



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

## Header @ 1

[List View](#)

General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 1403710

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0323

Vendor ID: VS0000039750 

SO Doc ID: WWV2400000009

Legal Name: Abacus staffing and services pvt ltd

Published Date: 5/8/24

Alias/DBA:

Close Date: 5/13/24

Total Bid: \$2,034,280.00

Close Time: 13:30

Response Date: 05/10/2024 

Status: Closed

Response Time: 15:53

Solicitation Description: Addendum No 2: Services/Staffing Support for MACC System

Responded By User ID: Abacussvc 

Total of Header Attachments: 1

First Name: April

Total of All Attachments: 1

Last Name: Szlaga

Email: governmentsales@abacus

Phone: 8664022228



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:** 1403710  
**Solicitation Description:** Addendum No 2: Services/Staffing Support for MACC System  
**Proc Type:** Central Master Agreement

| Solicitation Closes | Solicitation Response        | Version |
|---------------------|------------------------------|---------|
| 2024-05-13 13:30    | SR 0323 ESR05102400000007005 | 1       |

**VENDOR**  
VS0000039750  
Abacus staffing and services pvt ltd

**Solicitation Number:** CRFQ 0323 WWV2400000009  
**Total Bid:** 2034280  
**Response Date:** 2024-05-10  
**Response Time:** 15:53:27  
**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    | 4.1 First Year Senior Programmer (System Architecture) | 2000.0000 | HOUR       | 121.800000 | 243600.00                   |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 81111507  |              |               |         |

**Commodity Line Comments:**

**Extended Description:**

4.1 First Year Senior Programmer (Technical Lead System Architecture)  
Enter an hourly rate based off an estimated 2000 hours

| Line | Comm Ln Desc  | Qty       | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|---|-----------|------------|------------|-----------------------------|
| 2    | 4.2 First Year Senior Programmer (Database Administrator) | 2000.0000 | HOUR       | 114.190000 | 228380.00                   |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 81111507  |              |               |         |

**Commodity Line Comments:**

**Extended Description:**

4.2 First Year Senior Programmer (Database Administrator)  
Enter an hourly rate based off an estimated 2000 hours

| Line | Comm Ln Desc  | Qty       | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|---|-----------|------------|------------|-----------------------------|
| 3    | 4.1 Second Year Senior Programmer (System Architecture) | 2000.0000 | HOUR       | 127.890000 | 255780.00                   |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 81111507  |              |               |         |

**Commodity Line Comments:**

**Extended Description:**

4.1 Second Year Senior Programmer (Technical Lead System Architecture) Optional Renewal  
Enter an hourly rate based off an estimated 2000 hours

| Line | Comm Ln Desc   | Qty       | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|--|-----------|------------|------------|-----------------------------|
| 4    | 4.2 Second Year Senior Programmer (Database Administrator) | 2000.0000 | HOUR       | 119.900000 | 239800.00                   |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 81111507  |              |               |         |

**Commodity Line Comments:**

**Extended Description:**

4.2 Second Year Senior Programmer (Database Administrator) Optional Renewal  
Enter an hourly rate based off an estimated 2000 hours

| Line | Comm Ln Desc   | Qty       | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|--|-----------|------------|------------|-----------------------------|
| 5    | 4.1 Third Year Senior Programmer (System Architecture) | 2000.0000 | HOUR       | 134.280000 | 268560.00                   |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 81111507  |              |               |         |

Commodity Line Comments:

Extended Description:

4.1 Third Year Senior Programmer (Technical Lead System Architecture) Optional Renewal  
Enter an hourly rate based off an estimated 2000 hours

| Line | Comm Ln Desc  | Qty       | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|---|-----------|------------|------------|-----------------------------|
| 6    | 4.2 Third Year Senior Programmer (Database Administrator) | 2000.0000 | HOUR       | 125.890000 | 251780.00                   |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 81111507  |              |               |         |

Commodity Line Comments:

Extended Description:

4.2 Third Year Senior Programmer (Database Administrator) Optional renewal  
Enter an hourly rate based off an estimated 2000 hours

| Line | Comm Ln Desc  | Qty       | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|---|-----------|------------|------------|-----------------------------|
| 7    | 4.1 Fourth Year Senior Programmer (System Architecture) | 2000.0000 | HOUR       | 141.000000 | 282000.00                   |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 81111507  |              |               |         |

Commodity Line Comments:

Extended Description:

