



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

Header @ 6

List View

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

Procurement Folder: 1025461

Procurement Type: Central Master Agreement

Vendor ID: VS0000027455

Legal Name: SONUS SOFTWARE SOLUTIONS INC

Alias/DBA:

Total Bid: \$565,760.00

Response Date: 05/05/2022

Response Time: 11:12

Responded By User ID: Sonus@2020

First Name: Sonica

Last Name: kommu

Email: info@sonussoftwareinc.c

Phone: 8017703133

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: 6

Total of All Attachments: 6



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 ESR05052200000006946	1

VENDOR
 VS0000027455
 SONUS SOFTWARE SOLUTIONS INC

Solicitation Number: CRFQ 0704 INS2200000004
Total Bid: 565760
Response Date: 2022-05-05
Response Time: 11:12:57
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	68.000000	141440.00

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	68.000000	141440.00

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	68.000000	141440.00

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	68.000000	141440.00

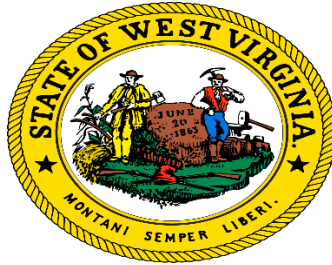
Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Database Administrator
Year 4

**State of West Virginia
Agency Request for Quote
Service - Prof**



Request for Quote: CRFQ 0704 INS2200000004

Submitting To:

Joseph E Hager III
(304) 558-2306

joseph.e.hageriii@wv.gov

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

Submitted By:

Sonus Software Solutions, Inc.

Point of Contact:

Susan D,

Sr. Contracts Manager

504 W 800 N

Orem, Utah 84057.

info@sonussoftwareinc.com

801-770-3133



INTRODUCTORY LETTER

Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@wv.gov
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305

Subject: Request for Quote: CRFQ 0704 INS2200000004, Service-Prof, Department of Administration, Purchasing Division, Charleston WV.

Dear Joseph,

Sonus Software Solutions Inc. (SSI) FEIN: 46-3282585 is pleased to submit this Quote for Service-Prof, Department of Administration, Purchasing Division, Charleston WV.

SSI firmly believes we can provide a Collaboration that will seamlessly supplement the Department's existing IT environment and significantly enhance the City intends to achieve in its Service Professional. SSI understands that Department is soliciting bids to contract for, Information Technology Professional Services as needed to fulfill a variety of information technology staffing roles as per the RFP request, SSI is submitting solutions and a pricing schedule. We understand that the need for Information Technology Contracting Resources will vary in the types and quantities of resources required and the duration of the engagements.

SSI is a certified Women's Business Enterprise National Council (WBENC)(WBE2000585) and Minority Women Business Enterprise (MWBE - M4F0026444) by the Washington State Office of Minority & Women's Business Enterprises. Since its founding in 2013, SSI has been a trusted partner in providing IT consulting and Development services for Fortune 5000 companies and public organizations throughout the United States. Our attention to recruiting skilled and professional talent ensures a highly motivated, trained, and competent workforce delivering services and products on time. We value teamwork, initiative, commitment, hard work, and client satisfaction.

SSI appreciates the opportunity to submit our response to Service-Prof, Department of Administration, Purchasing Division, Charleston WV for Consideration and SSI accepts all the terms and conditions specified in the Department. Should you have any questions in this regard, please do not hesitate to contact me at 801-770-3133 or email info@sonussoftwareinc.com

Sincerely,

A handwritten signature in black ink that reads "K. Sonica". The signature is written in a cursive style with a long horizontal stroke extending to the right.

Sonica Kommu,
President



CAPABILITY STATEMENT

**Women-Owned
Small Business**

**CAGE: 7FR54
DUNS: 079961999**

NAICS Codes:

541511
Custom Computer
Programming Services
541512
Computer System Design
Services
561320
Temporary Help Services
541513
Computer Facilities
Management Services

NIGP Codes:

91871
IT Consulting
92040
Programming Services
92004
Application Software
92000
Data Processing,
Computer Programming,
Software



CONTACT INFORMATION

Sonica Kommu
President
801-770-3133
FAX: 801-382-1994
info@sonussoftwareinc.com

Sonus Software Solutions Inc., (SSI) is a certified WBENC and Minority Women Business Enterprise (MWBE - M4F0026444) by the Washington State Office of Minority & Women's Business Enterprises. Since its founding, Sonus has been a trusted partner in providing IT Consulting & Development Services for Fortune 5000 companies, Federal and State agencies throughout the United States. Sonus was established in 2013 in the state of Utah and our corporate headquarters are located at 504 W. 800 N, Orem, Utah

CORE COMPETENCIES

Software Development
Infrastructure and Networking
Database Design and Development Administration
Quality Assurance/Testing
System Integration
Cloud Computing
Big Data Analytics
Application Design & Development
IT Staff Augmentation



KEY DIFFERENTIATORS

Sonus has completed numerous projects on time, within budget and in-scope. Backed by our knowledgeable and dedicated team, we are the best choice when it comes to receiving the highest potential value from a software investment or consulting service to maximize your business's performance. Key differentiators between Sonus and its competitors are:

- We focus on the project with a business approach our client's satisfaction
- We collaborate as a team to provide support throughout the project
- We focus to serve with senior level skill sets having broad project technology experience
- We focus on concluding 70% project ahead the schedule

PAST PERFORMANCE



504W 800N. Orem, Utah, 84057. www.sonussoftwareinc.com

Company Information

Sonus Software Solutions Inc. (SSI) FEIN: 46-3282585 is a software solutions and staff augmentation firm established in July 2013. Sonica Kommu is the Owner and President with 100% ownership. Our corporate headquarters are located at 504 W 800 N Orem, Utah 84057. SSI is a Utah-based S Corp company.

SSI is a premier IT Consulting & Development Company Incorporated in the state of Utah to provide clients with talent and services that they cannot or do not want to acquire and manage internally. Our company was established in July 2013 and we have grown to support clients throughout the United States. SSI was formed in Utah and our corporate headquarters are located at 504 W 800 N, Orem, UT 84057.

SSI is a certified by the (WBENC), and Minority Women Business Enterprise (MWBE-M4F0026444) by the Washington State Office of Minority & Women's Business Enterprises. We are classified as a small business with less than 50 employees.

The SSI Utah-based headquarters staff manages all corporate administration and client relations. Most sales and marketing activities are outsourced to our offices in India with direct management oversight from our Utah office. All SSI consultants are based in the United States and work onsite at customer properties or remotely depending on the requirements of the client.

Board of Directors/ Senior Project Managers:

- Sonica Kommu, Owner and President
- Edmund Rose, Director of Business Development
- Jim W Kommu, IT Project Manager/ Architect (Micro Soft certified)
- Vijay Kumar Sanmala, Sr. Project manager

As a trusted partner in IT consulting and development services, SSI supports Fortune 5000 companies and Public Sector organizations throughout the United States. Our attention and experience to recruiting skilled and professional talent ensures a highly motivated, trained, and competent workforce delivering timely services and products. We value teamwork, initiative, commitment, hard work and client satisfaction. Currently, SSI is in the processing of getting NYMWBE certification.

Sonus Software Solutions, Inc.

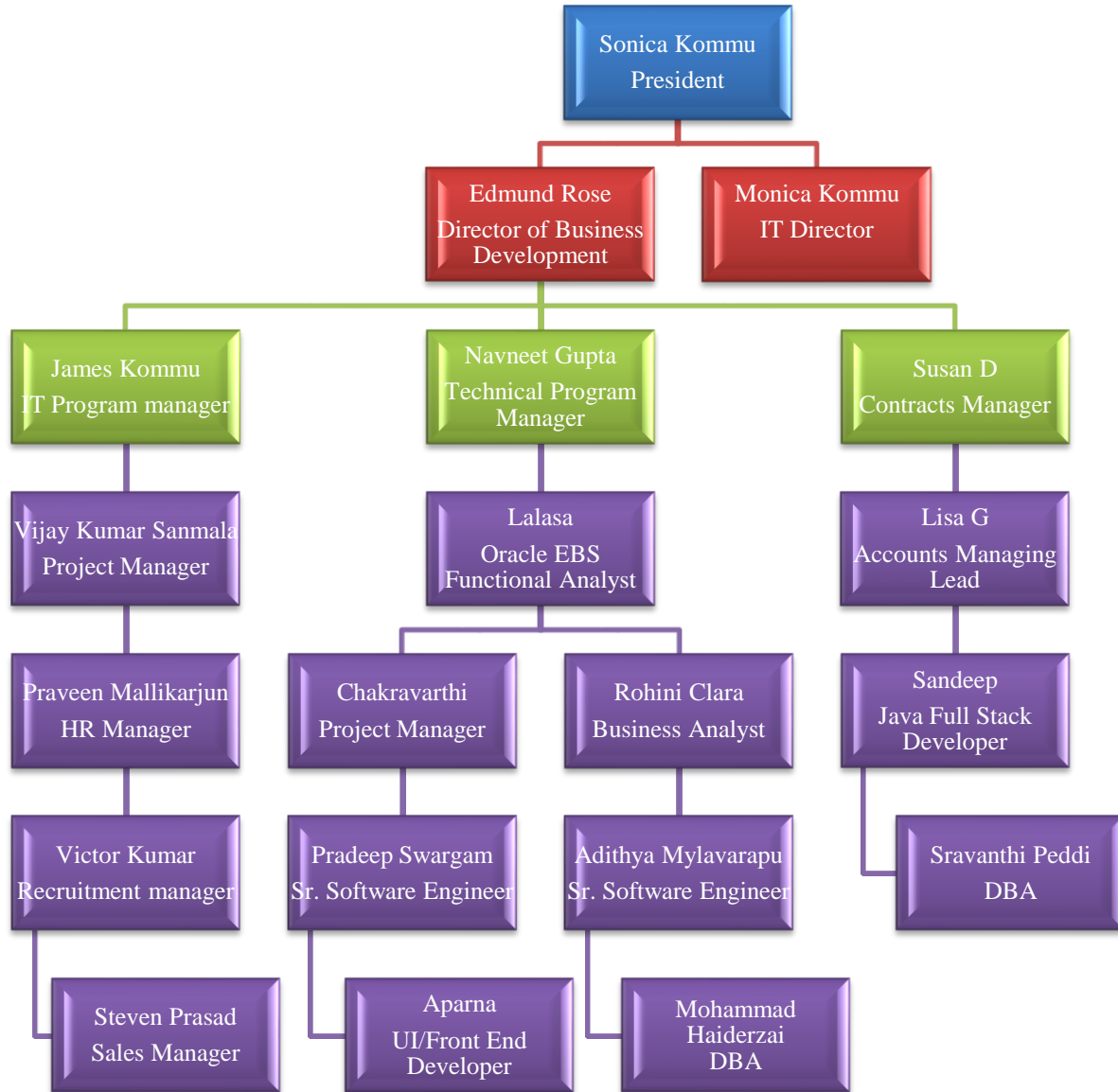
Point of Contact: Susan D,

Title: Contracts Administrator

Email: info@sonussoftwareinc.com

Telephone: 801-770-3133 ext 201

Organizational Chart



Service and Client Locations

SSI has the experience and talent pool to cover multiple locations. We have a pool of consultants/resources that we place at our clients' offices or remotely depending on the requirements. We are preferred vendors with Equinix with a Tier 1 Vendorship ranking. We are a primary vendor/contractor to the State of West Virginia, WVDHHR/OMIS, Community Transit-WA, Treasurer's Office, WVA, Department of Technical Services (State of Utah), Department of DPS/OJJ (State of Louisiana), County of Matanuska Susitna Borough (State of Alaska), City of Santa Maria-CA, Pacific Northwest National Laboratory (PNNL) State of Washington, Fidelity

Inc, NH, Guaranteed Returns, NY and Health Care Triangle, CA. We also subcontract with various firms like KFORCE, Randstad, Robert Half Technology, Judge Technical staffing, Tek Systems, Tata Consultancy Services and Cognizant Technology.

