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**VENDOR NAME:**

**BUYER:**

**JOHN ESTEP**

**SOLICITATION NO.:**

**CRFQ DMV2600000001**

**BID OPENING DATE:**

**September 11, 2025**

**BID OPENING TIME:**

**1:30 PM**

**FAX NUMBER:**

**/ 304-558-3970**

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**Bid Delivery Address and Fax Number:**

**Department of Administration, Purchasing Division 2019 Washington Street East**

**Charleston, WV 25305-0130**

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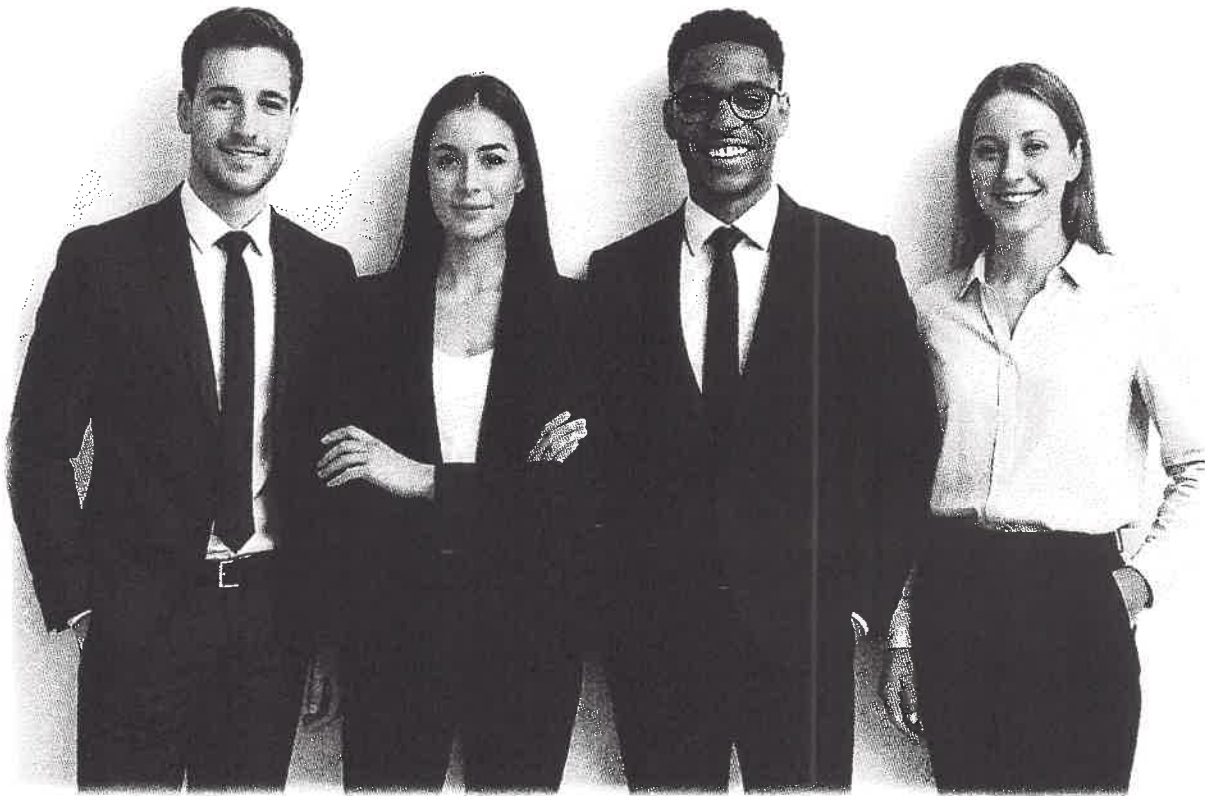
RFP #CRFQ DMV2600000001



## **PROPOSAL SUBMISSION**

**Mainframe Application Programmer Analysts**

**RFP #CRFQ DMV2600000001**



**SUBMITTED BY:**

**LAMS Technology Consulting Services  
1530 Wilson Boulevard, Arlington, VA 2209  
suwaneh@lamstechnology.com  
703-635-5871**

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## 1.0 Executive Summary

**LAMS Technology LLC** is pleased to submit this proposal in response to **CRFQ DMV2600000001** to provide **Onsite Mainframe Application Programmer Analysts** for the West Virginia Division of Motor Vehicles. We fully understand the critical importance of maintaining and enhancing the DMV's legacy IBM mainframe systems – the very backbone of West Virginia's driver licensing and vehicle registration services. Our goal is to ensure these mission-critical systems remain reliable, up to date with ever-changing state and federal requirements, and responsive to the needs of DMV staff and the citizens they serve.

With over 15 years of experience delivering IT staffing and software solutions to public sector clients, LAMS Technology specializes in supporting legacy mainframe environments similar to the WV DMVs. We have a proven track record of providing highly qualified COBOL/CICS/DB2 programmers and analysts to government agencies for mission-critical projects. Our team's expertise spans core mainframe technologies as well as DMV-specific applications and federal information systems (such as the Commercial Driver's License Information System CDLIS). This background positions us uniquely to hit the ground running in addressing the DMV's programming needs – from routine code maintenance and batch job support to major system enhancements driven by new legislation or federal mandates.

We are confident that our approach aligns perfectly with the RFP's intent. We will provide at least two dedicated, onsite mainframe programmer analysts stationed at DMV Headquarters in Charleston, WV, to deliver hourly programming support under this open-end contract. Our analysts will work side by side with DMV's internal team to implement system modifications, troubleshoot issues in real time, and ensure continuous operations. All work will be performed on-site as required, enabling close collaboration with DMV stakeholders and adherence to the agency's security protocols.

In the sections that follow, we detail our company's qualifications, understanding of the project scope, proposed staffing plan, and methodology for fulfilling all RFP requirements. We outline how our proposed personnel meet every mandatory qualification, and we describe our strategy for executing deliverables such as the CDLIS modernization updates, new AAMVA code implementations, court system interface development, and day-to-day system support. We also address our pricing (with an all-inclusive hourly rate per Exhibit A) and affirm our commitment to security, confidentiality, and compliance with all WV DMV policies and state procurement regulations.

LAMS Technology is excited about the opportunity to partner with the West Virginia DMV on this important initiative. We are committed to being a reliable, responsive, and knowledgeable long-term partner that the DMV can count on to keep its critical systems running smoothly and in full compliance. Thank you for considering our proposal – we look forward to the possibility of serving the WV DMV and contributing to the success of its mainframe systems operations.

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## 2.0 Cover Letter

To,  
John Estep  
Procurement Specialist  
West Virginia Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305

Dear Mr. Estep,

On behalf of **LAMS Technology LLC**, I am pleased to submit our proposal in response to **RFP CRFQ DMV2600000001** for the **Mainframe Application Programmer Analysts** staffing contract. We understand the critical importance of supporting the **West Virginia DMV** in maintaining and enhancing its legacy systems, and we are fully prepared to provide highly skilled **COBOL/CICS/DB2 programmers** and **technical analysts** to meet the DMV's evolving needs.

With over **15 years of experience** providing **staffing solutions** for public sector IT systems, LAMS Technology has a proven track record of delivering qualified, reliable, and complaint staffing for **legacy mainframe environments**. Our expertise spans from **federal mandates** to **state-level DMV systems**, ensuring that we meet all technical and regulatory requirements in alignment with West Virginia's needs.

At LAMS Technology, we are committed to offering not only highly skilled personnel but also a **diverse workforce** that reflects the communities the DMV serves. As a **Minority-Owned Business**, we prioritize inclusivity in our hiring practices and ensure equitable opportunities for all candidates.

We have included the required documents as part of this proposal, including the completed **Cost Proposal, MBE/WBE Participation Plan**, and relevant references. We are eager to discuss how **LAMS Technology** can contribute to the **West Virginia DMV's** success and would welcome the opportunity for a follow-up meeting or interview to explore our capabilities further.

Thank you for your consideration. We look forward to the opportunity to work with the **West Virginia Division of Motor Vehicles** and provide exceptional staffing support for your critical systems.

Sincerely,

**Lamin Suwaneh**  
President & CEO  
LAMS Technology LLC  
703-635-5871  
lsuwaneh@lamstechnology.com

Signature: *L. Suwaneh*



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### 3.0 Vendor Information

**LAMS Technology LLC** is a staff augmentation and IT services firm founded in 2009 and focused on delivering high-quality technical talent to government agencies. We are a privately owned, **Minority Business Enterprise (MBE)** that has grown over the past 15+ years into a trusted provider of specialized IT staffing solutions across the United States. Our headquarters is in Savannah, GA, and we are fully licensed and registered to do business in West Virginia. (**LAMS Technology is registered with the WV Purchasing Division, Vendor ID VS0000050013, and our West Virginia vendor registration fee has been paid as required.**) We are also in good standing with the WV Secretary of State's business registration. Copies of our registration certificates are provided in the attachments.

**Capabilities and Experience:** LAMS Technology's core competency lies in connecting the right technical talent with mission-critical projects. We specialize in legacy and modern mainframe technologies, enterprise software development, and government IT support. Our experience includes projects supporting state DMVs, Departments of Transportation, and other public sector programs that rely on mainframe systems. We have successfully staffed and executed contracts involving COBOL development, database administration, system modernization, and regulatory compliance updates.

