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Header 2

List View

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

Procurement Folder: 1913454  
 Procurement Type: Central Master Agreement  
 Vendor ID: 000000192076   
 Legal Name: DIAMOND TECHNOLOGIES INC  
 Alias/DBA:  
 Total Bid: \$826,946.00  
 Response Date: 04/01/2026   
 Response Time: 11:10  
 Responded By User ID: bbooks2025   
 First Name: Bobbie  
 Last Name: Brooks  
 Email: bbrooks@diamondtechnolo  
 Phone: 3026566050

SO Doc Code: CRFQ  
 SO Dept: 0323  
 SO Doc ID: WWV2600000002  
 Published Date: 3/25/26  
 Close Date: 4/1/26  
 Close Time: 13:30  
 Status: Closed  
 Solicitation Description: IWR System Maintenance & Support  
 Total of Header Attachments: 2  
 Total of All Attachments: 2



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:** 1913454  
**Solicitation Description:** IWR System Maintenance & Support  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2026-04-01 13:30	SR 0323 ESR04012600000006606	1

**VENDOR**  
 000000192076  
 DIAMOND TECHNOLOGIES INC

**Solicitation Number:** CRFQ 0323 WWV2600000002

**Total Bid:** 826946

**Response Date:** 2026-04-01

**Response Time:** 11:10:02

**Comments:**

**FOR INFORMATION CONTACT THE BUYER**

Brandon L Barr  
 304-558-2652  
 brandon.l.barr@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	IWR System Maintenance and support Services				826946.00

Comm Code	Manufacturer	Specification	Model #
43230000			

**Commodity Line Comments:** The above amount is a grand total of services for all four years including Professional Services.  
Below is total for each year.  
Year 1 total = \$193,749.00  
Year 2 total = \$202,669.00  
Year 3 total = \$210,996.00  
Year 4 total = \$219,532.00

**Extended Description:**

Please see Exhibit A pricing page



**diamond**  
technologies



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Proposal For  
IWR System Maintenance and Support  
WorkForce West Virginia  
CRFQ # 0323 WWV2600000002

**Presented To:**

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

**By:**

Bobbie Brooks, Director of Business Development  
Diamond Technologies, Inc.  
300 Water Street  
Wilmington, DE 19801  
[bbrooks@diamondtechnologies.com](mailto:bbrooks@diamondtechnologies.com)

**Date:** April 1, 2026

## 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.

(Printed Name and Title) Bobbie Brooks, Director of Business Development - Public Sector

(Address) 300 Water Street, Wilmington, DE 19801

(Phone Number) / (Fax Number) 302-656-6050 ext 241 (Fax -302- 656-6058)

(email address) bbrooks@diamondtechnologies.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.*

Diamond Technologies, Inc.

(Company)

(Signature of Authorized Representative)

Bobbie Brooks, Director of Business Development - Public Sector

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

302-656-6050 ext 241 / Fax - 302-656-6058

(Phone Number) (Fax Number)

bbrooks@diamondtechnologies.com

(Email Address)

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## 1.0 Background

WorkForce West Virginia (WFWV) has expressed the desire to acquire one year with the option of extending the contract annually for up to a total of 3 additional years of maintenance support, and enhancement of the Agency's existing Interactive Web Response (IWR) System. Diamond Technologies, Inc. (Diamond) is uniquely qualified to fill this need with extensive IWR experience and having supported WFWV's solution since it was in production, more than 14 years ago.

In 2013, the State of West Virginia was using an unemployment system with limited functionality and little automation. With a 7% state unemployment rate and an average of 1.1 million inquiries per year, the state recognized that a high functioning IWR was imperative. Given Diamond's experience and expertise in providing similar solutions, Diamond was awarded the opportunity to develop, configure, and implement a new IWR system for WFWV. The goal for Diamond was to provide WFWV with a complete turnkey, unified system and solution, streamlining the filing process, while automating weekly unemployment benefits payments. Additionally, this system allows a citizen to file interstate claims, inquire about the status of unemployment benefit claims, and obtain general unemployment information. Furthermore, Diamond constructed a predictive dialer/auto dialer system built upon the IWR system to handle the collection of overpayment and delinquent taxes. Once implemented, Diamond provided on-going 24/7/365 production support and maintenance through our Diamond Edge Service offering. This IWR System has been in production and supported by Diamond since 2013.

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



## 2.0 Purpose & Scope

WFWV's Unemployment Compensation Division utilizes the IWR system to interact with claimants 24 hours per day, 7 days per week, 365 days per year. The purpose of the IWR system is to provide services for individuals who apply for unemployment benefits through the state of West Virginia. These services provide the following:

- Provide the ability for West Virginia residents to file an initial claim for unemployment benefits for multiple programs by utilizing the Web application.
- Provide the ability for out-of-state residents to file an initial claim for unemployment benefits by utilizing the Web application.
- Provide the ability for individuals with active claims to re-open or file an additional claim for benefits during their respective benefit year.
- Provide the ability for claimants to file their weekly certifications for benefits through the Web application.
- Provide the ability for claimants to obtain claims data or general information through the web application.
- Provide the ability to link employers to the WFWV website so they can obtain general information relating to starting a new business, filing wage reports, making contributions and delinquent payments, etc.
- Provide the ability for employers to apply for and update Short-Time Compensation plans.
- Provide the ability to link claimants to the WFWV website for information on unemployment, job search assistance and other services.

West Virginia's Purchasing department is requesting bids on behalf of WFWV to establish a maintenance/support contract for WFWV's IWR system. This service contract will involve supporting both customized software, commercial hardware, and software, as well as providing maintenance and support of a Disaster Recovery site for the overall system. To lessen the impact of change to any one part of the system, the architecture supports loose coupling among the programming components to allow reuse of the common objects.

The IWR system has an administrative console that provides the ability to control system security by managing user accounts, view data that is housed on the system, change or make potential modifications to broadcast messages relayed to the system, and produce statistical reports. In addition to these features, this console also provides



the staff with the ability to change various text attributes including, but not limited to, page header and footer information such as Agency name, Agency logo, and Agency phone numbers.

As outlined in the RFP under the section titled “**Specifications: 1. Purpose and Scope,**” we noted several areas that would benefit from clarification related to the **System Background** and **Background on Disaster Recovery Systems**.

During the current contract period, which began in 2022 and continues today, numerous discussions were held and a mutually agreed-upon decision was reached between WFWV, WVOT, and Diamond Technologies to modify the infrastructure supporting both the IWR and SIDES applications. These changes were implemented to better align with operational and disaster recovery objectives.

These infrastructure changes are summarized below. Additional details are provided in **Appendix A: WFWV System Architecture – March 2026**.

Workforce West Virginia (WFWV) operates two critical state applications — the Interactive Web Response (IWR) system and the State Information Data Exchange System (SIDES) — hosted within a production infrastructure managed by Diamond Technologies. The environment runs on dedicated server hardware located in a single WVOT data center, with each application operating in its own isolated network segment and protected by its own independent firewall. Shared storage, backup, and virtualization resources underpin both applications while keeping them logically separated for security purposes.

The infrastructure hosts 15 virtual machines organized into two distinct environments, each with its own domain, database servers, web servers, and application servers. Rather than relying on any single server, the system is built around clustered pairs — meaning each critical component has a partner ready to take over instantly if something fails. All applications are accessed through shared virtual addresses, so end users and connected systems are never disrupted by backend changes or individual server failures.

Redundancy and resilience are central to the design at every level. The two physical host servers can seamlessly shift workloads between them with no downtime, storage is protected by dual controllers and multiple independent data paths, and the network is segmented to prevent any single failure from cascading across the environment. Each application's firewall is fully independent, so a security event affecting



one does not impact the other. Backups run continuously with cloud replication, ensuring that in the event of a disaster, data can be restored quickly with minimal loss.

