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elcome, Robert M Ross	Procurement Budgeting Accounts Receivable Accounts Payable
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Procurement Folder: 1183148	SO Doc Code: CRFQ
Procurement Type: Central Master Agreement	SO Dept: 0323
Vendor ID: VS000042611	SO Doc ID: WWV2300000001
Legal Name: BayInfotech LLC	Published Date: 3/21/23
Alias/DBA:	Close Date: 4/6/23
Total Bid: \$3,248,200.00	Close Time: 13:30
Response Date: 03/29/2023	Status: Closed
Response Time: 15:06	Solicitation Description: Addendum No 1 - Services/Staffing Support for MACC System
Responded By User ID: bayinfotech	Total of Header Attachments: 2
First Name: Maulik	Total of All Attachments: 2
Last Name: Shyani	
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Phone: 4084808501	



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:	1183148					
Solicitation Description:	Addendum No 1	Addendum No 1 - Services/Staffing Support for MACC System				
Proc Type:	Central Master A	Central Master Agreement				
Solicitation Closes		Solicitation Response	Version			
2023-04-06 13:30		SR 0323 ESR0329230000004705	1			

VENDOR					
VS0000042611 BayInfotech LLC					
Solicitation Number:	CRFQ 0323 WWV2300000001				
Total Bid:	3248200	Response Date:	2023-03-29	Response Time:	15:06:10
Comments:					

FOR INFO	RMATION CO	ONTACT TH	E BUYER	
Toby L Wel				
(304) 558-8	802			
toby.l.welch	n@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	Staffing Support a System	nd Services for MACC				3248200.00
Comm	Code	Manufacturer		Specifica	ation	Model #
811115	507					

#### **Commodity Line Comments:**

#### **Extended Description:**

Per Exhibit A pricing page Vendors should fill out Exhibit A Pricing page and submit with their bids. Vendors should enter the total bid cost into the contract amount on this commodity line.

### **State of West Virginia**

RFP Title: IT Staffing

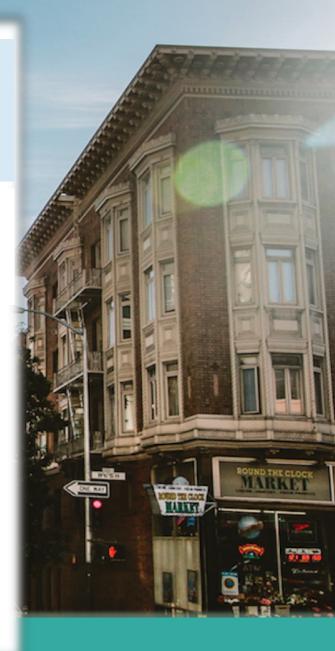
CRFQ 0323 WWV230000001

Response: Technical Approach

#### Submitted by:

### BAYINFGTECH

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### **Executive Summary**

At BayInfotech, our professionals passionately conceive, analyze, develop and implement tailored solutions and provide professional staffing for our clients' most challenging business and technology needs. By leveraging our robust inter-state pool of technical recruiters, BayInfotech excels at recruiting and placing only the most highly qualified candidates into federal and government programs. Through the use of industry best practices, which are based on the CMMI Maturity Level 3 (CMMI ML3) framework, our project team and recruiters ensure that the services and personnel required for the ongoing contracts/Task/Staffing Requests align with contractual and regulatory requirements. As an ISO 9001:2015-company, BayInfotech applies careful diligence to determine the labour hours and categories required to do the work required for each task, while still acknowledging the importance of remaining lean, agile, and innovative.