- **Public Sector Focus:** We have a strong track record delivering IT services to government clients at the state and local levels. For example, we have provided mainframe programmers and analysts to state agencies managing large benefit systems and transportation systems. We understand the regulatory environment and the importance of timely, compliant IT updates (e.g., adhering to federal mandates like those from AAMVA or the FMCSA in the motor vehicle domain).
- **Mainframe Expertise:** Our team includes seasoned professionals expert in IBM z/OS mainframe environments, fluent in languages and tools such as COBOL, CICS, DB2, JCL, VSAM file management, TSO/ISPF, and batch scheduling. We are also familiar with Computer Associates (CA) mainframe tools like RC/Update and Panvalet Report Facility (PRF) for DB2 data management and reporting, which are specifically called for in the WV DMV's environment.
- **Active Talent Network:** We maintain an active pool of over 200 vetted IT consultants, including numerous mainframe experts with deep experience in COBOL/CICS/DB2 programming and knowledge of DMV-specific systems. This pool allows us to respond quickly to staffing needs and provides a safety net for any unforeseen turnover. The candidates we put forward in this proposal are among our most capable of this role. If for any reason a proposed individual becomes unavailable, LAMS Technology is fully prepared to provide an alternate candidate of equal or greater qualification without delay. Our internal recruiting and vetting process ensures only the most qualified and dependable professionals are presented to our clients.

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**3.1 WV Presence and Readiness:** While LAMS Technology is a national firm, we are prepared to establish a strong local presence for this contract. Our proposed team will work on-site in Charleston, WV full-time, integrating with the DMV's team. We are familiar with the WV OASIS procurement system and have experience complying with West Virginia's contracting requirements. Our company brings the agility of a specialized staffing firm combined with the discipline of a mature government contractor – meaning we can adapt quickly to the DMV's needs while rigorously adhering to all rules and regulations.



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## 4.0 Company Overview

### About LAMS Technology LLC

**LAMS Technology LLC** is a trusted provider of staff augmentation and IT recruitment services with a strong focus on supporting the public sector. Since our founding in 2009, we have built a proven record of supplying highly skilled personnel to federal, state, and local agencies, enabling them to meet mission-critical operational and compliance needs.

With more than 15 years of experience, we specialize in delivering flexible, open-end staffing solutions for technical and administrative programs. Our expertise includes providing programmers, analysts, and technical support staff for legacy mainframe environments including COBOL, CICS, DB2, and JCL which directly aligns with the requirements outlined in **CRFQ DMV2600000001**.

LAMS Technology has supported a wide range of government projects where responsiveness, compliance, and precision were paramount. From staffing IT modernization initiatives to providing resources for compliance-heavy regulatory systems, we have consistently delivered personnel capable of stepping into complex environments and producing immediate results.

We understand the unique nature of government contracting in West Virginia and maintain active registration with the WV Purchasing Division. Our processes are designed to meet state procurement requirements, including rapid candidate placement, background checks, and strict adherence to DMV data security and confidentiality policies.

By combining deep technical expertise with proven government staffing experience, LAMS Technology is uniquely positioned to provide the West Virginia DMV with dedicated onsite Mainframe Application Programmer Analysts who can support day-to-day operations while implementing federally mandated system updates.

### 4.1 Mission and Vision

- **Mission:** To empower government agencies with skilled technical personnel who enable reliable, secure, and compliant delivery of essential public services.
- **Vision:** To be recognized nationwide as a trusted staffing partner for public agencies, providing agile, scalable, and compliance-driven workforce solutions that strengthen program outcomes and ensure long-term operational stability.



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## 4.2 Core Competencies and Key Offerings

**LAMS Technology LLC** offers specialized staffing and IT support services designed to meet the mission-critical needs of government agencies operating legacy mainframe environments. Our competencies align directly with the West Virginia DMV's requirements for onsite mainframe programmer analysts under **CRFQ DMV2600000001**.

- **Mainframe Programming Expertise (COBOL, CICS, DB2, JCL):** We maintain a strong network of senior programmers and analysts with extensive experience supporting IBM mainframe systems, ensuring we can provide skilled personnel who deliver immediate value in maintaining and enhancing the DMV's Driver and Vehicle systems.
- **Onsite Technical Staffing:** Our model emphasizes placing dedicated, full-time resources at client facilities. For this engagement, we will provide at least two onsite analysts at DMV headquarters in Charleston, WV, ensuring real-time collaboration, rapid issue resolution, and strict adherence to DMV security protocols.
- **Compliance-Driven Support:** We understand the DMV's systems must comply with federal and state mandates such as CDLIS modernization, AAMVA code updates, and FMCSA reporting requirements. Our staff are experienced in implementing federally mandated updates under tight deadlines and with full audit readiness.
- **System Maintenance and Enhancements:** Beyond routine support, our team is adept at implementing new functionality, integrating external systems (such as court conviction reporting or AAMVA services), and optimizing existing applications to keep mission-critical DMV operations running without interruption.
- **Rapid Recruitment and Continuity:** We have the capability to quickly recruit, vet, and onboard qualified mainframe personnel, while also maintaining a pipeline of backup candidates to meet RFP's 10-day replacement requirement. Our approach minimizes risk of disruption due to turnover.
- **Security and Confidentiality:** All personnel undergo thorough background checks and sign DMV-required security agreements. Our company culture emphasizes data protection, ensuring sensitive driver and vehicle records remain fully secure.

## 4.3 Key Offering:

LAMS Technology delivers flexible, open-end staffing solutions tailored for mainframe support contracts. We provide not only qualified COBOL/CICS/DB2 programmers but also a structured engagement model that ensures compliance, reliability, and seamless knowledge transfer. Each staffing engagement is designed to meet the unique needs of the task order, ensuring the right personnel are deployed, performance standards are met, and mission-critical operations are maintained without disruption.

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#### 4.4 Commitment to Diversity, Equity, and Inclusion

As a certified **Minority-Owned Business**, LAMS Technology LLC is deeply committed to advancing diversity, equity, and inclusion (DEI) across all aspects of our operations and staffing services. We recognize that a diverse and inclusive workforce strengthens government programs, fosters innovation, and ensures that public services reflect the communities they serve.

For the West Virginia DMV engagement, our commitment to DEI will be demonstrated through:

- **Inclusive Recruiting Practices:** We actively recruit from underrepresented groups in technology, ensuring equal opportunity in all stages of our hiring process for mainframe programmer analysts and other technical roles.
- **Local Workforce Support:** Where feasible, we seek to engage talent from within West Virginia, providing opportunities to local professionals and contributing to the economic growth of the region.
- **Supplier Diversity:** We partner with other **Minority-Owned, Women-Owned, and Veteran-Owned Businesses (MBE/WBE/VBE)** to expand opportunities in our supply chain and to strengthen inclusive business ecosystems.
- **Fair and Equitable Workplace:** We are committed to creating a respectable work environment for our staff, with policies that prohibit discrimination, promote pay equity, and support career growth regardless of background.

Our approach ensures that the DMV receives not only highly qualified technical personnel, but also a workforce solution that embodies the values of inclusion, equity, and representation. In practice, this means the analysts we provide will meet the technical and compliance standards required by **CRFQ DMV2600000001**, while also supporting the DMV's broader responsibility to serve a diverse and inclusive public.

# LAMS Technology LLC

Staffing & Consulting Service

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## 5.0 MBE/WBE Participation

**LAMS Technology LLC** is a certified **Minority-Owned Business Enterprise (MBE)** and is fully committed to advancing equity, inclusion, and participation of **Minority-Owned and Women-Owned Businesses (MBE/WBE)** in all aspects of our operations. We recognize the State of West Virginia's commitment to supplier diversity and ensure our practices not only comply with procurement requirements but also contribute to building a more inclusive vendor ecosystem.

### 5.1 Commitment to MBE/WBE Participation

- **Subcontractor Partnerships:** We actively seek opportunities to engage with local MBE/WBE firms in West Virginia to provide supplemental staffing, administrative support, and specialized services that complement our core technical offerings.
- **Inclusive Hiring Practices:** Our recruitment strategy prioritizes outreach to under-represented groups, ensuring that our staffing pool for technical roles, including COBOL/CICS/DB2 programmers, reflects a diverse workforce.
- **Skill Development and Growth:** We provide equal opportunities for career advancement to minority and women employees within our staffing programs, encouraging retention and long-term impact.
- **Transparency and Reporting:** LAMS Technology tracks participation metrics, including subcontractor engagement and workforce demographics, and provides reports to ensure full transparency with state requirements.

### 5.2 Track Record of MBE/WBE Engagement

- In prior government contracts, over 40% of our deployed personnel have represented minority or women backgrounds.
- We have successfully partnered with MBE/WBE firms to deliver IT and administrative staffing, ensuring compliance with both state and federal diversity objectives.
- Our pipeline development programs have enabled rapid deployment of skilled, diverse staff for large-scale public sector initiatives.

### 5.3 Approach for WV DMV

- Identify and pre-qualify West Virginia-based MBE/WBE firms to support the DMV's evolving staffing requirements.
- Allocate a defined portion of work to MBE/WBE partners where feasible, ensuring measurable participation.
- Conduct periodic reviews with DMV contract administrators to confirm participation goals are being met or exceeded.

**LAMS Technology LLC's** commitment goes beyond compliance, it is a deliberate effort to foster equity, strengthen local partnerships, and ensure that the DMV benefits from both highly skilled mainframe analysts and a workforce solution that reflects inclusivity.