### **3.0 Our Qualifications**

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

#### **Cyndie Romer – Director, PMO**

Cyndie has been with Diamond Technologies since 2002 and has over 24 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 IWR solution for over 12+ years.

#### **Duncan Bachen – VP of Architecture and Cyber Security Practice**

Duncan has over 28 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 8+ years. Duncan has significant experience including architecting,



infrastructure management and support for the current IWR 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 34 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 IWR experience including architecting, application development and support for the current IWR 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 24 years. He has extensive Java and Microsoft web architecture experience and a strong knowledge of object oriented, multi-tier architecture. Additionally, he has excellent database design and implementation skills. Beyond Chip's impressive technical skills, he is also one of Diamond's lead IWR developers and works closely with our partners. He has been actively participating in our WFWV engagements 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 11 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 includes 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 Individuals shall have a minimum of (7) years of Software Development Life Cycle (SDLC).*

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 Individuals shall have a minimum of (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 Interactive Web Response System (IWR) implementation in West Virginia and additional prior experience with other projects.

*3.3 Individuals shall have a minimum of (3) years of experience with Internet Information Server (IIS) 7, Microsoft SQL Server 2019 CU20, and Quartz.Net.*

Diamond Technologies' staff exceed this requirement based on their experience supporting the existing IWR System in West Virginia and other similar projects.



*3.4 Individuals shall have a minimum of (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 IWR implementation in West Virginia and additional 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 WFWV IWR implementation for the past 14 years. In addition, Diamond is supporting and writing applications for multiple state departments of labor. Our extensive knowledge of UI systems has assisted departments like WFWV meet and exceed their application goals. During the previous support period, Diamond staff have responded to system issues, upgraded software as needed, and 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 Mandatory Requirements**

Diamond Technologies has been responsible for supporting and maintaining the West Virginia IWR implementation 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 IWR system, 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, IWR System Maintenance and Support, Section 4 Mandatory Requirements.

*4.1.1 The vendor must provide individuals with the following technical experience to provide the Contract Services requested.*

Diamond's Technologies' existing support team has been supporting WFWV's IWR system since 2012. It is our plan to continue to have our support team members provide application and infrastructure support throughout this engagement. *Please refer to Section 3.0 Our Capabilities for a description of our team responsible for supporting and maintaining WFWV's IWR system.*

*4.1.1.1 The vendor must provide at least two (2) individuals with a minimum of two (2) years of experience in multi-tiered systems developed for the sole purpose of administering the unemployment compensation program by utilization of a Web Response System. Proof of experience may be requested prior to award.*

Diamond's Technologies' staff exceed this requirement based on their experience supporting the existing IWR implementation in West Virginia and additional experience with other projects. *Please refer to Section 3.0 Our Capabilities for a description of our team responsible for supporting and maintaining WFWV's IWR system.*

*4.1.2 The vendor must be able to support, repair, and/or modify the entire system including hardware, commercial software and customized software in a manner that ensures the system maintains its full operational capacity and that the system functions at an optimal performance level.*

As reflected over the past 14 years, the Diamond team will continue to support, repair, and/or modify the commercial & customized software in a manner that ensures the



system maintains its full operational capacity and performs at an optimal performance level.

*4.1.3 The vendor must be able to recommend replacements and assist WorkForce staff for the existing hardware and software infrastructure that is located in the West Virginia's Office of Technology Data Center, 1900 Kanawha Blvd East, Charleston, WV 25305. This may require either onsite or remote support via secure VPN connection at the Vendor's preference or ability.*

Diamond will continue to provide ongoing support both the applications and infrastructure (whether it's remote or onsite support) for this WFWV 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.

*4.1.4 The vendor must patch and/or upgrade all commercial software and firmware that comprises the system per each manufacturers' recommendations within 14 calendar days of patch release, unless prior written approval is received from WorkForce West Virginia. Software/firmware patches that are considered critical for the security of the system's components must be completed within seven (7) calendar days of the release by respective manufacturers. Patches for zero-day exploits must have an immediate plan submitted to WorkForce West Virginia to discuss mitigation and final patching.*

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



Diamond understands and agrees that any zero-day exploits will require submission of an immediate plan to WFWV to discuss mitigation and patching requirements.

*4.1.5 and 4.1.5.1 The vendor must ensure that the system and its components are compliant with NIST SP 800-123 (July 2008 edition) and 800-44 (Version 2 September 2007 edition) standards.*

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

Diamond will ensure that the system and its components are compliant with NIST SP 800-123 (July 2008 edition) and SP 800-44 (Version 2 September 2007 edition) standards.

*4.1.6 The vendor must be responsible for any costs to maintain the commercial software and hardware throughout the supported life of the software and hardware to complete the system.*

Diamond will continue to provide ongoing support to WFWV's IWR solution, including working with the commercial software vendor to keep their software up to date. Diamond further acknowledges the costs associated with keeping the commercial software up to date are included in our ongoing support cost.

*Note: For a complete description of the current infrastructure environment including the hardware/software please refer to Appendix A – WFWV System Architecture March 2026.*



*4.1.7 The vendor will work cooperatively with the West Virginia Office of Technology (WVOT) to maintain the complete Unemployment Compensation website and abide by the WVOT Contractor Management Policy (PO1012) and its attachments. Note: This policy and its attachments have been included with this document. See Exhibit B.*

Diamond Technologies agrees to work cooperatively with West Virginia Office of Technology (WVOT) to maintain the complete Unemployment Compensation website and abide by the WVOT Contractor Management Policy (PO1012) and its attachments. *Please refer to Appendix E: Contract Employment Confirmation Form.*

*4.1.8 The vendor will 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.*

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.

*4.1.9 The vendor must submit a proposed maintenance schedule to the Agency every six (6) months detailing when routine maintenance of the primary systems and secondary systems will occur.*

Diamond agrees to submit a proposed maintenance schedule to the Agency every six (6) months detailing when routine maintenance of the system will occur.

*Note: For a complete description of the current Infrastructure please refer to Appendix A – WFWV System Architecture March 2026.*



*4.1.10 The vendor shall test and apply all changes, updates, and patches for any system components to both the primary and secondary systems, starting with the secondary system, in accordance with the Agency's approved maintenance schedule.*

Diamond will continue to test and apply all changes, updates, and patches for all required system components in accordance with the Agency's approved maintenance schedule.

*Note: For a complete description of the current Infrastructure please refer to Appendix A – WFWV System Architecture March 2026.*

*4.1.11 The vendor will 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 (e.g., the US Department of Labor, commercial software providers, etc.) This includes, but is not limited to, 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.

*4.1.12 All materials including, but not limited to, system documentation, training materials, or any other deliverables will be provided to WFWV electronically in an editable Microsoft application format such as Word, Excel, PowerPoint or Visio.*

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



#### *4.1.13 Support Services*

*4.1.13.1 For the life of this contract, the vendor must provide a single point of contact and/or help desk that is available 24/7/365. Due to the time sensitivity nature of this system and the fact that most activity occurs between late Saturday night and 5:00 p.m. EST Sunday, it is necessary that the Agency has continuous support. This support can be a remote operation but should include technical support including hardware/infrastructure, application, and Chief Information Officer Guidance.*

*Diamond Edge Support* provides the day-to-day IT support required to keep our client's business operating as needed. The *Diamond Edge Support* Team is comprised of customer focused, IT industry professionals with a diverse skill set, resulting in day-to-day service delivered with confidence knowing that no matter what the issue is, Diamond can resolve it.