Qualifications / Experience of Firm

SSI was established in 2013. Our headquarters are in Utah and we maintain ancillary offices in India. We pursue clients in the Fortune 500 and other large corporations, and in government agencies, particularly at the state level. Since 2017, Equinix has been our largest client with several staffing placements throughout the organization.

SSI has not participated in any mergers or acquisitions since its incorporation. It is privately held with no plans to change hands at any time in the foreseeable future. Our contracts range in length from six months to ongoing. Our headquarters are located at 504 W 800 N, OREM, UT84057.

Our company has a recruiting team that constantly works with recruitment platforms like DICE, LinkedIn, Monster, indeed, Tech fetch, Career Builder, etc. We also bring in work force through the Utah Department of Labor and provide immigration sponsorship for eligible qualified candidates. Our aim is to identify, interview, evaluate and hire certified IT Professionals that meet the specific needs of our clients while also providing management. We are classified as a small business with less than 50 employees.

Our staff consists of W2 and Corp-Corp candidates, which we subcontract from other staff firms. Some of our key specializations include information technology, computer programming, Software development, and cloud computing. Our employees and contractors are selected based on extensive experience in the technology requirements of our customers.

Our objective is to provide resources and personnel to Fortune 500 companies and government agencies in the United States. Additionally, we implement a technology integration practice to help IT organizations solve business challenges by leveraging IT as discrete services and/or comprehensive solutions.

SSI is also registered with the Simplified Acquisition Program and Small Business Administration in order to access federal government contracts and sub-contracting opportunities with states and municipalities.

Intentionally Left Blank

SSI engages technology services experts/consultants to optimize clients' businesses and organizations with comprehensive IT services:

SSI IT Services Summary

IT Service Area	Description of Services
Project Consulting	<p>SSI enhances client production and performance. Project consulting is one of the most valued by our clients.</p> <p>Project consulting services improve organizational performance through the analysis and development of technology, processes, and strategy. After a thorough project analysis, we choose the most effective development model, such as agile, waterfall, incremental, etc.</p> <p>That will allow us to efficiently meet each client's time constraints and their flexibility, economical, and innovational needs.</p> <p>Typically, we provide all project managers, software engineers, testers, and any other necessary pieces to complete the project at the highest possible quality.</p>
Cloud Services	Reinventing business with the power of cloud computing.
Data Center Services	Building and managing highly efficient data centers that respond To Change and drive innovation.
IT Outsourcing	Partnering to drive innovation, speed time to market, attracts customers and foster innovation.
Managed Services	Driving growth, eliminating downtime, scaling operations, and Improving application availability with the proactive management Of IT resources.
Mobility Services	Planning the approach, managing devices, end-user applications and Related network infrastructure.
Networking Services	Designing, implementing, and managing integrated communications and networking environments.
Security Services	Protecting the enterprise from complex IT security threats while Reducing costs.
Technical Support Services	Simplifying management and streamlining maintenance of multi- Vendor environments.

Previous Relevant Experience

The SSI recruiting team works continuously with recruitment platforms like DICE, LinkedIn, Monster, Indeed, Tech fetch, Career Builder, Cyber coders, etc. We also bring in workforce through the Utah Department of Labor and provide immigration sponsorship for eligible, qualified candidates. Additionally, the recruiting team identifies interviews, evaluates and hires certified IT Professionals that meet the specific needs of our clients while also providing management.

Table 1 Relevant Experience

Agency	Project Title/Contract #	Contract Term	Description of Services
Office of the State Treasurer , Charleston, West Virginia	Temporary IT Staffing for Office of the State Treasurer, ARFQ STO2100000003	2020 - Ongoing	SSI has been providing IT Staffing services for their Treasury Department.
West Virginia Department of Health and Human Resources, Office of Management Information Services, Charleston, WVA	Temporary IT Staffing WVDHHR/OMIS, CRFQ-0511-MIS2100000002	2021 - Ongoing	SSI has been providing Technical Supporting Services for their ongoing Projects. Currently providing IT Staff Augmentation Services to WVDHHR/OMIS Department.
New York State Department of Education,(DIIT) NY	Senior SQL DBA/Developer	2012-2014	SSI has provided Senior SQL Database Administrator/Developer services.
Los Angeles Unified School District, CA	IT Temp Staff Augmentation Services	2017 - Ongoing	An SSI Developing Web Developer/Java Developer services with a web-based application that provides LAUSD administrators with reports and dashboards that consists of student and LAUSD data.
Equinix, Inc., San Jose, CA	IT Temp Staff Augmentation Services	2017 - Ongoing	SSI has provided Equinix with seven employees. We are supporting Equinix for their Data Center operations such as Data Analyst services, Data Architect/Engineer, Data Scientist services and Networking Services. The relationship with Equinix is one of our most integrated. SSI is heavily involved in the progress of the contract and holds regular meetings to Maintain project advancement.
Fidelity Investments, NH	Staff Augmentation Services	2018 - Ongoing	SSI has been supporting ETL/SQL/Oracle Developer services for their ongoing projects

Since its founding in 2013, SSI has been a trusted partner in providing IT consulting and development services for Fortune 5000 companies and public Sector organizations throughout the United States. Our attention to recruiting skilled and professional talent ensures a highly motivated,

trained, and competent workforce delivering services and products on time. We value teamwork, initiative, commitment, hard work and client satisfaction. Currently, SSI is in the processing of getting NYMWBE certification.

SSI's client's partner with us not just to acquire the temporary skills and production a contract employee can provide but to eliminate the challenges of employee management. We provide direct employment and supervision of the personnel that are placed within our client's organizations. Our team leadership constantly monitors and provides support to our employees to ensure their needs and performance managed so our clients can focus on their own internal teams.

We effectively maintain a bench of skilled resources. We have a separate team to work on this Bench Resource and we make Instant placements as per the vendor requirement. Our attention to recruiting skilled and professional talent ensures a highly motivated, trained, and competent work force delivering services and products on time. We value teamwork, initiative, commitment, hard work, and client satisfaction

As Our key is not to let things go too far. Our new employee attendance policy will flag and correct attendance issues at their start. We Keep an open line of communication with our employees can also help them feel comfortable discussing any issues with their work schedules that could lead to absences.

SSI maintains the performance reports that provide the basis for managerial decisions on managing the project team by providing feedback to employees about how well they have performed on established goals. And by providing feedback to employees about areas in which they are weak or could do better and take corrective action to address problems with employees performing at or below minimum expectations by Rewarding superior performers to encourage their continued excellence.

Approach and Management Plan.

SSI strives to establish and maintain positive employer-employee relationships in the office. This proactive approach encourages productivity and collaboration among teams. Where we have a mutual level of respect between a manager and a worker, there's more willingness on both ends to offer support and perform well as Good leadership is essential to a close, efficient team So, Our Relationship management both motivates and rewards employees, making them feel appreciated for the work they do. Besides improving employee retention, it also empowers workers to take risks, set professional goals and find purpose in their work.

SSI supervises our recruiters to ensure that they are knowledgeable about the requirements of the Customer's work, including its salary scale and any other matters relevant to selecting candidates for employment with the Customer.

Our recruiters are responsible for facilitating the recruitment process, which includes submitting qualified candidates to the Customer within the timeframe agreed on with the Customer. The Customer may communicate directly with its recruiter regarding recruitment matters at any time during this process.

If a candidate is not qualified for the job, or if a priority candidate of the Customer is not available to be placed within agreed-upon timeframes, Team will not submit that candidate.

SSI has control over the recruitment process; it is important to engage with Customers before implementing a preferred method of recruiting candidates.

Most Customers will expect regular updates on candidate progress for all roles. So, SSI always be prepared to provide these updates to build up the Customer's trust and business. SSI remain flexible if a Customer requests to change the way updates are provided to them - i.e., by telephone instead of email, or vice versa. SSI believe and go with what the Customer requests as this will help to maintain our relationship with them

Workplace Culture

Including factors such as culture in job advertisements should also be done selectively. Our company have a strong culture or values.

Acceptance of Candidate Communication :

Most Customers will expect regular updates on candidate progress for all roles. So, SSI always be prepared to provide these updates to build up the Customer's trust and business.

SSI remain flexible if a Customer requests to change the way updates are provided to them - i.e., by telephone instead of email, or vice versa. SSI believe and go with what the Customer requests as this will help to maintain our relationship with them.

Process for Prioritizing Candidates:

SSI use a scoring system to prioritize candidates applying for Customer roles. This approach should useful for us to rank multiple candidates, and it gives the impression of objectivity and fairness.

We educate the Candidates that they also start career pathing during the recruitment process and continue throughout the employee's time at the company. Senior leaders offer career coaching and guidance to help team members explore their passions and find roles within the company that allow them to utilize their unique skills even if that means creating a new role.

- Training Employees for our Industry
- Off-Site Training and Seminar
- Webinars and Online Courses
- Tutoring and Coaching
- On The Job Training

SSI Employees are eligible for Bonus and Incentive Programs. We hire the most qualified employees and keep those employees loyal and productive. Therefore, we provide a "package" that includes compensation, incentives (special perks or rewards for good work), and benefits (valuable options such as health insurance and paid vacation).

Recruiting Process:

Pre-screening process

SSI performs verifications and Go Background to perform application and background checks on selected candidates. Through this screening, we are also able to verify a candidate's education and previous employment. All the forms will be extensively reviewed and verified by our Account Managers, prior to on boarding the candidate. We use E-Verify (Employee Eligibility Verification program), which is an Internet-based system, that allows businesses to determine the eligibility of their employees to work in the United States. SSI team pays special attention to verify past experience and personality traits of a candidate. We check candidate's references make sure the candidate has good technical and social skills.

Fingerprinting of the candidates plays a vital role to hire candidates. We should know all records like Educational, Criminal History Checks, and Financial Background/Credit Check through this process. Sonus places high priority on this process to create the Clients Safe and Secure Environment.

Employee Skills and Certifications Screening Process

SSI administers a variety of assessment tests and trainings. These assessments follow skills certification best practice for reliability, objectivity, affordability, and provide valuable insight into candidates' skills. These assessments help our clients eliminate candidates who are under qualified for a position, despite what their resumes say, and verify candidates' claims and identify candidates who may be better suited to a different position.

Employers also use these tests to identify employees who are ready for promotion or who should be moved to a different role. In addition, an interview can be used as an assessment tool to determine whether candidates have told the truth on their resumes. Interviews are flexible tools that can be used to evaluate hard and soft skills.

We Evaluate candidates for IT Staff Augmentation Services, By different types of assessment tests for employees. Each of these is meant to give insight into how an individual will handle certain situations at work and what his or her strengths and weaknesses may be in regard to the job description. Each test does serve a specific purpose that can help employers to determine if a person will be a good fit for the job. There is at least one type of test that can give employers what we need before hiring new employees. In order to hire the most effective employees, employers must be able to assess their applicants' abilities. There are a number of different methods we used for this purpose which include interviews, written tests and online assessments.

