West Virginia Purchasing Division

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

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

Welcome, Robert M Ross

Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) Dept: 0323 ID: ESR07122200000000170 Ver.: 1 Function: New Phase: Final | Modified by batch , 07/12/2022

Header 2

List View

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

Procurement Folder: 1062734

Procurement Type: Central Master Agreement

Vendor ID: 000000192076

Legal Name: DIAMOND TECHNOLOGIES INC

Alias/DBA:

Total Bid: $211,360.00

Response Date: 07/12/2022

Response Time: 11:12

Responded By User ID: DiamondTech2015

First Name: Jason

Last Name: Ballance

Email: jballance@diamondtechr

Phone: 302-485-1841

SO Doc Code: CRFQ

SO Dept: 0323

SO Doc ID: WWV2200000012

Published Date: 6/22/22

Close Date: 7/12/22

Close Time: 13:30

Status: Closed

Solicitation Description: Maintenance and Support for the existing SIDES System

Total of Header Attachments: 2

Total of All Attachments: 2

Proc Folder:	1062734
Solicitation Description:	Maintenance and Support for the existing SIDES System
Proc Type:	Central Master Agreement

Solicitation Closes	**Solicitation Response**	**Version**
2022-07-12 13:30	SR 0323 ESR07122200000000170	1

VENDOR
000000192076
DIAMOND TECHNOLOGIES INC

Solicitation Number:	CRFQ 0323 WWV2200000012

Total Bid:	211360	**Response Date:**	2022-07-12	**Response Time:**	11:12:57

Comments:

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@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	Implementation/Transition Costs				10500.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Implementation/Transition Costs:
As referenced in sections 4.1.1 and 4.1.10
enter the extended cost from Exhibit A into the contract amount section. Vendors must submit Exhibit A with their bids.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Maintenance and Support				157360.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Maintenance and Support:
As referenced in sections 4.1.11;4.1.17;4.1.19; 4.1.31
enter the subtotal amount for all 4 years from Exhibit A into the contract amount section. Vendors must submit Exhibit A with their bids.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Professional Services				43500.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Professional Services:
As referenced in section 4.1.18
enter the subtotal amount for all 4 years from Exhibit A into the contract amount section. Vendors must submit Exhibit A with their bids.

diamond technologies

Proposal For

Maintenance and Support

for the existing SIDES System

CRFQ # 0323 WWV2200000012

Presented To:

Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

By:

Jason Ballance, Director of Sales
Diamond Technologies, Inc.
4001 Miller Road, Suite 3
Wilmington, DE 19802
jballance@diamondtechnologies.com

Date: July 12, 2022

Designated Contact & Certification and Signature Page

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) ~~Jason Ballance~~   Director of Sales

(Printed Name and Title)   Jason Ballance, Director of Sales

(Address)   4001 Miller Road Wilmington DE 19802

(Phone Number) / (Fax Number)   302-656-6050   302-656-6058

(email address)   jballance@diamondtechnologies.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, 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.

Diamond Technologies Inc.

(Company)   ~~Jason Ballance~~   Jason Ballance, Director of Sales

(Authorized Signature) (Representative Name, Title)

Jason Ballance, Director of Sales   7-11-2022

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

302-656-6050   302-656-6058

(Phone Number) (Fax Number)

jballance@diamondtechnologies.com

(Email Address)

Table of Contents

1.0 Background

WorkForce West Virginia (WFWV) has expressed the desire to acquire four years of maintenance and support of the Agency's existing State Information Data Exchange System (SIDES) solution. Diamond is uniquely qualified to fill this need with extensive SIDES experience.

The national SIDES system is an effort by the US Department of Labor to facilitate the timely request and submission of Information from employers and Third Party Administrators (TPAs) needed to process unemployment insurance (UI) claims. It consists of a State Employer Website (SEW) for interactive notification/response of individual employer requests and a batch component for TPAs to respond to large numbers of requests in an automated fashion using web services. There are numerous modules that make up the overall SIDES System.

With WFWV seeking an extension of ongoing maintenance & support for this SIDES solution, Diamond Technologies (Diamond) feels uniquely positioned to provide this service to WFWV based on our technology understanding of this solution and our partnership with WFWV. The remaining sections of this document describe Diamond's proposal to WFWV to continue supporting, maintaining and enhancing the current SIDES solution for WFWV. We appreciate the opportunity to bid on this CRFQ and look forward to continuing our partnership on this important initiative.