4.1 Fourth Year Senior Programmer (Technical Lead System Architecture) Optional Renewal  
Enter an hourly rate based off an estimated 2000 hours

| Line | Comm Ln Desc   | Qty       | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|--|-----------|------------|------------|-----------------------------|
| 8    | 4.2 Fourth Year Senior Programmer (Database Administrator) | 2000.0000 | HOUR       | 132.190000 | 264380.00                   |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 81111507  |              |               |         |

Commodity Line Comments:

Extended Description:

4.2 Fourth Year Senior Programmer (Database Administrator) Optional Renewal  
Enter an hourly rate based off an estimated 2000 hours



*Response to*

**CRFQ 0323 WWV2400000009**

**Services/Staffing Support for MACC System**

**Due on May 13, 2024, at 1:30 pm**



**State of West Virginia, WV**  
**The West Virginia Purchasing Division**  
1900 Kanawha Blvd, East  
BLDG 3, 3RD FLOOR, SUITE 300  
Charleston, WV 25305  
**Attn:** Toby L Welch



**Abacus Service Corporation**  
**Government Services Team**  
25925 Telegraph Road, Suite 110  
Southfield, MI 48033  
Caitlin Clark, Operation Manager



TABLE OF CONTENTS

Abacus Proposed Candidates..... 1

Designated Contact ..... 9

RFQ - Miscellaneous ..... 10



25925 Telegraph Road • Suite 110 • Southfield, MI 48033

May 13, 2024

State of West Virginia  
The West Virginia Purchasing Division  
1900 Kanawha Blvd, East  
BLDG 3, 3RD FLOOR, SUITE 300  
Charleston, WV 25305  
**Attn:** Toby L Welch

**Subject: Abacus Response to RFQ CRFQ 0323 WWV2400000009 - Services/Staffing Support for MACC System**

Mr. Welch,

Abacus Service Corporation (Abacus) is pleased to submit our proposal to State of West Virginia for the sought services of two Senior Programmers to serve as Technical Leads for System Architecture and Database Administration. Incorporated in 2004, Abacus is a certified Minority-Owned Business Enterprise (MBE), a Women's Business Enterprise (WBE), and a Women/Minority Business Enterprise (WMBE) firm with more than 19 years of experience providing Information Technology staffing services nationwide to Federal, State and Commercial agencies. Our Federal Tax ID is 20-2060203.

As a leading and trusted staffing partner, Abacus has successfully placed resources into similar roles throughout the nation. We have 500+ employees deployed throughout 75 State Government agencies across 37 states including, West Virginia, Michigan, California, Texas, DC, Virginia, North Carolina, South Carolina Delaware, Arkansas, Georgia, and Indiana.

Abacus understands that WV seeks a vendor to provide staffing service on various categories mentioned in the RFQ. Abacus proposes the candidature of:

**Aman Singh – Senior Programmer Technical Lead, System Architecture**  
**Axum Alemayehu – Senior Programmer Technical Lead, Database Administration**

Abacus has huge experience in providing similar services to various clients throughout the nation. We possess a huge data base of senior, mid-level and junior profiles of the titles mentioned above to the State of West Virginia. We believe that our database will help us serve the State of West Virginia's staffing requirement within the shortest turnaround time and quality services.

Should you need any clarification regarding this proposal, please contact me directly at 248-876-0761 or via email at caitlin@abacusservice.com. I will be available at your convenience to answer questions which may arise during the proposal evaluation period.

Sincerely,

A handwritten signature in blue ink that reads 'Caitlin Clark'.

Caitlin Clark, Account Manager  
Phone: 248-876-0761  
caitlin@abacusservice.com



## Abacus Proposed Candidates

Abacus proposes **Aman Singh** for the position of Senior Programmer Technical Lead – System Architecture. Aman has 9+ experience as .Net Developer. He has a bachelor's degree. He is Microsoft Certified Solution Developer. He has experience in Visual Basic 6, COM+, ASP, XML, XSL, XSLT, Transact SQL, VBScript, JavaScript and .NET Framework 2.5. He has experience with Microsoft SQL Server administration and clustering, and Microsoft IIS Web Server administration. Aman has experience in configuring and maintaining the wee ELISE Application Suite for probabilistic data matching. He has experience in providing direction, concepts, and business requirements analysis for the project & prepare estimates and schedules for work and work with system manager to assign priorities. He has experience in deployment of system changes to the development and production environments & Analysis, scope definition, design, and implementation of new or modified functionality within the application. Aman has experience in preparation, maintain, and follow project plans including task assignments, milestones, and deliverables preceding all development and implementation efforts & test all new developments, enhancements, modifications, following pre-defined and mutually agreed upon testing scenarios.

