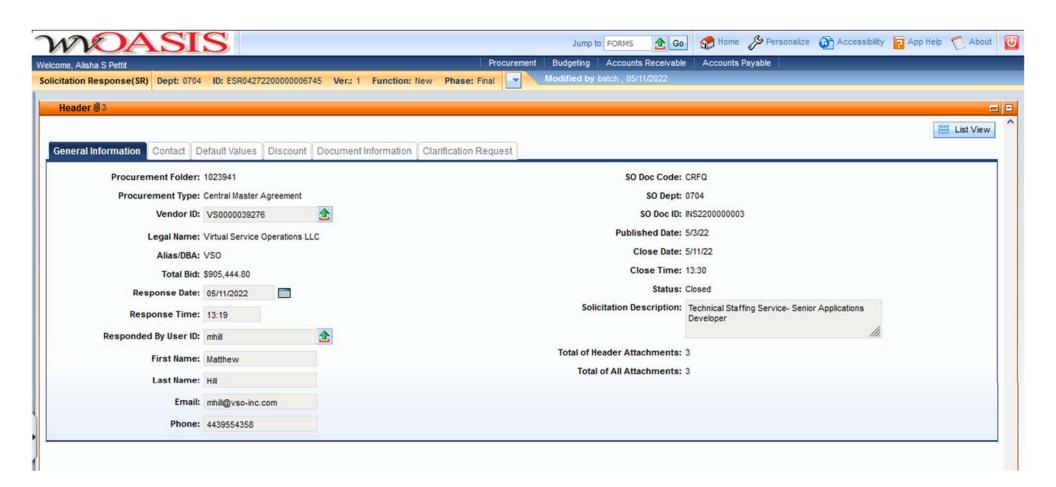**West Virginia Purchasing Division**

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

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.

wvOASIS

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Welcome, Alisha S Pettit | Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | Dept: 0704 | ID: ESR04272200000006745 | Ver.: 1 | Function: New | Phase: Final | Modified by batch, 05/11/2022

Header 📎 3

List View

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

Procurement Folder: 1023941

Procurement Type: Central Master Agreement

Vendor ID: VS0000039276

Legal Name: Virtual Service Operations LLC

Alias/DBA: VSO

Total Bid: $905,444.80

Response Date: 05/11/2022

Response Time: 13:19

Responded By User ID: mhill

First Name: Matthew

Last Name: Hill

Email: mhill@vso-inc.com

Phone: 4439554358

SO Doc Code: CRFQ

SO Dept: 0704

SO Doc ID: INS2200000003

Published Date: 5/3/22

Close Date: 5/11/22

Close Time: 13:30

Status: Closed

Solicitation Description: Technical Staffing Service- Senior Applications Developer

Total of Header Attachments: 3

Total of All Attachments: 3

Proc Folder:	1023941
Solicitation Description:	Technical Staffing Service- Senior Applications Developer
Proc Type:	Central Master Agreement

Solicitation Closes	**Solicitation Response**	**Version**
2022-05-11 13:30	SR 0704 ESR04272200000006745	1

VENDOR
VS0000039276 Virtual Service Operations LLC

Solicitation Number:	CRFQ 0704 INS2200000003			
Total Bid:	905444.8000000000465661287307	**Response Date:** 2022-05-11	**Response Time:**	13:19:49
Comments:				

FOR INFORMATION CONTACT THE BUYER
Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Temporary information technology software developers	2080.0000	HOUR	104.050000	216424.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Application Developer
Year 1

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Temporary information technology software developers	2080.0000	HOUR	107.170000	222913.60

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Application Developer
Year 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Temporary information technology software developers	2080.0000	HOUR	110.390000	229611.20

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Application Developer
Year 3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Temporary information technology software developers	2080.0000	HOUR	113.700000	236496.00

Comm Code	Manufacturer	Specification	Model #
80111608			

Commodity Line Comments:

Extended Description:

Senior Application Developer
Year 4

VSO CORPORATE OVERVIEW

Company Name - Virtual Service Operations, LLC (VSO)
Corporate Address - 22580 Glenn Dr Ste 8, Sterling, VA 20164
Email – ap@vso-inc.com
Phone Number - (703) 544-9913
CAGE Code - 7Z8A0
DUNS Number - 080658843
SAM UEI - GLY6K1JCYDF4
Business Size - Small Business
NAICS Codes - 518210, 541511, 541512, 541513, 541519, 541611, 541614, 541618, 541690, 561320, 541330

Cloud Doesn't Have to Be a Gray Area.

