Welcome, Robert M Ross

Procurement | Budgeting | Accounts Receivable | Accounts Payable

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Solicitation Response(SR) | Dept: 0704 ID: ESR05022200000006834 Ver.: 1 Function: New Phase: Final ▼ Modified by batch , 05/05/2022

Header 3

List View

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

Procurement Folder: 1025461

Procurement Type: Central Master Agreement

Vendor ID: VS0000039276

Legal Name: Virtual Service Operations LLC

Alias/DBA: VSO

Total Bid: $524,929.60

Response Date: 05/05/2022

Response Time: 12:57

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: INS2200000004

Published Date: 5/3/22

Close Date: 5/5/22

Close Time: 13:30

Status: Closed

Solicitation Description: Technical Staffing Service- Data Base Administrator

Total of Header Attachments: 3

Total of All Attachments: 3

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

Proc Folder:	1025461
Solicitation Description:	Technical Staffing Service- Data Base Administrator
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2022-05-05 13:30	SR 0704 ESR05022200000006834	1

VENDOR
VS0000039276 Virtual Service Operations LLC

Solicitation Number: CRFQ 0704 INS2200000004

Total Bid: 524929.5999999999767169356346 **Response Date:**   2022-05-05   **Response Time:**   12:57:41

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	60.320000	125465.60

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Database Administrator
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	62.130000	129230.40

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Database Administrator
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	64.000000	133120.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Database Administrator
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	65.920000	137113.60

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Database Administrator
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.
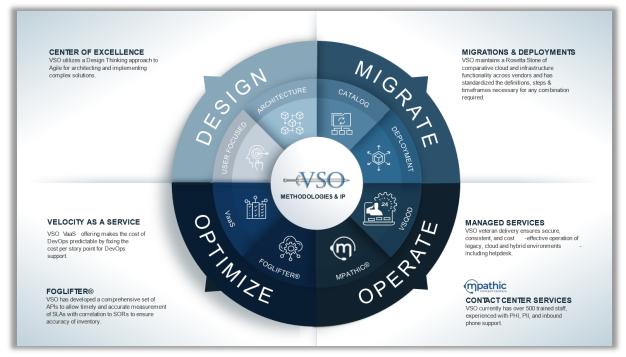

Figure 2. VSO Circle of Life

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

Professional Summary: Extensive experience performing design, troubleshooting, tuning and ongoing support for hundreds of Oracle databases (v7-12c) on various platforms for Fortune 100 client. Serve as assistant for team-lead by coaching international team in technical and procedural activities, responding to upper management and ensuring compliance to enterprise and security standards. Additional experience in support of PostgreSQL on VMWare Data Director. Prior experience with ETL and support of DB2 UDB and Red Brick data warehouses.   Additional expertise in the Defense industry with application development and support of manufacturing, logistics and cost accounting systems.

Summary of Technical Skills:

- Oracle RAC/ASM
- Oracle Data Guard
- GoldenGate Replication
- Flashback
- Oracle Database Appliance
- UNIX shell scripting
- Linux, HP-UX, Solaris
- Exadata platform

- Oracle Enterprise Manager
- AWR, ADDM, ASH
- SQL Advisor
- DB2 UDB EEE
- Data Warehouse design
- ITIL Certified
- VMWare Data Director
- vPostgres v9.1

Work Experience:

12/2019 – Present   Oracle Exadata DMA   VSO, LLC, Warrenton, VA
Primarily provide support necessary for Exadata platforms with secondary role assisting with Exalogic and Exalytics platforms. Applying QPD patching, managing Oracle databases ensuring stability and recoverability. Configure and maintain Shareplex replication and Oracle Data Guard.

11/2013 – 12/2019   Oracle Infrastructure Analyst   Hewlett Packard/DXC Technology
Creation, upgrade, recovery, monitoring, auditing compliance of over 200 Oracle databases on various UNIX platforms. Architectures include single-instance and RAC, on traditional servers, OS-failover configurations, Oracle Database Appliances (ODA) and Oracle Exadata, with Data Guard and GoldenGate for availability. Assist team-lead assigning work, change reviews, and special projects.   Mentoring of international team on technical as well as procedural activities. We are seeing frequent turnover with varying levels of expertise. Striving to maintain consistent delivery quality. Routinely take the initiative to plan and revise procedures and documents as the enterprise changes. We've seen new change tools, new inventory tools and new service requests along with numerous VPN changes and tightening of network controls. Worked closely with numerous teams to win Exadata support contract. This was outside our standard offering and required developing processes for support, ITIL, and SLA metrics. Led integration of new support offering for critical Exadata environment by a new offshore team.