SSI will carefully hire employees through written applications, personal interviews and reference checks. This selection process helps us find and employ the best candidates that fit the job description. We reserve the right to conduct a job-related background check consisting of prior employment verification, and confirmation of professional reference and educational qualifications.

All new employees must complete a ninety (90) day introductory or probationary period. The introductory or probationary period is a trial period during which we carefully observe and evaluate the employee's job performance and decide whether to make the employee permanent.

Employee Screening and Selection Process

Our thorough candidate sourcing reaches out and carefully selects professionals from a wide resource pool prior to placement. Sourcing begins with identifying a few ideal candidates for submission to the client review and interview process. The candidates' work experience is a primary factor in vetting potential employees. Afterward comes the key skills and domain knowledge assessment, followed by a review of education and other skills and talents. Next, we perform a preliminary discussion and interview specific to the job. Sourcing continues to the submission of selected candidate profiles for client review and/or interviews and continues to be active until a candidate is placed in the project.

SSI Provides employee wellness programs with physical fitness facilities, onsite health screenings, and programs to help them quit smoking, manage stress, and improve nutritional habits. The employee wellness program by SSI offers fitness facilities, health education, and preventative medicine that include:

- A smoking cessation program
- Seminars on nutrition and weight management
- Health assessments that measure blood pressure and resting pulse
- Fitness evaluations that assess cardiopulmonary fitness level, strength, flexibility, body composition, and nutritional status

Reference checks:

SSI conduct reference checks on all employees, including temporary workers. We also determine the eligibility of our staff for employment in USA by ensuring that candidates provide accurate and complete information related to citizenship, identity, work permit status, etc.

Candidates must consent to having references provided about them before any contact is made. This consent form should also include permission for the individual being checked to be contacted by email or telephone.

References can be obtained in person or via telephone, email, fax, LinkedIn etc. References should be cross-checked for accuracy and authenticity; examples of this include checking dates on letters of employment and emails with no information from other sources to back it up.

The following are some of the reference checks in SSI

1. Conducts reference checks by contacting the last three people that have worked
2. SSI contact these people and ask them to provide their thoughts on our work ethic, ability to handle stress, and overall performance
3. If the references give a positive review, then the SSI hire them for an interview
4. If not, they may decline to progress further in the hiring process
5. References are very important because they can help determine whether or not someone is a good employee or not
6. Background and criminal checks are conducted on all candidates who make it through the interview process.

7. All interviews are conducted at least one-on-one with an interviewer and candidate together in a private setting.
8. Reference checks may be done over the phone, in person, or online depending on what is most convenient for both.

Client References

Project 1: West Virginia Department of Health and Human Resources, Office of Management Information Services

Customer/client name	WVDHHR/OMIS
Reference name	Lesa D. Mercer
Email address	Lesa.D.Mercer@wv.gov
Contact Details	Title: FACTS Technical Manager Address: One Davis Square Suite 200 Charleston, WV 25301 304-558-5849
Contract Number	Temporary IT Staffing for WVDHHR/OMIS, CMA MIS776701L.
Term of The Contract	2020 – Ongoing
Staff provided services	SSI has been providing Technical Supporting Services for their ongoing Projects. Currently providing IT Staff Augmentation Services to WVDHHR/OMIS Department.

Project 2: Temp Staff Augmentation Services for Z Client Services Consultant for Equinix, Inc, CA

Customer/client name	Equinix, Inc.
Reference name	Rao G. Lingampalli
Email address	rlingampalli@equinix.com
Contact Details	TITLE: Senior Director ADDRESS: 1188 E Arques Ave, Sunnyvale, CA 94085, United States. PHONE:(m) 408-816-4128
Term of The Contract	2017 – Ongoing

Staff provided services	Lab Test Engineer, Network Engineers, Software Engineers and Data Center operations. We are supporting Equinix for their Data Center operations such as Data Analyst services, Data Architect/Engineer, Data Scientist services and Networking Services. The relationship with Equinix is one of our most integrated. SSI is heavily involved in the progress of the contract and holds regular meetings to Maintain project Advancement.
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Project 3: West Virginia State Treasurer's Office, WV

Customer/client name	State of West Virginia
Reference name	Rex Crouser, CIO
Email address	rex.crouser@wvsto.com
Contact Details	TITLE: Chief Information Officer Address: State Treasurer Office, WV 304-340-2706
Contract Number	Temporary IT Staffing - AMA STO2100000002 Database Administrator Services

Project 4: Information Technology Project Management Services for Health Care Triangle Inc, CA

Customer/client name	Health Care Triangle Inc (Formerly 8Kmiles)
Reference name	Shwetha Lamba
Email address	shwetha@8kmiles.com
Contact Details	Title: Director - Human Resources Address: 4309 Hacienda DR STE 150 Pleasanton, CA Phone: 925-270-4804
Term of The Contract	2018 - Ongoing
Staff provided services	SSI Provided Information Technology Services like Project Management Services for a Company development initiatives

Project 5: Information Technology Consulting Services for DPS-OJJ Office of Juvenile Justice (OTS), State of Louisiana

Customer/client name	DPS-OJJ Office of Juvenile Justice (OTS), State of Louisiana, LA
Reference name /Project Manager	Amit Chabukswar
Email address:	amitc@optimasolutions.us
Contact Details	Title: Statewide Deputy Director - Office of Technology Services (OTS) Address: 7919 Independence Blvd, Baton Rouge, LA 70806, United States 318-357-3152
Description of the project	Information Technology Consulting Services
Relevance to the State of Utah	Evaluated Business Requirements and process flows to meet and support business users. Coordinate, manage reports, Preparing Functional Requirement's Document. Working with database objects using current data architecture. As a BSA with Software Engineer expertise, use MS SQL, SSRS, Tableau to create and Evaluate Business

Staffing Plan:

SSI educates candidates regarding the project schedule. This ensures they have read the schedule, understand the dates and resource commitments, and will cooperate. Once the schedule is approved, it will become the baseline for the remainder of the project. In addition, project progress and task completion will be monitored and tracked against the project schedule to determine if the project is on course as planned.

When establishing project-staffing plan, the SSI Project Manager ensures that project resources will be available at the right time and location. The project manager also will consider additional factors such as work experience, skill sets, availability of project team members, and whether or not there is a need for expert advice from another industry sector.

The project manager has project team members with a wide range of experiences and expertise. This project management team will discuss project staffing strategies in more detail, providing examples of keeping project deadlines while maintaining project budgets.

Our roster includes four Key Personnel: SSI President, Project Manager, IT Director, and Project Coordinator. Our talented team in Table, is excited for the opportunity to partner with EL PASO County.

Anticipated Key Personnel for Staffing Services, Division of Emergency Management

Key Personnel	Role	Key responsibilities
Sonica Kommu	SSI President and Project Executive	As a small business, our president takes direct oversight over all daily operations. The Project Manager, IT Director, and Project Coordinator all report to Ms. Kommu.
Jim W Kommu	Project Manager	Screening and Interviewing of candidates. Once a candidate(s) is placed, the Project Manager is the main Point of Contact for all communication.
Edmund Rose	IT Director	The IT Director reviews all staffing requirements and ensures our candidate(s) meet those requirements. The IT director also oversees any skills assessments and certifications of our IT candidates.
Vijay Kumar Sanmala	Project Coordinator	The Project Coordinator supports the SSI team and our clients to ensure all communication is documented and any issues are routed correctly for the fastest resolution.

The project will create a policy for project staffing in SSI. The project will identify which positions should be staffed, who should staff them, how much they cost and when to use contractors or additional workers from an agency.

➤ **Project objective and scope**

The project will create a policy for project staffing in SSI. The project will identify which positions should be staffed, who should staff them, how much they cost and when to use contractors or additional workers from an agency.

➤ **Project objectives and needs for the project staff meet**

The project staffing plan covers three aspects of project staffing: recruiting, Job analysis, and project staff planning.

➤ **Listing all staff members and their roles in the project**

The project will be managed by project manager, who will perform project planning, project managing, and project controlling.

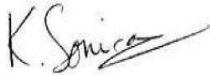
➤ **Staff member's qualifications for their role in project staffing**

- As a priority, SSI looks for the following broad qualifications for critical staffing positions.
- Specifically, the project manager will have project management experience, planning experience, and controlling experience.
- Software developers should have proven coding skills in various programming languages.

- Quality assurance specialist must be experienced in testing project deliverables according to requirements/standards of an organization.
- Other members should have appropriate education or training, as required by the client.

SSI appreciates the opportunity to submit our response to Staffing Services, Division of Emergency Management, Charleston WV for the consideration. Should you have any questions in this regard, please do not hesitate to contact me at 801-770-3133.

Signature and title of a person authorized to obligate the firm.



Name: Sonica Kommu

Title: President



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

State of West Virginia
 Centralized Request for Quote
 Service - Prof

Proc Folder: 1025461			Reason for Modification:
Doc Description: Technical Staffing Service- Data Base Administrator			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2022-04-20	2022-05-04 13:30	CRFQ 0704 INS2200000004	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000027455
Vendor Name : Sonus Software Solutions Inc
Address : 504 W 800 N
Street :
City : Orem
State : UTAH **Country :** USA **Zip :** 84057
Principal Contact : Sonica Kommu
Vendor Contact Phone: 801-770-3133 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Joseph E Hager III
 (304) 558-2306
 joseph.e.hageriii@wv.gov

Vendor Signature X *K. Sonica* **FEIN#** 46-3282585 **DATE** 05-05-2022

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		OFFICES OF THE INSURANCE COMMISSIONER 900 PENNSYLVANIA AVE	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary information technology software developers	2080.00000	HOUR	\$ 68.00	\$ 141,440

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:

Database Administrator
Year 1

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Temporary information technology software developers	2080.00000	HOUR	\$ 68.00	\$ 141,440

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:

Database Administrator
Year 2

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Temporary information technology software developers	2080.00000	HOUR	\$ 68.00	\$ 141,440

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 3

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Temporary information technology software developers	2080.00000	HOUR	\$ 68.00	\$ 141,440

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 4

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
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	Document Phase	Document Description	Page
INS2200000004	Final	Technical Staffing Service- Data Base Administrator	4

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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

State of West Virginia
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BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code: VS0000027455
Vendor Name : Sonus Software Solutions Inc
Address : 504 W 800 N
Street :
City : Orem
State : UTAH **Country :** USA **Zip :** 84057
Principal Contact : Sonica Kommu
Vendor Contact Phone: 801-770-3133 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Joseph E Hager III
 (304) 558-2306
 joseph.e.hageriii@wv.gov

Vendor
 Signature X

FEIN# 46-3282585

DATE 05-03-2022

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

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
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80111609			

Extended Description:
Database Administrator
Year 1

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Temporary information technology software developers	2080.00000	HOUR	\$ 68.00	\$ 141,440

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 2

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
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Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 3

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US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Temporary information technology software developers	2080.00000	HOUR	\$ 68.00	\$ 141,440

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 4

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
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INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

A pre-bid meeting will not be held prior to bid opening

A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted emails should have the solicitation number in the subject line.

Question Submission Deadline:

Submit Questions to:
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-3970
Email:

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through *wvOASIS*, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through *wvOASIS* at its sole discretion. Such a prohibition will be contained and communicated in the *wvOASIS* system resulting in the Vendor's inability to submit bids through *wvOASIS*. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via email. Bids submitted in paper or facsimile form must contain a signature. Bids submitted in *wvOASIS* are deemed to be electronically signed.

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in *wvOASIS*. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus _____ convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

Bid Delivery Address and Fax Number:

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:

BUYER:

SOLICITATION NO.:

BID OPENING DATE:

BID OPENING TIME:

FAX NUMBER:

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time:

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, 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.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's

specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

[] This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or

minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance.”