Please find below the resume of Aman Singh:

|  |  |
|--|--|
| <b>Name</b>  | <b>Aman Singh</b>  |
| <b>Location</b>  | Boston, MA   |
| <b>Education</b>   | B.C.A. (Bachelor of Computer Applications) 2004, Chhattisgarh University India |
| <b>Certifications</b>  | Microsoft Certified Solution Developer (MCSD) 2007, USA                        |
| <p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>Achieving business objectives through intelligent and informed use of technology. Open to travel.</li> <li>10+ years of experience in software development in all phases of SDLC in Financial, Investment, Insurance, Health, Transportation, Biotechnology and in Banking industry specializing in Web and Client/Server technologies in development of n -tier applications using Microsoft.Net, angular, Azure.</li> <li>Delivered series of software solutions including windows applications, web applications, corporate portals, B2B exchanges, e-commerce solutions, hosting solutions.</li> <li>Highly skilled with object-oriented software design, effective coding practices, databases, and servers. Able to deliver a project from a concept through deployment. Experienced with capturing and documenting requirements from business users.</li> <li>Experience with enterprise and web software engineering, technical and business analysis, and software engineering lifecycle.</li> </ul> <p><b>Technical Skills:</b></p> <ul style="list-style-type: none"> <li>Languages: C#, VB.NET, VB, WCF, LINQ, Angular, Azure</li> <li>Databases: SQL Server SSIS, SSRS data modeling, SQL</li> <li>Web Technologies: Angular, React, ASP.NET, ASP.NET CORE, XML, MVC, XSD, XSLT, VBScript, Ajax, ASP, IIS, Web Service, SOA, JavaScript, CSS, HTML and DHTML, SharePoint Online</li> <li>Tools: Visual Studio.NET4.0/3.5/2.0/6.0, Visual Studio Code, SharePoint Online, AD, TFS, GIT</li> <li>Operating Systems: Windows 2003/XP/Vista/2000/NT/98/95/UNIX</li> <li>Software Design Tools: UML, Rational Rose, Visio, ERWIN</li> <li>Networking: Working knowledge of network protocols, routers, switches, DNS, Web farm architectures, SAN</li> </ul> <p><b>Work Experience:</b></p> <p><b>Monster.com - Boston, MA</b> <span style="float: right;"><b>Apr 2015 - Present</b></span><br/> <b>Lead NET Developer</b><br/>         World's largest job portal site.</p> <p><b>Responsibilities:</b></p> |  |

- Develop technical documentation to define the system components, development environment and implementation planning/strategies.
- Assist in the design and implementation process for new products/projects, informing senior executive of alternatives.
- Develops and implements solutions in accordance with policies and procedures.
- Responsible for maintenance of applications with technologies such as .NET C#, .net Core, asp.net mvc, Angular JS, Angular 8/9, JQuery, JavaScript, Sql Server, Ajax, HTML, CSS, Bootstrap.
- Prepare and dispense work assignments, provide guidance, and/or review the work of other team members.
- Collaborate with QA team to define test cases, metrics, and resolve questions about test results.
- Recommend business process flow improvements and clearly communicate problem/resolution process to project management.
- Setting up project in Azure DevOps and keeping track of the project status and tasks using the same platform. Involved in setting up the CI/CD pipelines for smoother build and faster deployment.
- Involved in setting up and integration of SonarQube in CI pipeline for automated testing.
- Developed Web APIs for different vendors and managed using API Management using Azure.
- Developed ChatBot using azure bot framework and Cognitive services.
- Responsible for resolving bugs and adding enhancements for monster.com.
- Developed Monster Talent Gateway a tailored career site solution that helps organization to enhance the candidate experience and increase engagement to ultimately attract and convert more qualified candidates.
- Involved in analysis, design and development of the application from the scratch.
- Designed and developed using Entity Framework Code-First approach with Repository-Pattern based backend and used Restful and Web API as transaction and communication technology to the client-side.
- Design, build, and maintain efficient, reusable, and reliable code.
- Developed ASP.NET Core Web API based on departmental requirements and specifications.
- Worked with advanced concepts of ASP.NET Core MVC such as Models and Providers, Filters used for developing backend technology.
- Implemented authorization, authentication, and extensive exception handling.
- Implemented convention-based CRUD actions like GET, POST, PUT and DELETE.
- Designed and created models, components, modules, and services to apply client-side logic and dependency injection using Angular.
- Implemented Client-side validation using Angular Custom Form.
- Implemented LINQ Query operations like Grouping, Ordering and Filtering operations to access database for search of routes, drivers and packages.
- Developed various Stored Procedures for the data retrieval from the database and generated different types of reports using SQL Reporting services (SSRS).
- Implemented JWT Token based authentication to secure the ASP.NET Core Web API and provide authorization to different users.
- Extensively involved in developing components for Business Logic and Data tier using C#, ASP.NET MVC, and ADO.NET.
- Implemented CRUD functionality with Entity framework in ASP.NET MVC and implemented sorting, filtering, and paging with Entity framework in MVC.
- Developed REST/WCF Web services, ASP.NET WEB APIs and involved in pre-testing using POSTMAN.
- Maintained state of the Webpages by using View State and Session Memory objects.
- Responsible for developing the reusable Components on UI (Razor Views) by developing the Partial Views, View starts, and reusable components for implementing the business rules with C# and OOPS Concepts.
- Implemented various Angular JS directives, filters, routing and services to implement better application functionality and performance.
- Implemented enhanced user interfaces to enable the inputs of additional personal information to generate insurance plan using HTML5, CSS3, jQuery, and Angular JS.