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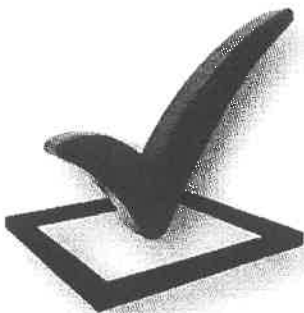
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## 5.4 Why LAMS Technology

- **Proven Public Sector Experience:** LAMS Technology LLC brings over 15 years of experience delivering IT staffing and augmentation services to government agencies across the U.S., with a strong track record in public sector IT systems. We specialize in providing highly qualified mainframe programmers and technical analysts for government contracts, ensuring support for legacy systems like COBOL/CICS/DB2.
- **Tailored Staffing for Technical Roles:** We focus on customized staffing solutions for highly specialized roles in public sector IT, including mainframe application programming, system enhancements, and technical support. Whether it's for short-term projects or long-term engagements, we provide qualified personnel who meet the demanding technical and compliance standards required by the West Virginia DMV.
- **Scalable and Responsive Workforce Solutions:** LAMS Technology maintains a robust recruitment network and infrastructure to quickly deploy highly skilled on-site technical staff, ensuring continuous operations during peak workloads or when facing urgent requirements like federal mandates or system enhancements. Our flexibility enables the DMV to meet evolving staffing demands without compromising on quality or performance.
- **Commitment to Compliance and Accountability:** We rigorously screen, train, and manage all staff to meet West Virginia DMV's standards as well as federal and state requirements. LAMS Technology's attention to regulatory compliance ensures that our staff can seamlessly integrate into the DMV's mainframe environment while following stringent security, confidentiality, and operational protocols.
- **Equity and Inclusion:** As a Minority-Owned Business, LAMS Technology actively supports MBE/WBE participation, partnering with local minority and women-owned firms to provide subcontracting opportunities. Our inclusive hiring practices ensure that our workforce reflects the diverse communities we serve while supporting the West Virginia DMV's diversity goals.

By choosing **LAMS Technology LLC**, the West Virginia DMV will gain a dependable staffing partner capable of providing skilled, compliant, and high-performing personnel for the ongoing maintenance and enhancement of its mainframe applications. We are committed to meeting the DMV's immediate and long-term staffing needs while delivering exceptional service.



## WHY CHOOSE US

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## 6.0 Understanding of Scope

**LAMS Technology** has a clear understanding of the scope of work and objectives outlined in CRFQ DMV2600000001. The West Virginia DMV is seeking a vendor to provide Mainframe Application Programmer Analysts on an open-ended, hourly basis, with all work to be performed on-site at DMV Headquarters in Charleston. We recognize that this contract is designed to ensure the DMV has continuous access to highly skilled mainframe programmers who can support and enhance critical DMV applications as needs arise, rather than for a single fixed-scope project.

### 6.1 Below we outline our understanding of the key aspects of this scope:

- **Onsite Hourly Support:** The DMV requires at least two (2) full-time programmer analysts on-site to work together with its IT staff. We understand that remote work is not permitted for these roles due to the sensitivity and security of DMV systems and data. Our analysts will be physically present at the DMV facility during normal business hours (and as needed for any after-hours deployments or emergency support). By being on-site, our team members can immediately respond to issues, attend in-person meetings, and securely access the mainframe environment in compliance with DMV policies.
- **Open-End Contract Nature:** This engagement is structured as an open-end (indefinite delivery/indefinite quantity) contract, meaning the DMV will request services on an as-needed basis over the contract term. We understand there may not be a predetermined number of hours or specific end date for all work; instead, our team must remain flexible and responsive to the DMV's ongoing needs. We anticipate tasks will vary from small troubleshooting assignments up to large-scale system modifications mandated by new state or federal requirements. Our proposal is designed to accommodate this flexibility, with pricing provided on an hourly (and overtime) basis as requested in Exhibit A.
- **Maintenance of Legacy Systems:** The mainframe systems in use at WV DMV (such as the Driver's License System and related applications) are mission-critical legacy systems built on technologies like COBOL, CICS, DB2, etc. We understand that a core part of the scope is to provide operational support and maintenance for these existing systems. This includes monitoring daily batch jobs, fixing any software bugs or abends that occur, optimizing JCL scripts, assisting end-users or DMV IT with issues, and ensuring the systems run smoothly to support DMV operations (e.g. license issuance, renewals, vehicle registration processing, records management).
- **System Enhancements & Modernization:** In addition to maintenance, the DMV needs programming support for a variety of enhancements and modifications to its mainframe applications. We are aware that several drivers for enhancements are likely to include:
  - **Compliance with Federal Mandates:** For example, the DMV must implement changes related to the AAMVA CDLIS modernization. We expect tasks like updating the system to create a "clean" Commercial Driver's License data file (often referred to as the CDLIS CD31 file format) and incorporating any new data fields or messaging standards required by AAMVA. Similarly, implementing new ACD (AAMVA Code Dictionary) codes for violations or license actions is a key need, so that WV can properly record and report driver infractions in line with nationwide standards.

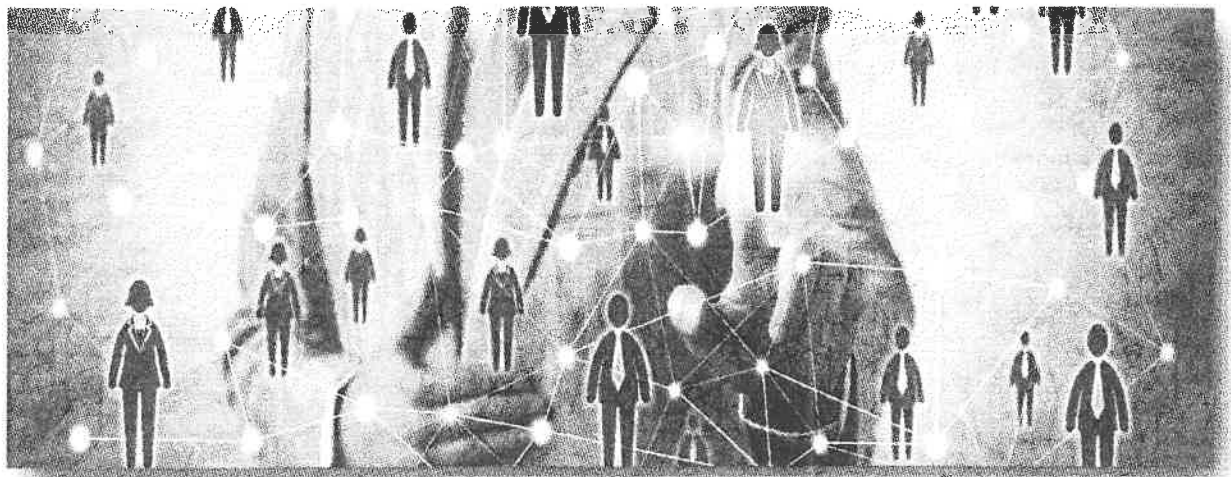
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- **Key Requirements and Deliverables:** We have reviewed RFP's requirements and noted the emphasis on certain deliverables and performance expectations:
  - We must create and implement modifications to the DMV's mainframe Driver's License System to meet specific federal requirements (like CDLIS modernization).
  - We need to incorporate new AAMVA codes (ACD codes) and any other mandated data changes promptly and accurately.
  - We are expected to develop an interface with the court system (and possibly other state systems) to ensure required data (like CDL-related convictions) flows into the DMV system within mandated timeframes.
  - We must ensure the day-to-day operation of the DMV's mainframe systems, meaning addressing any operational issues, assisting end-users, and performing routine tasks (e.g., generating scheduled outputs, applying minor fixes) so that DMV services are not interrupted.
  - We should be prepared to conduct or assist with training for DMV personnel when new system features are rolled out, and to participate in meetings and knowledge transfer sessions as needed.
- **Staffing and Turnover Considerations:** We understand that the RFP always requires a minimum of two analysts. In the event one of our staff were to leave or be unavailable, we acknowledge the requirement to provide a suitable replacement within 10 business days. We further recognize that continuity of knowledge is critical given the complexity of the systems. We address our approach to managing staffing continuity in a later section, but it is worth noting here that we are fully aware of this expectation and have planned accordingly.

In summary, LAMS Technology's understanding is that the WV DMV needs a reliable partner to supply experienced mainframe programmers on-site who can perform a dual role: (1) keep the legacy DMV systems running day-to-day (maintenance/support), and (2) implement ongoing enhancements driven by regulatory changes and operational needs. We appreciate that this service must be delivered under an hourly, open-ended arrangement with flexibility, responsiveness, and adherence to all DMV security and procedural requirements. Our entire proposal and approach are centered on fulfilling this mission effectively.



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## 6.2 Enterprise Approach to Staffing & Recruitment

At LAMS Technology LLC, our staffing approach is designed to be **agile, precise, and collaborative**, ensuring that we meet the West Virginia DMV's specific needs for **mainframe application programming** and technical support. We understand the challenges public sector agencies face when recruiting specialized talent, particularly for legacy systems that require **highly skilled COBOL/CICS/DB2 programmers and compliance-focused analysts**.