BayInfotech has a committed approach to addressing Montgomery State, (State) needs. We begin with a customer partnership strategy and a structure for cross-organizational management of program goals, coupled with an effective program governance structure. Our human resources approach ensures exceptional results—people, after all, are the source of our success. We offer several experienced staff, including Social workers, Therapists, Professional medical support personnel, Caseworkers, Professional administrative personnel, Psychiatrists, Medical doctors. We combine our experienced personnel with processes to attract and retain quality staff to service the additional needs of State. We have a disciplined quality program; our CMMI Level 3-appraised quality assurance and quality control processes have been refined in the decade we have been in business. Finally, to address the need for flexibility in providing quick, efficient and cost-effective consulting, BayInfotech will provide a communication strategy that recognizes the needs of the customer stakeholders.

We execute a flexible temporary staffing solution plan that fits perfectly with State expectations, while our comprehensive temporary workforce sourcing and management infrastructure can deliver you the best candidates to State, to meet their IT needs.

BayInfotech understands that there is a broad end-to-end focus needed; one which stretches from building a strategic employment brand, through sourcing and recruiting, all the way to onboarding top people. We have adopted a comprehensive Talent Acquisition Model covering essential elements of talent acquisition including sourcing, selecting, hiring and onboarding along with the related key processes that fall under this highly complex talent area, including:

- Planning and Strategizing
- Segmenting the Workforce
- Creating, Validating and Maintaining an Employment Brand
- Delineating IT Candidate Audiences
- Managing and Cultivating Candidate Relationships
- Defining Metrics and Conducting Analysis
- Creating an Organizational Recruiting Culture

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### **1. Our Experience**

With an exclusive 15+ years of IT Staff Augmentation project experience, BayInfotech is the only unique service provider well-versed with the fairly emerging staffing process. We understand that the pool of talent is one of the major challenges for this contract. The talent must be highly gualified, experienced, readily available, experienced with public sector environment, able to provide futuristic evolution for the enhancement of the project, and overall well-managed for optimal performance. These are the underlying tenets based upon which the BayInfotech developed our Staffing Plan. Additionally, BayInfotech has fortified our staffing capabilities with an extensive internal team of 5-6 IT recruiters (with the ability to expeditiously leverage more recruiters for surge requirements, as necessary), who understand State's technical skills and certifications requirements. As part of our Agile-based staffing approach, we have established talent management teams with our BayInfotech partners to provide a phenomenal, large-scale resource pool over the period of performance. Based on our highly relevant and demonstrated past performance as a prime contractor staffing public sector staffing programs with gualified candidates, BayInfotech looks forward to partnering with State to help meet its mission. We understand that it is paramount to the State that its policies and program are used effectively to meet the its goals of "generating more jobs for people who live here, so they can spend more time with their families, do work they love, give back to the community, and enjoy a high quality of life.

### 2. Our IT Staffing Approach

**Meeting business goals**– Our capability backed ideas that becomes recruitment action items must meet the business goals established by the State and its stakeholders. Our Minimum Viable Recruitment Model (MVRM) creates more value than it costs, since user feedback is a bigger measure of success for any product. Once the project is launched the MVRM action items evolves more and more based on user and customer feedback. The continuous cycle of integrating customer and user feedback creates a recruitment strategy which is holistic.

Recruitment Management is responsible for ensuring that the MVRM is a mixture of sustainable methodologies and solution. This encompasses: Developing a clear model of how our recruited resources provides value to customers. Understanding the cost structure of all components. Developing customer-centric ROI models that align with the value provided. Recruitment Management maintains and updates these models over the recruitment lifecycle and in response to changing State's demands.

**Getting it built** – Project Managers collaborate with Recruiters to understand the requirements and build the required recruitment strategy. This is the phase where the project manager states the "what" of the recruitment strategy describes the "how" of the recruitment lifecycle. The product is a blend of Business Context and IT capabilities.

**Getting it off the shelf**– Internally, Project Managers collaborate with recruiters to ensure recruitment solutions are deployed to customers and users as quickly as possible. They collaborate with an even larger set of goals to identify whether the current recruitment capabilities are sufficient or needs to be additionally

**Leverage support**– Project Managers ensure their Recruitment Strategy is supported and enhanced to create a continuous flow of value.

