NPS of 67!
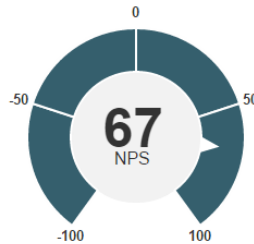
For context, the average NPS score for companies in Diamond Technologies' industry, location, and size is a 27! For further context into the NPS score, one of the most admired, loved companies in history, Apple Computer, has a current NPS of 72! Diamond Technologies surveys our client base on a quarterly basis.

8.0   Support Services

Diamond Technologies can provide the following benefits to WFWV with the following Diamond Edge support model at the identified support cost.

8.1   Diamond's Service Level Agreement

Diamond has an established Service Level Agreement (SLA) for our Diamond Edge customers. In reviewing WFWV's requirements, our SLA's meet the requirements of WFWV's performance expectations. *Refer to Attachment B for details of our SLA.*

8.2   Service Desk Support

Diamond Edge is truly different and is what separates Diamond from other service providers. Diamond's focus is customer centric. Our passion is delivering our clients unsurpassed guidance and support by a staff that includes experienced infrastructure engineers, software engineers, architects, and analysts who have a significant breadth of experience. All outreach to Diamond Edge will be handled by our experienced staff that will assist in resolving issues or assisting clients in a professional and timely manner. It's our experience that makes all the difference. It has taught us that no matter how large one of our client's organization is, enterprise-level strategies, procedures and discipline are required to meet its IT objectives.

Diamond can provide, as needed, when beyond the scope of the WFWV local Tier 1 support staff, education of Tier 1 staff regarding basic desktop support functions and related PC peripherals and office software. Diamond will utilize its standard Support Desk procedures for issue reporting/ticket generation, status reporting, and ticket analysis for operational improvement recommendations.

Diamond can provide WFWV direct access to ticket data and tracking through our Support Central client portal. Support Central will provide real time access to all tickets, their current status, and ad hoc query functions, with WFWV having access to all company tickets.

Support Central Ticket Status Screen:

Diamond Technologies Support Central - Diamond   Welcome, Diamond Demo

                                                                                  Submit New Ticket   Account ▼

| Tickets | Monitoring | Documents |

Ticket Stats

Today ▼	Submitted	Closed	Open Now
	0	0	1

Ticket Search

Submit Date   Status   Search   Ticket ID   Search By ID
02/05/2015   All ▼

through   Excel Export
02/12/2015   Category
                   All ▼

▲	ID ⇅	Site ⇅	Category ⇅	Submit Date ⇅	Submitter ⇅	Status ⇅	Subject ⇅
⊕	52519	Diamond Edge	Hardware Issue	02/10/2015 09:14:30 PM	James Cook	Closed	Testing Cynergy
⊕	52478		Network	02/10/2015 04:15:17 PM	Jim Garrity	Closed	Static IP Req
⊕	52230		Purchase Request	02/05/2015 05:26:36 PM	Tony Tancredi	Pending Customer Update	Diamond Technologies - UPS Battery Replacement

Our support services are designed to meet industry standard service level agreements (SLA). The attached SLA (Appendix A) outlines the coverage schedule/service levels. Cost of support is indifferent in terms of standard and expanded coverage.

8.3   Application Support

For nearly 20 years, Diamond has been designing, developing, and supporting custom software, for a wide range of clients, across a diverse industry base. This experience allows Diamond to confidently offer and deliver application support services as part of Diamond Edge. If application support is of interest to a particular client/prospect, Diamond will assess the line of business applications currently in use during the onboarding process, and include the on-going support of those applications as part of our fixed monthly support fee. Aspects of our application support service include:

- End user support
- Defect troubleshooting and resolution
- Third Party Software vendor management

Diamond's agile software development is iterative and incremental, enabling us to formulate requirements and solutions that swiftly evolve through collaboration between self-organizing, cross-functional teams.

Agile focuses on keeping code clean, testing often, and delivering functional bits of the application as soon as they're ready. The goal of Agile is to build upon small client-approved parts as the project progresses, as opposed to delivering one large application at the end of the project.

Well-executed projects require not only developers who know how to code, but developers who know how to code as part of a team. Our development leadership team architects the products we build, organizes their teams into position, and makes sure projects happen on-time, on- budget, and on-spec.