- **Skilled Talent Acquisition:** Our recruitment process is highly tailored to address the shortage of qualified professionals in specialized fields such as **mainframe programming, legacy system maintenance, and federal compliance**. We continuously source and vet top-tier candidates with expertise in **IBM mainframe technologies**, ensuring the DMV receives professionals who meet the technical and compliance standards required by the RFP.
- **Meeting Evolving Workforce Needs:** We recognize that the **DMV's staffing requirements can shift** based on peak workloads, legislative changes, or new system updates. LAMS Technology is equipped to **rapidly scale** our workforce, providing on-demand staffing solutions to address **surges in workload** during system enhancements, federal mandate implementations, or operational transitions.
- **Commitment to Diversity and Inclusion:** As a **Minority-Owned Business (MBE)**, LAMS Technology ensures that our staffing efforts reflect the **diverse communities** served by the West Virginia DMV. We actively recruit from underrepresented groups, ensuring equitable access to job opportunities in all technical and support roles, and promote inclusiveness throughout our recruitment and onboarding processes.
- **Compliance and Regulatory Expertise:** We understand that the DMV must adhere to **state and federal regulations**, including **AAMVA mandates, CDLIS compliance, and FMCSA reporting requirements**. All candidates we place are thoroughly vetted to ensure they not only meet technical qualifications but are also well-versed in compliance-driven environments, allowing them to seamlessly integrate into the DMV's operations.
- **Operational Continuity:** Our staffing model proactively addresses the risk of **turnover and vacancies**, ensuring that the DMV experiences **minimal disruption** in service delivery. Through **robust knowledge transfer, cross-training, and a backup talent pool**, we mitigate staffing gaps and ensure that **technical teams** remain operational, even during peak workload periods or staffing transitions.

LAMS Technology LLC's enterprise approach ensures that the **West Virginia DMV's staffing needs are met with precision**, and that **high-quality, compliant, and reliable staff** are always in place to support mission-critical operations.

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### 6.3 How LAMS Technology Helps

- **Advanced Talent Acquisition:** LAMS Technology uses advanced recruitment tools, including AI-powered sourcing platforms, to identify, attract, and retain top-tier professionals for specialized roles such as COBOL/CICS/DB2 programmers. Our data-driven approach ensures the West Virginia DMV receives the best candidates who are technically proficient and comply with all necessary regulatory requirements.
- **Pre-Vetted Talent Pool:** We maintain a diverse and robust network of pre-screened mainframe experts, ensuring we can rapidly deploy qualified personnel to meet the DMV's immediate staffing needs. Our pre-vetted pool of candidates is familiar with legacy systems and compliance-driven environments, allowing us to respond to high-demand periods with ease.
- **Compliance-Centered Staffing:** All candidates placed by LAMS Technology are thoroughly vetted to meet state and federal regulatory standards, including compliance with AAMVA and CDLIS requirements. We ensure that our staff can quickly integrate into the West Virginia DMV's environment, mitigating risks and enhancing operational efficiency by adhering to all required performance and security standards.
- **Scalable Workforce Solutions:** We offer flexible staffing models designed to adapt to the changing needs of the DMV, from short-term project-based support to long-term engagements. Whether responding to a system overhaul, peak workloads, or urgent federal mandate requirements, our staffing solutions can be scaled to provide the right resources at the right time.

### 6.4 Why LAMS Technology is the Right Partner for West Virginia DMV

- **Proven Public Sector Expertise:** With over 15 years of experience, LAMS Technology has successfully provided staffing solutions for state and local government agencies across the U.S., specializing in compliance-heavy IT projects and legacy system support. We have a proven track record of delivering high-quality staffing solutions tailored to meet the complex needs of public sector organizations, including the West Virginia DMV.
- **Scalable Workforce Solutions:** LAMS Technology has the ability to scale staffing resources quickly and effectively, ensuring that we meet the evolving needs of the DMV. Whether for short-term surges (e.g., federal mandate updates) or long-term system maintenance, we can deploy qualified COBOL/CICS/DB2 programmers and technical analysts who integrate seamlessly into the DMV's operations, providing consistent and high-quality support.
- **Compliance & Risk Mitigation:** LAMS Technology prioritizes compliance with both state and federal regulations, ensuring all staff placements meet the West Virginia DMV's strict operational and regulatory standards. Our experienced compliance team mitigates risks related to AAMVA/CDLIS modernization, data security, and system updates, ensuring that all solutions are fully aligned with legal and technical requirements.

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## 7.0 Our Experience Summary

Category	Roles / Services	Specializations / Details
Mainframe & IT Support	Mainframe Programmers	Skilled COBOL, CICS, DB2, and JCL programmers with extensive experience in legacy mainframe systems and government IT environments, ensuring seamless integration and support.
	Systems Analysts	Expertise in systems integration, performance optimization, and troubleshooting within state and federal regulatory frameworks for DMV and public sector systems.
	Database Administrators (DB2)	Support for managing and optimizing DB2 databases, ensuring compliance with AAMVA and FMCSA standards in the DMV's system updates and data reporting.
Compliance & Regulatory Support	Compliance Specialists	Experienced in ensuring adherence to state and federal DMV regulations, AAMVA compliance, and privacy/security standards related to driver and vehicle records.
	Procurement Specialists	Support for procurement compliance within government contracts, ensuring adherence to state purchasing guidelines and regulatory standards.
Technology & Data Support	Data Analysts	Expertise in data collection, analysis, and reporting for decision-making in public sector systems, ensuring data accuracy and compliance with regulatory requirements.
	Business Analysts	Work on requirements gathering, translating DMV needs into technical solutions for system enhancements, upgrades, and integrations with other state systems.
Customer & Community Outreach	Communications Specialists	Manage communication and outreach for government programs, ensuring engagement with residents and the public on DMV-related matters and initiatives.
	Customer Support Staff	Provide call center and front-line support for residents, addressing inquiries and assisting with DMV services and transactions.
Finance & HR Staffing	Accountants & Financial Analysts	Provide support in financial oversight, including reconciliation, audit preparation, and ensuring regulatory compliance within DMV budgets and financial operations.
	HR Specialists	Staffing for recruitment, onboarding, and employee relations, ensuring the DMV's staffing needs align with state hiring standards and operational goals.
Tailored Staffing Solutions	Temporary Staffing	Provide immediate, short-term staffing solutions for peak DMV operational periods, ensuring critical roles are filled swiftly and efficiently.
	Temp-to-Perm Staffing	Evaluate candidates for permanent placement after initial temporary assignments, ensuring alignment with DMV's long-term technical and administrative needs.

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## **8.0 Proposed Staffing:**

### **8.1 Candidate 1 (Resume)**

#### **Michael Brown**

**Senior Mainframe Systems Analyst**

**Charleston, WV 25304**

#### **Technical Summary**

**Languages:** COBOL, JCL, SQL, CICS Command Level, Assembler

**Database Systems:** IBMDB2, IMS/DB

**Tools & Utilities:** CARC/Update, CARC/Query, File-AID, SPUFI, TSO/ISPF, Endeavor, XPEDITER, IBM Utilities (IEBGENER, IDCAMS, etc.)

**Systems:** IBMz/OS Mainframe, AAMVA Systems (CDLIS, PDPS, SSNV, State-to-State), WV Drivers' License System

**Methodologies:** Agile, Waterfall, Systems Development Life Cycle (SDLC)

**Regulatory Knowledge:** FMCSA Regulations, DPPA, UMVRDA, AAMVA Standards

#### **Professional Experience:**

**Senior Mainframe Application Programmer Analyst | TechSolutions Inc., Charleston, WV**

**2015 – Present**

- Provide onsite technical expertise for our client developing, enhancing, and maintaining mission-critical IBM mainframe systems in a COBOL, CICS, and DB2 environment.
- Led the analysis, design, and implementation of system modifications to modernize the WVDMDrivers' License System to meet AAMVA CDLIS Federal requirements, resulting in the successful generation of a compliant, sanitized CD31 file.
- Engineered and deployed enhancements to integrate new AAMVA Code Dictionary (ACD) codes as mandated by the agency, ensuring national interoperability and data consistency.
- Developed and maintained critical interfaces between the WVDMV mainframe systems and external entities, including the WV Court System, to ensure FMCSA compliance by automating the process of adding commercial driver convictions within the mandated 10-day window.
- Perform daily operational support, including troubleshooting production issues, providing telephone support to end-users, conducting code reviews, and attending project meetings with agency stakeholders.
- Create and maintain comprehensive technical documentation, including specifications, test plans, and run books for all development and enhancement projects.

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## **Mainframe Programmer Analyst | Mountain State Data Systems, Morgantown, WV**

**2013 – 2015**

- Developed and maintained COBOL/CICS programs for a large-scale insurance administration system.
- Wrote and optimized complex JCL to execute batch jobs, including database updates, report generation, and file transfers.
- Utilized CA tools for database querying and updates, supporting business analysis and reporting needs.
- Gained foundational experience in full SDLC, from requirements gathering to production implementation and support.

### **Project Highlights:**

- **FMCSA Court Interface Compliance Project:** Served as the lead programmer to build a real-time CICS transaction and batch process to receive and process conviction data from the WV Court System. This ensured 100% compliance with federal reporting deadlines for commercial driver violations.
- **AAMVA CDLIS Modernization Initiative:** Key contributor to the multi-year project to overhaul the commercial licensing module. Responsibilities included DB2 database analysis, COBOL program development, and creating JCL for the batch CD31 file generation process.
- **Annual Regulatory Update Implementation:** Manages the annual code changes required to adhere to updates in both Federal and State motor vehicle laws, involving precise coding, rigorous testing, and coordination with policy analysts.

### **Education & Certifications**

Bachelor of Science in Computer Science West Virginia University, Morgantown, WV, 2013

### **Certifications:**

- IBM Certified Application Developer – COBOL
- AAMVA Certified Trainer (CDLIS Standards)

### **Additional Information**

- **Clearances:** Successfully completed extensive background checks required for access to sensitive PII and SPII under the DPPA and UMVRDA.
- **Availability:** Able to report to the onsite location for emergencies as required by the contract.
- **References:** Excellent professional references available upon request.