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor’s entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled “confidential,” “proprietary,” “trade secret,” “private,” or labeled with any other claim against public disclosure of the documents, to include any “trade secrets” as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

22. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

23. EMAIL NOTIFICATION OF AWARD: The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor *wv*OASIS or the Purchasing Division's website to determine when a contract has been awarded.

24. ISRAEL BOYCOTT CERTIFICATION: Vendor's act of submitting a bid in response to this solicitation shall be deemed a certification from bidder to the State that bidder is not currently engaged in, and will not for the duration of the contract, engage in a boycott of Israel. This certification is required by W. Va. Code § 5A-3-63.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

Term Contract

Initial Contract Term: The Initial Contract Term will be for a period of _____. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to _____ successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Alternate Renewal Term – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

Fixed Period Contract: This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

Fixed Period Contract with Renewals: This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

the contract will continue for _____ years;

the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney

General's Office (Attorney General approval is as to form only).

One-Time Purchase: The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

Other: Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

Open End Contract: Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

Service: The scope of the service to be provided will be more clearly defined in the specifications included herewith.

Combined Service and Goods: The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

One-Time Purchase: This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

BID BOND (Construction Only): Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

PERFORMANCE BOND: The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Purchasing Division prior to Contract award.

LABOR/MATERIAL PAYMENT BOND: The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

MAINTENANCE BOND: The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

LICENSE(S) / CERTIFICATIONS / PERMITS: In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below and must include the State as an additional insured on each policy prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

Commercial General Liability Insurance in at least an amount of: _____ per occurrence.

Automobile Liability Insurance in at least an amount of: _____ per occurrence.

Professional/Malpractice/Errors and Omission Insurance in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

Commercial Crime and Third Party Fidelity Insurance in an amount of: _____ per occurrence.

Cyber Liability Insurance in an amount of: _____ per occurrence.

Builders Risk Insurance in an amount equal to 100% of the amount of the Contract.

Pollution Insurance in an amount of: _____ per occurrence.

Aircraft Liability in an amount of: _____ per occurrence.

Notwithstanding anything contained in this section to the contrary, the Director of the Purchasing Division reserves the right to waive the requirement that the State be named as an additional insured on one or more of the Vendor's insurance policies if the Director finds that doing so is in the State's best interest.

9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. [Reserved]

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

_____ for _____.

Liquidated Damages Contained in the Specifications.

Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

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

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.

- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
 1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
 2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a “substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES – This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Name, Title) _____

(Printed Name and Title) _____

(Address) _____

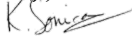
(Phone Number) / (Fax Number) _____

(email address) _____

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

(Company)



(Authorized Signature) (Representative Name, Title)

05-05-2022

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

(Phone Number) (Fax Number)

(Email Address)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.:

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:

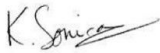
(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> 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.

Sonus Software Solutions Inc

Company



Authorized Signature

05-05-2022

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

REQUEST FOR QUOTATION
Database Administrator

SPECIFICATIONS

- 1. PURPOSE AND SCOPE:** 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. This will be an open-end service contract that will provide the services of a Database Administrator on an hourly rate basis.

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.

- 2. DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

2.1 “Contract Services” means database administration services necessary for the day-to-day operations of Insurance Commissioner’s applications and databases as more fully described in these specifications.

2.2 “Pricing Page” means the pages, contained wvOASIS or attached hereto as Exhibit A, upon which Vendor should list its proposed price for the Contract Services.

2.3 “Solicitation” means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

- 3. QUALIFICATIONS:** Vendor, or Vendor’s staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

3.1. The Database Administrator must have at least four years of paid work experience in the following:

- Oracle Database (running on Linux operating system preferred)
- Linux OS
- Microsoft SQL Server
- Experience with third party schedulers like AppWorx preferred

REQUEST FOR QUOTATION
Database Administrator

3.2. Vendor shall provide the OIC with supporting documentation, such as s resume to support the required years of experience to meet the qualifications. Documentation should be submitted with the vendor's bid but will be required before award of the contract.

4. Vendor Responsibilities

4.1.1 The successful vendor will provide an hourly rate that is inclusive of all cost including, but not limited to federal, state and local withholding taxes, social security and Medicare taxes, as well as unemployment compensation, general and professional liability premiums. All overhead for the vendor and fringe for the candidate must be included in the successful vendor's hourly rate. All travel expenses must be included in the vendor's hourly rate.

4.1.2 Successful vendor shall provide the OIC with information for the candidate according to state and federal standards, including applications and/or resumes. These should be submitted with the bid submission along with the documentation required to support the candidates' qualifications. Documents will be required prior to the award of the contract.

4.1.3 The Vendor's candidates must consistently perform the contracted duties as outlined in these specifications and in accordance with the delivery order issued against this open-ended contract.

4.1.4 The successful candidates will be required to present a time sheet for approval on a weekly basis.

4.1.5 If during the of term of the Contract, the candidates placed by the vendor leaves the company and/or has to be replaced; the vendor must give written notice to the OIC within one (1) business day, explaining the circumstances of the departure, and must replace the candidate with another candidate meeting or surpassing all requirements listed in sections 3 and 4 to maintain continuity of the services. Vendor must provide the OIC a list of potential candidates for the replacement staffing with 2 weeks (10) business days of notification of replacement. Vendor must provide documentation and resumes for every candidate which indicates that they meet the requirements outlined in section 3. Vendors may send multiple resumes so that the agency may make the selection. Any interruption of service greater than 10 business days will be grounds for cancelation of the contract.

4.1.6 The successful vendor and candidates must comply with the Agencies policies and procedures. Any access or users accounts issued to a candidate to permit work in the State computing environment are subject to revocation without notice.

REQUEST FOR QUOTATION
Database Administrator

4.2 Duties and Responsibilities of the Office of the Insurance Commissioner

4.2.1 Ordering Procedure: The OIC will issue an Agency Delivery Order to the successful vendor requesting the total number of hours for the position outlined in sections 3 and 4. The total number of hours per Agency Delivery Order shall not exceed 2,080 hours per year

4.2.2 Successful Vendor's candidates shall work under OIC supervision. The OIC shall be solely responsible to provide the candidate with day-to-day guidance in the execution of the responsibilities at the OIC.

4.2.3 The OIC reserves the right to terminate the candidate selected for the position providing services to the OIC without cause if it is determined that is in the best interest and well-being of the OIC and the State of West Virginia. Termination will occur by cancellation of the remainder of the delivery order and does not require prior notification of the Vendor.

4.2.4 Independent Contractor Status: The purpose of this contract is to obtain temporary services that are provided by the individual or entities as independent contractors and not employees of the State of West Virginia. The distinction between the independent contractors and employee is complex and can require analysis of 20 more factors relating to the circumstances of each contract. The Internal Revenue Service has guidance on the issue at:

IRS: <https://www.irs.gov/pub/irs-pdf/p15a.pdf>

IRS: <https://www.irs.gov/businesses/small-businesses-self-employed/independent-contractor-self-employed-or-employee>

Prior to utilizing the services available under this contract, the OIC and the Vendor must ensure that the factors relating to the broad categories of behavioral control, financial contract and the type of relationship between the state and the temporary worker will not cause the independent contractor to be construed as employee/employer relationship. Items to be considered, include but are not limited to, the degree of control exercised by the OIC over the contract worker relating to performance of the job and the degree to which the contract worker is integrated into the OIC's system. The Purchasing Division recommends that the OIC and the Vendor review the IRS publications found at the links above and obtain further assurances from their respective internal legal counsel to maintain the independent contractor status of the individuals and entities under this contract.

5. CONTRACT AWARD:

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Database Administrator

5.1 Contract Award: The Contract is intended to provide OIC with a purchase price for the Contract Services. The contract shall be awarded to the Vendor that provides the Contract Services by meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.

Contract will be evaluated on all lines but will only be awarded for the first year. Renewal options for years two, three and four will be initiated by the OIC, agreed to by the vendor and processed by the West Virginia Purchasing Division as change order for the subsequent years.

5.21 Pricing Page: Vendor should complete the Pricing Page by completing exhibit with 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.

- 6. PERFORMANCE:** Vendor and the OIC shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Agency. In the event that this Contract is designated as an open-end contract, Vendor shall perform in accordance with the release orders that may be issued against this Contract.
- 7. PAYMENT:** Agency shall pay hourly rate, as shown on the Pricing Pages, for all Contract Services performed and accepted under this Contract. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.
- 8. TRAVEL:** Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the Agency separately.
- 9. FACILITIES ACCESS:** Performance of Contract Services may require access cards and/or keys to gain entrance to OIC's facilities. In the event that access cards and/or keys are required:
 - 9.1.** Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.

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Database Administrator

- 9.2. Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.
- 9.3. Vendor shall notify OIC immediately of any lost, stolen, or missing card or key.
- 9.4. Anyone performing under this Contract will be subject to OIC's security protocol and procedures.
- 9.5. Vendor shall inform all staff of OIC's security protocol and procedures.

10. VENDOR DEFAULT:

10.1. The following shall be considered a vendor default under this Contract.

- 10.1.1. Failure to perform Contract Services in accordance with the requirements contained herein.
- 10.1.2. Failure to comply with other specifications and requirements contained herein.
- 10.1.3. Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
- 10.1.4. Failure to remedy deficient performance upon request.

10.2. The following remedies shall be available to the OIC upon default.

- 10.2.1. Immediate cancellation of the Contract.
- 10.2.2. Immediate cancellation of one or more release orders issued under this Contract.
- 10.2.3. Any other remedies available in law or equity.

REQUEST FOR QUOTATION
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11. MISCELLANEOUS:

11.1. Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Satya Gorla
Telephone Number: 801-770-3133
Fax Number: 801-382-1994
Email Address: rfp@sonussoftwareinc.com

Notice of State of West Virginia Confidentiality Policies and Information Security Accountability Requirements

1.0 INTRODUCTION

The Executive Branch has adopted privacy and information security policies to protect confidential and personally identifiable information (hereinafter all referred to as Confidential Information). This Notice sets forth the vendor's responsibilities for safeguarding this information.

2.0 DEFINITIONS

- 2.1 **Breach** shall mean the acquisition, access, use or disclosure of Confidential Information which compromises the security or privacy of such information.
- 2.2 **Confidential Information**, shall include, but is not limited to, trade secrets, personally identifiable information, protected health information, financial information, financial account number, credit card numbers, debit card numbers, driver's license numbers, State ID numbers, social security numbers, employee home addresses, employee marital status, employee maiden name, etc.
- 2.3 **Security Incident** means any known successful or unsuccessful attempt by an authorized or unauthorized individual to inappropriately use, disclose, modify, access, or destroy any information.

3.0 BACKGROUND

Agencies maintain Confidential Information, including, but not limited to, trade secrets, personally identifiable information, protected health information, financial information, financial account numbers, credit card numbers, debit card numbers, driver's license numbers, State ID numbers, social security numbers, employee home addresses, etc. Federal laws, including, but not limited to, the Health Insurance Portability and Accountability Act, the Privacy Act of 1974, Fair Credit Reporting Act and State laws require that certain information be safeguarded. In some situations, Agencies delegate, through contract provisions, functions to vendors that involve the vendor's collection, use and/or disclosure of Confidential Information. WV State government must take appropriate steps to ensure its compliance with those laws and desires to protect its citizens' and employees' privacy, and therefore, must require that its vendors also obey those laws.