Our team uses continuous integration methods that allow our QA resources to test incrementally, but we'll be sure to create a formalized test plan and procedures as well update the requirements matrix at the end of every two week development sprint to ensure that all documentation is in synch with the actual app build. We'll also be evolving our architectural and data source / algorithm documentation along the way.

8.4   Account Management

As part of its quality assurance process, Diamond Technologies assigns an Account Manager to monitor the quality of the services delivered to its clients. The Account Manager is responsible for maintaining an open and consistent line of communication with WFWV, to ensure WFWV's complete satisfaction with the overall quality of the delivered services. Dina Orpello, our Director of Sales, and Duncan Bachen, our Director of Managed Services will serve as the Account Manager and Service Manager for this engagement.

8.5   Status Reporting

Diamond provides status reporting in two ways:
1. "Self Service" via Support Central Portal
2. Quarterly performance review to include key support desk statistics, analysis, and status on any completed or in-process projects. The quarterly status reports will focus on the client environment, incidents, resolutions, and suggested improvements in an effort to continually upgrade the level of service provided by Diamond Technologies to WFWV.

8.6   Diamond Edge Support Team

As part of the "Service Operation" phase of the ITIL Methodology, the Diamond Edge Support service provides the day to day IT support required to keep our client's

business operating as needed. The Diamond Edge Support Team is comprised of customer focused, IT industry professionals with a diverse skill set, resulting in day to day service delivered with confidence knowing that no matter what the issue is, Diamond can resolve it.

Level I Team

The Diamond Edge Level I team provides the first line of defense and initial contact point for our customers. These team members possess outstanding communication and troubleshooting skills, and provide the initial intake and triage for all client issues. It is the Level I representative's job to quickly diagnose/fix/resolve the issue, or to quickly escalate the issue to the Diamond Edge Level II team. As a general guideline, Level I targets no more than 10-15 minutes for either issue resolution or escalation to Level II. As a metric for Diamond 70% of the issues logged are resolved by our Level 1 team.

Level II Team

The Diamond Edge Level II team consists of experienced System, Network, Storage, and Virtualization Engineers, with an average of 15 years of industry experience across the team. Our Level II team members are equipped to handle all issues escalated from Level I either remotely, or can be deployed onsite when needed. Diamond has invested in multiple support tools that allow for easy remote access to servers as well end user machines, as long as the machine in question is on and accessible via the internet.

Level III Team

The Diamond Edge Level III team consists of senior level (10+ years of experience) application developers, database administrators, and analysts. This team is one of the primary aspects of the Diamond Edge Support offering that sets Diamond apart from the competition. Our Level III team handles all line of business application support requirements as needed by our clients. This team is adept in troubleshooting, debugging, and assessing software and database related issues that arise related to line of business software applications depended on by our clients. This team has a diverse skill set and

can handle almost any software related environment (i.e. Microsoft .Net/C#, Java, SQL, and related SQL databases).

Managed Services Director

This role serves as a direct escalation point for all clients, and is ultimately responsible for day-to-day service delivery and customer satisfaction for our Managed IT Support Service. Our Managed Support Team Level I, II, III teams report directly to this Director of Managed Services.

8.7   Escalation Process

Client issues (tickets) are handled first by the Diamond Edge Level I team. As mentioned earlier, it is the goal of the Level I team to either resolve or escalate the issue as quickly as possible, in accordance with our Service Level Agreement, defined in this proposal. Usually, our Level I team gets a sense within the first few minutes of triaging a ticket if a resolution is possible, or escalation will be required. Once our Level II team is engaged with a client issue, they work to resolve as quickly as possible, communicating with the client on a regular basis. Our Level II team also has direct access to our CIO level team, in the event more senior level perspective and/or experience is needed. Lastly, Our Level II team has direct access to industry vendors such as, Microsoft, Dell, HP, IBM, Cisco, SonicWALL, Verizon, Windstream, etc., as needed for product specific assistance. Diamond has made issue escalation from a client perspective easy. If at any time, for any reason, a client feels they are not receiving the level of service expected; all clients have direct access to the Director of Operations, and/or the CEO at any time.