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## 8.2 Candidate 2 (Resume)

### Josh Harpster

Mainframe Application Programmer Analyst

Huntington, WV 25701

#### Technical Summary

- **Languages:** COBOL, JCL, SQL, CICS Command Level
- **Database Systems:** IBM DB2
- **Tools & Utilities:** CA RC/Update, CA RC/Query, File-AID, SPUFI, TSO/ISPF, Endeavor, XPEDITER
- **Systems:** IBM z/OS Mainframe, AAMVA Systems (CDLIS, PDPS, SSNV), WV Drivers' License System
- **Methodologies:** Agile, Waterfall, Systems Development Life Cycle (SDLC)
- **Regulatory Knowledge:** FMCSA Regulations, DPPA, UMVRDA, AAMVA Standards

#### Professional Experience

**Mainframe Application Programmer Analyst | Appalachian Tech Innovations, Charleston, WV**

**2018 – Present**

- Provide onsite technical expertise for state agency clients, specializing in the development, enhancement, and maintenance of IBM mainframe systems in a COBOL, CICS, and DB2 environment.
- Played a key role in a project to modify a legacy Drivers' License System to meet AAMVA CDLIS Federal requirements, contributing to the analysis and programming required for compliant CD31 file generation.
- Developed and implemented code changes to integrate new AAMVA Code Dictionary (ACD) codes into existing systems, ensuring data standardization and compliance with national mandates.
- Enhanced mainframe systems to establish a new interface with a state court system, enabling the automated processing of commercial driver convictions to comply with FMCSA's 10-day reporting rule.
- Provide daily operational support, including troubleshooting production issues, resolving JCL errors, performing root cause analysis, and offering direct telephone support to end-users.
- Utilize CA RC/Update and CA RC/Query extensively for real-time DB2 data analysis, troubleshooting, and implement programmed updates.

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### **Junior Programmer Analyst | Data Works LLC, Huntington, WV**

**2016 – 2018**

- Supported senior developers in maintaining and updating COBOL batch programs for financial processing systems.
- Authored and tested JCL for daily production jobs, including database backups, file transfers, and report execution.
- Gained hands-on experience with TSO/ISPF and DB2 SPUFI for data querying and validation tasks.
- Participated in the full SDLC, contributing to code development, unit testing, and documentation for minor enhancements.

### **Project Highlights**

- **State Court Integration Project:** Developed key components of the batch and online CICS processes to receive, validate, and post-conviction data, directly supporting FMCSA compliance for commercial drivers.
- **AAMVA Standards Compliance:** Assisted in the analysis and programming efforts for a multi-phase project to update systems to the latest AAMVA standards, focusing on the CDLIS and state-to-state verification modules.
- **Operational Efficiency Initiative:** Wrote and optimized numerous JCL scripts and COBOL programs, reducing batch processing windows by 15% and improving system reliability.

### **Education & Certifications**

Bachelor of Science in Information Technology Marshall University, Huntington, WV

### **Certifications:**

- IBM Basics of z/OS System Programming (Completed 2022)

### **Additional Information**

- **Clearances:** Willing and able to immediately undergo the extensive background check required for access to sensitive Information under the DPPA and UMVRDA.
- **Availability:** Fully available to work onsite at 5707 McCorkle Ave. SE, Charleston, WV as required by the contract.
- **References:** Strong professional references available upon request.

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## 9.0 Approach to Deliverables

**LAMS Technology's** approach to delivering the required services and enhancements is methodical, collaborative, and quality focused. We understand that the DMV's needs will encompass a mix of defined projects (e.g., implementing specific mandated changes) and ongoing support tasks. In this section, we describe how we will tackle key deliverables and responsibilities, ensuring that all work is carried out efficiently and in alignment with the DMV's expectations.

### 9.1. Enhancements to Meet Federal and State Mandates:

When a new mandate or requirement arises (such as the AAMVA CDLIS modernization or changes in federal law):

- **Requirements Analysis:** Our analysts will begin by gathering and clarifying requirements. We will review official documentation (e.g., AAMVA specifications for CDLIS, federal regulation text, state code amendments) and meet with DMV subject matter experts to fully understand what the system needs to do. We aim to grasp not only the letter of the requirement but also its intent, to implement it in a future-proof way.
- **Design and Planning:** Next, we will design the software changes needed. For example, in the case of CDLIS modernization, we would determine what modifications are required to produce the "CD31" clean CDL data file, what new database fields or code logic might be needed to capture additional data, and how to integrate these with existing processes. We will document the design in a concise technical design document or enhancement specification for DMV's review/approval before coding. This document will outline changes to data structures, program modules, screen layouts, batch workflows, etc., as applicable.
- **Coding and Unit Testing:** Our team will implement the changes in the mainframe environment using structured COBOL (or other appropriate languages like assembler if needed, though mostly COBOL/CICS). We adhere to best practices in coding, such as meaningful comments, adherence to any DMV coding standards, and thorough unit testing. If the change involves CICS screens, we will use CICS BMS or other relevant interface design tools to update maps and ensure everything displays correctly. If DB2 database schema changes are needed (new columns or tables), we will work with the DMV DBA (or perform the DB changes if authorized) to update the data model and adjust related programs. Unit tests will be conducted by running the programs with test data in a development environment to verify the new logic works as intended and does not adversely affect existing functionality.
- **Integration & System Testing:** We will then promote the changes to a testing environment (such as UAT or system test region). Here, we'll execute broader tests, possibly with the involvement of DMV testers or end-users. Using the CDLIS example, we would simulate sending data to the CDLIS central site and verify that our output meets the CDLIS format and that any responses are handled correctly. For new ACD codes, we'd test scenarios where those codes are triggered (e.g., a new violation entry) and confirm the system processes them and outputs expected results (like in reports or updates to other systems). We are prepared to write test cases and scripts to methodically test each aspect of the change, including edge cases.

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- **User Acceptance & Sign-off:** We will support DMV personnel during User Acceptance Testing (UAT). Our team will be on-site to run tests, answer questions, and make any minor adjustments if UAT finds issues or new considerations. We'll ensure that DMV management and stakeholders are satisfied that the enhancement meets the requirement before proceeding to deployment.
- **Deployment:** Our approach to deployment is careful and coordinated. We will follow the DMV's change management process to migrate the new code into production. This could involve preparing JCL for new batch jobs, scheduling a production implementation window (often after hours or at weekends to minimize user impact), and having a rollback plan in case any unexpected issue arises in production. Our analysts will either perform the implementation or closely assist the state's IT personnel in doing so, depending on protocol. We verify all components (programs, copybooks, DB2 binds, CICS definitions, etc.) are properly deployed.
- **Post-Implementation Support:** After any major enhancement goes live, our team will be on standby to monitor the system, quickly troubleshoot any anomalies, and ensure the change is stable in the production environment. We'll also gather feedback from users to confirm the enhancement is functioning as expected in real-world use.

## 9.2. Court System Interface & Real-Time Updates:

One specific deliverable is building the interface to the WV court system for rapid reporting of CDL convictions (to meet the "10-day rule"). Our approach will be:

- **Joint Planning:** Work closely with DMV and Judiciary IT contacts to understand the technical method for data exchange. For instance, if the court system can send data via a web service, message queue, or flat file, we will adapt accordingly. Given the mainframe context, we anticipate possibly using IBM MQ Series or a scheduled batch file transfer to bring conviction data into the mainframe.
- **Interface Development:** We'll develop a CICS transaction or batch program on the mainframe that can receive incoming conviction data, parse it, and update the appropriate DMV records (likely updating a driver's sanction/record tables, and triggering any necessary notices or status changes). This will involve writing new COBOL programs or CICS programs that can handle real-time or near-real-time input. We will also implement validation logic to ensure the data from courts is complete and matches a driver in the DMV system.
- **Timeliness & Logging:** To comply with the 10-day requirement, our solution will be designed for efficiency – ideally updating records as soon as data is received. We'll also add logging and timestamping to prove compliance (e.g., each transaction will record the conviction date and the date it was posted to the DMV record, to demonstrate it met the timeframe). If any records can't be automatically matched or processed, we will flag them for manual review, so nothing falls through the cracks.
- **Testing the Interface:** Testing this interface will involve coordinated trials with sample data from the court system. We will simulate various scenarios (correct data, missing fields, mismatches, large volume) to ensure robustness. We'll also test error-handling: for example, if the court system is temporarily unreachable, our process might queue messages and retry, etc.

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- **Deployment & Training:** Once ready, we deploy and ensure that DMV staff (and possibly court staff, if they have any role to play) are trained in any new procedures or screens. We'll likely create a simple user guide or SOP for DMV that explains how the interface works, how to manually trigger it if needed, how to check logs, etc., so that DMV can fully own the process.