VSO Background

Founded in 2017, Virtual Service Operations (VSO) is a hybrid cloud services company supporting traditional on-premises infrastructure, virtual, and cloud environments. We aid clients with IT modernization and cloud adoption by providing a team of architects and engineers to plan, design, and implement. Formed around a military veteran-based team, VSO maintains, manages, and supports customer hybrid on-prem and cloud environments with a group called the Virtual Service Quality Operations Division (vSQOD). With all our customers, VSO leverages our mature partnerships with Amazon Web Services (AWS), Microsoft, IBM, VMware, NetApp, and others to provide premier hybrid cloud services and customer experience.

VSO works across numerous industries, including government, defense, healthcare, education, non-profit, and commercial. Our customers include: US Navy, US Army, US Cyber Command, Department of Veterans Affairs, Department of the Interior, Center for Medicare and Medicaid Services, US Tax Court, Federal Election Commission, Amtrak, Department of Energy, John F. Kennedy Center for the Performing Arts, Basilica of the National Shrine of the Immaculate Conception, Johns Hopkins University Applied Physics Lab, Raytheon Technologies, Honda, and Kaiser-Permanente.

VSO's U.S. military veteran mission is at the core of our company. With our veteran focused delivery team, VSO provides US-based services with technical resources who are committed to the customer mission, have a superior work ethic, and hold security clearances. VSO is a proud recipient of the U.S. Department of Labor Hire Vets Gold Medallion (2020) and Platinum Medallion (2021). VSO was recognized by the Disabled American Veterans (DAV) as the 2021 Patriot Employer of the Year for Small Businesses.

VSO has built a valuable company by building a company of values. The image below shows VSO's 7 *First Principles* which the company uses to measure all our work. More information on our *First Principles* can be found on our website at www.vso-inc.com/about.

Figure 1. VSO First Principles

VSO Offerings and Capabilities

VSO offers a wide array of services across the entire IT lifecycle from design and migration to operation and optimization. VSO's primary services are listed below, including a graphic to better depict where our offerings align to our "Circle of Life".

- **FogLifter** - VSO's FogLifter® service is designed to reduce the noise, making business sense of all this data, in a manner that facilitates real action.
- **Managed Services** - VSO's Managed Service offerings are designed to allow businesses to focus on Business Outcomes and End User Experience, rather than performance, availability, and security of infrastructure components.
- **Infrastructure Services** - Whether on-prem or cloud VSO offers a wide range of Infrastructure services to Install, Build, Refresh, Migrate or manage infrastructure of all kinds.

Figure 2. VSO Circle of Life

VSO capabilities extend across a broad spectrum of infrastructure, cloud and automation services including but not limited to:

- Full Management of On-Prem and Hybrid Infrastructure
- Full Management of Cloud Infrastructure
- DevOps and Infrastructure as Code Development
- Data Analytics through FogLifter
- Software Deployment and Integration
- Infrastructure Architecture, Design and Deployment
- Cloud Deployment and Migration
- Application Refactoring

Proc Folder:	1025461	**Reason for Modification:**
Doc Description:	Technical Staffing Service- Data Base Administrator	Addendum #1 issued to publish agency responses to all vendor submitted questions and extend bid due date until 5/5/2022.
Proc Type:	Central Master Agreement	

Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2022-05-02	2022-05-05 13:30	CRFQ 0704 INS2200000004	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:	VS0000039276				
Vendor Name :	Virtual Service Operations LLC (VSO)				
Address :	ap@vso-inc.com				
Street :	22580 Glenn Dr Ste 8				
City :	Sterling				
State :	Virginia	**Country :**	USA	**Zip :**	20164
Principal Contact :	Jack Murphy				
Vendor Contact Phone:	(703) 544-9913		**Extension:**		