8.8   Ways to Reach Support

Our Managed IT Support team can be reached in the ways outlined below, 24 x 7 x 365 (No additional charges are incurred for "after hours" or weekends):

By Phone: (302) 656-6050, Option 1
By Email: support @diamondtechnologies.com

8.9   Our Client Support Portal – Support Central

Another service differentiator, Support Central is a secure, client specific web portal that provides our clients:

- Real time access to all support ticket data and current status
- Ad Hoc ticket data search
- Export ticket data to Excel
- New ticket submission right from Support Central
- Real time hardware/server monitoring status
- Client specific documentation including:
  - Status Reports
  - Technical Docs & FAQ's

*Support Central login screen*

Ticket data/Ad Hoc Search

8.10 Proactive Monitoring

Diamond's Managed IT Support service incorporates real time, fully automated equipment monitoring. Real time equipment status is available to our clients via our

secure, client accessible Support Portal – Support Central. As part of the onboarding process, Diamond will install monitoring sensors on all WFWV equipment to be monitored, and provision the Support Central portal access for WFWV. Our automated monitoring provides pro-active alerts to the Diamond Support team based on pre-defined alert thresholds for critical attributes such as CPU, memory, disk utilization, network response, etc.

Screen Shot of Live monitoring status screen:
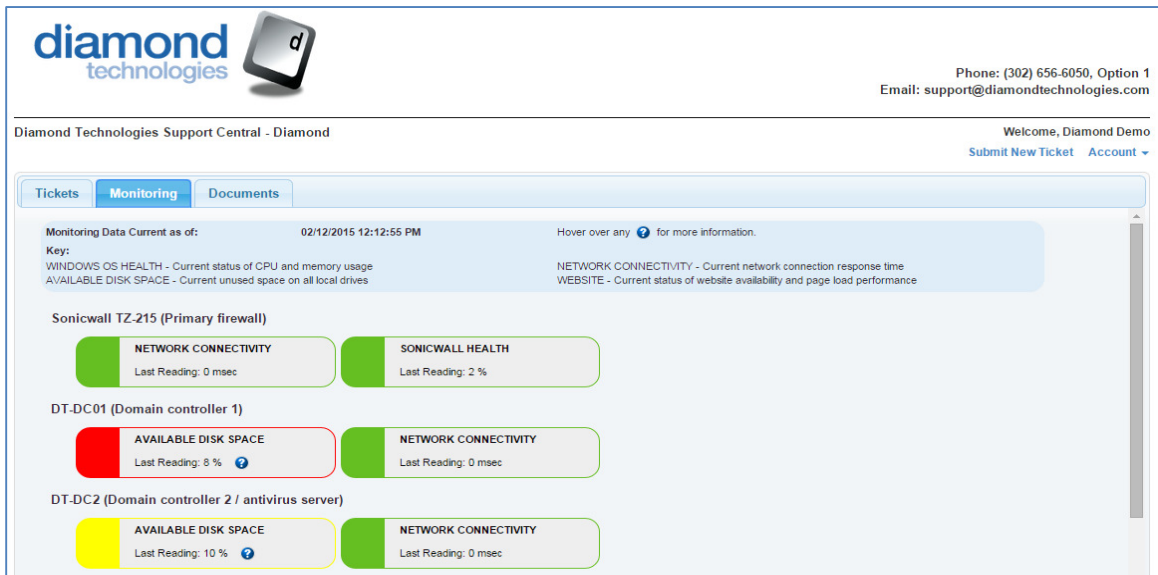
Diamond monitors the following KPIs for each server: ICMP, CPU, Memory, and Disk. Additionally, Diamond can monitor other services on a VM (at the request of the customer) including CPU and Memory contention, IOPS, Response Time, Queue Length, etc. Additional monitors are easy to add, but can create latency. Therefore, a discussion should take place between WFWV and Diamond to target specific VM monitors outside of the 4 critical monitors discussed herein.

Diamond is proud of its legacy as a company known for "solving problems". With almost 20 years of experience as a systems integration and application software development firm, we have unique experience and skills that truly differentiate Diamond from other Managed Support Providers. Our collective team brings a combination of not only network/infrastructure expertise, but also experienced software/application developers. This combination allows us to provide creative "problem solving" thinking for almost any IT challenge.

9.0 Proposal Acceptance

By signing below, WFWV signifies its acceptance of the service proposal, assumptions, cost, and payment terms contained herein, and authorizes Diamond Technologies to begin work on the services selected above. Diamond Technologies will begin work on the proposed services at a date mutually agreed upon by Diamond Technologies and WFWV.