Utilization of safeguards can greatly minimize potential exposure to sensitive information, and vendors are expected to adhere to industry standard best practices in the management of data collected by, or on behalf of, the State, and in the vendor's possession for a business purpose. Even when sound practices and safeguards are in use, exposures can occur as the result of a

Notice of State of West Virginia Confidentiality Policies and Information Security Accountability Requirements

theft, loss, or compromise of data, or systems containing data. At these times, vendors must be accountable for the loss of data in their possession by ***immediately reporting*** the incident surrounding the loss, and by absorbing any cost associated with the appropriate response actions deemed by the State to be reasonable and necessary. Additional vendor funding may be needed for required activities, such as: rapid notification to affected persons, and provision of a call center to handle inquiries. Notification and call handling will use a State-specified method, format, language, and personnel staffing level.

4.0 POLICY

- 4.1** All vendors for the Executive Branch of West Virginia State government shall sign both the RFP or RFQ, as applicable, and the Purchase Order which contain the confidentiality statement, incident response accountability acknowledgement, and adopt this policy by reference.
- 4.2** Vendors must contact the Privacy Officer of the Agency with which they are contracting to obtain Agency-specific privacy policies, procedures and rules, when applicable.
- 4.3** For vendors' information, Agencies generally require at least the following minimum standards of care in the handling of their Confidential Information:
 - 4.3.1** Confidential Information shall only be used or disclosed for the purposes designated in the underlying contract and at no time shall it be disclosed or used for a personal, non-work or non-contract related reason, unless specifically authorized in writing by the Agency.
 - 4.3.2** In all circumstances, vendors shall have no ownership rights or interests in any data or information, including Confidential Information. All data collected by the vendor on behalf of the Agency, or received by the vendor from the Agency, is owned by the Agency. There are no exceptions to this provision.
 - 4.3.3** In no circumstance shall a vendor use Confidential Information, or data, in any way detrimental to the Agency or to any individual whose records reside in the vendor's control. This prohibition shall not be construed to curtail a vendor's whistleblower rights under Federal and State law. If, in the process of making a good faith report under the provisions of W. Va. Code § 6C-1-1 et seq. or the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), (Pub. L. No. 104-191) as amended by the American Recovery and Reinvestment Act of 2009 (Pub. L. No. 111-5) (the "HITECH Act"), any associated regulations and the Federal regulations published at 45 CFR parts 160 and 164 (sometimes collectively referred to as "HIPAA") or any other relevant whistleblower law, a vendor finds it necessary to

Notice of State of West Virginia Confidentiality Policies and Information Security Accountability Requirements

disclose Confidential Information to an appropriate authority in accordance with those statutes, the disclosure will not be treated as a Breach of the Agency's security, privacy or confidentiality policies, as long as the confidential nature of the information is explicitly conveyed to the authorized recipient.

- 4.3.4** The State may periodically monitor and/or audit use of the information systems and other record-keeping systems at a vendor location or a State location in an effort to ensure compliance with this policy. In addition, the State may audit, and require strengthening of, vendor policies and/or practices as they impact security of State data within the vendor's possession.
- 4.3.5** Any collection, use or disclosure of information that is determined by the Agency to be contrary to the confidentiality statement, law or Agency policy may result in termination of the underlying contract.
- 4.3.6** The confidentiality and incident response accountability statement contained within the RFP or RFQ, as applicable, and the Purchase Order shall survive termination of the underlying contract.
- 4.4** If there is an incident that involves theft, loss, or compromise of State Confidential Information, the following reporting and/or actions must be taken by the vendor, on its own behalf, or on behalf of its subcontractor:
 - 4.4.1** If the event involves a theft, or is incidental to another crime, appropriate law enforcement officials shall be notified and a police report generated to document the circumstances of the crime, with a goal to establish whether the crime involved a motive to obtain the sensitive data. A copy of the police report will be forwarded in accordance with 4.4.2.3.
 - 4.4.2** Notification of Breach.
 - 4.4.2.1** Upon the **discovery** of Breach of security of Confidential Information, if the Confidential Information was, or is reasonably believed to have been, acquired by an unauthorized person, the vendor shall notify the individuals identified in 4.4.2.3 immediately by telephone call plus e-mail, web form or fax; or,
 - 4.4.2.2** Within 24 hours by e-mail or fax of any **suspected** Security Incident, intrusion or unauthorized use or disclosure of Confidential Information, in violation of the underlying contract and this Notice, of **potential** loss of confidential data affecting the underlying contract.
 - 4.4.2.3** Notification required by the above two sections shall be provided to:

Notice of State of West Virginia Confidentiality Policies and Information Security Accountability Requirements

(1) the Agency contract manager whose contact information may be found at www.state.wv.us/admin/purchase/vrc/agencyli.htm and,
(2) unless otherwise directed by the Agency in writing, the Office of Technology at incident@wv.gov.

- 4.4.2.4** The vendor shall immediately investigate such actual or suspected Security Incident, Breach, or unauthorized use or disclosure of Confidential Information. Within 72 hours of the discovery, if an actual Breach has occurred, the vendor shall notify the individuals identified in 4.4.2.3 of the following: (a) What data elements were involved and the extent of the data involved in the Breach (e.g. number of records or affected individual's data); (b) The identity of the unauthorized persons known or reasonably believed to have improperly used or disclosed PHI or Confidential Information; (c) A description of where the Confidential Information is believed to have been improperly transmitted, sent, or utilized; (d) A description of the probable causes of the improper use or disclosure; and (e) Whether any Federal or State laws requiring individual notifications of Breaches are triggered.
- 4.4.2.5** Agency will coordinate with the vendor to determine additional specific actions that will be required of the vendor for mitigation of the Breach, which may include notification to the individual or other authorities.
- 4.4.2.6** All associated costs shall be borne by the vendor. This may include, but not be limited to costs associated with notifying affected individuals.
- 4.5** The State may require that a vendor provide evidence of adequate background checks, including a nationwide record search, for individuals who are entrusted by the vendor to work with State information.
- 4.6** The State requires that any vendor taking possession of State data have comprehensive policies and practices to adequately safeguard that information, and further that the sensitivity of the information is clearly identified and documented in writing, with signed acknowledgement by the vendor that the sensitivity is understood, before it is conveyed to the vendor. Vendor policy should articulate all safeguards in place for the State information, including provisions for destruction of all data, including backup copies of the data, at the end of the vendor's legitimate need to possess the data. All State-owned media containing State information will be returned to the State when no longer legitimately needed by the vendor.
- 4.7** All vendor owned devices that contain or transport any State Confidential Information must be encrypted using the AES algorithm, and an industry

**Notice of State of West Virginia
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standard methodology. This includes desktop and laptop computers (whole drive encryption – not file encryption), personal digital assistants (PDA), smart phones, thumb or flash-type drives, CDs, diskettes, backup tapes, etc.

WV STATE GOVERNMENT

HIPAA BUSINESS ASSOCIATE ADDENDUM

This Health Insurance Portability and Accountability Act of 1996 (hereafter, HIPAA) Business Associate Addendum ("Addendum") is made a part of the Agreement ("Agreement") by and between the State of West Virginia ("Agency"), and Business Associate ("Associate"), and is effective as of the date of execution of the Addendum.

The Associate performs certain services on behalf of or for the Agency pursuant to the underlying Agreement that requires the exchange of information including protected health information protected by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as amended by the American Recovery and Reinvestment Act of 2009 (Pub. L. No. 111-5) (the "HITECH Act"), any associated regulations and the federal regulations published at 45 CFR parts 160 and 164 (sometimes collectively referred to as "HIPAA"). The Agency is a "Covered Entity" as that term is defined in HIPAA, and the parties to the underlying Agreement are entering into this Addendum to establish the responsibilities of both parties regarding HIPAA-covered information and to bring the underlying Agreement into compliance with HIPAA.

Whereas it is desirable, in order to further the continued efficient operations of Agency to disclose to its Associate certain information which may contain confidential individually identifiable health information (hereafter, Protected Health Information or PHI); and

Whereas, it is the desire of both parties that the confidentiality of the PHI disclosed hereunder be maintained and treated in accordance with all applicable laws relating to confidentiality, including the Privacy and Security Rules, the HITECH Act and its associated regulations, and the parties do agree to at all times treat the PHI and interpret this Addendum consistent with that desire.

NOW THEREFORE: the parties agree that in consideration of the mutual promises herein, in the Agreement, and of the exchange of PHI hereunder that:

1. **Definitions.** Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.
 - a. **Agency Procurement Officer** shall mean the appropriate Agency individual listed at: <http://www.state.wv.us/admin/purchase/vrc/agencyli.html>.
 - b. **Agent** shall mean those person(s) who are agent(s) of the Business Associate, in accordance with the Federal common law of agency, as referenced in 45 CFR § 160.402(c).
 - c. **Breach** shall mean the acquisition, access, use or disclosure of protected health information which compromises the security or privacy of such information, except as excluded in the definition of Breach in 45 CFR § 164.402.
 - d. **Business Associate** shall have the meaning given to such term in 45 CFR § 160.103.
 - e. **HITECH Act** shall mean the Health Information Technology for Economic and Clinical Health Act. Public Law No. 111-05. 111th Congress (2009).

- f. **Privacy Rule** means the Standards for Privacy of Individually Identifiable Health Information found at 45 CFR Parts 160 and 164.
- g. **Protected Health Information or PHI** shall have the meaning given to such term in 45 CFR § 160.103, limited to the information created or received by Associate from or on behalf of Agency.
- h. **Security Incident** means any known successful or unsuccessful attempt by an authorized or unauthorized individual to inappropriately use, disclose, modify, access, or destroy any information or interference with system operations in an information system.
- i. **Security Rule** means the Security Standards for the Protection of Electronic Protected Health Information found at 45 CFR Parts 160 and 164.
- j. **Subcontractor** means a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate.

2. Permitted Uses and Disclosures.

- a. **PHI Described.** This means PHI created, received, maintained or transmitted on behalf of the Agency by the Associate. This PHI is governed by this Addendum and is limited to the minimum necessary, to complete the tasks or to provide the services associated with the terms of the original Agreement, and is described in Appendix A.
- b. **Purposes.** Except as otherwise limited in this Addendum, Associate may use or disclose the PHI on behalf of, or to provide services to, Agency for the purposes necessary to complete the tasks, or provide the services, associated with, and required by the terms of the original Agreement, or as required by law, if such use or disclosure of the PHI would not violate the Privacy or Security Rules or applicable state law if done by Agency or Associate, or violate the minimum necessary and related Privacy and Security policies and procedures of the Agency. The Associate is directly liable under HIPAA for impermissible uses and disclosures of the PHI it handles on behalf of Agency.
- c. **Further Uses and Disclosures.** Except as otherwise limited in this Addendum, the Associate may disclose PHI to third parties for the purpose of its own proper management and administration, or as required by law, provided that (i) the disclosure is required by law, or (ii) the Associate has obtained from the third party reasonable assurances that the PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party by the Associate; and, (iii) an agreement to notify the Associate and Agency of any instances of which it (the third party) is aware in which the confidentiality of the information has been breached. To the extent practical, the information should be in a limited data set or the minimum necessary information pursuant to 45 CFR § 164.502, or take other measures as necessary to satisfy the Agency's obligations under 45 CFR § 164.502.