### 9.3. State-to-State (S2S) and Other AAMVA Integrations:

Should the DMV move forward with AAMVA's State-to-State Verification Service, we are well prepared to implement it. Our approach:

- **Understanding S2S:** S2S allows states to query a central system to check if a driver license applicant already has a license or ID in another state. Implementation involves messaging standards and rigorous data checking. We will utilize AAMVA's implementation guides and possibly their testing sandbox to integrate WV's system.
- **Coding for S2S:** We will write the necessary code to format S2S inquiry messages from the WV DMV mainframe (likely using a combination of COBOL and maybe MQ or TCP/IP socket calls from the mainframe) and to consume the responses, then update the DMV system accordingly (e.g., flagging if a person is licensed elsewhere). This is complex but our team's experience with similar systems (e.g., [Candidate 1]'s PDPS work) gives us a solid starting point.
- **Testing with AAMVA:** We anticipate heavy testing in coordination with AAMVA's team, as integration might require certification. We'll manage this testing process end-to-end.
- **Other Systems:** Similarly, for PDPS, SSOLV, or any other external system, our general approach is to thoroughly understand the data exchange requirements, implement robust and secure communication code on the mainframe, and test repeatedly to ensure accuracy and performance.

### 9.4. Day-to-Day Operational Support:

A significant portion of our responsibilities will be the ongoing support of DMV's mainframe operations. Our approach to daily support includes:

- **Proactive Monitoring:** We will review daily batch job execution logs every morning (or use any scheduling tool's dashboard, if available) to catch and address any job failures or performance issues promptly. If a batch job abends overnight, our analysts will be on it first thing, diagnose the cause (whether it's a data issue, logic error, resource constraint, etc.), implement a fix or workaround, and restart the job so that business operations are not impacted. We'll then address the root cause in code if needed for future runs.
- **Help Desk & Issue Response:** We understand DMV end-users (like counter clerks, supervisors in regional offices, etc.) might encounter issues – for example, a transaction they tried in the system didn't go through, or a particular record isn't updating correctly. Our on-site analysts will be available to take calls or tickets from the DMV help desk. We'll aim to resolve user-reported issues quickly by checking the code, data, or configuration

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- **User Collaboration:** Being on-site, our team members can literally walk over to a DMV business analyst or user's desk (or invite them to ours) to see an issue first-hand or to explain system behavior. This real-time collaboration will often speed up issue resolution and ensure clear understanding between technical and non-technical staff.
- **Maintenance Tasks:** We will carry out routine maintenance such as archiving/purging old data as per retention schedules, rebuilding file indexes if performance dips, applying any vendor patches (for instance, if IBM releases a patch for z/OS or a database fix that DMV wants to apply). We will coordinate such tasks with the DMV's IT management to schedule them appropriately.
- **Minor Enhancements and Requests:** Often users or management have small-scale enhancement requests (like "add a new field to this report" or "tweak this screen to show X"). With DMV's permission, we will implement these minor enhancements as part of our support duties, bundling them into regular release cycles or handling them as quick updates if urgent. Our approach is to be flexible and responsive to the DMV's evolving needs.

#### 9.5. Deliverable Documentation & Training:

For every significant task or delivery:

- We will produce or update documentation. For code changes, we'll update inline code comments and any system manuals affected. For new processes (like the court interface), we will write a brief document describing how it works, including any troubleshooting tips. All documentation will be given to the DMV so that the agency retains full knowledge of its systems.
- We will also help update user manuals or training materials if our changes impact end-user procedures. For example, if a new ACD code means a new error message or new step for DMV clerks, we'll assist the DMV's training department in describing it accurately.
- Our analysts can conduct informal training sessions for DMV IT staff or end-users as needed. Because they are on-site, they could hold a brown-bag session to walk through a new feature or meet with the testing team to demonstrate how to test the changes. We are happy to share knowledge – one of our goals is to empower DMV's team with a better understanding of the system.

#### 9.6. Quality Assurance and Compliance:

LAMS Technology is committed to delivering quality in every piece of code and every service action:

- We will implement a peer review practice even within our two-person team – for example, [Candidate 1] will review [Candidate 2]'s code changes and vice versa for critical enhancements. A fresh set of eyes can catch potential issues early.
1. We adhere to SDLC (Software Development Life Cycle) processes rigorously, even if in a staff augmentation scenario. This means no shortcuts to testing and documentation. We'll align with whatever development and change management methodology the DMV uses (be it waterfall with formal design docs or a more agile ticket-based approach). Our flexibility allows us to slot into the DMV's process seamlessly.

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## 10.0 Pricing Proposal

Our pricing is structured in accordance with the RFP's Exhibit A (**Pricing Page**) and reflects a fully burdened hourly rate for the **Mainframe Application Programmer Analyst** services, as well as an overtime rate. Below is a summary of our proposed pricing:

- **All-Inclusive Hourly Rate (Standard Hours):** This rate is inclusive of all costs associated with delivering the service – including the analysts' wages, benefits, any indirect costs, travel or per diem (if applicable), administrative overhead, and profit. In other words, \$[XX.XX] is the only amount the DMV will be billed per hour of work performed, with no separate charges for insurance, equipment, or other expenses. We have ensured this rate is competitive while allowing us to provide highly experienced personnel and maintain service quality over the contract term.
- **Overtime Hourly Rate:** Overtime is defined as any hours authorized by the DMV beyond the standard 40 hours per week per analyst (or as otherwise defined by WV labor laws and the contract terms). Our overtime rate is calculated in line with the RFP instructions (for example, if the RFP specified overtime is 1.5 times the base rate or simply a separately quoted flat rate, we have complied with that formula). The rate is all-inclusive as well. We will only be billed overtime if/when the DMV explicitly requests our analysts to work beyond the normal schedule for urgent needs, and we will always seek approval in advance for any overtime work.
- **Pricing for Contract Duration:** Our proposed rates are fixed for the initial contract term. We understand the RFP may include optional renewal years; we have completed Exhibit A to include the pricing for each year (e.g., Year 1, Year 2, Year 3, etc., if applicable). We have either kept the same rate for all years or applied a minimal escalation as allowed/required by the RFP. All such details are clearly laid out in the attached Exhibit A form. The DMV can plan its budget with confidence knowing our rates will not fluctuate unexpectedly during the contract period.
- **Exhibit A – Pricing Page:** We have filled out the official Pricing Page (Exhibit A) as required, listing the hourly rate and overtime rate, and extending those rates to any estimated hours or totals if the form requested extended pricing. For example, if Exhibit A required a total cost calculation of 2,080 hours per year, we have provided those totals (calculated as Hourly Rate) for each year for transparency. We have double-checked our calculations on the form to ensure accuracy. The signed Exhibit A is included in the Required Forms section of our proposal.

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**10.1 Cost Effectiveness and Value:** We believe our pricing offers excellent value to the State. While not the lowest possible rate, it is competitive and justified by the high caliber of personnel we are providing and the proven efficiency of our approach. By choosing **LAMS Technology**, the DMV will benefit from:

- Reduced risk of turnover and training costs (since our people are experienced and we have backups ready; the DMV won't waste time or money on frequent re-training).
- Higher productivity – our seasoned analysts can likely accomplish tasks in fewer hours than less experienced staff, meaning the DMV gets more output per dollar spent.
- No hidden costs – we are absorbing any incidental costs in our rate. For instance, if our analysts travel from out-of-town, that cost is on us, not billed to the State. Any needed laptop or software licenses for our team (if not provided by DMV) are covered by us. The DMV will not see miscellaneous invoices – only straightforward hourly billing as agreed.
- Overtime minimization: While we have an overtime rate, our intent is to manage work effectively to minimize the need for overtime. If proper planning is possible, we will spread workload to normal hours. Overtime will be used only, when necessary (e.g., critical cutovers or unscheduled emergency fixes), ensuring the DMV isn't incurring extra costs regularly.

**Billing and Invoicing:** We will comply with the State's billing requirements (likely monthly invoices through wvOASIS or another system). Our invoices will clearly reflect the hours worked, the dates, and the tasks or project codes if required, for full transparency. Each invoice will apply the fixed hourly rates as quoted, and we will provide any supporting details the DMV might request (such as time sheets or work logs) to verify the billed hours.

By providing a fixed all-inclusive hourly rate and a defined overtime rate upfront, we aim to make the financial aspect of this engagement simple and predictable for the DMV. We are open to discussing any alternative pricing structures if it benefits the DMV (for example, if the DMV later opts for a flat monthly retainer for a certain number of resources, etc.), but for the purposes of this proposal we have adhered strictly to the RFP's pricing format.

In summary, LAMS Technology's pricing is fair, competitive, and transparent, ensuring the DMV gets highly qualified onsite talent within its budget. The attached Exhibit A details our rates and calculations, and we are confident that our proposal offers the State of West Virginia an optimal mix of quality and cost-effectiveness.