- Extensively used Angular JS UI for ng-grid and UI components and responsible for making AJAX Calls for the UI Interactions to the Controller Actions using jQuery and getting the data back as JSON and parsing it onto the UI.
  - Implemented AJAX controls for partial page updates and to decrease the response time on the pages.
  - Worked on .NET security features such as Form-Based Authentication and Role-Based Authorization.
  - Implemented JWT Security to provide authentication and authorization to secure the Web API.
  - Designed database in SQL Server and created stored procedures, functions, views to reduce the complication of front-end SQL queries and triggers to enforce entity relationships.
  - Worked on TFS for version control, Code Review and for automatic builds and continuous Integration.
  - Performed Unit testing using NUnit, Integration Testing, Performance Testing and System Testing.
- Environment: .NET 4.8, .NET Core 3.1, CI/ CD, Sonar Qube, Angular8/9, AngularJs, ReactJS, Azure Migration, SSIS, SSRS, JQuery, JSON, LINQ, TFS, GIT, AD, XML, MVC, Java Script, ASP.NET, MVC, MS-SQL server, Visual Studio, Visual Studio Code, Ajax, Web Services, CSS, HTML, ADO.NET, T-SQL, Azure, Docker, Kubernetes

**BAXTER HealthCare International Inc. - New York, NY**

**Dec 2009 - Feb 2015**

**Sr. NET Developer**

**Team Size - 3**

- Baxter HealthCare nation's largest Pharmaceutical/Biomedical industry develops, manufactures and markets products that save and sustain the lives of people with hemophilia, immune disorders, infectious diseases, kidney disease, trauma, and other chronic and acute medical conditions. Developed & modified web & win applications for treasury department.

**Responsibilities:**

- Involved in preparation of User Interface Specification document.
- Designed and developed User Interface for Patient Admission and Patient History, using C#.Net & ADO. Net on .NET 2.0 framework.
- The application was developed on the 3-tier architecture.
- Designed and developed User Interface for Creating and Monitoring the Prescriptions.
- Designed and developed User Interface for Patient Billing and Collections.
- Developed various database queries and Stored Procedures using SQL Server and T-SQL.
- Designed and developed a Presentation layer, Business logic and Data layer for Patient, Provider and Validation List Item Lookup claims using ASP.NET 2.0, C# and SQL Server database.
- Used case diagrams, class diagrams, sequence diagrams and activity diagrams for pictorial representation of process using UML.
- Implemented XML Web Services in C# based on SOAP protocols using XML and XSLT extensively for data transfers.
- Developed and consumed the Web Services for Insurance Verification.
- Configured the Form-Authentication features.
- Used several Validation controls provided by the .Net framework.
- Tested the application in the testing servers.
- Fixed all the issues provided by the end users.
- For treasury department designed & developed USCC Cost Centers web application and Distributor Cost Center web application, using ASP.NET, SSIS, SSRS, C#, JSON, LINQ, XML, MVC 3,, XHTML, Ajax, Silver light controls, JQuery, WCF, UML, SharePoint, JQuery, Java script ,Web services, SQL server 2008/2005, ADO.NET, web services and implemented SOA.
- Updated, modified existing applications, & Implemented security and coded various forms of the application for Distributor Cost Center, Data Request web, Transfer price for various cost centers globally using ASP.NET/C#, SQL 2008.
- Created functionality in the Transfer Price and USCC applications so that all users from Active Directory can be pulled from application.
- Involved in designing, construction, updating of the web forms for application using C#, ASP.NET, WCF, XML, ERWIN, ASP.NET, Ajax, CSS, ADO.NET, N-Unit testing, XML.