FOR INFORMATION CONTACT THE BUYER
Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@wv.gov

Vendor	Virtual Service Operations LLC (VSO)				
Signature X	*Karla Hester*	**FEIN#**	821353455	**DATE**	05/05/2020

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

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Offices of the Insurance Commissioner (OIC) to establish a contract for a database administrator staffing service. The Database Administrator position is needed to provide technical expertise to meet the temporary contracted staffing needs of the OIC Information Technologies Unit. These services will be used to create and modify stored procedures, control data exchange with outside entities, and patch and maintain Oracle and Microsoft SQL databases currently used by the OIC per the attached specifications and terms and conditions.

INVOICE TO			SHIP TO		
OFFICES OF THE INSURANCE COMMISSIONER PO BOX 50540 CHARLESTON WV US			OFFICES OF THE INSURANCE COMMISSIONER 900 PENNSYLVANIA AVE CHARLESTON WV US		

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary information technology software developers	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 1

INVOICE TO			SHIP TO		
OFFICES OF THE INSURANCE COMMISSIONER PO BOX 50540 CHARLESTON WV US			OFFICES OF THE INSURANCE COMMISSIONER 900 PENNSYLVANIA AVE CHARLESTON WV US		

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Temporary information technology software developers	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 2

INVOICE TO	SHIP TO
OFFICES OF THE INSURANCE COMMISSIONER PO BOX 50540 CHARLESTON WV US	OFFICES OF THE INSURANCE COMMISSIONER 900 PENNSYLVANIA AVE CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Temporary information technology software developers	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 3

INVOICE TO	SHIP TO
OFFICES OF THE INSURANCE COMMISSIONER PO BOX 50540 CHARLESTON WV US	OFFICES OF THE INSURANCE COMMISSIONER 900 PENNSYLVANIA AVE CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Temporary information technology software developers	2080.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 4

SCHEDULE OF EVENTS

Line	Event	Event Date

SOLICITATION NUMBER: CRFQ 0704 INS2200000004
Addendum Number: No.01

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

[✓]   Modify bid opening date and time

[   ]   Modify specifications of product or service being sought

[✓]   Attachment of vendor questions and responses

[   ]   Attachment of pre-bid sign-in sheet

[   ]   Correction of error

[   ]   Other

Description of Modification to Solicitation:

Addendum issued to publish and distribute the attached documentation to the vendor community.

1. To publish agency responses to all vendor submitted questions
2. To extend bid due date from 5/04/2022 until 05/05/2022 at 1:30 PM

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

RFI: Questions from vendors for INS 22*04 Data Base Administrator

Q.1. Do you have any in-house technical team? If yes, please specify their roles? What will be their level of participation?

A. Yes,

Q.2. Who will be the reporting person for this engagement?

A. Mike Farren, IT Director

Q.3. Do you expect the selected consultant to work in the EDT time zone?

A. Yes

Q.4. "**SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES**" Do you expect the vendor to submit the certification along with the response proposal, or can we get it once the contract is awarded?

A. Must submit the certificate along with the proposal response

Q.5. Is there any local vendor preference for this engagement?

A. Local preferred, but if there is a talent shortage in the area, we are open to award an out of state vendor

Q.6. Is this engagement expected to be performed onsite or can the work be performed remotely? Also, can we utilize an offshore resource for this engagement?

A. On-site

Q.7. Can we utilize offshore resources for this engagement?

A. On-site

Q.8. What is the anticipated contract start date?

A. As soon as possible after award

Q.9. Do you have any not-to-exceed budget limit per annum that we need to consider?

A. No

Q.10. The RFP states that there is a Pricing Exhibit A with the Solicitation., However, we couldn't see that. Can you please provide a copy of that?

A. Vendor should complete the Pricing Section in wvOASIS by entering an hourly rate unit price and total annual rate at 2080 hours. Then complete the same for each of the optional years. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in the Vendor's bid being disqualified.