Diamond Technologies, Inc.   **State of West Virginia**

By: _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

_____   _____
Date   Date

Attachment A - Staff Resumes

Chip Watkins
221 West 9th Street
Wilmington, DE 19801
302.656.6050

TECHNICAL SKILLS:

Development tools: Java, J2EE, Java Server Pages (JSP), Servlets, Enterprise Java Beans (EJB), JMS, JDBC, BEA WebLogic 6.1 and 7.0, Resin 3.0.8, Tomcat 3.2.3, Struts, IntelliJ IDEA 3.0, JBuilder 4.0 Enterprise, VisualCafe 4.0 Enterprise, VoiceXML 2.0, Together 4.2, Visual SourceSafe 6.0, Allaire HomeSite 4.5, JavaScript, Active Server Pages (ASP), VBScript, Visual Basic, Internet Information Server (IIS), Visual J++ 6.0, HTML, Distributed Systems, UML, COM, ADO, SQL, Inetsoft StyleReportPro, BFO PDF Generator Databases and related: Relational Databases, Microsoft SQL Server 6.5, 7.0, and 2000, Oracle 8.1.7, ERWin 4.1 Operating systems: Windows XP, Windows 2000, Windows NT

EDUCATION:

University of Delaware, Newark, DE, 1995
Bachelor of Science in Computer and Information Sciences

EXPERIENCE:
Sr Consultant at Diamond Technologies, Inc., New Castle, DE   Nov 2000 - Present
Client: State of Delaware (Commissioner of Elections Office)
- Technologies: Java, J2EE, Java Server Pages (JSP), Servlets, JDBC, Caucho Resin 3.0.8, IntelliJ IDEA 3.0, Visual SourceSafe 6.0, SQL, Oracle 8.1.7, ERwin 4.1, BFO PDF Generator
- Technical project lead for the development of the application. The application serves the following purposes:
- Allows candidates to submit financial data, as well as other necessary forms, over the Internet.
- Allows the Commissioner of Elections Office's staff to perform administrative functions of the submitted data.
- System is designed as a J2EE application running on Caucho Resin 3.0.8 that interacts with an Oracle 8.1.7 database.
- Responsible for all aspects of the project development including system and database design, development, testing and deployment support.
- Responsible for client relations.

Client: State of Delaware (DelDOT) – Safety Data Management (SDM)
- Technologies: Java, J2EE, Java Server Pages (JSP), Servlets, EJB, JDBC, BEA WebLogic 7.0, IntelliJ IDEA 3.0, Visual SourceSafe 6.0, SQL, Oracle 8i, ERwin 4.0, Inetsoft StyleReportPro 1.1
- Technical project lead for the development of the application. The application serves the following purposes:
- Retrieves crash data from the Delaware State Police's SQLServer database and puts the data into DelDOT's SDM Oracle database.
- Allows DelDOT personnel to add, edit, browse, and perform studies on the crash data through a browser-based application.
- System is designed as a J2EE application running on BEA WebLogic 7.0 that interacts with an Oracle 8.1.7 database.
- Responsible for all aspects of the project development including system and database design, development, testing and deployment support.
- Responsible for client relations.

Client: State of Delaware – Delaware Technology Atlas
- Technologies: Java, J2EE, Java Server Pages (JSP), Servlets, JDBC, Bluestone total-e-server 7.3, Struts, JBuilder 4.0 Enterprise, VoiceXML 2.0, Allaire HomeSite 4.5, Visual SourceSafe 6.0, SQL, Oracle 8i, ERwin
- Technical project lead for the development of the application. The application allows the public use the telephone to get information about public Internet access points in the State of Delaware.
- System is designed as a J2EE application in Bluestone total-e-server 7.3 that interacts with an Oracle 8i database. The system renders VoiceXML that is sent to a remote VoiceXML interpreter, and the interpreter uses the VoiceXML to present information to the caller.
- Responsible for all aspects of the project development including system and database design, development, testing and deployment support.
- Responsible for client relations.

Client: State of Delaware, Department of Labor - Outlook
- Technologies: Java, RMI, JDBC, Microsoft SQLServer 6.5, ERwin
- Outlook - An application written for the Delaware Department of Labor that automates the maintenance of Labor Market Information.
- It is a 3-tier GUI application written entirely in Java that uses Remote Method Invocation (RMI).
- The application communicates with a Microsoft SQLServer 6.5 database using JDBC.