- Involved in creating sub application called Taxonomy, which maintains the nodes of the listed profiles as per geographical areas in the tree Hierarchy structure.
  - Created a SQL server reporting reports 10.0.
- Environment: .NET 4.0/ 3.5, SOA, SharePoint, TFS, jQuery, JSON, LINQ, XML, MVC 3, SOA, WCF, UML, Silver Light controls, Application Block, Java Script, J Query, ASP.NET, ASP, VB, XML, XSD, SSIS, SSRS, XSLT, MS-SQL server 2008/2005, VSS, Ajax, Web Services, CSS, HTML, ADO.NET, T-SQL

**Wells Fargo Home Mortgage Equity IA**

**Sep 2006 - Sep 2007**

**Sr. NET Developer WDM**

**Aug Team Size - 3**

- Wells Fargo Home Mortgage started a re-engineering project to replace their existing Capacity Management application with new core functionalities. Capacity Planning: - Re-engineered the Web Enabled Capacity Planning Tool (CPT) with a new location, new navigation, new look, new technologies, and new core business functionalities. Budget Automation: - The Budget Automation Tool was new online tool.

**Responsibilities:**

- Analyzed technical requirement documents for the better understanding of the system on the technical perspectives.
- Designed database in SQL 2005 server tables, SSIS, SSRS, used DTS packages, new web forms to implement the new functionalities desired by Fulfillment team.
- Automate the manual processes of the importing History data & Hierarchy data for Capacity Planning and Budget Automation tools by using C#
- constructed the application using ASP.NET, C#, multithreaded, Ajax, Web services, ADO.NET. Also involved in deploying and testing the application.
- Involved in designing BAT & CPT web forms that included General Ledger accounts, Fat Lines, Job Drivers, Planning Summaries, Volume screens etc.
- Involved in creating newly tool for Equity Derivative called Hierarchy Management which allows administrator to add new Accounting Units, Regions. Without programmer intervention admin can add new accounting unit/regions, change their location just by drag & drop by using mouse and much more functionalities.

Environment: C#, AJAX, SQL server 2005 BI, VS.NET 2005, XML, T-SQL, data modeling, ADO.NET, ASP.NET, SQL, Web Services, asmx, SOAP, Windows 2003

**Des Moines, IA**

**Jul 2005 - Jul 2006**

**QCI, Consultant**

**Team Size - 4**

- QCI is largest software Development Company in Midwest located in Iowa. Clients choose their preferred engagement model which ranges from consultants to augment their projects to QCI taking responsibility for development and delivery of the finished application.

**Clients: -**

- Iowa Department Of Public Health, IA, started a new project from scratch to allow the health department's various personals, like Regional Coordinator, Service Director, State User, System Admin, Student, Team Coordinator, Training program, Certification Admin etc. to perform different tasks according to the requirements of different personals: - Online application to manage Health Care Financials for the State of Iowa. This was built in ASP.NET, C#, Ajax, Java Script, windows server with SQL Server 2005 as the database.
- Grinnell Insurance P&C, IA Team Size - 3 started a engineering project to allow the users to perform the insurance related tasks enter Claim, enter policy number, payment to claims, Subrogation, Salvage, generate reports, generate correspondence office automation, accounting integration and all other related to insurance business: - Insurance claims processing application. This was built in ASP.NET, DHTML, and XML using VB.NET with SQL server 2000 as the database
- Environment: ASP.NET, C#, Web Forms, Visual Fox pro, Vb.NET, DTS, Win Forms, C#, VB, ASP, Agile development, SQL server 2000, JavaScript, XML, ADO.NET, COM/COM+, SQL, Oracle 8i, BizTalk.