Q.11. What is the Period of Performance of this contract? Is it 4 years?

A. 4 years

Q.12. Is this a re-compete RFP? If yes, Could you please share the name of Current Suppliers (who are currently providing services to Agency)?

A. This one is totally in-house right now

Q.13. Could you please share current Suppliers pricing and Proposals?

A. No current supplier

Q.14. When the existing contract was started, and what is the annual monetary spent value of the current contract since inception?

A. no current contract

Q.15. How many resources are currently engaged in the current contract?

A. no current contract

Q.16. Can you please share the no. of positions served in previous years under this contract?

A. no current contract

Q.17. Can you please share the amount of business each vendor did under this contract in previous years?

A. no current contract

Q.18. Is there any local preference for this contract?

A. Local preferred, but if there is a talent shortage in the area, we are open to award an out of state vendor

Q.19. What will be the estimated annual budget for this project?

A. The estimated cost is $300,000.00, approximately $75,000.00 a year

Q.20. How many positions we can expect under this contract throughout the given term?

A. 1

Q.21. Do you intend for this contract to be Firm Fixed Price?

A. No

Q.22. Does the **State of West Virginia** want the vendor to be part of the "Central Master Agreement" to be eligible for consideration or a vendor can directly submit a response who is not a part of "Central Master Agreement"?

A. The Central Master Agreement is what the awarded contract is know as. Anyone can submit a bid response to a publicly advertised solicitation. However, a vendor must be in good standing with the State, registered with the Secretary of State and a registered vendor with the purchasing division prior to award.

Q.23. Is remote work allowed for this position? If not, what is the place of performance?

A. No, 900 Pennsylvania Ave, Charleston WV

Q.24. How many resources can we propose for this position?

A. 1

Q.25. There is a mention of an exhibit in the RFQ document (as a part of pricing page), but we are unable to find any page under this header. By exhibit, are you referring to the CRFQ form?

A. Vendor should complete the Pricing Section in wvOASIS by entering an hourly rate unit price and total annual rate at 2080 hours. Then complete the same for each of the optional years. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in the Vendor's bid being disqualified.

Q.25. Please disclose the incumbent vendor name(s) if applicable and, if possible, please share their proposal(s).

A. No incumbent

Q.26. If there are incumbents, are they eligible for contract award on this solicitation? If not, or if some are and some are not, what is the reason?

A. there's no incumbent

Q.27. What service challenges are you experiencing with the current contract arrangement?

A. No current contract

Q.28. What was the spend on the previous contract?

A. No previous contract

Q.29. What is the estimated budget for this solicitation?

A. The estimated cost is $300,000.00, approximately $75,000.00 a year

Q.30. Is the role for this solicitation required to be available for on-site work or is this role permitted to be remote?

A. on-site

Q.31. If the role for this solicitation is permitted to be remote, are you open to off-shore as well as US based remote work?

A. on-site only

Q.32. If the role for this solicitation will be performed on-site, what are the physical location(s) where work is to be performed?

A. 900 Pennsylvania Ave, Charleston WV

Q.33. Are you seeking local vendors or are you equally open to awarding an out of state vendor?

A. Local preferred, but if there is a talent shortage in the area, yes

Q.34. What is the anticipated contract award date?

A. As soon as possible

Q.35. What is the anticipated contract start date?

A. As soon as possible after award

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CEOI DEP22*05

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]   Addendum No. 1   [   ]   Addendum No. 6

[   ]   Addendum No. 2   [   ]   Addendum No. 7

[   ]   Addendum No. 3   [   ]   Addendum No. 8

[   ]   Addendum No. 4   [   ]   Addendum No. 9

[   ]   Addendum No. 5   [   ]   Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Virtual Service Operations
_____
Company

Karla Hester
_____
Authorized Signature

05/05/2022
_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

SRIKANTH PASAM

Professional Summary:

Offering 16+ years of progressive experience in creating distributed applications from concept and design through testing, implementation, and client updates. Results-focused technical architect/lead with expertise in Java, AWS, MuleSoft and Mobile technologies. Adept at working with teams or independently in fast-paced settings.