#### *Level I Team*

The Diamond Edge Level I team provides the first line of defense and initial contact point for our customers. These team members possess outstanding communication and troubleshooting skills and provide the initial intake and triage for all client issues. It is the Level I representative's job to quickly diagnose/fix/resolve the issue, or to quickly escalate the issue to the Diamond Edge Level II team. As a general guideline, Level I targets no more than 10-15 minutes for either issue resolution or escalation to Level II. As a metric for Diamond 70% of the issues logged are resolved by our Level 1 team.

#### *Level II Team*

The Diamond Edge Level II team consists of experienced System, Network, Storage, and Virtualization Engineers, with an average of 15 years of industry experience across the team. Our Level II team members are equipped to handle all issues escalated from Level I either remotely or can be deployed onsite when needed. Diamond has invested in multiple support tools that allow for easy remote access to servers as well end user machines, if the machine in question is on and accessible via the internet.



### Level III Team

The Diamond Edge Level III team consists of senior level (10+ years of experience) application developers, database administrators, and analysts. This team is one of the primary aspects of the Diamond Edge Support offering that sets Diamond apart from the competition. Our Level III team handles all line of business application support requirements as needed by our clients. This team is adept in troubleshooting, debugging, and assessing software and database related issues that arise related to line of business software applications depended on by our clients. This team has a diverse skill set and can handle almost any software related environment (i.e. Microsoft .Net/C#, Java, SQL, and related SQL databases).

### Chief Experience Officer

This role serves as a direct escalation point for all clients and is ultimately responsible for day-to-day service delivery and customer satisfaction for our Managed IT Support Service. Our Managed Support Team Level I, II, III teams report directly to this Chief Experience Officer.

Diamond has an established Service Level Agreement (SLA) for our Diamond Edge customers. In reviewing WFWV's requirements, our SLA's meet or exceed the requirements of WFWV's performance expectations. Refer to Appendix B, for details on our SLA.

*4.1.13.2 The vendor's system support must include three contact methods: phone, Email and Web.*

Diamond Technologies support service can be reached in the ways outlined below 24 x 7 x 365. No additional charges are incurred for "after hours" or weekends.

By Phone: (302) 656-6050, Option 1

By Email: [support@diamondtechnologies.com](mailto:support@diamondtechnologies.com)

By Web: [www.diamondtechnologies.com](http://www.diamondtechnologies.com)

Refer to Appendix B, Diamond Edge Support Service SLA for more details.



*4.1.13.3 The vendor's Support/Help Desk must utilize a trouble ticket tracking System that will document ticket reporting, work and final disposition.*

Diamond's Edge support team uses a product called Autotask for our ticket system ([Autotask PSA Software for IT Professionals | Professional Services Automation](#)). Our Autotask ticketing system is used for standard issue reporting/ticket generation, status reporting, and ticket analysis for operational improvement recommendations.

*4.1.13.4 The vendor must acknowledge receipt of trouble tickets. This acknowledgement will be sent via email, the address provided upon award of the contract. Due to this system being mission critical, each trouble ticket should be acknowledged within a minimum of 15 minutes during regular business hours or maximum 30 minutes after business hours. The vendor must provide an estimate of the time required to resolve the issue in trouble ticket acknowledgement. Acknowledgement is not an automated response, but a response from the vendor staff to begin handling the issue.*

Diamond's ticketing solution includes an automatic email notification feature acknowledging successful receipt of support request. Once ticket has been triaged, a qualified technician will be assigned and respond within 15 minutes of ticket assignment. This notification is sent automatically to the requestor for any new ticket or any change in ticket status. Diamond further acknowledges that we will meet the response time requirements outlined above. As requested, Diamond will provide an estimate on the time required to troubleshoot and resolve each ticket, on a ticket-by-ticket basis.

Refer to Diamond's Edge Support Service Level Agreement (SLA) in Appendix B for more details on response times and our escalation process.



*4.1.13.5 The vendor's expected response time for system issues must be under 15 minutes during regular business hours which is 8:00 a.m. thru 5:00 p.m. EST Monday through Friday and under 30 minutes after business hours which is 5:00 p.m. through 8:00 a.m. EST Monday through Friday and 24 hours on Saturday and Sunday.*

Diamond acknowledges this support requirement and will meet these requirements. Refer to Diamond's Edge Support Service Level Agreement (SLA) in Appendix B for more details on response times and our escalation process.

*4.1.13.6 WFWV staff must authorize in writing or via email the acceptance of the vendor's resolution to the ticket before the ticket can be classified as closed. This authorization from the agency will include the ticket number, the date, and confirmation that the issue has been resolved to the agency's satisfaction.*

Diamond agrees that WFWV staff must authorize in writing or via email the closure of a trouble ticket once it is resolved. This functionality is already provided in Diamond's Edge Support process using Autotask. In the event, after seven (7) days of requesting confirmation to close a ticket there is no response from WFWV, the ticket will be closed automatically. If seven days isn't an adequate amount of time, Diamond will work with WFWV on an agreeable duration that works for both organizations.

*4.1.13.7 The vendor must provide onsite technical support for problems that cannot be resolved via telephone or remote access within 24 hours, beginning at the time the agency has reported the problem.*

Diamond will provide onsite technical support within 24 hours if a problem has no ability to 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, WV.



*4.1.14 Disaster Plan (Secondary System):*

*4.1.14.1 The vendor must support and maintain the secondary system in a manner that enables the system to be utilized as an independent testing and training system.*

Test systems within the infrastructure environment are currently established and used by WFWV and Diamond staff for both testing and training purposes.

*Note: Please reference Section 2.0 Purpose and Scope and further details in Appendix A: WFWV System Architecture March 2026 regarding the infrastructure.*

*4.1.14.2 The vendor must support and maintain a data backup process that ensures that both the on-site and off-site systems always have two copies of the same data in different locations.*

Backups are kept both onsite and in the cloud. Backups meet the recovery time objectives (RTO) and recovery point objectives (RPO).

*Note: Please reference Section 2.0 Purpose and Scope and further details in Appendix A: WFWV System Architecture March 2026 regarding the infrastructure.*

*4.1.14.3 The vendor must support and maintain the two systems (on-site and off-site) in a manner that allows the restoration of data from either source in less than eight (8) hours.*

Please refer to *Appendix A: WFWV System Architecture March 2026 regarding the infrastructure* that is supported. WFWV Backups are kept both onsite and in the cloud. Outside of an Act of God with the current WVOT data center, eight (8) hours restoration is within our RTO. See Appendix A for recovery time objectives (RTO) and recovery point objectives (RPO).



*4.1.14.4 The vendor must perform a failover test every six (6) months whereby operations are transferred from the primary system to the secondary system to assure readiness in the event of a disaster. A report of the test should be delivered to WorkForce West Virginia within 30 days of the test.*

Please refer to *Appendix A: WFWV System Architecture March 2026* regarding the infrastructure that is supported. Backups are kept both onsite and in the cloud. Recovery of different components of the system (VMs, databases, etc.) will be performed every six (6) months.

#### *4.1.15 Custom Programming*

*4.1.15.1 The vendor must be able to extend the customization of the IWR as directed by the Agency utilizing the requested annual custom development / programming hours.*

Diamond will support, repair, modify, and/or extend the custom IWR 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. This process follows Diamond PMO process. Diamond requests that a designated WFWV representative authorize the work in writing and sign off upon acceptance.

*4.1.15.2 The Vendor will bill as incurred (up to 300 hours) for professional services which include custom development work, additional training, or other work per contract year.*

Diamond will provide contract hours as requested above throughout the duration of this support engagement. Diamond will compile a report on a quarterly basis showing how many hours have been used and what services were performed.



*4.1.15.3 The vendor must provide Spanish translation for any changes to the system that involve modifications or alterations of the prompts utilized in the functionality of the system.*

Diamond will continue to provide Spanish translation for any changes to the system that involve modifications or alterations of the prompts utilized in the functionality of the system.