2.0   Purpose & Scope

The support and maintenance of this WFWV SIDES system involves an in-depth knowledge of the SIDES program both nationally and at the state level. In the support capacity, the vendor will assist the Agency in testing with TPAs to facilitate their move from receiving Separation notices through USPS mail to the new electronic format. The Vendor would also support the system regarding national SIDES outages and ensure that the Agency's system does not overall or lose any data transmissions since all transmissions are time sensitive. Additional detailed project purpose and scope is provided in WFWV CRFQ titled, "Maintenance & Support for the existing SIDES System, dated, July 12, 2022.

3.0   Qualification Requirements

Per Section 3 of the CRFQ, Diamond has experienced staff that meet or exceed all the requested qualifications. Diamond has been providing support, maintenance and development to WFWV's SIDES solution since the system was initially put into production in 2012. For this maintenance & support engagement, we are proposing a team of Diamond personnel that, not only possess extensive technology experience, but also possess specific US Department of Labor experience. Their technical knowledge, paired with a keen understanding of SIDES business processes, will be indispensable for maintaining, enhancing, and supporting the existing SIDES system. Below are high level summaries of our key leaders within our organization that will have an active role in WFWV's SIDES support and maintenance engagement.

Cyndie Romer – Director, PMO

Cyndie has been with Diamond Technologies since 2002 and has over 20 years' experience managing technology projects. She has a proven track record of delivering projects on time and on budget, with a focus on client satisfaction. Her client experience includes state and local government, higher education, and private industry. She takes a data driven approach to problem solving. She has an agile approach to software development and is a certified Scrum Master. Cyndie has been overseeing our WFWV engagements and the SIDES solution for over 8+ years.

Duncan Bachen – VP of Architecture and Cyber Security Practice

Duncan has over 24 years of experience in the IT field. His background is extensive in enterprise Windows and Linux systems administration, architecture, cryptography, datacenter management, and network security. Duncan is also experienced in Data Analytics, Reporting, Data Warehousing, Database administration, Disaster Recovery, and CISO advisory services.

Duncan has been an active member of our Diamond team supporting our WFWV solutions over the past 4+ years. Duncan has significant experience including architecting, infrastructure management and support for the current SIDES system in place today at WFWV. Duncan will continue to add his expertise to our Diamond support team as needed.

Tony Tancredi — Application Architecture

Tony has over 30 years of advanced architecture, design, development and management experience on diverse platforms including mobile, cloud, server and mainframe. Prior to joining Diamond Technologies, he co-founded various Internet startup companies and spent 10 years managing product teams and designing software for Computer Associates, Inc. Tony has significant SIDES experience including architecting, application development and support for the current SIDES system in place today at WFWV. Tony will continue to add his expertise to our Diamond support team as needed.

Chip Watkins – Senior Application Development / Support Engineer

Chip has been a senior consultant with Diamond Technologies for over 20 years. He has extensive Java and Microsoft web architecture experience and a strong knowledge of object oriented, multi-tier architectures. Additionally, he has excellent database design and implementations skills. Beyond Chip's impressive technical skills, he is also one of Diamond's lead SIDES developer and works closely with its partners. He has been actively participating on our WFWV engagement since the project started back in 2012 and will continue to be a key resource for our Diamond team on this engagement.

Bill Bradshaw – Application Development / Support Engineer

Bill is a Senior Software Developer who has been developing applications for government agencies for over 7 years. He has experience in a variety of industries but has been working extensively in the Unemployment Insurance Compensation space since 2019. He has developed applications specifically to address Covid and fraud

concerns. His skills and expertise include Microsoft SQL Server, .NET, C#, ASP.NET, Web Development, SQL, Web Services, VB.NET, ASP, jQuery, Visual Studio, JSON, JavaScript, jQuery UI, HTML, WCF, Bootstrap, and SQL Report Writing.

Yeshpal Patel – Application Development / Support Engineer

Yeshpal is a Senior Software Developer with a broad range of coding and design experience. He excels in the implementation of APIs and data analytics. Yeshpal was also integral in the development and implementation of SIDES modernization. His skills and expertise include Java, Microsoft SQL Server, .NET, C#, ASP.NET, Web Development, SQL, Web Services, VB.NET, ASP, jQuery, Visual Studio, JSON, JavaScript, jQuery UI, HTML, WCF, Bootstrap, and SQL Report Writing.

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

Diamond Technologies' staff exceed this requirement based on their extensive software development experience. Refer above for a list of our team and if needed, additional information including resumes can be provided.

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

Diamond Technologies' staff exceed this requirement based on their experience supporting the existing SIDES implementation in West Virginia and additional prior experience with other projects.

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

Diamond Technologies' staff exceed this requirement based on their experience supporting the existing SIDES implementation in West Virginia.