#### 2.1 Our Recruitment Proposed Framework

BayInfotech has optimized and adopted a best-practice framework that encompasses all the key practices, types of information, and concepts that must be applied to the successful execution of doing talent acquisition.

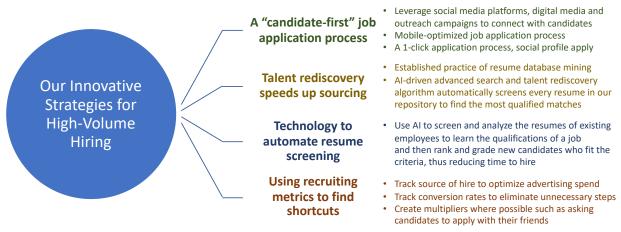
<u>Leveraging Emerging Technologies & Innovation</u>. BayInfotech leverages **predictive analytics** and **big data intelligence** to fully understand and maximize our recruitment metrics. The predictive analytics helps to anticipate and optimize:



#### Leveraging Emerging Technologies & Innovation for Staffing

BayInfotech has extensive experience with data-driven planning platforms and we help organizations invest wisely in the workforce through strategy and business analytics. We understand the importance of keeping your business running optimally day-to-day, while planning for future transitions. BayInfotech has adopted a tactical approach to workforce consulting with critical issues kept top-of-mind, while working to create and implement a more comprehensive strategy. From process review to evaluation and selection through implementation, BayInfotech is equipped to partner State to bolster success and offer benefits such as:

- The alignment of executive strategy with head count and talent resources
- Reporting of talent demand and supply issues by expense area, relationships and location
- Data visualization tools to determine impact of talent decisions
- The right metrics to identify resource risk before it impacts business objectives
- A competitive advantage through proactive versus reactive workforce management



Our Innovative Strategies for High-Volume Hiring

For rapid program start-up, we created our Staffing Plan consistent with each identified resource To have staff "at the ready" on an ongoing basis, our PMO, with guidance from the

Project Director and input from the team leadership, maintains a 30-60-90 day rolling staffing plan, to identify current and expected staffing needs.

BayInfotech's recruiting, sourcing, and administration functions combine industry experience and functional domain experience to maximize effectiveness. Our highly groomed recruiters concentrate on digital, networking-based strategies built from a combination of job boards, advanced Boolean Operations, social media, online marketplaces, associations, professional directories, alumni networks, and more. We utilize an enterprise-grade applicant tracking system (ATS) that automates job postings and sourcing, resume uploading and mining, candidate tracking and ranking, fulfillment, and reporting. The ATS enhances the process through machine learning algorithms and Al-based matching. As part of the offering, BayInfotech's recruiting professionals will undertake a thorough vetting process to ensure optimal matches.

- Full pipeline sourcing support for open positions.
- Determining the most cost effective, creative, and time efficient way to approach each opening.
- Passive candidate recruiting and creative sourcing.
- Utilizing social recruiting sources and systems to identify, manage information, and source candidates.
- Entering, maintaining, and managing database information for received and sourced resumes, utilizing ATS, job boards, social networks, military groups and associations, and other sources.
- Providing input for design and implementation of sourcing strategies.
- Intimately involved in workforce planning discussions and sourcing needs with recruiters.
- Reporting on sourcing results/effectiveness process improvement and lessons learned.
- Reporting on search progress including candidate pipeline, diversity initiatives, and market related compensation.
- Reporting on candidate contact/virtual benching efforts accomplished by recruiters.
- Conveying to candidates an understanding of the business and requirements for each open position.
- Managing and tracking all requisition and candidate flow activity.
- Handling other special assignments and functional roles that may be assigned.