*4.1.15.4 The vendor must provide a Project Manager for any customized work that is requested by the Agency.*

Diamond's Project Manager will oversee all project and support work:

Project Manager: Cyndie Romer, Director, PMO  
Telephone Number: 302-893-5274  
Email Address: [cromer@diamondtechnologies.com](mailto:cromer@diamondtechnologies.com)

*4.1.15.5 The vendor's Project Manager must track all work tasks and deliverables, provide status reports, handle meetings between the vendor and Agency, and ensure that the work performed is tested by the development team and is functioning properly before the change is placed into production.*

Cyndie Romer will oversee tracking all work tasks and deliverables, provide status reports, handle meetings between the vendor and Agency, and ensure that the work performed is tested by the development team and is functioning properly before the change is placed into production.

*4.1.15.6 The vendor must provide a testing environment, so Agency staff can perform acceptance testing to verify the customized work has been completed to specifications and is ready to be placed into production.*

Please refer to *Appendix A: WFWV System Architecture March 2026* regarding the *infrastructure* that is supported. Test systems within that environment are currently established and used by WFWV and Diamond staff for both testing and training purposes.



*4.1.16 Vendor must ensure that no data in its custody will be used for any circumstances other than those agreed to in this contract.*

Diamond will continue to ensure that no data in its custody will be used for any circumstances other than those agreed to in this contract.

*4.1.17 Vendor must include in their bid the cost of 3 optional annual renewals for Maintenance Agreement, Support, and Professional Services. These optional sequential Annual renewals will be initiated by an agency's request agreed to by the vendor and processed as a Change Order authorized and issued by the West Virginia Purchasing Division.*

Diamond has outlined the support costs for Year 1 and subsequent years 2,3,4 in our Cost spreadsheet. Diamond acknowledges that the years of support and maintenance beyond year one is optional and will be processed via the official Change Order process. Refer to Excel Cost Worksheet, "Cost Sheet for Maintenance and Support IWR System – Final.xlsx" for cost related details.

*4.1.18 Vendor must review Exhibit B: "State of West Virginia Office of Technology Policy: Contract Management: documentation and sign the Acknowledgement page in Attachment B: Notice of State of West Virginia - Confidentiality Policies and Information Security Accountability Requirements. This completed forms listed a Attachment A and B in Exhibit B must be submitted with the Proposal.*

It appears to us that the forms in Exhibit 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. Additionally, Attachment A of Exhibit B appears to be something completed by the "contractor manager," WFWV in this instance. This contract is for services to maintain and support the existing IWR software using remote Diamond staff members on an as needed basis. It is possible that onsite work may be required on a rare occasion, but it would only be under the supervision of a WFWV staff member within the WVOT data center facility where the IWR 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 Exhibit B to the extent practical, please refer to Appendix E:



Contract Employment Confirmation 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.

*4.1.19 Vendor must review the documentation and sign the Acknowledgement page in Exhibit C: Notice of State of West Virginia – Confidentiality Policies and Information Security Accountability Requirements. The 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.

## **5.0 Contract Award**

*Contract Award and Pricing Items: 5.1 and 5.2*

Diamond has reviewed and agreed with these requirements.

## **6.0 Performance**

*Section 6 - Performance*

Diamond has reviewed and agreed with these requirements.

## **7.0 Payment**

*Section 7 – Payment*

Diamond has reviewed and agreed with these requirements.

## **8.0 Travel**

*Section 8 – Travel*

Diamond has reviewed and agreed with these requirements.



## 9.0 Facilities Access

*Section 9 – Facilities Access*

Diamond has reviewed and agreed with these requirements.

## 10.0 Performance

*Section 10 – Vendor Default and Remedies (10.1 thru 10.2.3)*

Diamond has reviewed and agreed with these requirements.

## 11.0 Miscellaneous

*Section 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: Bobbie Brooks, Diamond Technologies

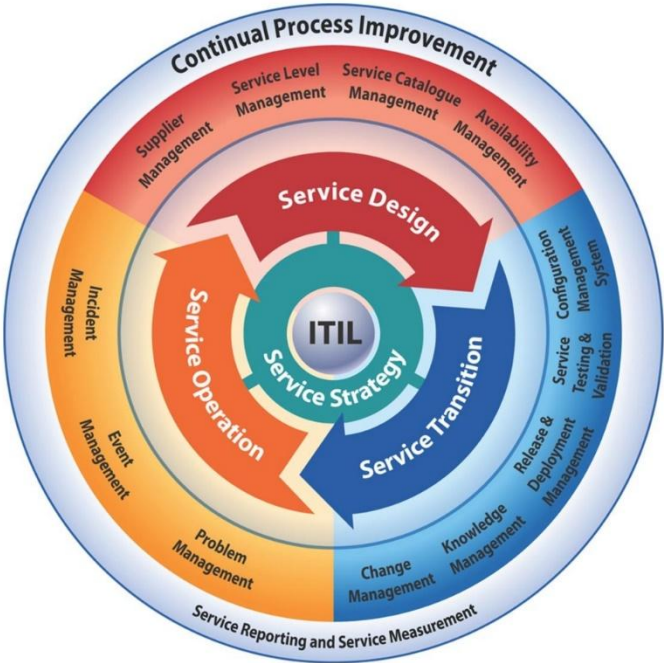
Telephone Number: 302-656-6050 ext #241 Fax Number: 302-656-6058

Email Address: [bbrooks@diamondtechnologies.com](mailto:bbrooks@diamondtechnologies.com)



# 12.0 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.

### **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.

### **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.

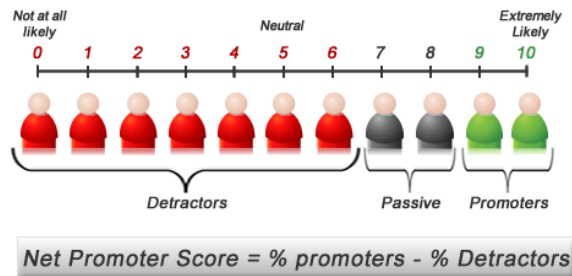
The Net Promoter Score, or NPS, was established in 2003 by Bain & Company to help companies evaluate customer loyalty. The goal was to find a simple and straightforward way to measure how well an organization was treating the people whose lives it affected. The survey is based on the fundamental perspective 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.



## 13.0 Cost Proposal and Terms & Conditions

### 13.1 Proposal

Please reference the Cost Sheet provided separately in the requested Excel format titled, "Cost Sheet for Maintenance and Support IWR System Final.xlsx".

Due to failing hardware within the infrastructure and the licensing requirements, Diamond has identified the necessary changes needed to support WFWV requirements throughout this engagement. Specifically, these changes include:

1. Upgrade the IVR/WIR Primary and Secondary System with necessary new/upgraded hardware.
2. Update the software licenses to support the IWR Primary and Secondary Systems.
3. All the labor associated with updating/upgrading the primary and systems are included.
4. All the costs associated with these changes are reflected in Year 1 within the cost sheet.
5. For subsequent years (Years 2, 3, and 4), the cost covers the ongoing support of IWR Primary and Secondary Systems with this upgraded environment.

### 13.2 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.



**Disaster Plan (Secondary System)**

Disaster Plan (Secondary System) invoices will be net due (upon invoice receipt) for the year for Disaster Plan/Secondary System that will be rendered at the start of the year.

**Professional Services for Custom Programming**

Professional Services for Custom Programming invoices will be net due (upon invoice receipt) for the year for Professional Services for Custom Programming that will be rendered at the start of the year. Any unused hours from one maintenance year will roll into the following year if the contract is renewed.

**Price Consideration**

Clients may receive a 10% discount on the total price for all services if they elect to pay for the four (4) years of service upfront.