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

Diamond Technologies' staff exceed this requirement based on their experience supporting the existing SIDES implementation in West Virginia and additional prior experience with other projects.

> *3.5 Compliance with experience requirements will be determined prior to contract award by the State through references provided by the vendor with its bid or upon request, through knowledge or documentation of the Vendor's past projects, or some other method that the State determine to be acceptable. The vendor should provide a current resume which includes information regarding the number of years of qualifications, experience and training, and relevant professional education for each individual that will be assigned to this project. The vendor must provide any documentation requested by the State to assist in confirmation of compliance with this provision. References, documentation, or other information to confirm compliance with this experience requirements are preferred with the bid submission but may be requested after bid opening and prior to contract award.*

Diamond has been responsible for supporting and maintaining the West Virginia SIDES implementation for the past ten (10) years. In that time, Diamond has implemented new SIDES modules, assisted the agency with onboarding additional third party administrators (TPAs), and coordinated with the national SIDES team on changes that affect West Virginia's SIDES solution. During the previous support period, Diamond staff have responded to system issues, upgraded software as needed, and generally monitored the system to ensure that it performs reliably. We look forward to continuing this track record of reliable support and maintenance.

If additional information is needed to support WFWV compliance requirements, Diamond would welcome putting an information packet together.

4.0 General Requirements

Diamond Technologies has been responsible for supporting and maintaining the West Virginia SIDES solution since its inception. In that time, Diamond Technologies has assisted the agency in responding to system issues, upgrading software (as needed), and monitoring the system to ensure that it performs reliably. The Diamond team, responsible for building and supporting WFWV's SIDES solution, will continue to handle all ongoing support and maintenance responsibilities. We look forward to continuing this track record of reliable support and maintenance.

The remainder of this section addresses each of the specific requirements outlined in the CRFQ, SIDES Maintenance and Support, Section 4 General Requirements section.

> *4.1.1 Vendor must provide individuals with the following technical experience to provide the Contract services requested.*
> *4.1.2 Vendor must provide at least one (1) individual with a minimum of three (3) years of SIDES programmatic experience as follows to provide the Contract Services requested. Implementing, extending, and supporting SIDES model connectors.*
> > *4.1.3 Implementing and supporting software that interfaces with the SIDES Broker and E-Response website*
> > *4.1.4 Implementing and supporting software that transmits Separation Information and Earnings Verification Information according to the National SIDES standard formats for those exchanges*
> > *4.1.5 Working through the SIDES Model Connector Certification process*
> > *4.1.6 Onboarding new SIDES TPAs, including business process meetings, testing, and moving to production*
> > *4.1.7 Working with the SIDES data model and the relationships between entities*

Our Diamond team has been implementing and supporting SIDES systems since 2012. Refer back to Section 3, Qualifications Requirements for a description of our team. During that time, Diamond has worked with the states of Delaware, Vermont, and West Virginia to successfully implement SIDES and various enhancements.

Diamond's team has several resources that have become resident SIDES subject matter and technical experts, our Diamond team routinely works with the national SIDES team. Some examples of their involvement include:

- Participating in regular status calls with the SIDES project owner in each state and

key leaders from the national SIDES team.

- Disaster recovery testing assistance recently provided to the national SIDES team.
- Collaborating with the national SIDES team and TPA staff each time a TPA goes live within a state.
- Provided a self-certification spreadsheet format that was liked so well that the national SIDES team adopted it as the standard format they wanted to receive.

> *4.1.8 Vendor must have previously implemented and supported at least two (2) SIDES systems that have been certified by the National SIDES Office as operational for both employer E-Response and Third Party Administrator (TPA) data exchanges.*

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

> *4.1.9 The vendor must be able to maintain the existing software infrastructure and recommend updates to hardware infrastructure that is located in the West Virginia's Office of Technology's data Center at 1900 Kanawha Blvd East, Charleston, WV 25305. This may require either onsite or remote support via secure VPN connection at the Vendor's preference and ability. The vendor must not depend on Agency staff availability to carry out onsite support functions, except as related to hardware maintenance. The current primary hardware consists of the following Agency owned equipment:*
>
> *(2) HP ProLiant DL360 G7 VMWare Host Servers*
> *(2) HP Networking 1810G-24 – 1 GB Network Switches*
> *(1) HP Storage P2000 G3 SAS MSA Dual Controller Storage Array*
> *(1) Dell SonicWall Firewall Appliance*

Diamond will continue to provide ongoing support (whether it's remote or onsite support) for this SIDES solution. Today, the Diamond team provides most of the WFWV support through the Diamond Edge Managed Support Center. Our technical team VPNs into the WFWV environment, providing remote support and application enhancements as needed. From time to time, Diamond has been asked to come onsite to provide technical support for the environment. Diamond is available to come onsite to resolve issues or implement changes that cannot be implemented via VPN. Diamond will depend on the Agency for physical access to the West Virginia Office of Technology (WVOT) Data Center

as needed (and approved), and Diamond will be responsible for onsite support functions following the granting of access.