3. Obligations of Associate.

- a. **Stated Purposes Only.** The PHI may not be used by the Associate for any purpose other than as stated in this Addendum or as required or permitted by law.
- b. **Limited Disclosure.** The PHI is confidential and will not be disclosed by the Associate other than as stated in this Addendum or as required or permitted by law. Associate is prohibited from directly or indirectly receiving any remuneration in exchange for an individual's PHI unless Agency gives written approval and the individual provides a valid authorization. Associate will refrain from marketing activities that would violate HIPAA, including specifically Section 13406 of the HITECH Act. Associate will report to Agency any use or disclosure of the PHI, including any Security Incident not provided for by this Agreement of which it becomes aware.
- c. **Safeguards.** The Associate will use appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of the PHI, except as provided for in this Addendum. This shall include, but not be limited to:
 - i. Limitation of the groups of its workforce and agents, to whom the PHI is disclosed to those reasonably required to accomplish the purposes stated in this Addendum, and the use and disclosure of the minimum PHI necessary or a Limited Data Set;
 - ii. Appropriate notification and training of its workforce and agents in order to protect the PHI from unauthorized use and disclosure;
 - iii. Maintenance of a comprehensive, reasonable and appropriate written PHI privacy and security program that includes administrative, technical and physical safeguards appropriate to the size, nature, scope and complexity of the Associate's operations, in compliance with the Security Rule;
 - iv. In accordance with 45 CFR §§ 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the business associate agree to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information.
- d. **Compliance With Law.** The Associate will not use or disclose the PHI in a manner in violation of existing law and specifically not in violation of laws relating to confidentiality of PHI, including but not limited to, the Privacy and Security Rules.
- e. **Mitigation.** Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Associate of a use or disclosure of the PHI by Associate in violation of the requirements of this Addendum, and report its mitigation activity back to the Agency.

f. **Support of Individual Rights.**

- i. **Access to PHI.** Associate shall make the PHI maintained by Associate or its agents or subcontractors in Designated Record Sets available to Agency for inspection and copying, and in electronic format, if requested, within ten (10) days of a request by Agency to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.524 and consistent with Section 13405 of the HITECH Act.
- ii. **Amendment of PHI.** Within ten (10) days of receipt of a request from Agency for an amendment of the PHI or a record about an individual contained in a Designated Record Set, Associate or its agents or subcontractors shall make such PHI available to Agency for amendment and incorporate any such amendment to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.526.
- iii. **Accounting Rights.** Within ten (10) days of notice of a request for an accounting of disclosures of the PHI, Associate and its agents or subcontractors shall make available to Agency the documentation required to provide an accounting of disclosures to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR §164.528 and consistent with Section 13405 of the HITECH Act. Associate agrees to document disclosures of the PHI and information related to such disclosures as would be required for Agency to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR § 164.528. This should include a process that allows for an accounting to be collected and maintained by Associate and its agents or subcontractors for at least six (6) years from the date of disclosure, or longer if required by state law. At a minimum, such documentation shall include:
 - the date of disclosure;
 - the name of the entity or person who received the PHI, and if known, the address of the entity or person;
 - a brief description of the PHI disclosed; and
 - a brief statement of purposes of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure.
- iv. **Request for Restriction.** Under the direction of the Agency, abide by any individual's request to restrict the disclosure of PHI, consistent with the requirements of Section 13405 of the HITECH Act and 45 CFR § 164.522, when the Agency determines to do so (except as required by law) and if the disclosure is to a health plan for payment or health care operations and it pertains to a health care item or service for which the health care provider was paid in full "out-of-pocket."
- v. **Immediate Discontinuance of Use or Disclosure.** The Associate will immediately discontinue use or disclosure of Agency PHI pertaining to any individual when so requested by Agency. This includes, but is not limited to, cases in which an individual has withdrawn or modified an authorization to use or disclose PHI.

- g. Retention of PHI.** Notwithstanding section 4.a. of this Addendum, Associate and its subcontractors or agents shall retain all PHI pursuant to state and federal law and shall continue to maintain the PHI required under Section 3.f. of this Addendum for a period of six (6) years after termination of the Agreement, or longer if required under state law.
- h. Agent's, Subcontractor's Compliance.** The Associate shall notify the Agency of all subcontracts and agreements relating to the Agreement, where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum. Such notification shall occur within 30 (thirty) calendar days of the execution of the subcontract and shall be delivered to the Agency Procurement Officer. The Associate will ensure that any of its subcontractors, to whom it provides any of the PHI it receives hereunder, or to whom it provides any PHI which the Associate creates or receives on behalf of the Agency, agree to the restrictions and conditions which apply to the Associate hereunder. The Agency may request copies of downstream subcontracts and agreements to determine whether all restrictions, terms and conditions have been flowed down. Failure to ensure that downstream contracts, subcontracts and agreements contain the required restrictions, terms and conditions may result in termination of the Agreement.
- j. Federal and Agency Access.** The Associate shall make its internal practices, books, and records relating to the use and disclosure of PHI, as well as the PHI, received from, or created or received by the Associate on behalf of the Agency available to the U.S. Secretary of Health and Human Services consistent with 45 CFR § 164.504. The Associate shall also make these records available to Agency, or Agency's contractor, for periodic audit of Associate's compliance with the Privacy and Security Rules. Upon Agency's request, the Associate shall provide proof of compliance with HIPAA and HITECH data privacy/protection guidelines, certification of a secure network and other assurance relative to compliance with the Privacy and Security Rules. This section shall also apply to Associate's subcontractors, if any.
- k. Security.** The Associate shall take all steps necessary to ensure the continuous security of all PHI and data systems containing PHI. In addition, compliance with 74 FR 19006 Guidance Specifying the Technologies and Methodologies That Render PHI Unusable, Unreadable, or Indecipherable to Unauthorized Individuals for Purposes of the Breach Notification Requirements under Section 13402 of Title XIII is required, to the extent practicable. If Associate chooses not to adopt such methodologies as defined in 74 FR 19006 to secure the PHI governed by this Addendum, it must submit such written rationale, including its Security Risk Analysis, to the Agency Procurement Officer for review prior to the execution of the Addendum. This review may take up to ten (10) days.
- l. Notification of Breach.** During the term of this Addendum, the Associate shall notify the Agency and, unless otherwise directed by the Agency in writing, the WV Office of Technology immediately by e-mail or web form upon the discovery of any Breach of unsecured PHI; or within 24 hours by e-mail or web form of any suspected Security Incident, intrusion or unauthorized use or disclosure of PHI in violation of this Agreement and this Addendum, or potential loss of confidential data affecting this Agreement. Notification shall be provided to the Agency Procurement Officer at www.state.wv.us/admin/purchase/vrc/agencyli.htm and,

unless otherwise directed by the Agency in writing, the Office of Technology at incident@wv.gov or <https://apps.wv.gov/ot/ir/Default.aspx>.

The Associate shall immediately investigate such Security Incident, Breach, or unauthorized use or disclosure of PHI or confidential data. Within 72 hours of the discovery, the Associate shall notify the Agency Procurement Officer, and, unless otherwise directed by the Agency in writing, the Office of Technology of: (a) Date of discovery; (b) What data elements were involved and the extent of the data involved in the Breach; (c) A description of the unauthorized persons known or reasonably believed to have improperly used or disclosed PHI or confidential data; (d) A description of where the PHI or confidential data is believed to have been improperly transmitted, sent, or utilized; (e) A description of the probable causes of the improper use or disclosure; and (f) Whether any federal or state laws requiring individual notifications of Breaches are triggered.

Agency will coordinate with Associate to determine additional specific actions that will be required of the Associate for mitigation of the Breach, which may include notification to the individual or other authorities.

All associated costs shall be borne by the Associate. This may include, but not be limited to costs associated with notifying affected individuals.

If the Associate enters into a subcontract relating to the Agreement where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum, all such subcontracts or downstream agreements shall contain the same incident notification requirements as contained herein, with reporting directly to the Agency Procurement Officer. Failure to include such requirement in any subcontract or agreement may result in the Agency's termination of the Agreement.

- m. **Assistance in Litigation or Administrative Proceedings.** The Associate shall make itself and any subcontractors, workforce or agents assisting Associate in the performance of its obligations under this Agreement, available to the Agency at no cost to the Agency to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against the Agency, its officers or employees based upon claimed violations of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves inaction or actions by the Associate, except where Associate or its subcontractor, workforce or agent is a named as an adverse party.

4. Addendum Administration.

- a. **Term.** This Addendum shall terminate on termination of the underlying Agreement or on the date the Agency terminates for cause as authorized in paragraph (c) of this Section, whichever is sooner.
- b. **Duties at Termination.** Upon any termination of the underlying Agreement, the Associate shall return or destroy, at the Agency's option, all PHI received from, or created or received by the Associate on behalf of the Agency that the Associate still maintains in any form and retain no copies of such PHI or, if such return or destruction is not feasible, the Associate shall extend the protections of this Addendum to the PHI and limit further uses and disclosures to the purposes that make the return or destruction of the PHI infeasible. This shall also apply to all agents and subcontractors of Associate. The duty of the Associate and its agents

and subcontractors to assist the Agency with any HIPAA required accounting of disclosures survives the termination of the underlying Agreement.

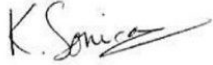
- c. **Termination for Cause.** Associate authorizes termination of this Agreement by Agency, if Agency determines Associate has violated a material term of the Agreement. Agency may, at its sole discretion, allow Associate a reasonable period of time to cure the material breach before termination.
- d. **Judicial or Administrative Proceedings.** The Agency may terminate this Agreement if the Associate is found guilty of a criminal violation of HIPAA. The Agency may terminate this Agreement if a finding or stipulation that the Associate has violated any standard or requirement of HIPAA/HITECH, or other security or privacy laws is made in any administrative or civil proceeding in which the Associate is a party or has been joined. Associate shall be subject to prosecution by the Department of Justice for violations of HIPAA/HITECH and shall be responsible for any and all costs associated with prosecution.
- e. **Survival.** The respective rights and obligations of Associate under this Addendum shall survive the termination of the underlying Agreement.

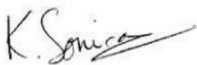
5. General Provisions/Ownership of PHI.

- a. **Retention of Ownership.** Ownership of the PHI resides with the Agency and is to be returned on demand or destroyed at the Agency's option, at any time, and subject to the restrictions found within section 4.b. above.
- b. **Secondary PHI.** Any data or PHI generated from the PHI disclosed hereunder which would permit identification of an individual must be held confidential and is also the property of Agency.
- c. **Electronic Transmission.** Except as permitted by law or this Addendum, the PHI or any data generated from the PHI which would permit identification of an individual must not be transmitted to another party by electronic or other means for additional uses or disclosures not authorized by this Addendum or to another contractor, or allied agency, or affiliate without prior written approval of Agency.
- d. **No Sales.** Reports or data containing the PHI may not be sold without Agency's or the affected individual's written consent.
- e. **No Third-Party Beneficiaries.** Nothing express or implied in this Addendum is intended to confer, nor shall anything herein confer, upon any person other than Agency, Associate and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.
- f. **Interpretation.** The provisions of this Addendum shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provisions in this Addendum. The interpretation of this Addendum shall be made under the laws of the state of West Virginia.
- g. **Amendment.** The parties agree that to the extent necessary to comply with applicable law they will agree to further amend this Addendum.
- h. **Additional Terms and Conditions.** Additional discretionary terms may be included in the release order or change order process.