3. 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.
4. New projects presented by WFWV to Diamond Technologies may require more resources and increased support fees. These fees will be discussed and agreed upon by both WFWV and Diamond Technologies before putting into production.
5. Contract Termination – In the event Diamond Technologies is not performing according to the service proposed, WFWV agrees to provide Diamond Technologies with written notification of the non-performance, and Diamond Technologies has 30 days to cure the performance issue or work with the client on a mutually agreeable alternative workaround or resolution. Should Diamond Technologies not cure the performance issue within the 30-day timeframe, WFWV may terminate the agreement with no additional contractual obligation outside of data and service transition costs for moving data back to WFWV or WFWV's newly elected provider.



## 14.0 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.**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_  
Date

### **State of West Virginia**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_  
Date



# Appendix A: WFWV System Architecture March 2026

This appendix provides a comprehensive technical overview of the Workforce West Virginia (WFWV) production infrastructure managed by Diamond Technologies. The environment supports two critical state applications, the Interactive Web Response (IWR) system and the State Information Data Exchange System (SIDES) operating across separate security domains with shared compute, storage, and backup resources. The sections that follow detail the physical architecture of the data center environment, the virtual machine topology including Windows clustering, and the redundancy built into the hardware and software stack.

<b>2</b> ESXi Hosts	<b>15</b> Virtual Machines	<b>3</b> Failover/NLB Clusters	<b>9</b> Cluster VIPs	<b>12 TB</b> SAN Storage
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## Physical Infrastructure Architecture

The physical environment is housed in a single site and follows a layered architecture from the perimeter inward. Internet-facing traffic enters through two dedicated firewalls, a SonicWall TZ570 for the IWR application and a Fortigate 60F for SIDES before reaching the DellEMC S4128T-ON managed core switch. The switch handles VLAN trunking across five segments: a default data VLAN, VLAN 55 (SIDES), VLAN 70 (Production), VLAN 71 (Cluster Heartbeat), and VLAN 250 (Management).

The compute tier consists of two Dell PowerEdge R650xs rack servers, each equipped with dual Intel Xeon Silver 4310 processors (24 total cores per host) and 196 GB of RAM. The hosts run VMware ESXi 7.0.3 under a VMware Essentials license. A dedicated vMotion link connects the two hosts directly bypassing the core switch over vmnic6 and vmnic7 in an active/standby configuration with jumbo frames enabled on the 172.16.nnn.0/24 network.

Storage is provided by a DellEMC ME5012 SAN offering 12 TB of capacity with dual controllers directly cabled to both ESXi hosts over a dedicated 172.16.nnn.0/24 iSCSI network. The Barracuda 690 backup appliance sits on the same network, replicating data both locally and to Barracuda's cloud for off-site disaster recovery.



## Virtual Machine & Cluster Architecture

The environment hosts 15 virtual machines across two Active Directory domains distributed between the two ESXi hosts. The **WVIVR domain** (wvivr.local, VLAN 70) is the primary production domain supporting the IWR application. It includes paired domain controllers (DC04/DC05), paired SQL servers (SQL03/SQL04) running SQL Server 2019 Standard in a failover cluster, paired web servers (WEB03/WEB04) in a Network Load Balanced cluster, paired application servers (APP03/APP04) hosting ETL, file, SFTP, and SMTP cluster roles, and a management jump box. A dedicated QA environment with its own web and SQL servers provides an isolated testing lane.

The **WVSIDES domain** (wvsides.local, VLAN 55) supports the SIDES application with its own paired domain controllers (WVSIDES-DC01/DC02), a production web and SFTP server (WVIVR-SR01), and a development/test server (WVIVR-DEV01). The SIDES DCs are split across hosts for redundancy, while the remaining SIDES VMs reside on ESXi02.

The clustering topology ensures that applications connect through virtual IP addresses rather than directly to individual servers. The SQL cluster exposes VSQL02 as the single connection point for all database clients. The web NLB cluster presents two VIPs; one for public traffic and one for the administrative portal, both NATed through the core switch on VLAN 70. The application cluster manages four distinct service roles under separate VIPs, allowing granular failover of ETL processing, file services, and SMTP relay independently of one another. All failover clusters use Disk Witness quorum to maintain consensus during split-brain scenarios.

## Redundancy & Clustering Features

The WFWV infrastructure has been designed with fault tolerance at every layer. At the **compute level**, two identical Dell R650xs servers provide host-level redundancy with VMware vMotion enabling live migration between hosts for zero-downtime maintenance. Both servers use RAID 1 mirrored boot drives, and every clustered VM pair is deliberately split across both hosts so that a complete host failure only impacts one node of each cluster.

The **storage layer** is built on a DellEMC ME5012 SAN with dual active/active controllers and redundant power supplies. Each ESXi host maintains four independent iSCSI paths to the SAN,



two per controller via direct-attached connections that bypass the network switch entirely, eliminating it as a storage-path dependency. This delivers a total of eight iSCSI paths across the environment.

**Network redundancy** is achieved through dual NIC teaming on every network segment, VM traffic, management, and vMotion, along with VLAN segmentation that isolates cluster heartbeat traffic from production data. The IWR and SIDES networks are protected by independent, physically separate firewalls (SonicWall TZ570 and Fortigate 60F respectively), ensuring a failure or compromise of one does not impact the other.

At the **application layer**, three Windows clusters provide service continuity: a SQL Server active/passive failover cluster with Disk Witness quorum, a web server NLB cluster distributing traffic across both public and admin portals, and an application services failover cluster hosting ETL, file share, and SMTP roles. Both Active Directory domains maintain dual domain controllers across separate hosts. A Barracuda 690 appliance with cloud replication provides backup with RPOs of 24 hours for VMs and files and 10 minutes for database, with an RTO of 8 hours or less.



# WFWV Physical Infrastructure Architecture

Workforce West Virginia — Diamond Technologies Managed Environment — Updated March 2026

## Perimeter / Firewall Zone

<b>WVIVR-FW-02</b> SonicWall TZ570 SonicOS 7.0 • IWR Network	<b>WVSIDES-FW-01</b> Fortigate 60F FortiOS • SIDES Network
IWR Traffic (70) ↓	SIDES Traffic (55) ↓

## Core Network

<b>WVIVR-CORESW-01</b> DellEMC S4128T-ON Managed Switch	
VLAN	Purpose
None (default)	VM Data Traffic
55	SIDES Network
70	Production Network
71	Cluster Heartbeat
250	Management (MGMT)

## Compute — VMware ESXi Hosts

<b>WVIVR-ESXi01</b> Dell R650xs • ESXi 7.0.3 <b>CPU:</b> 2× Xeon Silver 4310 (12C ea) <b>RAM:</b> 196 GB <b>Boot:</b> BOSS M.2 240 GB (RAID 1) <b>NICs:</b> vmnic0-9 (10 ports)	<b>WVIVR-ESXi02</b> Dell R650xs • ESXi 7.0.3 <b>CPU:</b> 2× Xeon Silver 4310 (12C ea) <b>RAM:</b> 196 GB <b>Boot:</b> BOSS M.2 240 GB (RAID 1) <b>NICs:</b> vmnic0-9 (10 ports)
--	--

### ↔ Direct vMotion Link (Host-to-Host)

vmnic6/vmnic7 • Active/Standby • 172.16.nnn.0/24 • Jumbo Frames

*Each host: 4 iSCSI paths to SAN (2 per controller) • 2 NIC team for VM Network • 2 NIC team for MGMT • 2 NIC for vMotion (A/S)*

## Storage — Direct-Attached iSCSI SAN

<b>WVIVR-SAN-01</b> DellEMC ME5012 • 12 TB OS10 • Redundant Controllers • Redundant PSU
---