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## 11.0 EXHIBIT A - PRICING PAGE

MAINFRAME APPLICATION PROGRAMMER ANALYSTS				
LOCATION - 5707 MacCorkle Avenue, S.E., Charleston, WV 25304				
Item Number	Quantity	Description	Hourly Rate	Annual Total
Year One - Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Year One	\$60.00	\$124,800.00
Year One - Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Year One	\$90.00	\$74,880.00
Optional Year Two Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Two	\$60.00	\$124,800.00
Optional Year Two Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Two	\$90.00	\$74,880.00
Optional Year Three Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Three	\$60.00	\$124,800.00
Optional Year Three Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Three	\$90.00	\$74,880.00
Optional Year Four Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Four	\$60.00	\$124,800.00
Optional Year Four Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Four	\$90.00	\$74,880.00

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## 12.0 Security and Confidentiality

Security and confidentiality are paramount in any engagement with the DMV, given the sensitivity of personal driver information and the critical nature of these systems. LAMS Technology is fully committed to protecting the data, systems, and privacy of the WV DMV in every aspect of our work. We have carefully reviewed the RFP's security requirements and associated exhibits (Exhibit B and Exhibit C) and will strictly adhere to all stipulations. Our approach to security and confidentiality is outlined below:

- **Exhibit B & C Compliance:** We acknowledge and will sign Exhibit B (DMV Privacy and Security Agreement) and Exhibit C (likely a DMV Confidentiality/Non-Disclosure Agreement or similar) as required. Each of our team members, [Candidate 1] and [Candidate 2], will individually sign any personal acknowledgement forms affirming their understanding of the confidentiality requirements. Copies of these signed exhibits are included in the proposal's forms section. By signing, we agree to uphold all provisions such as not disclosing any personal information from DMV records to unauthorized parties, not accessing data beyond what is necessary for our duties, and following all prescribed security practices.
- **Data Confidentiality:** Our personnel will treat all data encountered (e.g., driver records, personal identifying information, etc.) as strictly confidential. We will not remove any DMV data from the premises or systems; for example, we will not copy data to personal devices or email it externally. If we must work with sample data for testing, we will use anonymized data whenever possible or ensure the test data is handled with the same care as production data. We will abide by WV Division of Motor Vehicles policies regarding data sharing, which likely include rules like never sharing login credentials, never leaving terminals unlocked, and properly disposing of any printed materials with sensitive info via shredding or designated bins.
- **System Access and Cybersecurity:** We will follow all the DMV and WV Office of Technology's (WVOT) security protocols for system access. This means:
  - Using only authorized accounts to log into the mainframe and related systems and complying with password complexity and rotation policies.
  - Possibly undergoing a WVOT security awareness training if required (which we will happily do). Our team is already well-versed in cybersecurity hygiene from past projects.
  - Not introducing any unauthorized software or hardware. If our analysts need additional software tools to do their job, we will request approval from the DMV IT management and ensure those tools meet security standards.
  - Adhering to network usage policies – e.g., we won't connect external drives or devices to state computers, and we'll use the state's email or approved communication channels for work-related correspondence to avoid any data leakage.

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- **Background Checks and Trustworthiness:** As mentioned in Additional Information, both proposed staff have passed background checks at our end. We understand the DMV may require state police or FBI background checks (including fingerprinting) given access to personal data. We will ensure our candidates complete these checks promptly. We also understand that any security clearance or badge process for accessing the DMV building will be followed (we'll submit necessary personal information to obtain ID badges, etc.). The DMV can be assured that we only place individuals of high integrity, and any past issues (if they existed) would disqualify them from this role in our eyes as well.
- **DMV Security Policies:** We have read and will adhere to any DMV-specific IT security policy documents. While we will obtain formal policies from the DMV at project start, we anticipate they include guidelines on things like proper use of email, internet browsing restrictions on state systems, prohibition of personal devices on the secure network, etc. Our team will fully comply with all such guidelines. For example, if the policy says no personal email or cloud storage services on the work computer, we will strictly follow that.
- **Ongoing Training and Compliance:** Security is not a one-time box to check; it's an ongoing commitment. We will participate in any ongoing security training the DMV or WVOT requires (annual refreshers, updates on phishing awareness, etc.). LAMS Technology also conducts internal security briefings – we will make sure our on-site team stays updated on best practices (like being cautious of phishing attempts, using VPNs if required, etc.). We will also regularly review our compliance: e.g., doing self-audits to ensure no sensitive data is being stored in unapproved ways by our team.
- **Confidentiality of the Contract Itself:** We treat this proposal and any related contract documents as confidential as well. We will not disclose the terms, pricing, or any proprietary information of the DMV or our approach to any outside party. Internally, only those with a need-to-know (like our contract manager) will have full details. This ensures the DMV's procurement process integrity, and any sensitive aspects of the project are protected.
- **Acknowledgement of Addenda:** While not purely a security matter, we include here that we have acknowledged all RFP addenda as required. The signed addendum acknowledgement form is provided in the Required Forms section. By doing so, we confirm we are aware of and will comply with any updated requirements or clarifications issued by the Purchasing Division in those addenda, some of which may pertain to security or data handling.

In summary, **LAMS Technology** will treat the DMV's systems and data with the highest level of care and integrity. Our own reputation depends on maintaining trust, and we take that very seriously. By choosing our team, the DMV can be confident that security protocols will be followed diligently every day. We understand that even a minor lapse can have major consequences, so we have instilled a culture of security consciousness in our team. We will gladly sign all required confidentiality agreements and live up to them in practice.

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## 12.1 Additional Information

In this section, we provide additional details that underscore our commitment to a successful engagement, including how we will handle staff continuity, our strategy for personnel replacement if needed, and our process for background checks and other HR matters. These points complement the main proposal sections and address specific concerns raised in the RFP.

### 12.2 Staffing Continuity Plan:

Maintaining continuity of service is critical for the DMV's operations. LAMS Technology has developed a robust continuity plan to ensure that the departure or absence of any team member does not disrupt the project:

- **Cross-Training:** As a proactive measure, our two on-site analysts will **cross-train on all critical tasks and systems. This means both [Candidate 1] and [Candidate 2]** will be familiar with every module or area one or the other is working on. We avoid solving knowledge. For example, if **[Candidate 1] primarily handles CDLIS updates and [Candidate 2] handles batch jobs**, we will have them share knowledge such that each could cover for the other in a pinch.
- **Documentation:** We will place strong emphasis on up-to-date documentation (as noted earlier). By keeping design notes, code comments, and process documents current, we ensure that if a new person ever needs to step in, they have a solid reference to get up to speed quickly. The DMV will have access to all this documentation, which also helps continuity from the agency's perspective.
- **Regular Check-ins:** Our project manager or account manager at LAMS (not billed to the project, but overseeing success) will periodically check in with both the DMV and our on-site team to ensure everything is running smoothly. This helps us catch any potential issues early – for instance, if a team member feels overburdened or if the DMV foresees a need for more help, we can adjust and plan rather than reacting at the last minute.
- **Engagement and Retention:** We work hard to keep our employees engaged and satisfied so they want to stay for the duration (and beyond). For this project, we have offered our analysts a very competitive compensation package and incentives tied to performance and contract completion. We also keep open communication with them about their work environment. A happy, motivated employee is far less likely to leave unexpectedly. We intend to make this assignment a positive experience for our staff, so that they remain with the DMV project for as long as the DMV needs them.

### 12.3 Replacement Strategy (Turnover Plan):

In the unlikely event that a proposed analyst can no longer continue the contract (due to resignation, health, or any other reason), LAMS Technology has a clear strategy to **provide a qualified replacement within the required 10 business days (or faster):**

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- **Advance Pipeline:** Even as we propose [Candidate 1] and [Candidate 2] as primary staff, we have identified and screened one additional **backup candidate ([Candidate 3])** with a comparable skill set (COBOL/CICS/DB2 experience, some DMV knowledge, etc.). This person is not currently engaged elsewhere and has expressed willingness to join the project if needed. By having this pipeline candidate pre-vetted, we save precious time in the event of a replacement scenario.
- **Rapid Recruitment:** In addition to the backup candidate on standby, our recruiting team can activate immediately to find additional candidates. Given our focus on mainframe talent, we know exactly where to reach out whether it's our network of consultants who've rolled off similar projects, or professional associations of retired IBM mainframe experts who do contract work. We typically can present a shortlist of qualified candidates to a client within a week of the position opening, often sooner.
- **Transition and Knowledge Transfer:** If a replacement is needed, we will overlap the outgoing and incoming personnel as much as possible to facilitate knowledge transfer. For example, the outgoing person (if available for a notice period) can spend a few days training the newcomer on current tasks, reviewing code, and explaining any quarrels of the system. If the departure is sudden with no handover time, this is where our documentation and cross-training practices pay off – the remaining team member (**Candidate 1 or Candidate 2**) and our LAMS project manager will quickly train the new hire using the existing knowledge base. We will make sure the newcomer is up to speed in short order.
- **Client Approval:** We acknowledge that the DMV has the right to approve any replacement personnel. We will present the resume and qualifications of the proposed replacement to the DMV for review. We're confident that anyone we put forward will meet or exceed the RFP's requirements (we'll use the same qualification checklist to vet them). We will not simply swap personnel without DMV's consent; we will facilitate interviews if desired, so the DMV is comfortable with the new individual.
- **No Disruption Guarantee:** LAMS Technology stands behind the promise that DMV operations will not be left without support. Should a departure occur, our **management team can provide interim stop-gap support** (we have senior mainframe programmers in our leadership ranks too) – they can temporarily fill in remotely or on-site to keep things moving while the permanent replacement arrives. Essentially, we will not allow a gap in coverage; the DMV will always have the expertise it needs on hand.