Identified and ensured inventory was complete in various tools, defining SLA metrics and reporting, installing standard OS management tools, facilitating team access and monitoring.
Stage was brought on followed by Prod a month later with cutover completed on schedule, with no disruption to client operations. Deployed and supported dozens of ODAs, from the initial IP assignments, troubleshooting failed hardware, reimaging, upgrades of the entire stack, configuring monitoring at OS and database levels, establishing backups, deploying security baselines, requesting and validating network access. Configured and documented GoldenGate 2-way replication and defined to RAC, to allow for automatic restarts of the service. Evaluated performance using EM, ADDM, AWR, ASH reports along with OS metrics. Use of SQL Advisor to pin improved plans. Identified and moved high-use tablespaces into Flash disk. Planned and scripted migration

of critical vPostgres database to Oracle with minimal outage. Required working with application to develop cutover plan, handling date conversions, and foreign-key remediation.
Steps perfected on stage and performed on Prod within 2-hour outage window. Created scripting to validate and maintain compliance with security baselines (SOX, PCI, GDPR). Routinely work with third-party auditors and client to demonstrate compliance. Designed and deployed security lockdown on RAC blocking remote root access but allowing internode connectivity.

Jan 2007 - Nov 2013   **Oracle RAC Analyst**   **EDS/Hewlett Packard**
Support of a dozen mission-critical Oracle RAC databases with physical standby databases on traditional servers. The environment was plagued with outages due to 10gr1 bugs and bad architecture. This was brutal, but very educational on the requirements of RAC and Data Guard. With each new issue a process to detect/prevent was created and the resolution was documented. After several upgrades and improvements to design, outages were reduced from weekly to a few per year, typically caused by shared network saturation. Developed process for rebuild of standby using remote data-center backups and handling role changes with and without broker. One challenge was a 400GB database that generated 400GB in archives daily. The time to create the standby across datacenters had to be optimized to minimize the amount and duration of the rollforward. Drove troubleshooting across various teams to resolution of sporadic recurring crash of RAC caused by excessive cable length on alternate IO path. Worked with UNIX team to define standard mapping for PowerPath configuration for RAC deployments.

Jan 2001 - Jan 2007   **Oracle DBA**   **EDS/Hewlett Packard**
Duties here were supporting a half dozen applications with schema design, performance tuning, upgrades and client installs on UNIX and windows platforms. Daily interactions with clients planning and troubleshooting issues. Developed Windows command files for remotely pulling reports from several database servers. Use of perfstat and tkprof to identify performance bottlenecks. Implemented partitioning and alternate indexing to improve performance

Aug 1998 - Jan 2001   **DB2 UDB Data Warehouse DBA**   **Sabre/EDS**
Design, load and support of Marketing data warehouse, migrating IMS DB into DB2 UDB on Solaris. Developed SQL and shell scripting that captured timing for benchmark between Informix and DB2 UDB. Numerous meetings with application and Marketing team to flesh out design requirements. Developed and tuned migration scripting, including constraint validation.

Sep 1995 – Aug 1998   **RedBrick Developer/DBA**   **Tandy (RadioShack)**
Design, load and support of initial data warehouse, sourcing from DB2 into RedBrick on HPUX platform. Worked with DA team on schema design and with QA team on developing auditing methods. Sourced and tuned the extraction from DB2 using Strobe and transformation using SAS sort. Identified performance issue with schema normalization and created the migration scripting with C to reorganize. Assumed RedBrick DBA role handling routine reorgs, SQL reviews, and recoveries.

Aug 1987 – Sep 1995   **COBOL/IMS/DB2 Developer**   **LTV/Northrop Grumman**
Design, tune and support of manufacturing, cost accounting, and logistics applications. Worked with several end-user teams to understand requirements and with various technical teams to deploy solutions. Obtained Secret security clearance. Consolidated hodge-podge of ad-hoc cost accounting reports and scripting into a common system. Met with dozens of managers to gather requirements, prototype and then train on solution.

Oct 1982 – Oct 1988   **Aviation Supply**   **USMC Reserves MAG 41**
Order, status, and inventory control for MAG 41. Attained rank of Sergeant. Honorable Discharge.

Education & Certifications:

Bachelor of Computer Science with Honors - University of Texas at Tyler

Certified ITIL IT Service Management Essentials - LCS
Oracle Exadata 2014 Certified Implementation Specialist Boot Camp - Oracle Partner Training
AWS Cloud Practitioner Essentials: Core Services - AWS Training & Certification
M001: MongoDB Basics - MongoDB University

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