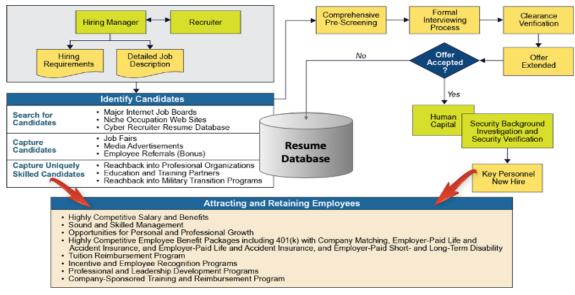
Our techniques include the following:

- Market research and analytics
- Social media and diversity strategies
- Posting and ad placement outreach
- Database mining and resume screening
- Pipeline creation and management
- Networking: creating email blasts and campaigns to generate referrals and candidate attraction
- Data transformation initiatives within an organization: the need for an organization to leverage and have access to solid, meaningful data from a single source
- Candidate evaluation solutions
- Ease of onboarding and socializing new employees

We match our recruitment strategies to job orders by different levels:

• Industry experience

- Skill experience
- Organizational fit



Recruitment Workflow

#### 2.2 Candidate Attraction

Our strategy relies heavily on socialization, communication, engagement, transparency, candidate interaction, and authentic employment branding for State. Rather than pushing job advertisements to a wide pool, we become a magnet to pull top talent to us through compelling digital and content marketing, thought leadership, and client branding. Our approach has produced stellar results in promoting our clients' mission and long-term commitment to that vision through the following:

Working closely with State, particularly during the initial discovery stages of implementation, to develop a deep understanding of their workforce history, employment brand, and outreach campaigns.

- Creating internal and external ambassadors. Internally, engaging our own talent to share their workplace stories. Externally, developing a community of talent who have served the client before to talk about their career experiences.
- Clearly articulating goals and objectives for the assignment from the perspective of your organization.
- Collaborating on social media efforts as a joint outreach program to talent.
- Finalizing program strategy and core goals before engagement, addressing challenges to solve and target outcomes.
- Establishing the appropriate communication channels.
- Forming strong alliances with internal stakeholders and influencers.
- Developing a realistic and phased roadmap for accomplishing objectives, clearly delineating milestones and steps toward achieving them.
- Hosting regularly recurring forums with talent to keep them informed and inspired. Listening to what they have to say, taking their input to heart, and above all, being genuine.

#### 2.3 External Candidate Sourcing and Recruiting Plan

Recruitment Lifecycle	Details

	<b>_</b>
Job Order Management	<ul><li>Enter job requirements into ATS</li><li>Manage internal applicants if applicable</li></ul>
	<ul> <li>Edit order for external posting</li> </ul>
	Post requisitions on job boards, career sites, social
	networks, associations or groups, and employer-
	branded landing pages
	Assist with SEO and targeted job postings
	Place ads in appropriate networks, such as
	Facebook, LinkedIn, etc.
	Email outreach campaigns:
	<ul> <li>Candidate Database</li> </ul>
	<ul> <li>Network of Professionals</li> </ul>
	<ul> <li>Professional Membership Associations</li> </ul>
	<ul> <li>Military Groups</li> </ul>
	<ul> <li>Alumni Networks</li> </ul>
Sourcing	Engage in ongoing pipelining/building networks for
	repeatable skill sets.
	<ul> <li>Direct sourcing campaigns to identify passive candidates.</li> </ul>
	• Leverage existing job boards, niche job board sites, relationships with professional associations.
	<ul> <li>Provide best in class supplemental posting</li> </ul>
	recommendations.
	Use of social media channels to build and manage
	employment brand as well as post positions.
	<ul> <li>Host job fairs and community events as necessary.</li> </ul>
	The identification of talent through multiple channels
	such as job postings, networking, resume search,
	targeted sourcing plans, and social networking.
Screening and Evaluation	Pre-screening of communication, technical and
	interpersonal skills, as well as work history
	<ul> <li>Secondary screening of technical, communication and interpersonal skills, along with background,</li> </ul>
	credit, location preferences, job history, education,
	etc. During our interaction with the candidate, we will
	ask Behavioral Interview Questions which are
	designed to elicit open-ended responses based on
	prior employment history.
	<ul> <li>BayInfotech will conduct education and credential</li> </ul>
	verification checks if applicable to the specific
	position.
	<ul> <li>BayInfotech uses professionally developed and</li> </ul>
	validated tests not only to measure a candidate's skill
	proficiency, but also aptitude and motivation.
	Each candidate provides a minimum of two
	professional references and employment references
	from direct reports.
	<ul> <li>Ensure legal authorization to work (i.e., I-9, W-4</li> </ul>
	forms) in the US, which is conducted through E-
	Verify.