## Senior Programmer – Database Administrator

Abacus proposes **Axum Alemayehu** for the position of Senior Programmer – Database Administrator. Axum is highly motivated and experienced SQL Server DBA with a proven track record of managing complex SQL Server environments. She has hands on experience installing, configuring, managing, upgrading, monitoring, and troubleshooting of SQL Server instances on Virtual and Physical machines. She has experience in Configuring, maintaining, and supporting databases in an enterprise operations environment, following application instructions or requirements. She has experience in configuring SQL Server Mail for seamless email communication within the database environment. Axum has a very rich experience working with Federal and State clients including Walter Reed Army Medical Center, Washington, DC, Maryland State Highway Administration, Hanover, MD, USDA-FAS, Washington, DC, and Department of Veterans Affairs.

|                       |   |
|-----------------------|---|
| <b>Name</b>           | <b>Axum Alemayehu</b>   |
| <b>Location</b>       | Silver Spring, MD   |
| <b>Education</b>      | Bachelor's degree in Information Technology   |
| <b>Certifications</b> | MCITP- Designing, optimizing, and maintaining a database administrative solution using Microsoft SQL Server 2008<br>MCTS- SQL server 2008, Implementation and Maintenance<br>CompTIA Security + Certified<br>Azure Database Administrator Associate<br>AWS training |

### Work Experience:

**AT&T Direct Tv**

**Jul 2023 - Present**

**SQL Server Database Administrator**

### Responsibilities:

- Administered SQL Server databases, including installation, configuration, and optimization for performance.
- managed high-availability solutions, such as SQL Server Always on Availability Groups, Mirroring, and Log Shipping, ensuring maximum system uptime.
- Configured and maintained Linked Servers to facilitate seamless communication and data exchange.
- Ensured database security through meticulous role management, permissions, and regular security audits.
- Conducted server patching, addressing vulnerabilities, and ensuring overall SQL Server environment security.
- Automated service account password management, enhancing system security and operational efficiency.
- Regularly updated and maintained audit scripts for continuous monitoring and compliance.
- Coordinated with Testers and Test Leads for backup, rollback, and recovery plans.
- Configured, maintained, and supported databases in an enterprise operations environment, following application instructions or requirements.
- Configured SQL Server Mail for seamless email communication within the database environment.
- Collaborated with the production support team and software developers to resolve daily database issues.
- Created, maintained, patched, and troubleshooted issues related to Microsoft SQL Server databases.
- Updated Patching and collaborated with the security team for task mitigation.
- Conducted daily Windows Log, SQL Server Log, and SQL Server Service Reviews.
- Implemented high-availability and disaster recovery solutions, including planning and testing failover scenarios.
- Created and managed user accounts and permissions, ensuring robust security measures.
- Resolved database integrity, performance, blocking, and connectivity issues promptly.
- Detected and resolved resource contention issues, including CPU, memory, I/O, and disk space.
- Managed database backup, recovery, and restore operations, including capacity monitoring.
- Optimized workload management in Azure Synapse for efficient query execution.
- Set up SQL Agent jobs, elastic jobs, and runbook automation for streamlined operations.

- Implemented alerts and logging in Azure to monitor system health and performance.
- Maintained database statistics, indexes, and fragmentation to ensure optimal performance.
- Upgraded and maintained SQL Server and related software, applying patches and updates.
- Coordinated data archiving and removal activities to optimize database performance.
- Supported release and code deployment activities, ensuring smooth deployment processes.
- Provided 24x7 support as necessary, resolving critical issues to minimize downtime.
- Implemented operational automation using scripts to improve efficiency and reduce manual tasks.
- Conducted performance tuning and optimization activities, including tuning stored procedures, views, and queries.
- Designed and created databases to support development initiatives, ensuring scalability and performance.