**Controller A (WVIVR-SAN-01A)**

Port A0: 172.16.nnn.nn0 ← ESXi01 vmk1  
Port A1: 172.16. nnn.nn1 ← ESXi02 vmk2  
Port A2: 172.16. nnn.nn2 ← ESXi02 vmk3  
Port A3: 172.16. nnn.nn3 ← ESXi01 vmk2

**Controller B (WVIVR-SAN-01B)**

Port B0: 172.16. nnn.nn4 ← ESXi01 vmk3/vmk4  
Port B1: 172.16 nnn.nn5 ← ESXi02 vmk4  
Port B2: 172.16. nnn.nn6 ← ESXi02 vmk5  
Port B3: 172.16. nnn.nn7

*Hosts connect directly to SAN (no intermediate switch) • iSCSI multipathing • 172.16.200.0/24 storage network*

**Backup & Recovery**

**BAR-BS-2127101**

Barracuda 690  
Firmware 6.6.04 • Cloud Backup



**Barracuda Cloud**

Off-site replication

**RPO: 24 hours VM • 24 hours Files • 10 minutes Database**

**RTO: 8 hours or less**



# WFWV Virtual Machine & Cluster Architecture

VMware ESXi 7.0.3 — Windows Server 2019 Datacenter VMs — Two Domains

## WVIVR-ESXi01 — Dell R650xs | 2×12C Xeon • 196 GB RAM • ESXi 7.0.3

WVIVR Domain (Prod 70) — wvivr.local				
<b>WVIVR-DC04</b> AD, DNS, All FSMO Roles 2 vCPU • 4 GB • 40 GB	<b>WVIVR-APP03</b> App Cluster Node (ETL, File, SMTP) 2 vCPU • 4 GB • 50 GB	<b>WVIVR-SQL03</b> SQL 2019 Standard (Cluster) 4 vCPU • 24 GB • 120 GB	<b>WVIVR-WEB03</b> Web / NLB Cluster Node 2 vCPU • 4 GB • 50 GB	<b>WVIVR-JUMP02</b> Jump Box (MGMT) 2 vCPU • 4 GB • 60 GB
WVSIDES Domain (Prod 55) — wvsides.local				
<b>WVSIDES-DC02</b> AD, DNS (Secondary DC) 2 vCPU • 4 GB • 60 GB				
QA Environment				
<b>WVIVR-QAWEB01</b> QA Web Server 2 vCPU • 4 GB • 75 GB		<b>WVIVR-QASQL01</b> QA SQL 2019 Standard 4 vCPU • 16 GB • 200 GB		

## WVIVR-ESXi02 — Dell R650xs | 2×12C Xeon • 196 GB RAM • ESXi 7.0.3

WVIVR Domain (Prod 70) — wvivr.local			
<b>WVIVR-DC05</b> AD, DNS (Secondary DC) 2 vCPU • 4 GB • 40 GB	<b>WVIVR-APP04</b> App Cluster Node (ETL, File, SMTP) 2 vCPU • 4 GB • 50 GB	<b>WVIVR-SQL04</b> SQL 2019 Standard (Cluster) 4 vCPU • 24GB • 120 GB	<b>WVIVR-WEB04</b> Web / NLB Cluster Node 2 vCPU • 4 GB • 50 GB
WVSIDES Domain (Prod 55) wvsides.local			
<b>WVSIDES-DC01</b> AD, DNS, All FSMO Roles 2 vCPU • 4 GB • 60 GB	<b>WVIVR-SR01</b> Production Web & SFTP Server 2 vCPU • 4 GB • 100 GB	<b>WVIVR-DEV01</b> Dev & Test Server 2 vCPU • 4 GB • 60 GB	

*All production VMs are distributed across both ESXi hosts so that each cluster pair has one node per host, ensuring VM-level failover survives a single host failure.*



## Windows Cluster & NLB Configuration

<b>SQL Server Cluster (Active / Passive Failover)</b>	<b>Windows Failover Cluster</b>
---	---------------------------------

**Member Nodes:** WVIVR-SQL03 (ESXi01) ↔ WVIVR-SQL04 (ESXi02) • **Quorum:** Disk Witness

<b>WVIVR-SQLCLU02</b> Cluster VIP Windows cluster virtual IP for the SQL cluster.	<b>VSQL02</b> SQL Cluster Role • Cluster VIP Primary connection point for SSMS. Drive S. This is the name/IP applications connect to.	<b>MSDTC-Role02</b> MSDTC Cluster Role • Cluster VIP Distributed Transaction Coordinator cluster role. Drive M.
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<b>Web Server NLB Cluster (Network Load Balanced)</b>	<b>Windows NLB</b>
---	--------------------

**Member Nodes:** WVIVR-WEB03 (ESXi01) ↔ WVIVR-WEB04 (ESXi02) • **NAT IPs:**  
10.25.nn.n0 / 10.25.nn.n1

<b>WVIVR-WEBCLUS02</b> NLB Cluster VIP Public web cluster. NAT: 10.25.nn.n0. Cluster MAC registered on CORESW-01/VLAN 70.	<b>WVIVR-WEBCLUS03</b> NLB Cluster VIP Admin web cluster. NAT: 10.25.nn.n1. Internally tied to WEBCLUS02 cluster name.
---	---

<b>Application Services Cluster (Active / Passive Failover)</b>	<b>Windows Failover Cluster</b>
---	---------------------------------

**Member Nodes:** WVIVR-APP03 (ESXi01) ↔ WVIVR-APP04 (ESXi02) • **Quorum:** Disk Witness

<b>WVIVR-APPCLU02</b> Service Cluster VIP Primary Windows cluster VIP for application services.	<b>WVIVR-ETLCLU02</b> ETL Cluster • VIP Mainframe-to-SQL ETL data load service.	<b>WVIVR-FILECLU02</b> File Cluster • VIP Clustered file share services for shared application storage.	<b>WVIVR-SMTPCLU02</b> SMTP Cluster • VIP Clustered SMTP relay for application email delivery.
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# WFVV Infrastructure Redundancy & Clustering Features

<b>3</b> Windows Clusters	<b>9</b> Cluster VIPs	<b>2</b> SAN Controllers	<b>8</b> iSCSI Paths	<b>2</b> Indep. Firewalls
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## Compute Redundancy

<b>HA</b>	<p><b>Dual ESXi Host Configuration</b></p> <p>Two identical Dell R650xs servers (WVIVR-ESXi01 and WVIVR-ESXi02) each with 2× Intel Xeon Silver 4310 processors (12 cores each) and 196 GB RAM. Each host is independently capable of running the full VM workload in a failover scenario.</p> <p><b><u>Business Impact:</u></b> <i>Eliminates single-host-failure as a point of total service outage. If one host fails, all VMs running on it migrate to the other host enabling continuous operation.</i></p>
<b>FT</b>	<p><b>RAID 1 Boot Drives</b></p> <p>Each ESXi host uses Dell BOSS M.2 240 GB drives in a RAID 1 (mirrored) configuration for the hypervisor boot volume.</p> <p><b><u>Business Impact:</u></b> <i>Hypervisor continues to operate if one boot drive fails. Each host has redundant drives allowing it to continue operation if one drive fails.</i></p>
<b>VM</b>	<p><b>VMware vMotion (Direct Host-to-Host)</b></p> <p>Both ESXi hosts are connected directly via dedicated vMotion vSwitch using vmnic6 and vmnic7 in Active/Standby configuration with jumbo frames enabled (172.16.nnn.0/24).</p> <p><b><u>Business Impact:</u></b> <i>Zero-downtime maintenance windows and dynamic workload balancing. Since all VMs can migrate to one host or another, we can manually force the migration if we must perform maintenance on one of the hosts allowing for continuous operations.</i></p>
<b>HA</b>	<p><b>Cross-Host VM Distribution</b></p> <p>Every clustered VM pair is split across both ESXi hosts (e.g., SQL03 on ESXi01, SQL04 on ESXi02). A complete host failure only takes down one node of each cluster.</p>



**Business Impact:** No single host failure can take down both nodes of any cluster simultaneously. Systems functions e.g. web, file, services, and databases have two (2) VMs in a cluster. If one VM fails or is down for maintenance, its partner VM will continue to process transactions.