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Presentation and Submittals	<ul> <li>Provide short list of candidates for consideration to State.</li> </ul>
	<ul> <li>Manage communication with State to provide real- time updates.</li> </ul>
	<ul> <li>Provide research and data to State that supports</li> </ul>
	recruiting activity.
Interview	Schedule all phone and in-person interviews with
<b>Coordination/Administration</b>	Client Team
	<ul> <li>Manage all travel and logistics for in-person</li> </ul>
	interviews
Offer Management	<ul> <li>Verbal offer notification to selected candidate</li> </ul>
	<ul> <li>Creation of written offer letter to be approved by</li> </ul>
	Client Human Resources and Hiring Manager
	Manage the communication between candidate and
Deference (Dever/De elsences el	HR and Hiring Manager of all offer negotiation
Reference/Drug/Background Screening	Perform pre-employment reference checking using
Soreening	<ul><li>agreed upon format.</li><li>Facilitate drug and background checks.</li></ul>
	<ul> <li>Drug Screen Consent and Results as required per client</li> </ul>
	Annual Physical/Health Statement
	<ul> <li>Two Step PPD and then an annual TB test or</li> </ul>
	negative chest x-ray and Annual TB Questionnaire
	<ul> <li>MMR Titer or Immunization of Rubella, Measles, and</li> </ul>
	Mumps' titers as required by client
	Varicella titer or documentation of disease as
	required
	Tetanus shot or documentation as required
	Hepatitis B declination and/or Hepatitis B
	immunization series and/or Hepatitis B titer
On-/Off-boarding (where	<ul> <li>Distribution and collection of required employment</li> </ul>
requested)	documents
	• W2
	• I-9
	<ul> <li>New hire form</li> </ul>
	<ul> <li>Direct Deposit</li> <li>Manage completion of an bounding forms and</li> </ul>
	<ul> <li>Manage completion of on-boarding forms and responsibilities with candidates</li> </ul>
	<ul><li>responsibilities with candidates</li><li>Assist with first day logistics and directions</li></ul>
Performance Measurement	<ul> <li>Assist with first day logistics and directions</li> <li>Provide real time reporting and metrics, as</li> </ul>
	<ul> <li>Provide real time reporting and metrics, as requested, concerning the sourcing and recruitment</li> </ul>
	lifecycle
	<ul> <li>Additional reviews to include candidate and</li> </ul>
	requisition data, key messaging and highlights, and
	recommendations for program enhancement

#### 2.4 Verifying Qualifications

BayInfotech's full time HR Specialist are supervised by our experienced Program Managers. They utilize custom checklists to ensure candidates meet the mandated education,

experience, expertise, and security requirements. These checklists are designed to match each contract requirement, allowing the HR Specialist to check off each detail individually, ensuring we submit fully vetted candidate packages for final approval.

The validation and verification process we follow is derived from the job specifications listed in the contract and allows us to build a qualifications checklist based on the Performance Work Statement. Using the checklist and the experience of our team members, each HR Specialist methodically goes down the list and marks each category as the task is accomplished. Our methods—laid out below—are proven, successful, and avoid any deficiencies related to presenting unqualified candidates to our clients.

The HR Specialist verifies the submitted information is complete and ensures the candidates' suitability and qualifications. The Primary Source Verification (PSV) process accomplishes the verification of a specific credential by consulting the original source. Examples of qualifications that undergo PSV include: Professional license verification, Medical school verification (qualifying degree), Medical post-graduate education verification (residency/internship), Employment verification, Board Certification(s). Our validation process ensures we meet all background check, education, expertise, immunizations, certifications, medical evaluation, and security requirements.