Key Observation to note

- The current hardware infrastructure while working is in dire need of being upgraded. In fact, the hardware and operating software is so out of date it is unsupported by the respective vendors. Diamond recommends to work with WFWV and WVOT to identify, purchase, and implement the necessary hardware/software to update the infrastructure environment to support the requirements throughout the duration of this engagement. Refer to Section 6.1 Cost Proposal for a description of the cost impact of this change.

> *4.1.10 Vendor must be able to support, repair, modify, and/or extend the custom West Virginia SIDES system software as directed by the Agency utilizing the requested annual custom development hours.*

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

> *4.1.11 The vendor must patch and/or upgrade all commercial software and firmware that comprises the system per each manufacturers' recommendation every fourteen (14) calendar days. Software/firmware patches that are considered critical for the security of the system's components must be completed within seven (7) days of release by its respective manufacturer.*

Diamond agrees to patch commercial software and firmware that comprises the system every 14 calendar days, upon approval of WFWV and WVOT. Updates that have not been approved by WFWV and WVOT will be placed on the schedule for the next change management window. Diamond will coordinate any updates/upgrades closely with WFWV to ensure its successful implementation. The extra planning and testing

windows are necessary to confirm that the service offering to WV constituents does not experience downtime or degraded performance.

Diamond will work to provide critical software or firmware patching is completed within 7 days of the public release of critical patches by respective manufacturers.

> *4.1.12 The vendor must ensure that the system and its components are compliant with NIST SP800-123 (July 2008 edition) and 800-44 (Version 2 September 2007 edition) standards.*

Diamond will ensure that the system and its components are compliant with NIST SP 800-123 and SP 800-44. As noted under 4.1.9, to stay in compliance it will be critical to update the hardware & operating system.

> *4.1.13 Please reference http://csrc.nist.gov/publications/PubsSPs.html for more information. This precludes any section of these standards that references items beyond the Vendor's reasonable control (e.g., physical or network security of the state data center).*

As required, Diamond will ensure that the system and our support initiatives are compliant with these standards.

> *4.1.14 The Vendor must be responsible for any costs to maintain the commercial software and hardware (e.g. firewall intrusion prevention and anti-spyware signatures or virus detection software subscriptions/maintenance) through the supported life of the software and hardware currently in use.*

Diamond will provide the necessary support for this requirement, As noted in 4.1.9, the hardware and operating software needs to be updated.

> *4.1.15 Vendor must be able to provide production support for the SIDES system during the life of the contract and work cooperatively with the Agency and the US Department of Labor to resolve any production issues.*

Diamond will provide production support for the SIDES system for the duration of the contract. Additionally, Diamond will work cooperatively with WFWV and the US Department of Labor to resolve any production issues.

> *4.1.16 The Vendor will work cooperatively with the West Virginia Office of Technology (WVOT) to maintain the Enterprise Document Management System (EDMS) and abide by the WVOT Contractor Management Policy (PO1012) and its attachments. (Attachment B). This policy and its attachments have been included with this document.*

Diamond will work cooperatively with the West Virginia Office of Technology to maintain the SIDES system and will abide by the WVOT Contractor Management Policy and its attachments as they apply to this support and maintenance service proposal. Please see Appendix D for a completed Contract Employment Confirmation Form.

Special Note: Diamond has been supporting SIDES since its inception (2012). We are not aware of an EDMS system as part of this SIDES solution. It is presumed that the mention of an EDMS system may have been an oversight. As a result, Diamond is not expecting to be providing any support or maintenance for this EDMS system. If this requirement is in in fact needed and Diamond is unaware of its purpose, Diamond will work with the agency and WVOT to include support for EDMS as part of this engagement.

> *4.1.17 The Vendor will work cooperatively with the agency and WVOT to implement audit log functionality that will ensure the integrity of system logs through appropriate system security mechanisms or log shipping to a server within the State's control.*

Diamond agrees to work cooperatively with the Agency and WVOT to implement audit log functionality ensuring integrity of system logs through appropriate system security mechanisms or log by shipping to a server within the state's control. If needed, Diamond will work with WVOT to log ship all log information to a system(s) designated by WVOT.