Tony Tancredi
221 West 9th Street
Wilmington, DE 19801
302.656.6050

EDUCATION:
Rutgers University, New Brunswick, NJ, 1983
BS - Computer Science

TECHNICAL SKILLS:
Development Tools: Visual Studio.Net (2008/20053), .Net Framework, .Net Compact
Framework, Microsoft Team Foundation Server, Eclipse, Java, Windows Mobile SDKs,
Blackberry SDKs, Android SDKs, Crystal Reports, SQL Server Reporting Services, SQL Server
Integration Services.
Languages: C#.Net VB.Net,, ASP.Net, Java, AJAX, Visual Basic 6.0, JavaScript, C++, VBA,
Perl, SQL, Windows internals, MVS Assembly.
Databases: SQL Server, Access
Systems: Windows Mobile, Blackberry, Android, Microsoft Windows, Windows Server,
Microsoft IIS, Microsoft Exchange, Microsoft Office Communications Server, Active Directory
VMware, Microsoft Virtual, PC, IBM Mainframe, (some) Linux
Miscellaneous: Networking (Cellular, Wi-Fi, Firewalls, Routing, Switching, Wiring), Hardware
installation and deployment, Microsoft Office.

EMPLOYMENT HISTORY:
Practice Manager at Diamond Technologies, Wilmington, DE   Nov 2007 – Present
Practice Manager for Diamond Technologies Mobile computing solutions practice. Responsible
for: setting strategic direction for mobility solutions, project leadership, system assessments,
and a range of pre-sales activities. Serve as project manager for junior development staff.
Responsible for hands-on development of Mobile and Web application solutions on a number of
client projects. Recent projects include:
- AutoPort, Inc. – Ruggedized Tablet-PC application for field inspections of automobiles
  bound for overseas locations. Technology used: Mi-Forms, .Net, Linux
- City of Wilmington, DE Licensing & Inspection – Mobile application developed for
  property inspections. Technology used: Mi-Forms, .Net, SQL, digital pens.
- Wawa – Mobile internal audit inspection application developed using Windows Mobile
  6.0, .Net Compact Framework, SQL, SQL Merge Replication, on ruggedized
  Motorola/Symbol device.
- Senior Staff - Web application developed using ASP.Net 2.0, C#, AJAX, SQL Server
  2005, Visual Studio 2005, Visual Source Safe 2005.
- State of Delaware DNREC - MUD Tracker - ASP.NET 2.0 application which combines
  three soil management databases. Construction projects are tracked from plan review
  through the permit process and into maintenance status and enforcement for 3 state
  agencies.

Founder at WorldExtend, LLC, Mount Laurel, NJ   Oct 2005 – Nov 2007
Designed, developed, and deployed SecureIDA, a remote access security platform. The
enterprise-level, Windows 2003 system utilizes a multitude of load balanced IIS 6.0 web
servers, application servers, fully clustered SQL Server 2005 database servers, on a fiber SAN
storage backbone, with thousands of Windows agents installed in small business networks.
- Created SQL 2005 database design and stored procedures

- ASP.NET/VB.NET/C#.NET/JAVASCRIPT web portal and administration
- .NET Web Services infrastructure for agent messaging
- VB.NET/C#.NET agents remotely deployed utilizing Web Services and advanced socket programming
- Travelled country to pitch to major cable companies and VARs.
- Managed third party development efforts.
- Responsible for managing Level 2 support.
- See http://www.secureida.com.

VP of Technology at Forward Tech Solutions, Mount Laurel, NJ   Nov 2002-Oct 2005

Technology consultant to small-to-medium businesses.
- Worked with business owners to create technology/ROI plan.
- Installed and maintained business systems and software.
- Wrote custom applications to create workflows and tie disparate LOB software together.
- Create custom websites for small businesses.
- Utilized VB/C#.Net 2005, SQL Server, Crystal Reports, ASP.NET, Microsoft Office

VP of Technology at Velcero, Moorestown, NJ   Feb 1999-Nov 2002
An original founder of the company and developer of Instant Page Builder, a web-based, e-commerce web site publishing system.
- Utilized HTML, JavaScript, Perl, ASP, Visual Basic 6.0 COM+ objects, C++ COM+ objects, C++ ISAPI filters, and SQL Server 2000 Stored Procedures.
- Major clients included American Express, New Jersey AFL-CIO, and the National Black Chamber of Commerce.