Summary of Technical Skills:

- Programming Languages: Java, Typescript, Python, C, C++, Go.
- Frameworks: Spring, Spring Boot, Struts, JSF, Hibernate, Alfresco, AEM.
- AWS: EC2, VPC, Lambda, DynamoDB, Kinesis, SQS, SNS, S3, IAM, ECS, EKS, RDS, Glue.
- UI/UX: Angular, Android, Ionic, Flutter.

- Database: Oracle, DB2, Microsoft SQL server, Aurora, DynamoDB, MongoDB.
- DevOps: Jenkins, Docker, Kubernetes, Ansible, Chef, Puppet, Terraform
- Integration: MuleSoft, Salesforce.

Work Experience:

11/2013 – Present **Sr Java/AWS Architect/Technical Lead,** **Amtrak,** Washington D.C.

Redesigned and developed Rider iOS and Android apps using Ionic and Angular effectively reducing time, and cost for cross platform development and maintenance; Lead a team of eight in migrating an on-premises Java application to a highly scalable microservices architecture using Java 8, Spring Boot, Docker, and AWS (EC2, ECS, RDS, DynamoDB) effectively improving the overall availability and maintainability of the system; Improved effective customer communication by designing and developing CNS (Centralized Notification System) using Java, AWS (API Gateway, Kinesis, Lambda, DynamoDB) and MuleSoft, realizing overall increase in customer satisfaction and cost efficiency; Created a highly effective new CI/CD platform to automate build and deployment for various applications using Jenkins, Docker, Kubernetes, Terraform, Ansible, EC2, ECS that significantly impacted efficiency and improved operations; Lead the overall implementation of creating a sophisticated Seat Assignment system in record time using Java 8, AWS Lambda, effectively improving the overall customer satisfaction; Migrated an existing Java application to a highly customized TDD (Travel Document Delivery) solution using Java 8, AEM, AWS EC2 to dynamically manage content, thereby reducing system downtime and deployment efforts; Migrated Mule 3 application to Mule 4 with integrations to AWS, Salesforce, SAP etc.

10/2011 – 10/2013 **Senior Java Developer,** **State of Wisconsin OCI,** Madison, WI

Developed and enhanced Premium Tax (PTAX) to automate payment process using Spring Batch; Provided technical direction and system architecture expertise for Complaints application; Evaluated potential reporting products based on new and existing business needs.

03/2010 – 09/2011 **Senior Java Developer,** **Deloitte,** Santa Ana, California

Developed web service components for CCMS (Court Case Management System) application using TIBCO, WebLogic, Struts, Ajax and Java script; Lead code reviews and estimated required changes.

09/2008 – 02/2010   **Senior Java Developer,**   **CVS Caremark,** Scottsdale, AZ
Developed Client Registration and Cash Reconciliation applications using JSF and Hibernate; Created User Interface Documents, Application Analysis and Design Documents.

04/2008 - 09/2008   **Senior Java Developer,**   **Concentra Health Services,** Addison, TX
Designed and developed TOTALCARE application using Struts, JSP, Ajax, Axis2.

03/2007– 03/2008   **Java Developer,**   **MasterCard International,** O'Fallon, MO
Participated in requirements gathering and design meetings; Developed core modules for Business/Sales Management and Report Tool (bSMART) application using Struts 2.0, Spring and Hibernate.

09/2006 - 03/2007   **Java Developer,**   **ENTERPRISE Rent-A-Car,** Saint Louis, MO
Developed robust Java code for ARMSWEB using Java Servlets, JSP and EJB

09/2005 - 09/2006   **Java Developer,**   **Scottsdale Insurance Company,** Scottsdale, AZ
Reworked PAX application and updated data tier to use Spring JDBC.

Education & Certifications:

B.S. - Computer Science Jawaharlal Technological University (JNTU) - India
Diploma in Electrical & Electronics Engineering Jawaharlal Technological University (JNTU) - India
TOGAF 9 Certified
AWS Certified Solutions Architect - Professional
MuleSoft Certified Developer