> *4.1.18 The vendor will provide up to seventy-five (75) hours of custom development work, additional training, maintenance and support referenced above or other work during the first contract year, and during each subsequent contract year. The vendor will provide to WorkForce WV electronically, on a quarterly basis, a report indicating hours utilized and services performed during these hours at no additional cost and will be reflected in the Vendor's submitted bid. Any unused hours in a year will not roll into the following year. Hours will be billed as incurred.*

Diamond will include the cost for the custom development hours as requested in its cost proposal. Additionally, Diamond will compile a report on a quarterly basis showing how many hours have been used and what services were performed. The creation of this quarterly report will be at no additional cost to the agency. Diamond also acknowledges that any unused hours will not roll into the following year if the contract is renewed. Hours will be billed as incurred throughout the duration of this contract.

> *4.1.19 For the life of this contract, the vendor will provide a single point of contact and/or help desk that is staffed Monday through Friday, 8:00 AM to 6:00 PM Eastern Time. Due to the time sensitive nature of the system, the vendor shall also provide the Agency with an email address and phone number for emergency contact outside of regular business hours, which is 8 AM, EST Monday through Friday, weekends, and holidays.*

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

> *4.1.20 Vendor must provide a telephone response from a live qualified technician within two (2) hours of any reported problem.*

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

> *4.1.21 Vendor must provide onsite technical support for problems that cannot be resolved via telephone or remote access within twenty-four (24) hours. The twenty-four (24) hour time period will begin at the time the agency has reported a problem.*

Diamond will provide onsite technical support within 24 hours if a problem cannot be resolved via telephone or remotely. Diamond will require WFWV to provide the staff

necessary to gain access to the WVOT data center within thirty (30) minutes of Diamond personnel arriving onsite in Charleston.

> *4.1.22 The Vendor's point of contact or help desk will provide a trouble ticket tracking system that will document ticket reporting, work, and final disposition. Workforce West Virginia staff must authorize in writing or via email the closure of a reported trouble ticket once it is verified as resolved. This authorization will include the ticket number, the date, and confirmation that the problem is resolved.*

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

> *4.1.23 The vendor will acknowledge receipt of trouble tickets via an email address to be provided upon award of contract and respond within one (1) hour with an estimated time of resolution. All trouble tickets should be resolved in no more than four (4) hours provided that the problem is within the vendor's scope of control. The vendor will communicate updates to ticket resolution frequently until the problem is resolved. If resolution will take more than four (4) hours, Workforce West Virginia staff must be informed as soon as this is determined so that alternate plans can be made for workload and staff.*

Diamond will acknowledge receipt of trouble tickets via email and respond within 15 minutes of a high priority ticket and will communicate an update every four (4) hours until the issue is resolved. The Diamond Edge team will strive to resolve tickets in four (4) hours or less if the problem is within Diamond's control.

> *4.1.24 The vendor will provide a downtime schedule for each calendar quarter at least two weeks before the start of the quarter. Vendor scheduled downtime should not impact Workforce West Virginia staff operations and should not exceed eight (8) hours per calendar month without prior Workforce authorization.*

If scheduled downtime is planned in a given calendar quarter, Diamond will provide notice two weeks prior to the start of the quarter. The Diamond team will strive to ensure that any scheduled downtime does not exceed eight (8) hours per calendar month without prior WFWV authorization.

> *4.1.25 The vendor will notify Workforce West Virginia of unscheduled downtime that may be needed as soon as possible and coordinate a mutually agreeable time to take the system offline. Unscheduled downtime should not exceed ten (10) minutes per calendar month provided that the cause is within the Vendor's control (e.g., excludes WVOT networking and server hardware problems).*

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

> *4.1.26 The vendor will document the process and procedures that will be utilized by WorkForce West Virginia if the support requirements stipulated in this contract are not met and the issue(s) require(s) escalation. This document will be provided to WorkForce West Virginia electronically within ten (10) calendar days of award in either Microsoft Word or Excel format and will include the names, titles, mailing addresses, email addresses, and telephone numbers of the persons who are to be notified. The vendor must maintain this information with correct and current data for the life of the contract.*

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

> *4.1.27 The vendor will keep all documentation current during the life of the contract to reflect all changes that may occur to the system whether initiated by the vendor, WorkForce West Virginia or any entity with a relationship to the SIDES system (e.g., the US Department of Labor, commercial software providers, etc.). This includes, but is not limited interface design documents, automated processes, system diagrams, etc.*

Diamond will continue to keep all system documentation current during the life of the contract. This documentation will reflect all changes that may occur to the system whether initiated by the vendor or WFWV or any entity with a relationship to this system.