AGREED:

Name of Agency: Sonus Software Solutions Inc Name of Associate: Sonica Kommu

Signature: 

Signature: 

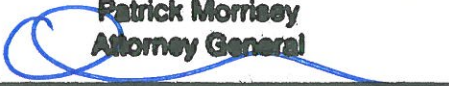
Title: President

Title: President

Date: 05-05-2022

Date: 05-05-2022

Form - WVBAA-012004
Amended 06.26.2013

APPROVED AS TO FORM THIS 26th
DAY OF Jun 20 13
Patrick Morrissey
Attorney General
BY 

Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. PHI not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Associate: _____

Name of Agency: _____

Describe the PHI (do not include any actual PHI). If not applicable, please indicate the same.

The Database Administrator will have full access to PII including SSNs and PHI including but not limited to full claimants' medical records, x-rays, CT scans, psyche reports and more.



WOMEN'S BUSINESS ENTERPRISE
NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

hereby grants

National Women's Business Enterprise Certification

to

Sonus Software Solutions, Inc

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).
This certification affirms the business is woman-owned, operated and controlled and is valid through the date herein.

WBENC National WBE Certification was processed and validated by Women's Business Enterprise Council - West, a WBENC Regional Partner Organization.

Certification Granted: March 11, 2020

Expiration Date: March 31, 2023

WBENC National Certification Number: WBE2000585

Authorized by Pamela Williamson, President &
CEO Women's Business Enterprise Council -
West



NAICS: 541511, 541512

UNSPSC: 43232400, 43232401, 43232402, 43232403, 43232405, 43232406, 43232407, 43232408

Center for Women & Enterprise



EUGENE UDENSI
Oracle Database Administrator
(205-999-1614)
udensi.eu@gmail.com

Professional Summary

An accomplished Oracle Certified Database Administrator with over 10 years of extensive knowledge and experience in database design, monitoring & tuning, migration, upgrade, patching, backup & recovery, database cloning, replication, security implementation, high availability, and disaster recovery solutions. Proficient in various platforms such as Linus, Unix, Windows, and various database system such as Oracle 10g, 11g, 12c and 19c.

AWS solution architect with 4+ years of experience driving information management strategy. Strategized, designed, migration and deployed innovative and complete security architecture for cloud data protection. Exceptional writing, verbal, analytical, and problem-solving skills. An energetic achiever who can successfully prioritize and manage multiple projects, perform effectively well under pressure, and adapt to a fast-paced environment.

Professional Skills

- **Exceptional writing, verbal, analytical, and problem-solving skills.**
- **An energetic achiever who can successfully prioritize and manage multiple projects, perform effectively well under pressure, and adapt to a fast-paced environment.**
- **Experience in the field of Database Technology with experience in designing, developing, implementing Databases, and Application administration.**
- **Import/Export and Expdp/Impdp utilities.**
- **Setup procedure for Database statistics gathering - Frequency, Best Time of the day to execute stats gathering jobs, correct level of gathering statistics.**
- **Extensively worked on monitoring and optimizing the database by performance tuning.**
- **Hands on experience with various tools like SQL*Loader, TOAD, Oracle SQL Developer and Oracle Enterprise Manager (OEM).**

EUGENE UDENSI

- Extensive experience in **Installations, configuration, Cloning, Security, Patching, Upgrades.**
- **Database Backup and Recovery using RMAN, including duplicating/cloning Databases across with point-in-time recovery option.**
- Installed **Oracle Golden Gate 19c, Implemented uni-directional and bi-directional replication.**
- **Experienced in Installation and Configuration of Oracle Primary and Standby (Data guard) Database and Switchover/Switchback of Database.**
- Experience in **multi-node and RAC environments including RAC configuration.**
- **Experience with various database Backup and Recovery methods like PITR, TSPITR, Export/Import and Flashback Technologies.**
- **Highly Experience in Tuning database in RAC / Non-RAC environment for better Performance.**
- Performance tuning of the database (**Memory Allocation Tuning, I/O Tuning, and Tuning Contentions**) using **SQL Tuning Advisor, EXPLAIN PLAN, AWR, ADDM and others.**
- Hands on experience with **logical backups, Hot/Cold backups, Recovery, and cloning of databases using (RMAN) Recovery Manager.**
- **Disk Space Management involving managing archives, space allocation to various table spaces and capacity planning for new applications.**
- Expertise in Configuring RMAN with **Catalog /No catalog and worked on Point-In-Time Recovery and flashback.**
- **Managed Identity & Access Management by following AWS best practice of giving granular permissions based on job functions.**
- **Engineering fault tolerant and highly available infrastructures using Terraform from scratch following the specifications on SDD and Architectural Diagrams for Cloud application deployment.**
- **Implement IAM best practices and role-based access control, designed for high availability and business continuity using self-healing-based architectures, fail-over routing policies, multi-AZ deployment of EC2 instances, Auto Scaling, and other disaster recovery models.**

EUGENE UDENSI

- **Migrated applications to AWS cloud environment using Cloud Endure.**
- **Leveraged Docker to build, test and deploy applications in different environments.**

Technical Summary

Operating Systems	UNIX (Solaris), LINUX /Red Hat Linux, Windows
RDBMS	Oracle 10g, 11g, 12c, & 19c
Tools	(OEM)EXPLAIN PLAN, AWR, ADDM, ASH, Top, Toad, Putty, NX client, WinSCP & Any Desk
Database Utilities	SQL*Plus, Oracle Enterprise Manager, Real Application Cluster, ASM, Transportable Tablespace, SQL*Loader, RMAN, DBCA, DBUA, OEM Grid, Data Pump, Export/Import

Professional Experience

Aegis Mortgage Corp - Dallas, TX
Oracle Database Administrator

Jan 2020 – Present

- **Implemented Oracle ASM 12c software installation and configuration (Grid Infrastructure) and partitioning Disks in Linux.**
- Extensively worked Oracle ASM Lib Utility for managing ASM disk storage & Oracle 12c ASMCA.
- **Implemented Oracle 12c Multi-tenant RAC data base with 2 node cluster and instances using ASM storage.**
- **Responsible for configuring, integrating, and maintaining all Development, QA, Staging and Production Oracle databases within the organization.**
- **Responsible for all backup, recovery, and upgrading of all of the Oracle databases.**
- Worked on to take backup and restore **cluster ware storage (Voting Disk, OCR Disk).**
- Worked to take **backup on Oracle RAC database by using RMAN utility in a CDB (Multi-tenant) environment.**
- Migrated Application data from NON-CDB to CDB Multi-tenant environment.
- Created databases in RAC environments and in ASM (Automatic Storage Management).

EUGENE UDENSI

- Developed RMAN Backups, **Data Pump and disaster recovery management policies.**
- **Created & Modified ASM disk groups and allocate space on devices & space management.**
- **Used RMAN for incremental and cumulative backup/restore, setup, configuration, and maintenance of standby databases (Oracle Data Guard) to ensure disaster recovery, high availability and data protection.**
- Install and configure Golden Gate, trouble shoot Golden Gate and monitor replicate lag and check point.
- Designing & implementing **Oracle Golden Gate 11g/12c replication to remote sites (active/passive and active/active) for disaster recovery.**
- Installed **Golden Gate using Zero Time Migration, Integrated and Classic Capture/Extract.**
- **Configured Golden Gate 12c against RAC and non-RAC databases using Cluster Ware Database file system.**
- Used Golden Gate in combination with Active Data Guard and RAC 12c Container databases to achieve maximum availability and the Highest Fault tolerant database system.
- Involved in working and monitoring the databases by using Oracle Enterprise Manager (OEM)
- Designed **GOLDEN GATE data bases to meet business uses.**
- **Worked on recovering GOLDEN GATE corruptions and managing cluster maintenance mode blackouts.**
- Generate and review AWR/ADDM/ASH reports, trace queries & transactions and utilize OEM (SQL Tuning Advisor) during performance optimization tasks.
- Implemented **RMAN Image Copy Backup Strategy for very large Databases in minimizing the downtime for recovery.**
- Scheduling and maintaining **RMAN (Recovery Manager) backups to the FRA.**
- Resolves database performance issues, database capacity issues, backup, replication, and other distributed data issues.
- Experience in writing UNIX/SHELL scripts for providing the reports.
- Installed and **configured Oracle 11g database on a test server using Oracle standard procedures and OFA**, for performance testing and future 10g production implementation.
- Applied **PSU Patches (11.2.0.3, 11.2.0.4)** as a part of maintenance activity.
- Implemented and **managed optimum physical database design (table spaces, data files, extents, redo logs, archive logs) and assessed database capacity by monitoring online storage, growth, and file system space, in adherence to the Optimal Flex Architecture.**
- Provided **instance level performance monitoring and tuning for Event Waits, Sessions, Physical and Logical I/O and Memory Usage.**
- Extensive experience in RMAN recovery testing, RAC, and standalone database.

EUGENE UDENSI

- **Recovered huge Database (1 Terabyte) when UNDO table space got corrupted in Real Application Cluster (RAC).**
- Experience in setting up Oracle ASM storage for Oracle RAC databases.
- Performed **database replication through Golden Gate.**
- Created a **Clone Database using RMAN on remote Server and used SRVCTL commands for Real Application Cluster (RAC) Databases.**
- Implemented Data Guard with high availability and performance configurations and participated in Data Guard Fail over tests.
- Successfully **implemented Backup & Recovery using RMAN which includes hot backups and Cold backups.**
- Proficient in all DBA responsibilities such as user management (synonyms/privileges, roles, quotas, table partitioning, index, sequence), space management (Tablespaces, rollback segment), monitoring (alert log, memory, disk I/O, CPU, network activity).
- Extensive knowledge of Oracle Architecture, SGA, PGA, Binary structure, Listener, TNSNames, SQLNet, V\$ and DBA views.
- **Good knowledge in UNIX Korn Shell scripting and Perl scripting.**
- **Monitored Goldengate using 12c Goldengate Plugin and Goldengate Director and shell scripts for alerting GG process down alerts.**
- Installed Veridata to compare data between source and target and which are replicated using Goldengate.
- Creation, Configuration and Setting up of RMAN Catalog databases and registering target Databases with the Catalog.
- Setting up and managing Hot and Cold Backups, Exports, Imports.
- Assist in **SQL tuning and providing consultation such as creating Materialized views, adding indices, dropping unnecessary indices**, using hints wherever possible, amongst others.

PAYCHEX – Austin, TX
Oracle Database Administrator

May 2015– Jan 2020

- Successfully installed and configured **Oracle 11.1.0.7, Oracle 10.2.0.5** databases on **AIX platforms.**
- Monitored different databases and application servers using **Oracle Enterprise Manager (OEM) 10g Grid Control.**
- **Loading data from flat files to database using SQL*Loader, External Tables.**
- **Extensively used AWR, ADDM and explain plan for periodic performance tuning.**
- Implementing **Data pump, conventional export/import** utility of **Oracle 11g, 10g** for re-organizing Databases/Schemas/Tables to improve the performance.
- Used **import/export utilities for cloning/migration** of small sized databases and **Data pump import/export** to move data between **10g and 10g/11g** environments.