A peer HR Specialist and the Program Manager review the package to assure completeness, accuracy and readiness for submission. They confirm their agreement with the accuracy and completeness by their sign-off on the Checklist electronically and close-out.

#### 2.5 Recruiting Incumbents

BayInfotech is committed to recruiting as many incumbent personnel in good standing as possible and applicable for State. Immediately after the KO gives approval to contact incumbents, we initiate the incumbent hiring process, which begins with the coordination of incumbent meetings. To maintain continuity of services, all incumbent meetings are held within reasonable distance from the worksite and outside of government work hours. We begin the successful transition of incumbent employees by first introducing all BayInfotech members and distributing POC contact information:

- BayInfotech's history, philosophy, and guiding principles are then made known.
- BayInfotech members explain company policies and distribute copies of the policy book.
- Policies covered include but are not limited to: processes corresponding to timesheets/timekeeping, payroll, work hours, State specific procedures, Department of Labor Regulations regarding vacation time and holidays, etc.
- BayInfotech's benefits design and benefits election forms are distributed.
- All health and welfare plans are summarized, and BayInfotech proctors a Questionand-Answer session.

#### 2.6 Screening

Comprehensive background screening and reference checking protocols are used to verify the necessary levels of experience and education. Candidates must also exhibit proficiency in the use of computers and applicable software. BayInfotech accomplishes this level of candidate validation through video interviewing, skills testing, behavioral interviewing, and digital interaction capabilities to enhance the candidate experience while expediting the hiring process. Other elements of the sourcing process include the following:

- Skill profiling and pre-interviewing
- Soft skills and cultural fit assessments

- Culture fit evaluation
- Hard skills-based testing, where applicable and relevant, through web-based tutorials and assessments
- Customized skill-based evaluations, tutorials and assessments
- Comprehensive reference checking
- Pre-employment requirements of client
- Comprehensive orientation

We can perform additional verification of the candidate's background to ensure that the candidate has no fraud or convictions using the following sources (in addition to any required by the contract):

- National Practitioner Data Bank (NPDB)
- Federation of State Medical Boards (FSMB)
- Department of Health and Human Services- Office of Inspector General- Fraud Prevention and Detection Query (HHS-OIG)
- Excluded Parties List System (EPLS) The purpose of EPLS is to provide a single comprehensive list of individuals and firms excluded by Federal government agencies from receiving federal contracts or federally approved subcontracts and from certain types of federal financial and nonfinancial assistance and benefits.
- Department of Defense TRICARE Sanctions Query.

#### 2.7 Filling Vacancies during Job Performance

We take great care in our rigorous recruitment and selection process to ensure we hire the right people for the right job. During the initial recruiting process and throughout the contract, our Team members will develop and maintain a pool of qualified candidates pre-screened for the State labor categories to quickly react to contract needs or unexpected staff changes. Getting that staff identified early, using the incumbent staff to transition knowledge, and ensuring the seamless transfer of duty to the new location is paramount to maintaining quality support for State.

In the event of a vacancy, we will engage replacement strategies to provide backfill coverage within the 60-day window of employee departure. Our HR team immediately begins reviewing our pool of pre-screened candidates, which greatly aids expediting the identification of qualified candidates. If necessary, we employ our proven recruitment methods to quickly locate and place a qualified replacement as soon as possible.

#### 2.8 Retention

Loss of personnel or delayed staffing can reduce a provider's ability to deliver services and products on schedule and can, in a worst-case scenario, result in loss of institutional knowledge. Retaining quality incumbents is also an important part of mitigating program risks. We promote sign-on and retention bonus programs that are designed to meet the needs of incumbent personnel and provide maximum retention to the government; we also strive to maintain salary structures of all incumbent personnel where applicable. Our Team uses a multifaceted employee retention program designed to (1) maximize the tenure of every high-performance team member (i.e., minimize turnover) and (2) enhance individual's job satisfaction—key objectives that yield tangible benefits to our customers.