Sr Developer at Cims Lab, Mount Laurel, NJ   May 1997-Feb 1999
CIMS, a performance monitoring system for IBM mainframes.
- Responsible for software development, technical support, and on-site consulting.
- Utilized OS/390 Assembler and COBOL.

Technology Owner, Computer Associates, Inc. (CA)   1990 – 1997

Responsible for all of CA's output management (printing) development including staff management, project management, technical direction, and product design. Worked way up from level 2 support, to developer, to developer manager, to Technology Owner.
- Managed a team of 25 developers, technical support staff, and QA staff.
- Engaged in executive level meetings to provide a technical vision and product direction. Was responsible for gaining approval and collaborating with other product areas.
- Travelled the country in both an account management and technical pre-sales role. Engaged with CIO's and other executives of many Fortune 500 companies.
- As a developer, had extensive experience with IBM mainframe internals and assembly programming language.

Kevin Huff
221 West 9th Street
Wilmington, DE 19801
302.656.6050

EDUCATION/TRAINING:

- Implementing & supporting Windows 2000 and XP Workstations
- Implementing & supporting Windows 2000 and 2003 Servers and Exchange.
- Implementing & supporting Sonic Wall and Watch Guard Firewalls.
- Implementing & supporting Windows NT Workstation 4.0
- Implementing & supporting Windows NT Server 4.0
- Implementing & supporting Windows NT Server 4.0 in the Enterprise
- Implementing & supporting Internet Information Server 3.0 and Index Server
- Internetworking with TCP/IP on Windows NT 4.0
- Networking Essentials
- Office 97 – 2000, XP, 2003– Certified Word, Excel
- Unix – AH4E and ACC4000 Controllers – (Administrator)
- National Cable Television Institute-System Technician.
- Society of Cable Telecommunications Engineers-Category 4 Distribution systems.
- Maher & Maher – Management Mastery & Customer Satiation
- A+ Training, DOS, Lotus Notes, Novel
- Studied Cisco routing, classroom studying is completed.

EXPERIENCE:

12/99 – present **Diamond Technologies, Inc., New Castle, DE**
Consultant (Network Systems Engineer / Hosting Administrator)

- Provide on-site and remote administration Windows 2000 & 2003R2, Windows NT4 network environments at numerous client locations.
- Completed new build of SEC compliance servers for Emails and Intent Messaging services.
- Provide on-site complete network new and rebuilding.
- Technologies supported include Windows 2000 & 2003 and 2003R2 and NT4 servers, MS Exchange 2000 and 2003 with Black Berry servers, IIS web servers, SQL Server, Cisco small routers, various network printers and desktop applications. Watch guard
- Provide network administration and support for Diamond Technologies' 24X7 production Internet hosting facilities.
- Responsible for the design, engineering and construction of internal/external networking and telephony infrastructure.

1999 **Intellitrain Inc., Cherry Hill, NJ**
LAN Manager

Responsible for the administration and support of the company's multiple domain Windows NT 4 environment.

1998 – 1999   **Turnersville Assembly Hall Project, Turnersville, NJ**
Communications Specialist

- Windows 95 Bus topology network
- Assisted with phone system installation
- Installed Video security system and Cable TV system with 14 cameras and 30 televisions.

1996 – 1998   **Lenfest Group - Suburban Cable, Vineland, NJ**
Service Supervisor & Administrator

Responsible for the administration and support of a diverse computer/telephony environment. Dtailed accomplishments and responsibilities include the following:

- Worked with a team to migrate from 3 VAX systems to the Novel system
- Windows 95 LAN administration.
- ACC4000 UNIX system administration.
- Administration and support of 4 different telephone systems including 2 Isotec, 1 AT&T system and 1 Rolm switch by Semens.
- Wireless communication administrator with 145 users.

1993 – 1996   **Lenfest Group, South Jersey, Franklinville, NJ**
Senior Maintenance Technician (Chief Technician) & Administrator

- Administered Unix AH4E with 25000 set top users linked to 2 ISDN links to 2 cities, linked to VAX billing system and to Telvue.
- Administrator to Windows 3.11 and Windows 95 user community.

1988 – 1993   **Vento Company, South Jersey Cable, Swedesboro, NJ**
Senior Maintenance Technician (Chief Technician) & Administrator

- Maintained a network cabling from the Head End to customers' homes.
- Maintained and installed Head ends in 4 States.