**Department of Veterans Affairs**

**Jun 2022 - May 2023**

**SQL Server Database Administrator**

**Responsibilities:**

- Successfully scheduled and automated database monitoring activities such as database health, disk space, job alert, index monitoring, and backup verification on a monthly, weekly, and biweekly basis.
- Conducted daily checks for successful backup completion, including taking on-demand copy-only backups.
- Identify and resolve database issues promptly and effectively.
- Performed Database installation and configuration and migration 2016 to SQL Server from 2019, and in-place upgrade from 2019 to 2022.
- Administered MS SQL Server security by enforcing security policies, creating user logins with appropriate roles, monitoring user accounts, creating groups, and granting privileges to users and groups.
- Monitored database and service activities such as database status, logs, space utilization, extents, checkpoints, error logs, and space usage to troubleshoot problems as needed.
- Configured and managed SQL Server Always On Availability Groups for high availability and disaster recovery purposes.
- Supported daily database tasks such as creating logins, users, renaming databases, creating schemas, fixing orphan user issues, creating new databases, and checking disk space.
- Refreshed databases from production to development and testing environment.
- Implemented MS SQL Cluster (active/passive and active/active) multi-node clusters.
- Used import/export tool to export and import data from different sources like SQL server database file, Excel, CSV, and other data sources to support ODBC and OLE DB data sources.
- Created and maintained documentation for database configuration, backup, and recovery procedures, and troubleshooting steps.
- Provided support to the application development team in all database-related areas including table and index design and creation and SQL tuning.
- Developed T-SQL scripts and SQL Server Integration Services (SSIS) packages to streamline data processing and manipulation tasks.
- Designed, implemented, operated, and maintained databases and database applications to meet organizational requirements.
- Evaluated and recommended database management system products based on system capabilities and requirements.

**USADA-FAS, Washington, DC**

**Jun 2016 - May 2022**

**SQL Server Database Administrator**

**Responsibilities:**

- Installed and configured SQL Server 2019, 2017, 2016, and 2014 instances in development, training, staging, and production environments.
- Applied service packs and cumulative updates to maintain current SQL Server instances.
- Scheduled jobs to automate database monitoring tasks such as monitoring database health, disk space, job alert, index monitoring, and backup verification.

- Performed daily checks for successful backup completion, including system drives and SQL Server data, log, tempDB, and backup disks.
- Performed Database Upgrade SQL Server from 2008R2 to 2012,2014,2016 and 2017.
- Administered MS SQL Server security by enforcing security policies, creating user logins with appropriate roles, monitoring user accounts, creating groups, and granting privileges to users and groups.
- Deploy scripts using SSDT tool merge approved changeset from development to staging by build and publish to Test, Training, and production servers.
- implement and maintain DevOps CI/CD processes utilizing streamlining automated build and release procedures.
- Refreshed database from production to development, staging and training servers.
- Assisted database developers to optimize SQL queries and Stored procedures.
- Monitoring server activity, Error Logs, Space usage, and solving problems as needed.
- Used DBCC commands to check database conditions, fix database corruption, rebuild indexes, and perform other database maintenance tasks.
- Ensure all database servers are backed up in a way that meets the business's Recovery Point Objectives (RPO).
- Used extended stored procedures for creating alerts for critical production jobs.
- Tested backups to ensure we can meet the business' Recovery Time Objectives (RTO).
- Deployed codes by Build and publish from TFS to Web servers.
- Involved in improving the server performance using a Performance monitor using I/O, memory, and CPU counters.
- Export & Import data from Flat file, CSV file to/ From SQL Server Database using DTS, SSDT and SSIS
- Create database Maintenance Plans, and SQL Agent jobs for database Integrity Checks, update statistics and index rebuild.
- Configured and managed SQL Server Reporting Services

**Maryland State Highway Administration, Hanover, MD**  
**SQL Server Database Administer**

**Jan 2015 - May 2016**

**Responsibilities:**

- Install and configure SQL Server 2012 and 2014.
- Database Automation - Creating Jobs, Setting Alerts, Monitoring Jobs, Troubleshooting Jobs.
- Manage Database Security Created schema, users, application users, SQL Server, and Windows Authentication.
- Daily check for successful backup completion, including system drives and SQL Server data, log, TempDB, and backup disks.
- Daily Check for Transactional Replicated Databases to check the Archive numbers much with the actual.
- Backup and Recovery – Performing database backup, Automating Backup process, Restoring Database for Development and Test purposes.
- Implement Disaster Recovery and High Availability plans such as Database Mirroring, Replication, and Always-On.
- Install Service Packs and Security Fix on production, test, and development servers.
- Migrate databases from SQL Server 2008R2 to 2012 and from 2008R2 to 2014.
- Configure maintenance plans for backups, cleaning history, deleting old files, log file shrinking, and index fragmentation managements.
- Monitoring server activity, Error Logs, Space usage, and solving problems as needed.
- Using DBCC Commands to check database conditions, fix database corruption, rebuild indexes and other database Maintenance purposes as well.
- Testing and Deploying SQL codes and SSIS packages to production.
- Ensure all database servers are backed up in a way that meets the business's Recovery Point Objectives (RPO).
- Tested backups to ensure we can meet the business' Recovery Time Objectives (RTO).