Our retention program offers solid, competitive benefits and provides resources that help each employee along their chosen career path, including employee recognition and award programs that encompass individual and team cash gifts, plaques, certificates of achievement, and other monetary and non-monetary incentives for extraordinary on-the-job performance.

Our comprehensive personnel retention plan contains incentives, fringe benefits, structured employee compensation, and various personnel policies. In addition, our Team management uses an open-door policy without retribution for those who come forward with observations and honest comments and issues. Most significantly, we build employee confidence and trust in leadership through mature, responsible and open communications. We create a work environment where team members want to join and stay with us over the long term.

Success comes through the collective contribution and innovation of employees. That means we must continue to attract and retain the best and brightest by offering job experiences that provide a full range of challenges and rewards. Offering employees opportunities for rewarding careers supports a business strategy benefitting everyone. Our Team's total value concept supports our mission and values through programs designed to foster integrity, respect, empowerment, high performance, creativity, and accountability. Our benefits program, discussed further on the next page, reflects our commitment to providing top-quality services to our clients as well as our commitment to our employees.

#### 2.9 Compensation & Benefits

Our Team is determined to provide a stable contractor force to State while meeting our employees' needs. We have the ability to rapidly find, qualify, and hire an exceptional support team. Our Team offers robust and competitive benefits, and we provide resources that will help each employee along their chosen career path. We stress work-family balance, so our employees enjoy life outside of the office, which in turn results in increased office productivity. Most significantly, our approach to tough issues is straight talk. We build employee confidence and trust in leadership through mature, responsible, and open communications. We create a work environment where employees want to join and stay with us over the long term.

Competitive Base Salaries	Health Insurance
Paid Time Off	Free Dental, Vision Insurance
Holiday Pay	Healthcare Spending Account
Bereavement Leave	Life & AD&D Insurance
Jury Duty with Pay	Telemedicine
Military Duty Release	Workman's Compensation Insurance
Long-Term Disability	Short-Term Disability
Travel Insurance	Education and Training Allowance
Bonus Programs and Incentives	

Our Team will ensure workforce stability by employing existing methods and tracking processes to monitor workforce turnover/retention rates. We will use exit interviews and written termination reports for employees leaving the State program. We will collect this information and conduct monthly analysis sessions with the full team to explore why people leave, and then apply any lessons learned toward retaining others. We will also use anonymous online surveys as an alternative to written or in-person interviews. The online approach creates an alternative avenue for those employees who are not comfortable completing the written version. All these reports will be shared with senior leadership and State as requested.

We recognize that retention of qualified personnel is an essential element of high-quality contract performance. Accordingly, we have in place a comprehensive personnel retention plan that contains training opportunities as well as incentives, fringe benefits, structured employee compensation, and various personnel policies. The separate elements of this plan

were designed to complement each other and provide a quality package to motivate performance and recruit personnel.

#### 2.10 Total Value Benefits Package

Employees' satisfaction with their job, benefits, work environment and career development is important to the bottom line—for our company and for our clients. Our employees' careers are worth much more than just a paycheck. Employee satisfaction begins with the opportunity to be part of a great team working on exciting and significant challenges. However, this is only part of the value of working for our Team. The total value of a career is a comprehensive package that includes everything from competitive compensation and benefits to career development, work/life balance and an environment that invites everyone with talent and determination to be the best. The table below provides a snapshot of our total value benefits package.

Work Environment	Pay & Benefits	Rewards & Recognition	Career Development
Commitment to	Competitive Pay	Special Recognition	eLearning
Ethics	Health Care	Awards	Tuition Assistance
Project Significance	Coverage	Spot Awards	Training &
Quality of People	Savings Plans	Service Awards	Development
Inclusive Work	Paid Time Off		Internal Career
Environment	Income Protection		Mobility
Safety & Health	Plans		-

Success comes through the collective contribution and innovation of employees. That means we must continue to attract and retain the best and brightest by offering job experiences that provide a full range of challenges and rewards. Offering employees opportunities for rewarding careers supports a business strategy benefitting everyone. The total value concept supports our mission and values through programs designed to foster integrity, respect, empowerment, high performance, creativity, and accountability. Our benefit program reflects our commitment to providing top-quality business and technology services to our clients as well as our commitment to our employees.