CERTIFICATIONS:

- MCSE 2000 – Currently Studying for Certification
- MCP 2000 – Microsoft Certified Professional
- MCE 2000 – Microsoft Certified Exchange 2000
- MCSE – Microsoft Certified Systems Engineer
- MCP + I – Microsoft Certified Professional + Internet
- MCP – Microsoft Certified Professional

James Cook
221 West 9th Street
Wilmington, DE 19801
302.656.6050

EDUCATION/TRAINING:

University of Delaware, Newark, DE - Bachelor of Arts in Biological Sciences – May 2003
ComputerTraining.com, Newark, DE - Microsoft Certification Program for Windows Server 2003 – June 2006

TECHNOLOGIES:

Microsoft Server 2003/2008/2012, Windows XP/7/8/10, Cloud technologies (Office365 Migrations/Management, Google Hosted Apps), Active Directory, Exchange 2003/2007/2010/2013, Mobile OS, Hyper-V, VMWare, SQL, Networking (Barracuda, Cisco, Sonicwall, Fortigate), SAN (Dell PowerVault, HP/LeftHand, EMC),

CERTIFICATIONS:

MCP – Windows XP Professional, Windows Server 2003
MCSA – Windows Server 2003
MCTS – Windows Vista

EXPERIENCE:

Sr Systems Engineer / **Solutions Evangelist, Diamond Technologies –** July 2012 to present
- Serve as Level 2 Lead / Primary tech escalation point for IT at 30+ clients in a wide array of industries
- Manage client relationships with all IT vendors
- Pre-sales support and solutions design for potential clients – proven ability to assess, diagnose, and improve IT environments
- Plan and implement all major client projects such as email migration and server virtualization
- Keep informed of new trends and technologies

Network Administrator, Binary Tree – August 2011 to June 2012
- Infrastructure management for international email migration software firm
- Remote management and on-site systems configuration at hosted datacenter
- IT generalist encompassing systems, networking, equipment rollouts, virtual environment design and implementation

Systems Administrator, Supply Chain Consultants / **Arkieva –** August 2010 to July 2011
- In newly formed position, made major improvements & upgrades to infrastructure for major international consulting & software firm
- Implement new virtual environments (servers, workstations, applications and creation of disaster recovery for VM infrastructure)

Applications Manager, Flagship Credit Corporation – June 2008 to July 2010
- An "army of one" for company's entire data and application environments

- Gather requirements from various departments and design/build new proprietary web-based CRM & workflow application for $250M auto finance portfolio
- Control and improve company-wide SQL database infrastructure, ensuring efficiency and speed for executive reporting, data analysis, and ETL automation.

Senior Systems Engineer, Flagship Credit Corporation – March 2008 to June 2008
- Manage IT Department during directorial transition
- Serve as liaison to upper management and Steering Committee

IT Support Specialist, Flagship Credit Corporation – May 2006 to March 2008
- IT "jack of all trades" for small- to mid-sized corporate environment
- First and only responder for local and remote corporate users at all levels of seniority
- Ensure maximum uptime for network infrastructure, including servers, workstations, telephones, mobile devices
- Plan and expand enterprise IT operations as company more than tripled in size in 18 months
- Create and maintain disaster recovery and backup procedures

Assistant Operations Manager, Delaware Express Shuttle – February 2004 to April 2006
- Manage dispatch and department and daily transportation activities
- Ensure company use of most up-to-date software for daily operations; educate employees in full software functional capabilities

Attachment B – Service Level Agreement

Standard Service Levels

Support Coverage

Coverage Type	Hours of Coverage
Standard Coverage	7am to 6pm Monday through Friday
Expanded Coverage	6pm to 7am Monday through Friday, Saturday/Sunday (24 hrs./day)

Incident Levels & Status Updates

Incident Priority Level	Definition	Initial Incident Response	Status updates to Customer
Low	Minor problem, not causing a disruption of business flow. Work around exists.	4 hours	Every 48 hours until resolved
Medium	Incident causing slight disruption to business process or individual workflow. Workaround exists but business needs the issue address quickly.	2 hours	Every 8 hours until resolved
High	Total system outage, or incident has otherwise halted business flow in some way. No workaround, need correction ASAP.	15 minutes	Every 4 hours until resolved
Service Request	Request for new functionality, new software, new hardware, new device setup, and new user setup. New enhancement request.	1 business day	Every 24 hours until completion
Maintenance	Updates and patches required to sustain the computing environment at an operating level that delivers continual uptime, availability and performance.	As needed	Every 24 hours until completion

Attachment C – Confidentiality Policies Acknowledgment

Acknowledgement

My signature certifies that I understand and will abide by the statements contained in this document.