**Unity Health Care, Alexandria, VA**

**Nov 2013 - Dec 2014**

**SQL DBA/Database Administrator**

**Responsibilities:**

- 24 X 7 Production Database on Call Support and solved many Incident Tickets.
- Installation and Configuration of SQL Server 2012/2008R2/2008 and 2005.
- Performed various disaster scenarios and documented the recovery steps.
- Successfully implemented Database Mirroring in SQL Server 2008 and 2005 for High Availability.
- Involved in improving the server performance using Performance monitor using I/O, memory, and CPU counters.
- Administering the MS SQL Server security by enforcing security policy, Creating User Logins with appropriate roles, monitoring the user accounts, creation of groups, granting the privileges to users and groups.
- Database Upgrade SQL Server 2000 to 2005/2008/2008R2 and 2012.
- Schedule jobs to automate different activities such as monitoring database health, disk space, job alert, index monitoring, stats monitoring, backup verification.
- Develop different maintenance plans such as backups, index management, Fragmentation management, cleaning history and deleting old files.
- Export & Import data from Flat file, CSV file to/ From SQL Server Database using DTS, DDIS and SSIS.
- Used extended stored procedures for creating alerts for critical production jobs.
- Export & Import data from /to database like Oracle, My-SQL, and Access to / from SQL server.
- Monitor server activity, Error Logs, Space usage, and solving problems as needed.
- Installed, Configured, and administered SQL Server Reporting Services (SSRS).
- Developed Reports for different purposes like DBA Reports, user reports using SSRS and Report Builder 3.0 & 2.0.
- Use custom scripts to help automate routine tasks such as Maintain operators, Alerts, Notifications, Jobs, Job Steps and Schedules.
- Deployed Reports and managed security of report server including folder level.

**Walter Reed Army Medical Center, Washington, DC**

**Dec 2012 - Sep 2013**

**SQL Server Database Administrator**

**Responsibilities:**

- Involved in installation and configuration of SQL server 2000, 2005 and 2008/R2.
- Installed and configured SQL Server Reporting Services (SSRS)
- Developed and Managed Report in SSRS (SQL Server Reporting Services)
- Created and managed Securities for Reports
- Configured and maintained Database Replication.
- Configured and managed log shipping including standby database for reporting purposes.
- Managed Backup/Restore, point-in-time recovery including backup verification.
- Upgraded databases from SQL Server 2000/2005 to SQL Server 2008/2008R2 in test and production environment.
- Upgraded Ms access 2003/2000 database into MS SQL server 200 and 2008.
- Applied SP (service pack) on SQL Server 2000, 2005, and 2008.
- Created and managed index, constraints, Keys (PK, FK).
- Worked on different data modeling projects including creating scripts, ER Diagram, backward/ forward engineering.
- Processed data dump and export & import data from flat file, CSV file, Oracle, My SQL, AND Access to /from SQL server Database using DTS, and SSIS tool.
- Developed different maintenance plans such as backups, index management, fragmentation management, cleaning history deleting old files.
- Monitored server activity, Error Log, Space usage, and Solving problem as needed.

## Designated Contact

**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.

(Printed Name and Title) Caitlin Clark  
(Address) 25925 Telegraph Rd, Suite 110, Southfield, MI 48033  
(Phone Number) / (Fax Number) (248)-876-0761/(248) 281-1931  
(email address) caitlin@abacusservice.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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.

Abacus Service Corporation  
(Company) Caitlin Clark  
(Signature of Authorized Representative) Caitlin Clark - Date May 13, 2024  
(Printed Name and Title of Authorized Representative) (Date)  
(248)-876-0761/(248) 281-1931  
(Phone Number) (Fax Number) caitlin@abacusservice.com  
(Email Address)

Revised 8/24/2023

## RFQ - Miscellaneous

**REQUEST FOR QUOTATION**  
**Design, Technical, and Support Services for the Mid-Atlantic Career Consortium (MACC) System**

---

**10.1.4. Failure to remedy deficient performance upon request.**

**10.2. The following remedies shall be available to Agency upon default.**

**10.2.1. Immediate cancellation of the Contract.**

**10.2.2. Immediate cancellation of one or more release orders issued under this Contract.**

**10.2.3. Any other remedies available in law or equity.**

**11. MISCELLANEOUS:**

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

**Contract Manager:** Caitlin Clark

**Telephone Number:** (248) 876-0761

**Fax Number:** (248) 281-1931

**Email Address:** caitlin@abacus-service.com

Revised 12/12/2017