EUGENE UDENSI

- Implemented proactive monitoring using **Tuning Pack, Diagnostics Pack, and STATSPACK, SQL Trace & TKPROF, EXPLAIN PLAN.**
- Database monitoring/maintenance, replication process and performance tuning are done using **OEM (Oracle Enterprise Manager).**
- Trouble shooting and performance tuning **golden gate replications, monitoring scripts for Golden gate in Unix scripting.**
- Involved in Performance **Planning and Tuning, using baselines and proactive monitoring, bottleneck elimination and the wait event interface to identify issues.**
- **Performed production database maintenance and modifications to ensure databases are operational, as well as diagnosed and corrected any database environment problems; monitored database usage and reported on database performance and system availability.**
- Worked with developers to diagnose database related application problems, provided development support to maintain application **schema and distribution of data.**
- **Involved in capacity planning and resource planning.**
- **Generated weekly performance reports to identify and solve the problems with performance.**
- **Diagnosed Oracle bugs and coordinated with Oracle support through Meta link to resolve them in timely manner.**
- Applied patches and worked closely with Oracle to make Application environment up to date.
- Responsible for data integrity, user security, daily monitoring for production and non-production systems.
- Install and configure **Cloud Control 12c, deploy 12c agents, plug-in installations on the target servers and monitor databases.**
- Configure **Oracle Advanced Security on 12c databases to implement Transparent Data Encryption at tablespace, table, and column levels.**
- Implemented **Flashback** technology of the **Oracle 11g, 10g** along with **Recyclebin** for a faster recovery of the databases and database objects.
- two Node **RAC (Real Application Cluster)** with ASM file system on **AIX platform.**
- **24 X 7 Production & Development database support and administration.**

LJ Power - Seoul, South Korea
Junior Oracle Database Administrator

Jan 2013– Mar 2015

- **Performed production database maintenance and modifications to ensure databases are operational, as well as diagnosed and corrected any database environment problems; monitored database usage and reported on database performance and system availability.**
- **Identifying who has access to the database (Database Auditing).**
- **Helping in building the structure and design of the database.**

EUGENE UDENSI

- **Worked with developers to diagnose database related application problems, provided development support to maintain application schema and distribution of data.**
- **Implementing security measures for the data.**
- **Automating DataStage installation and support guides.**
- **Restoring lost data (Database Backups & Recovery).**
- **Building test version and testing for bugs.**
- **Merging database when necessary.**
- **Updating system when necessary and creating data backups.**
- **Continually monitoring database systems.**

Education

- **MBA - INTERNATIONAL BUSINESS
MASTERS (MBA) International Business
AJOU UNIVERSITY - SUWON, SOUTH KOREA.**
- **Business Administration & Management
Bachelor of Science in (Business Administration)
MADONNA UNIVERSITY.**

Certification

OCA (Oracle 12c Certified Associate)

VENNESSA AYIKA
Phone: 5713205150
Email: ayikavenn20@outlook.com
ORACLE DATABASE ADMINISTRATOR

SUMMARY

IT professional with over 6+ years of hands-on experience as an Oracle Database Administrator. I have extensively worked on Oracle 11g, 12c, and 19c databases. Experienced in Patching, Installation, Upgrades, Migrations, Backup and Recovery, Cloning, Replication, and Database Security. Worked on high availability solutions like RAC, Golden Gate, and Data Guard. Used tools like RMAN, EXPDP/IMPDP, EXPLAIN PLAN and TKPROF, AWR, ADDM, ASH, EXPLAIN PLAN and TKPROF. I am a fast learner and eager to work with the diverse technologies your environment has to offer.

PROFESSIONAL SKILLS

- Expert in delivering **Oracle Database performance-tuning services for optimal response time using EXPLAIN PLAN, TKPROF, STATSPACK, SQL TRACE, AWR, ADDM, ASH, OEM 13c Grid monitoring, custom scripts, SQL Tuning Advisor, SQL Profiles, SQL Monitoring, SQL Access Advisor, SQL Baselines and SQLTXTRACT tools and utilities.**
- Hands on **experience in Oracle 12c and 19c RAC implementation & administration (Oracle Clusterware setup and configuration, RAC installation using ASM, Grid Installation)**
- Expertise in Performing day-to-day database administration tasks like **Tablespace usage, checking alert log, trace files, monitoring disk usage, Table/index analyze jobs, database backup logs, cloning, Refreshes** etc.
- Extensive experience designing and implementing backup and recovery strategy for Large / Medium sized databases using **Recovery Manager (RMAN), traditional Export/ Import, Export/Import Datapump as well as conventional Hot/Cold Backups, Point in time recovery (PITR), Tablespace point in time recovery (TSPITR), and flashback Technologies.**
- Proactive in Applying Patches, **Critical Patch Update/Patch Set update and One-off Patches using OPatch.**
- Experience in patching RAC databases in rolling fashion to maintain high availability.
- Successfully implemented **Physical Standby Database using Oracle Data Guard** feature for High availability and disaster recovery.
- Proficient in setting up **Standby Database using shell scripts and RMAN utility tool, activating and Re-building Standby Databases both Physical and Logical supported by DATAGUARD.**
- Experience in installation, configuration, performance tuning and troubleshooting Oracle **Golden Gate** in Oracle to Oracle homogeneous environments and heterogeneous environments.

- Experience in Real Application Cluster (**RAC**) administration with Auto Storage Management (**ASM**) on Oracle 12c and 19c RAC Grid infrastructure.
- Hands on experience with managing ORACLE rdbms on various flavors of **UNIX** such as Oracle Enterprise Linux and **REDHAT LINUX, AIX**
- Administer over 900 databases across Development, QA, UAT and PROD environments with the use of command line and Oracle tools-Oracle **Enterprise Manager Cloud 13c**.
- Extensive experience in designing Logical and Physical data models for new developments using ERwin modeler.
- Skilled in cross platform migrations from AIX to Linux, Solaris to Linux.
- Excellent Experience in **installing and maintaining Oracle Dataguard to implement physical Standby Databases for Disaster Recovery** and archival processing to ensure data protection.
- Expertise in loading data from flat files using **external tables, SQL* Loader**.
- Migrated databases from Non-ASM file system to ASM file system using RMAN.
- Upgrading and Migration of Oracle database to higher version (12c to 19c) and other platforms using manual method and **traditional Export/Import, datapump & Transportable Tablespace (TTS)**.
- Experience with **SQL, PL/SQL, Shell scripting**
- Excellent analytical, problem solving, communication and interpersonal skills

TECHNICAL SKILLS

Operating Systems	Linux Red Hat 7.4, AIX, Solaris, Windows
RDBMS	Oracle 11g, 12c, 18c, 19c
Languages	SQL, PL/SQL, Shell Scripting
Tools	TKPROF, STATSPACK, EXPLAIN PLAN, AWR, ADDM, ASH, AWR, TOAD, PUTTY, OEM, SQL Tuning Advisor,
Database Utilities	RAC, RMAN, DATA PUMP, SQL*LOADER, ASM, Transportable Tablespace, DATA GUARD, GOLDEN GATE, OEM, ASM

EDUCATION/CERTIFICATION

- Oracle Certified Professional (OCP)
- Oracle Certified Administrator (OCA 12c)
- CompTIA A+
- University of Buea Cameroon
- Bachelor's Degree Computer Science

EXPERIENCE

Alliance Bank - Plano, TX

ORACLE DATABASE ADMINISTRATOR	July 2019 - April 2022
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Responsibilities:

- Supporting multiple databases for production, development, test and staging purposes on RHEL 5.7 LINUX, UNIX **and Windows** environments.
- Applying **PSU Patches** as a part of maintenance activity.

- Refreshing **Dev and Test instances with data from Production** on a regular basis.
- Scheduling repetitive activities like **gathering schema statistics, exports, table space usage report** using **crontab**
- Installed **Oracle 12c on Linux platform using ASM** file management system.
- Worked on Configuring **OEM 12c and 13c console, installed OEM12c agents** on different platforms using push method from console and also using silent method and monitored the general health, troubleshoot/diagnose problems in the environment both on server, database level and also most importantly at the Sql level.
- Successful in installation/maintenance of **Physical Standby** database using **Oracle Data Guard** for **Oracle Oracle** databases.
- Implemented **switchovers** on primary and standby databases as a part of planned maintenance activities.
- Configured Goldengate **12c and 19c RAC - RAC Active configuration on 12c database for real time replication and data integration.**
- **Configured and worked in Oracle GoldenGate installation, configuration, troubleshooting GoldenGate issues.**
- Planning, Implementing and **Validating various versions of Oracle Databases to 19c Release & upgrades on all the environments (in a procedural approach Dev, Test, Stage, QA and Production)** also **Planning of back out procedures like downgrades/building parallel environments and also working on proof of concept for Oracle 12c upgrades.**
- Successfully implemented **Backup & Recovery using RMAN which includes hot backups and Cold backups**
- Experienced in **database recovery using RMAN** point in time recovery and Instance recovery on 12c and 19c.
- Developed compliance reports and performed auditing at higher levels.
- Experience in creating triggers both at the row level, statement table level.
- Experienced with security levels like TDE, auditing and management of roles and privileges.
- Setup and monitored **multi node RAC to RAC Dataguard with real time apply for Disaster recovery and offload backups.**
- Successfully **upgraded** oracle databases from 12c to 19c on DEV, TEST and PROD
- **Analyzing, AWR, ASH, ADDM and TKPROF for diagnosing the root cause of the performance issues.**
- Implemented and **managed optimum physical database design (table spaces, data files, extents, redo logs, archive logs)** and assessed database capacity by **monitoring online storage, growth and file system space, in adherence to the Optimal Flex Architecture**
- Provided **instance level performance monitoring and tuning for Event Waits, Sessions, Physical and Logical IO and Monitoring the CPU, memory usage, I/O contention on servers using top, iostat, SAR, glance, vmstat etc.**
- Responsible for the **smooth functioning of all ecommerce activities of the organization.**
- Worked extensively on **Performance tuning of Queries by maintaining Aggregates, Compression, partition, indexing and use of Hints, Stored outlines, Statistics.**

- Supported development teams by providing SQL statement tuning and optimizing **ETL procedures and removing load and query performance bottlenecks by using tools EXPLAIN PLAN, STATSPACK, and TKPROF.**
- Knowledge in Oracle Data warehouse DBA skills relating to administration and management of VLDB environments, Oracle OLTP.

Conway Corporation, NV

Oracle Database Administrator

April 2016 – June 2019

Responsibilities:

- Implement **Grid based monitoring solution for large Databases and Installation of Cluster ware, configuring public, private and VIP.**
- **Configuring the backup jobs on customer system. Experienced in performing PITR.**
- Worked in various areas of Data guard i.e. Installation, **Recovery, RTA (Real Time Apply), Patching, Tuning, Switchover, Switchback and Failover.**
- Implemented and **configured 11g grid control on RHEL.**
- Performed Logical backup of critical application databases using EXPDP/IMPDP with a scheduled jobs (Cron Job).
- Responsible for creating **RMAN catalog Database and Registering the Databases in Catalog Database and Cloned production RAC instances to development and QA systems using RMAN duplication.**
- **Golden Gate** for future purposes that is for reducing the complexity involved in Oracle Streams.
- Involved in Defragmenting data blocks of table spaces for optimized performance. Also partitioned large tables to increase performance. Evaluated **Oracle 12c**
- Configured **Oracle Streams on Oracle 12c and 19c** databases for data replication and monitored them using **Grid Control.**
- Respond to Appworx scheduler errors and correct issue or escalate to next level.
- Performed SQL and **PL/SQL tuning oracle contention and monitored production database using Automatic Workload Repository (AWR), Automatic Database Diagnostic Monitor (ADDM) and Automatic Session History (ASH).**
- Efficiently performed installation, setup and creation of 3 node cluster **RAC with Oracle 12c** database using **GRID** infrastructure with **ASM** file systems on **RHEL 5.5.**
- Maintenance of **Oracle 12c Real Application Cluster (RAC) Database for High Availability, Scalability** and Performance by determining the best Cluster architecture, choosing the best hardware configuration for **Oracle RAC.**
- Implementing **Datapump, conventional export/import** utility of **Oracle 12 and 19c** for re-organizing Databases/Schemas/Tables to improve the performance.