#### 2.11 Incentives

We use three incentive programs for motivating and rewarding outstanding employee performance, thereby effectively reducing turnover.

- **Spot Awards**: This program provides our managers with a means for rewarding and recognizing outstanding individual contributions. The manager can provide an employee with an immediate award between \$150 and \$750. All regular full- and part-time employees are eligible.
- **Merit Review Plan**: This program provides employees with a salary increase based on their individual periodic performance review. When merited, the salary increase will be based on the employee's position in his or her salary range and past performance.
- Special Recognition Award Program: This program rewards individual outstanding performance with a significant monetary award. These awards are earned for significant technical contributions, leadership resulting in tangible improvements in productivity, or other significant contributions to quality performance. All regular fulland part-time employees are eligible for these awards.

Description		Hourly Rate	Estimated Hrs.	Extended Cost
First Year 4.1.1 Senior Programmer (Technical Lead	Ι.			
System Architecture)	\$	101.00	2,000.00	202000.00
First Year 4.1.2 Senior Programmer (Technical Lead Database Administrator)	\$	90.00	2,000.00	180000.00
Second Year 4.1.1 Senior Programmer (Technical Lead System Architecture)	\$	104.00	2,000.00	208000.00
Second Year 4.1.2 Senior Programmer (Technical Lead Database Administrator)	\$	93.00	2,000.00	186000.00
Third Year 4.1.1 Senior Programmer (Technical Lead System Architecture)	\$	107.00	2,000.00	214000.00
Third Year 4.1.2 Senior Programmer (Technical Lead Database Administrator)	\$	96.00	2,000.00	192000.00
Fourth Year 4.1.1 Senior Programmer (Technical Lead System Architecture)	\$	110.00	2,000.00	220000.00
Fourth Year 4.1.2 Senior Programmer (Technical Lead Database Administrator)	\$	99.00	2,000.00	198000.00
Total Bid Amount				

Estimated hours are for bidding purposes only

Description	н	ourly Rate	Estimated Hrs.	Extended Cost
First Year 4.1.3 Junior Programmer	\$	50.00	2,000.00	100000.00
Second Year 4.1.3 Junior Programmer	\$	51.50	2,000.00	103000.00
Third Year 4.1.3 Junior Programmer	\$	53.00	2,000.00	106000.00
Fourth Year 4.1.3 Junior Programmer	\$	54.50	2,000.00	109000.00
First Year 4.1.4 Junior Programmer	\$	50.00	2,000.00	100,000.00
Second Year 4.1.4 Junior Programmer	\$	51.50	2,000.00	103,000.00
Third Year 4.1.4 Junior Programmer	\$	53.00	2,000.00	106,000.00
Fourth Year 4.1.4 Junior Programmer	\$	54.50	2,000.00	109,000.00
First Year 4.1.5 Solution Architect	\$	115.00	200.00	23000.00
Second Year 4.1.5 Solution Architect	\$	118.50	200.00	23700.00
Thrid Year 4.1.5 Solution Architect	\$	122.00	200.00	24400.00
Fourth Year 4.1.5 Solution Architect	\$	125.50	200.00	25100.00
First Year 4.1.6 AWS Developer	\$	85.00	2,000.00	170,000.00
Second Year 4.1.6 AWS Developer	\$	88.00	2,000.00	176,000.00
Third Year 4.1.6 AWS Developer	\$	91.00	2,000.00	182,000.00
Fourth Year 4.1.6 AWS Developer	\$	94.00	2,000.00	188,000.00
Total Bid Amount				