This includes, but is not limited to, interface design documents, automated processes, system diagrams, etc.

> *4.1.28 All materials including, but not limited to, custom software documentation, training materials, or any other deliverables will be provided to WorkForce West Virginia electronically in an editable format, compatible with common office productivity software, such as Google or Microsoft and Microsoft Vision.*

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

> *4.1.29 Vendor must include in their bid the cost of three optional annual renewals for maintenance and support. These optional annual renewals will be initiated by agency request agreed to by the vendor and processed as a Change Order authorized as issued by the West Virginia Purchasing Division.*

Diamond understands that the years of support and maintenance beyond year one are optional and will be added via an official Change Order process. Diamond will provide the costs for the optional years 2, 3, and 4 in a separate cost sheet titled, "Exhibit A SIDES Price Sheet.xlsx".

> *4.1.30 Vendor must review the documentation and sign the Acknowledge page in Exhibit C: Notice of State of West Virginia - Confidentially Policies and Information Security Accountability Requirements. This signed document must be submitted with the proposal.*

Diamond has reviewed all the information and security policies both attached in this CRFQ and on State of WV, Department of Technology website. Please see Appendix E: Confidentially Policies signed form.

> *4.1.31 Vendor must review Attachment B: "State of West Virginia Office of Technology Policy: Contract Management" document and complete all of the forms. These completed forms listed as Attachment A thru B in Attachment B must be submitted with the proposal.*

It is important to note that the forms in Attachments A and B of the CRFQ seem to apply to onsite contract employees that are assigned to projects within a West Virginia

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

5.0 Additional Requirements

Within the CRFQ Sections 5 thru 10 there are several requirements/conditions that Diamond wanted to specifically address.

> *Contract Award Items: 5.1, 5.2, 5.3, 5.4, 5.5*

Diamond has reviewed and agreed with these requirements.

> *5.6 Vendor should include with their bid a copy of any Software Terms and Conditions or licenses that the State of West Virginia or the Agency will to have agree or accept as a part of this solicitation. This information will be required before Purchase Order is issued.*

Because the custom software, SIDES software, and SEW software are owned by the state or the US Department of Labor, there are no known terms and conditions or licenses to which the agency or state must agree.

> *5.7 Vendor should include with their bid a copy of any and all Maintenance Terms and Conditions or Licenses that the State of West Virginia or the Agency will be required to agree or accept as a part of this solicitation. This information will be required before Purchase Order is issued.*

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

Section 6 - Payment

Diamond has reviewed and agreed with these requirements.

Section 7 – Vendor Default

Diamond has reviewed and agreed with these requirements.

Section 8 – Travel

Diamond has reviewed and agreed with these requirements.

Section 9 – Facilities Access

Diamond has reviewed and agreed with these requirements.

Section 10 – Miscellaneous (a, b, c)

Diamond has reviewed and agreed with these requirements.

Section 10.d 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: Karl Stukis, Diamond Technologies Chief Operating Officer

Telephone Number: 302-485-1861

Fax Number: 302-656-6058

Email Address: kstukis@diamondtechnologies.com

6.0 Our Support Approach

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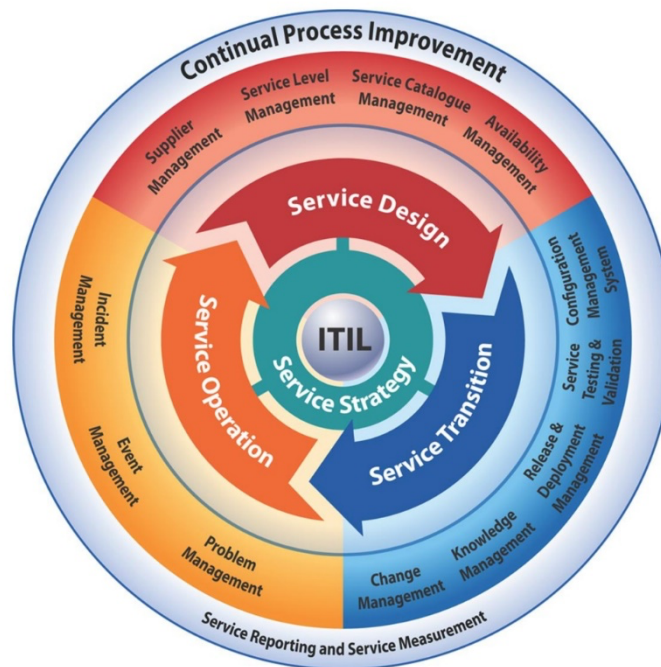
Service Strategy

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

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

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

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

Service Design

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

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

1. The *Solution* that is designed that fulfills the business requirement and enables the business process to take place.
2. The management information systems and *Tools* that ensure that the right information is available when required to support the service.
3. The technical *Architecture* that underpins the solution.
4. The *Measurements* that will be taken to ensure the service is operating as it should.