## Storage Redundancy

### Dual SAN Controllers (Active/Active)

The DellEMC ME5012 SAN has two redundant storage controllers (WVIVR-SAN-01A and WVIVR-SAN-01B), each with 4 iSCSI ports.

HA

**Business Impact:** Storage remains available through a full controller failure. Data is still accessible in the event of one controller failure. In addition, individual disk drives are configured to provide tolerance if other drives fail.

### Redundant Power Supplies (SAN)

The ME5012 SAN is equipped with dual redundant power supplies. A single PSU failure does not interrupt storage operations.

FT

**Business Impact:** Protects against power-related hardware faults at the storage layer. Like the controllers, dual power supplies in the SAN allow it to operate if one of its power supplies fail.

### iSCSI Multipathing (4 Paths per Host)

Each ESXi host maintains 4 independent iSCSI paths to the SAN (2 to Controller A, 2 to Controller B) via dedicated VMkernel adapters bound to dedicated physical NICs.

MP

**Business Impact:** Loss of any single NIC, cable, or SAN port does not disrupt storage access. Total 8 paths across both hosts. The SAN is connected to the hosts via a network. Multipathing allows the system to continue in the event of a network fault.

### Direct-Attached SAN (No Switch Dependency)



Both ESXi hosts connect directly to the SAN controllers without an intermediate network switch, eliminating it as a potential point of failure on the 172.16.200.0/24 storage network.

***Business Impact:*** Storage fabric has no dependency on network switching infrastructure. The multipath network is implemented directly between the hosts and the SAN thus eliminating the network switch as a single point of failure.

## Network Redundancy

### Dual NIC Teaming — VM Network

Each ESXi host connects to the DellEMC S4128T-ON core switch using two physical NICs (vmnic1 and vmnic5) for the VM Network vSwitch, providing Active/Active failover across Cluster Heartbeat (VLAN 71), Data, and Management (VLAN 250) port groups.

HA

***Business Impact:*** VM network traffic survives a single NIC or cable failure per host. The system will continue to process transactions in the event of a network card or network cable failure helping to ensure continuous operations.

### Dual NIC Teaming — Management Network

ESXi management traffic (vSwitch0) uses two dedicated NICs (vmnic0 and vmnic4) per host for redundancy.

HA

***Business Impact:*** Continuous management access to hypervisors during partial network failures. As with the VM Network, the VMware management traffic transits over redundant network cards.

### Separate Firewalls per Security Domain

The IWR network (SonicWall TZ570) and the SIDES network (Fortigate 60F) are served by independent, physically separate firewalls.

FW



	<p><b><u>Business Impact:</u></b> Security domain isolation; single firewall failure only affects one application network. To provide increased security and separation of systems, the IWR and SIDES systems have separate firewalls. This also means a firewall issue will not impact both systems.</p>
HA	<p><b>vMotion Active/Standby NIC Failover</b></p> <p>The dedicated vMotion vSwitch on each host uses vmnic6 (Active) and vmnic7 (Standby) with automatic failover.</p> <p><b><u>Business Impact:</u></b> vMotion capability preserved during a single NIC failure. The ability for the hypervisor (VMware) to migrate VMs is critical to continuous operations. The network cards used by the hosts to perform this migration are redundant.</p>
VL	<p><b>VLAN Segmentation</b></p> <p>Network traffic is segmented via VLANs: Production (VLAN 70), Cluster Heartbeat (VLAN 71), and Management (VLAN 250). This isolates heartbeat and management traffic from production data.</p> <p><b><u>Business Impact:</u></b> Cluster heartbeat isolation prevents false failovers due to network congestion. A segmented network topology provides increased network performance, security, and reliability.</p>

## VM Clustering & Service Redundancy

HA	<p><b>SQL Server Failover Cluster (Active/Passive)</b></p> <p>WVIVR-SQL03 and WVIVR-SQL04 form a Windows Server Failover Cluster with a Disk Witness quorum. The cluster exposes three virtual IPs: WVIVR-SQLCLU02 (cluster management), VSQL02 (SQL connection endpoint for applications via SSMS), and MSDTC-Role02 (distributed transactions). Applications connect to the VSQL02 VIP, which automatically redirects to whichever node is active.</p> <p><b><u>Business Impact:</u></b> Automatic SQL failover with no application connection string changes required. Think of it as having two (2) database servers accessing the same data. One server is the active one, the other is waiting for failover. If the first server fails or is shutdown for</p>
----	---



*maintenance, the other server picks up automatically. No transactions are lost when this occurs ensuring continuous operations.*

#### **Web Server NLB Cluster (Active/Active)**

WVIVR-WEB03 and WVIVR-WEB04 form a Windows Network Load Balancing cluster with two VIPs: WVIVR-WEBCLUS02 (public web, NAT internal) and WVIVR-WEBCLUS03 (admin web, NAT internal). Both web servers actively serve traffic simultaneously, with cluster MAC addresses registered on the core switch in VLAN 70.

HA

***Business Impact:*** *Load-distributed web traffic with automatic failover on node loss. The two (2) main websites for the IWR are the UI site and the Admin site. These two sites are hosted on two separate VMs. Those VMs are load balanced so web traffic is evenly distributed across both servers allowing the sites to process the large amount of UI transactions. This architecture easily allows additional web servers to be deployed if the traffic volume greatly increases.*

#### **Application Services Failover Cluster (Active/Passive)**

WVIVR-APP03 and WVIVR-APP04 host a Windows Failover Cluster with four distinct service roles, each with its own VIP: WVIVR-APPCLU02 (primary cluster services), WVIVR-ETLCLU02 (mainframe-to-SQL ETL), WVIVR-FILECLU02 (clustered file shares), and WVIVR-SMTPCLU02 (clustered SMTP relay). Quorum is maintained with a Disk Witness.

HA

***Business Impact:*** *ETL processing, file services, and email relay all survive a single app server failure. Like the database cluster, redundancy is built around the application services, file access, and email services required by the IWR. Multiple servers in each cluster allow for failover and maintenance while transactions continue to process.*



## Active Directory & DNS Redundancy

### WVIVR Domain — Dual Domain Controllers

WVIVR-DC04 (FSMO role holder, on ESXi01) and WVIVR-DC05 (replica, on ESXi02) provide redundant Active Directory and DNS for the wvivr.local domain. If the primary DC fails, DC05 continues to authenticate users and resolve DNS. FSMO roles can be seized if necessary.

HA

***Business Impact:*** AD authentication and DNS resolution remain available during a single DC failure. Users, applications, and services must all be authorized and authenticated to perform any tasks. Active Directory (AD) performs this duty. Redundant domain controllers allow this to occur in the event of one of the controllers failing or having maintenance performed.

### WVSIDES Domain — Dual Domain Controllers

WVSIDES-DC01 (FSMO role holder) and WVSIDES-DC02 (replica) provide redundant AD and DNS for the wvsides.local domain, following the same pattern as the WVIVR domain.

HA

***Business Impact:*** SIDES application authentication and DNS remain available during a single DC failure. Each system, IWR and SIDES have their own domain controllers. The SIDES domain controllers have the same redundancy features as the IWR.

## Backup & Disaster Recovery

### On-Site Backup Appliance

A Barracuda 690 backup appliance (BAR-BS-2127101) running firmware 6.6.04 provides local backup of all virtual machines and critical data. The Barracuda Backup Agent (v6.6.04) is deployed across all VMs.