Robert Fernatt
_____
Vendor Employee (Print Name)

Robert Fernatt
_____
Vendor Employee (Signature)

8/9/2016
_____
Date

Attachment D: Contractor Information Form

Contract Employment Confirmation Form
Issued by the CTO

This form is to be used for all contracted individuals providing IT services within the Executive Branch, and must be completed by the Contractor Provider and submitted every thirty (30) days to the WVOT. **All fields must be completed.**

Date ___Aug 9, 2016_____

Name of Contractor ___Diamond Technologies, Inc._____

Name of Contractor Manager (state employee) ___To Be Determined_____

Agency/Bureau/Division ___WorkForce West Virginia_____

State Contractor Manager Email ___To Be Determined_____

State Contractor Manager Phone ___To Be Determined_____

P.O. # of Contract ___To Be Determined_____

Date of Last Confirmation ___Not Applicable_____

Expiration Date of Contract ___Unknown_____

By signing this form, I acknowledge that the abovementioned individual is currently employed with the State of West Virginia.

Robert Fernatt
_____
Contractor Provider Name (Print)

                                                     8/9/2016
_____
Contractor Provider Name (Signature)   Date

EXHIBIT A

**Cost Sheet for Support Services
for the State Information Data Exchange System (SIDES)**

Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
ITEMS INVOLVED IN THE MAINTENANCE AND SUPPORT FOR THE SYSTEM				
NOTE: Qualifications under 3 in the RFQ apply to Hardware, Software, SIDES & SEW System, and Custom Work.				
Hardware - Reference the RFQ Sections 3.1.2; 3.1.5;3.1.6; 3.1.8; 3.1.9 3.1.11 thru 3.1.20 and 3.2				
Hardware - Year 1		1	$ 32,848.00	$ 32,848.00
Hardware - Year 2	each	1	$ 784.00	$ 784.00
Hardware - Year 3		1	$ 784.00	$ 784.00
Hardware - Year 4		1	$ 784.00	$ 784.00
			Subtotal for A. (Hardware)	$ 35,200.00
Software - Reference the RFQ Sections 3.1.4 thru 3.1.9; 3.1.11 thru 3.1.20; and 3.2				
Software - Year 1		1	$ 11,452.00	$ 11,452.00
Software - Year 2	each	1	$ -	$ -
Software - Year 3		1	$ -	$ -
Software - Year 4		1	$ -	$ -
			Subtotal for B. (Software)	$ 11,452.00
SIDES & SEW SYSTEM. Reference the RFQ Sections 3.1 (3.1.1.1 thru 3.1.1.5);3.1.3;3.1.7 thru 3.1.9;3.1.11 thru 3.1.20;3.2				
SIDES & SEW System - Year 1		1	$ 55,790.00	$ 55,790.00
SIDES & SEW System - Year 2	each	1	$ 28,290.00	$ 28,290.00
SIDES & SEW System - Year 3		1	$ 29,320.00	$ 29,320.00
SIDES & SEW System - Year 4		1	$ 30,392.00	$ 30,392.00
			Subtotal for C. (SIDES & SEW System)	$ 143,792.00
Custom Work pertains to development work, additional training, or other work on an annual basis. Reference the RFQ Sections 3.1.3; 3.1.8 and 3.1.10.				
Custom Work - Year 1		50	$ 130.00	$ 6,500.00
Custom Work - Year 2	hours	25	$ 132.50	$ 3,312.50
Custom Work - Year 3		25	$ 135.00	$ 3,375.00
Custom Work - Year 4		25	$ 137.50	$ 3,437.50
			Subtotal for D. (Custom Work)	$ 16,625.00
GRAND TOTAL FOR ALL AREAS OF MAINTENANCE & SUPPORT				$ 207,069.00

Instructions for completing the above Cost Sheet. The excel spreadsheet has been formatted to automatically provide the Subtotals and Grand Total. You will enter the cost associated with each Section as well as each year (1-4). All data entry items on the form are designated by a RED font.

Please make sure you have entered costs in each line.

All costs provided above shall be fixed and cannot be modified after bid submission.

Do not alter this cost sheet or provide any additional pricing not specifically requested hereinabove. Doing so may result in disqualification of your bid.