5. The *Processes* that will need to be developed, both business processes and service management processes.

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

Service Transition

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

Service Operations

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

Service issues are handled through our support team and are categorized as either an incident or a problem. The two processes of incident and problem management are among the most important of all the ITIL processes. They are often the first to be implemented by an organization that has decided to adopt the ITIL framework. Diamond Technologies has adopted both of these processes to improve our service and service management.

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

6.1   Location of Diamond Resources

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

6.2   Net Promoter Score (NPS)

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

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

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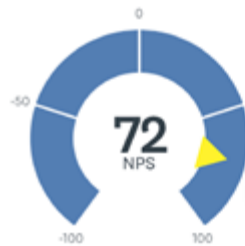
➢ **Detractors** (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.

To calculate your company's NPS, take the percentage of customers who are Promoters and subtract the percentage who are Detractors.
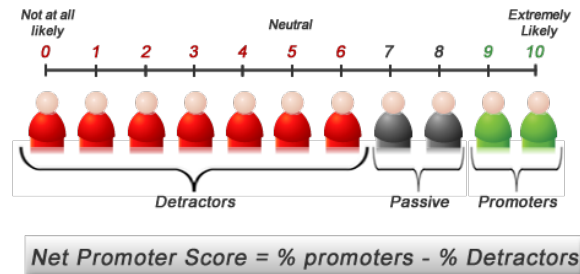
Diamond Technologies is proud to have a current NPS of 72!

For context, the average NPS score for companies in Diamond Technologies' industry, location, and size is a 31! For further context into the NPS score, one of the most admired, loved companies in history, Starbucks, has a current NPS of 77! Diamond Technologies surveys our client base on a quarterly basis.

7.0 Cost Proposal and Terms and Conditions

7.1 Cost Proposal

Please reference the Cost Sheet provided separately in the requested Excel format titled, "Exhibit A SIDES Price Sheet.xlsx".

7.2 Terms and Conditions

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

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

2. Payment Terms – WFWV will be invoiced in accordance with the completion of milestones as outlined above. Payment terms are net due.
   Maintenance and Support for the System
   Maintenance and Support for the System invoices will be net due (upon invoice receipt) for the year for Maintenance and Support that will be rendered at the start of the year.

   Professional Services for Development & Training
   Professional Services for Custom Programming & Training will be invoiced as hours are incurred on a monthly basis.

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

4. Non-Solicitation - At all times during the proposal and delivery of the proposed services, and for a period of 1 year beyond the conclusion of delivery of the proposed services, Diamond Technologies and the client agree to refrain from soliciting or employing, directly or indirectly, any employee from the other firm without the express written consent of the other party. In the event that an offer of

full time employment is agreed upon by both parties, extended to the Diamond employee, and accepted in writing by the Diamond employee, a fee in the amount of 20% of the employee's base salary will be payable to Diamond Technologies commensurate with the start date of employment with the client.

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

6. Contract Termination – In the event Client feels Diamond Technologies is not performing in accordance with the service proposed, Client agrees to provide Diamond Technologies with written notification of the non-performance, and Diamond Technologies has 30 days to cure the aforementioned performance issue or work with the client on a mutually agreeable alternative workaround or resolution. Should Diamond Technologies fail to cure the performance issue within the 30 day timeframe, the Client may terminate the agreement with no additional contractual obligation.

8.0 Proposal Acceptance

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

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

By: _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

_____   _____
Date   Date

Appendix A: Diamond Technologies Company Profile

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

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

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

Diamond Technologies was founded in 1996, over our 22-year history we have experienced a sea of technology changes and has continually adapted to meet the needs of our clients. Today, we are focused on assisting our clients with state-of-the-art technologies including Outsourced IT Managed Services, Mobility Solutions, Business Intelligence, Web Portals (including Microsoft SharePoint), Cloud Services, Salesforce Implementations, Software Development and Integration, and CIO Guidance. For additional information about our company, services and culture, please visit www.diamondtechnologies.com.