DR

***Business Impact:*** Fast local restores for data recovery and VM-level restoration. Each VM and database have a Barracuda Backup agent that backups data based on a schedule. This backup data is stored on a local Barracuda device. Data from this device can be restored in 8 hours or less.



DR

### Off-Site Cloud Replication

The Barracuda appliance includes a cloud backup subscription that replicates backup data to Barracuda's off-site cloud storage. This provides a secondary copy of all backups outside the physical data center.

***Business Impact:*** *Data survives a complete site-level disaster (fire, flood, theft). In addition to the local Barracuda device, the data is sent to the Barracuda Cloud storage service.*

### Managed Services Layer

Diamond Technologies provides ongoing managed services including Datto EDR (endpoint detection & response agent v3.17.1), Datto RMM (remote management agent v4.4.10748), and PRTG Network Monitor (v26.1.116) for proactive alerting. The jump box (WVIVR-JUMP02) provides always-on management network access as a fallback if the data VLAN is disrupted during switch configuration changes.



## Appendix B: 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](http://www.diamondtechnologies.com).



## Appendix C - 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@diamonddtechnologies.com
Website	<a href="http://www.diamonddtechnologies.com">www.diamonddtechnologies.com</a>



# Appendix D: Exhibit B Attachment A

## Contract Employment Confirmation Form



EXHIBIT B

Attachment A:

### Contract Information Form

Issued by the CTO

Diamond will complete additional contract information each time a Diamond Employee is required onsite. This service and support agreement does not require regular onsite staffing.

Policy No: WVOT-PO1012

Page 1 of 3

This form is to be used for all contracted individuals providing services within WVOT facilities, and must be completed and submitted as indicated PRIOR to the contract worker reporting to work. **All fields must be completed.**

#### State Agency Information:

Agency/Bureau/Division Workforce West Virginia

Hiring Supervisor To be determined

Email To be determined Phone To be determined

#### Contracting Company Information:

Contract Company Name Diamond Technologies, Inc.

Contract Company Representative Bobbie Brooks

Email bbrooks@diamondtechnologies.com Phone 302-656-6040 ext 241

#### Contractor Information:

Contractor Name To be determined

Hourly Rate Not applicable

Email To be determined Phone To be determined

Has a criminal background check been performed on this Contractor? **Yes No** (circle one)  
*(Note: All results must be provided to the contractor's State manager.)*

Projected Start Date 7/15/2026 Projected End Date 8/14/2027 Optional one year extension up to 3 additional years



# Appendix E: Exhibit B Attachment B

## Contract Employment Confirmation Form



EXHIBIT B

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 3/31/2026

Name of Contractor Diamond Technologies, Inc.

Name of Contractor Manager (state employee) Bobbie Brooks

Agency/Bureau/Division Workforce West Virginia

State Contractor Manager Email bbrooks@diamondtechnologies.com

State Contractor Manager Phone 302-656-6050 ext 241

P.O. # of Contract TBD

Date of Last Confirmation Not applicable

Expiration Date of Contract Unknown

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

Bobbie Brooks

Contractor Provider Name (Print) \_\_\_\_\_

[Signature] \_\_\_\_\_ Date 3/31/2026

Contractor Provider Name (Signature) \_\_\_\_\_



# Appendix F: Exhibit C: Notice of State of West Virginia Confidentiality Policies and Information Security Accountability Requirements

Appendix E: Notice of State of West Virginia  
Confidentiality Policies & Information Security Accountability Forms

Exhibit C: Confidentiality Policies Acknowledgement

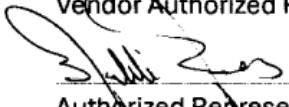
Notice of State of West Virginia Policies and  
Information Security Accountability Requirements

## Acknowledgement

My signature below, as an authorized representative of Diamond Technologies, certifies that I/we understand and will abide by the statements contained in this document.

Diamond Technologies, Inc.  
Vendor name:

Bobbie Brooks  
Vendor Authorized Representative

  
Authorized Representative Signature

3/31/2026  
Date



# Appendix G: Addendum No. 1 Acknowledgement Form

## ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO.: CRFQ WWV26\*02

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2            | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

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

Diamond Technologies, Inc.  
\_\_\_\_\_  
Company  
  
\_\_\_\_\_  
Authorized Signature  
3/31/2026  
\_\_\_\_\_  
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.  
Revised 6/8/2012



# Appendix H: Federal Funds Addendum

2 C.F.R. 200.317 – 200.327

Diamond Technologies acknowledges receipt of the Federal Funds Addendum including Exhibit B. Required Provisions for Non-Federal Entity Contracts Under Federal Awards.

Diamond Technologies also acknowledges this Bid is not for a construction project and these documents do not apply; however, the signature page is below to acknowledge our receipt and understanding.

In implementing the prohibition under Public Law 115–232, section 889, subsection (f), paragraph (1), heads of executive agencies administering loan, grant, or subsidy programs shall prioritize available funding and technical support to assist affected businesses, institutions and organizations as is reasonably necessary for those affected entities to transition from covered communications equipment and services, to procure replacement equipment and services, and to ensure that communications service to users and customers is sustained.

State of West Virginia  
Purchasing Division

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Vendor Name:

By:  \_\_\_\_\_

Printed Name: Bobbie Brooks

Title: Director of Business Development

Date: 3/31/2026

EXHIBIT B To:  
REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY  
CONTRACTS UNDER FEDERAL AWARDS (2 C.F.R. § 200.317):

Prevailing Wage Determination

- Not Applicable Because Contract Not for Construction
- Federal Prevailing Wage Determination on Next Page



**Exhibit A Cost Sheet for Maintenance and Support Services  
for an Interactive Web Response (IWR) System**

Revised 4/1/2026 11:07

ITEMS INVOLVED IN THE MAINTENANCE AND SUPPORT FOR THE SYSTEM				
<i>NOTE: Qualifications under 3 in the RFQ apply to Maintenance &amp; Support, Secondary System, and Custom Programming.</i>				
Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
<b>Maintenance &amp; Support for the System - Reference the RFQ Sections 4.1.4, 4.1.6</b>				
Maintenance & Support - Year 1	each	1	\$ 150,248.00	\$ 150,248.00
Maintenance & Support - Year 2		1	\$ 157,668.00	\$ 157,668.00
Maintenance & Support - Year 3		1	\$ 164,495.00	\$ 164,495.00
Maintenance & Support - Year 4		1	\$ 171,531.00	\$ 171,531.00
Subtotal for A. Maintenance & Support for Production System				\$ 643,942.00
<b>Disaster Plan (Secondary System) - Reference the RFQ Sections 4.1.14</b>				
Maintenance & Support - Year 1	each	1	\$ 1.00	\$ 1.00
Maintenance & Support - Year 2		1	\$ 1.00	\$ 1.00
Maintenance & Support - Year 3		1	\$ 1.00	\$ 1.00
Maintenance & Support - Year 4		1	\$ 1.00	\$ 1.00
Subtotal for B. Maintenance & Support for Secondary System				\$ 4.00
<b>Professional services pertains to development work, additional training, or other work on an annual basis. - Reference the RFQ Section 4.1.15</b>				
Professional services - Year 1	hours	300	\$ 145.00	\$ 43,500.00
Professional services - Year 2		300	\$ 150.00	\$ 45,000.00
Professional services - Year 3		300	\$ 155.00	\$ 46,500.00
Professional services - Year 4		300	\$ 160.00	\$ 48,000.00
Subtotal for C. Custom Programming				\$ 183,000.00
<b>GRAND TOTAL FOR ALL AREAS OF MAINTENANCE &amp; SUPPORT</b>				<b>\$ 826,946.00</b>

*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). 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 may result in disqualification of your bid.**

**NOTE: There is no separate functions or cost for a secondary system. All support for the production and any DR operations are included within the Maintenance & Support for the system.**