Appendix B - Managed IT Support – SLA

Standard Service Levels

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

Incident Levels & Status Updates

Priority Level	Definition	Incident Response	Status updates to Customer
Low	Minor problem, not causing a disruption of business flow. Work around exists.	4 hours (Standard) 1 business day (Expanded)	Every 48 hours until resolved
Normal	Incident causing single user or multiuser disruption to business process or workflow. Workaround exists but business needs the issue addressed quickly.	1-2 hours (Standard) 2-3 hours (Expanded)	Every 8 hours until resolved
High	Multiuser incident that has halted part of their business flow in some way. Workaround may exist. To achieve 15-minute response, customer is asked to call support.	15 minutes (Standard) 30 to 60 minutes (Expanded)	Every 4 hours until resolved
Urgent	Total system outage. No workaround, need correction ASAP.	0 - 15 minutes (Standard) 30 to 60 minutes (Expanded)	Every 2 hours until resolved
Service Request	Request for new software, new hardware, new device setup, and new user setup.	1-3 business days	Every 24 hours until completion
Change Request (*App Support Only*)	Request for new functionality / new software enhancement request.	1-3 business days	Every 24 hours until completion
Maintenance	Updates and patches required to sustain the computing environment at an operating level that delivers continual uptime, availability, and performance.	Planned (*unless critical security incident*)	Every 24 hours until completion

Contact Methods

Method	Detail
Phone	(302) 656-6050 option #1
Email	support@diamondtechnologies.com
Website	www.diamondtechnologies.com

Appendix C: Addendum Acknowledgement Form

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ WWV22*12

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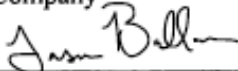
Addendum Numbers Received:
(Check the box next to each addendum received)

☐ Addendum No. 1   ☐ Addendum No. 6
☐ Addendum No. 2   ☐ Addendum No. 7
☐ Addendum No. 3   ☐ Addendum No. 8
☐ Addendum No. 4   ☐ Addendum No. 9
☐ Addendum No. 5   ☐ Addendum No. 10

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

Diamond Technologies Inc.
_____
Company

_____
Authorized Signature

7-11-2022
_____
Date

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

Appendix D: Contract Employment Confirmation Form

Attachment B:
Contract Employment Confirmation Form
Issued by the CTO

Policy No: WVOT-PO1012 | **Page 1 of 1**

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

Date ___July 11, 2022___

Name of Contractor ___Diamond Technologies Inc.___

Name of Contractor Manager (state employee) ___To Be Determined___

Agency/Bureau/Division ___Workforce West Virginia___

State Contractor Manager Email ___To Be Determined___

State Contractor Manager Phone ___To Be Determined___

P.O. # of Contract ___To Be Determined___

Date of Last Confirmation ___Not Applicable___

Expiration Date of Contract ___Uknown___

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

Jason Ballance
___
Contractor Provider Name (Print)

[signature] ___ July 11 2022
___
Contractor Provider Name (Signature) | Date

Appendix E: Notice of State of WV, Confidentially Policies & Information Security Accountability Forms

Attachment C – Confidentiality Policies Acknowledgment

Notice of State of West Virginia
Confidentiality Policies and Information Security Accountability Requirements
Page 4 of 5

Acknowledgement

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

Diamond Technologies Inc.
_____
Vendor Employee (Print Name)

_____
Vendor Employee (Signature)

7-12-2022
_____
Date

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

Implementation Costs				
Note: Reference the RFQ Section: 4.1.1 to and including 4.1.10				
Description		Number of Hours (estimated)	Cost per Hour	Extended Cost
Implementation/Transition Costs		75	$ 140.00	$ 10,500.00
			$ -	$ -
			$ -	$ -
			$ -	$ -
A. Implementation Costs				
			Subtotal for A.	**$10,500.00**
Maintenance and Support				
Note: Reference the RFQ Sections from 4.11 to and including 4.1.17, 4.1.19 to and including 4.1.31				
Description	Year		Cost Per Year	Extended Cost
Maintenance and Support	1		$ 36,880.00	$ 36,880.00
Maintenance and Support	2		$ 38,840.00	$ 38,840.00
Maintenance and Support	3		$ 39,840.00	$ 39,840.00
Maintenance and Support	4		$ 41,800.00	$ 41,800.00
B. Maintenance and Support				
			Subtotal for B.	**$157,360.00**
Professional Services for development and training				
Note: Reference the RFQ Section 4.1.18				
Description	Year	Number of Hours (estimated)	Cost per Hour	Extended Cost
Professional Services	1	75	$ 140.00	$ 10,500.00
Professional Services	2	75	$ 145.00	$ 10,875.00
Professional Services	3	75	$ 145.00	$ 10,875.00
Professional Services	4	75	$ 150.00	$ 11,250.00
B. Maintenance and Support				
			Subtotal for B.	**$43,500.00**

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

Professional service hours are estimated hours for bid submission only. No other fees will be allowed that are not included on Exhibit A.

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