#### 12.4 Background Check Process:

To reiterate and expand on our background check and vetting process (as this is an essential aspect when dealing with sensitive DMV data):

- **Pre-employment Screening:** Before any candidate is hired or presented to a client, LAMS Technology conducts a comprehensive background screen through a reputable third-party service. This includes:

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- **Criminal History Check:** Nationwide criminal database searches, county-level courthouse searches for all counties of residence in the last 7 years, and federal criminal court checks. For our proposed candidates, we have confirmed that there are no felony or misdemeanor convictions that would pose any concern. They have clean records.
  - **Identity and Eligibility Verification:** We verify the identity (usually via Social Security number trace) and confirm the candidate is legally eligible to work in the U.S. (I-9 verification, E-Verify). Both of our candidates are U.S. citizens [or specify if any different status] and cleared to work on government contracts.
  - **Employment History and References:** We contact references, especially supervisors from prior relevant jobs, to confirm the candidate's work history and performance. In the case of [Candidate 1], we spoke with a manager at WV DMV (or a related agency) who attested to her excellent work on their project. For [Candidate 2], we got feedback from his manager at the state DOT project, who praised his reliability and skill.
  - **Education and Certifications:** We verify any degrees or certifications claimed. For instance, if a candidate states they have a B.S. in Computer Science, we obtain an official verification from that institution. We also have [Candidate 1]'s CSM (Certified Scrum Master) credential on file (just as an extra qualification she holds) and [Candidate 2]'s IBM COBOL programmer certification verified.
- **DMV/State Specific Checks:** We understand that the DMV or WV Purchasing may require additional checks, such as:
    - **Fingerprints for state police/FBI check:** We will coordinate with the DMV to get our candidates fingerprinted at an approved location as soon as the contract is awarded (or even beforehand if allowed, to expedite clearance). We will pay any costs associated with this process.
    - **Drug Testing:** If the DMV or state policy requires a 10-panel drug screen or similar, we will ensure our candidates complete this at a certified lab and that negative results are provided before starting.
    - **Driver's Record Check:** It might be relevant since this is the DMV – sometimes agencies check if our staff have any serious infractions on their own driver's licenses (as a matter of integrity). Both [Candidate 1] and [Candidate 2] have clean driving records to our knowledge, but we are open to this check as well.
  - **Ongoing Checks:** If the contract lasts multiple years, we will comply with any requirements for periodic re-screening. Some agencies require annual background re-checks or attestations. We have no issue doing that. We keep an internal calendar of when each person's background check was done and will proactively refresh it if needed.

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- **Confidentiality of Personal Info:** We also ensure that any personal information collected during background checks is kept confidential and shared only with those who need to know for clearance purposes (e.g., the security officer at DMV). We handle such data in line with privacy laws.

#### **12.5 Training and Development:** (if relevant as additional info)

While not explicitly asked, it's worth noting that LAMS Technology invests in the **ongoing training** of our personnel. Mainframe technology, while mature, does evolve (for instance, new versions of COBOL, tools like IDz for modern development, etc.). If there are opportunities to train our team in skills that will directly benefit the DMV (like a new reporting tool or security protocol), we won't hesitate to do so, even on our own dime if it's a general skill. This ensures the DMV always gets up-to-date expertise.

#### **12.6 Engagement Management and Support:**

Apart from the on-site analysts, LAMS Technology assigns a **Contract Manager/Account Manager** (in our corporate office) to every project. This person (likely a senior member of our team such as Lamin Suwaneh, Director of Service Delivery) will be the DMV's point of escalation for any contract-related issues (billing questions, resource concerns, etc.). They will check in periodically to ensure the DMV is satisfied with our performance. If there's any issue, this manager will address it promptly, whether it requires adjusting personnel, providing additional resources, or clarifying scope. Our aim is to be **proactive and responsive** in our partnership management.

#### **12.7 Flexibility and "Can-Do" Attitude:**

Lastly, we want to emphasize something that doesn't always come across on paper: our **attitude and company culture**. We pride ourselves on being flexible, easy to work with, and solution oriented. Government projects can be challenging requirements can change, timelines can be tight, and unforeseen obstacles can appear (like a pandemic did, teaching all of us to adapt!). LAMS Technology has successfully navigated such challenges by staying flexible for instance, if an emergency arises and DMV needs all hands-on deck over a weekend, we will be there without complaint. If budget constraints require scaling down or up, we'll adjust smoothly. We view our relationship with the DMV as a true partnership, meaning your goals are our goals, and we will go the extra mile to achieve them.

In summary, the additional measures above from continuity planning and rapid replacement to thorough vetting and a supportive management approach are all designed to ensure that **choosing LAMS Technology is a low-risk, high-reward decision for the DMV**. We have anticipated potential pain points (like turnover or security clearance delays) and put plans in place to mitigate them. We are confident that our team will not only meet the technical requirements but also integrate well with the DMV's team and culture, providing a smooth and dependable service throughout the contract.

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## 13.0 Required Forms

We have completed and attached all required forms and documentation as specified in the RFP. Below is a list of these items for easy reference:

- **West Virginia Vendor Registration Proof:** A copy of LAMS Technology LLC's WV Purchasing Division Vendor Registration certificate is attached, demonstrating that our company is registered (**Vendor ID VS0000050013**) and in good standing to conduct business with the State. This serves as proof that we have paid the required registration fee and are authorized to enter contracts in West Virginia.
- **Exhibit A – Pricing Page:** The official Exhibit A: Pricing Page form, filled out and signed by an authorized representative of LAMS Technology, is attached. This form details our all-inclusive hourly rate and overtime rate for the Mainframe Application Programmer Analysts, as summarized in the Pricing Proposal section of this document. We have double-checked the calculations and entries to ensure they comply with the RFP instructions.
- **Exhibit B – DMV Security & Privacy Agreement:** A signed copy of Exhibit B is included, in which LAMS Technology (and by separate signature, each proposed analyst) agrees to all privacy and security requirements set forth by the DMV. This includes adherence to confidentiality of DMV data, proper use of information systems, and acknowledgment of penalties for any security breaches or misuse of data.
- **Exhibit C – DMV Confidentiality/Compliance Affidavit:** A signed copy of Exhibit C is attached. This form likely includes additional compliance statements (such as not being in default on taxes or not having conflicts of interest, etc., depending on the RFP's content). We have completed all fields truthfully and obtained the necessary signatures.
- **Addendum Acknowledgments:** If any addenda were issued for **CRFQ DMV2600000001**, we have signed and attached the Addenda Acknowledgment form(s). Specifically:
  - **Addendum No. 1:** Signed acknowledgment attached.
  - **Addendum No. 2 (if applicable):** Signed acknowledgment attached.  
(We list each addendum by number and date as applicable, to clearly show we've addressed each one.)
- **Resumes of Proposed Personnel:** We have included the detailed resumes for **[Candidate 1]** and **[Candidate 2]** as part of our submission (either in this section or as an appendix, per the RFP instructions). These resumes provide comprehensive information on their work history, technical skills, and project experience that substantiate the summaries we provided in the Proposed Staffing section. Each resume is formatted and tailored to highlight how the individual meets the RFP's requirements.
- **References:** If the RFP required reference forms or letters, we have included reference contact information or letters from previous clients/employers attesting to our candidates' performance and our company's capability. (For example, a reference letter from a state agency where we provided similar services.)

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- **Certification and Disclosure Forms:** We have completed any standard state forms that might be required, such as:
  - Purchasing Affidavit: Confirming no debt owed to the state and other compliance matters (a common requirement in WV procurements).
  - Non-Conflict of Interest or Non-Collusion affidavit: Ensuring our proposal is bona fide and made without collusion.
  - WV Secretary of State Authorization: A certificate of authority to do business in WV (if not already covered by vendor registration).  
(These are included if the RFP packet provided such forms in Exhibits or appendices.)
- **Signed Proposal Cover Page or Signature Page:** If the RFP document includes a page that needs to be signed (often the last page of the solicitation or a cover sheet acknowledging the bid), we have duly signed that page by an authorized official of LAMS Technology and included it in this section.

All the above forms are organized and labeled for easy review. We understand that complete and correct documentation is crucial for a responsive proposal, and we have taken care to follow every instruction. The inclusion of these forms reaffirms our understanding and agreement to all RFP requirements, terms, and conditions.

#### 13.1 Checklist of Attachments:

- ☒ WV Vendor Registration Certificate (LAMS Technology LLC)
- ☒ Exhibit A – Pricing Page (completed & signed)
- ☒ Exhibit B – Security/Privacy Agreement (signed by company & personnel)
- ☒ Exhibit C – Confidentiality/Compliance Affidavit (signed)
- ☒ Addendum No.1 Acknowledgment (signed)
- ☒ Addendum No.2 Acknowledgment (if issued, signed)
- ☒ Resumes of [Candidate 1] and [Candidate 2]
- ☒ Reference Contact List/Letters
- ☒ Purchasing Affidavit (signed)
- ☒ Any other required affidavits or certificates (signed and attached)

**LAMS Technology LLC** appreciates the opportunity to submit this proposal. We have strived to present a thorough and clear response that demonstrates our capability, understanding, and commitment to meeting the WV DMV's needs for on-site mainframe application support. We are ready to move forward immediately upon award, and we look forward to the prospect of working with the Division of Motor Vehicles to ensure the continued success and improvement of its critical systems.

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## 14.0 Conclusion

### Why LAMS Technology is the Right Partner for West Virginia DMV

LAMS Technology LLC is uniquely positioned to provide specialized staffing solutions to the West Virginia DMV. With over 15 years of experience delivering staffing services to public sector clients, we understand the technical complexity, precision, and regulatory compliance required in DMV operations, particularly when managing legacy mainframe systems.

Our firm is committed to providing qualified, reliable, and diverse talent that meets the highest standards of accountability demanded by government agencies. Staffing for technical roles such as mainframe application programmers and compliance specialists requires rapid deployment of vetted professionals who can handle complex tasks under tight timelines while ensuring full compliance with West Virginia DMV's standards and federal regulations.

With our agile staffing models and high-volume recruiting capabilities, we can quickly source and place professionals for both temporary and long-term assignments in key technical and compliance functions. This ensures the DMV has the capacity for the workforce to maintain mission-critical systems and meet the evolving demands of state and federal mandates.

What sets LAMS Technology apart is our deep experience in large-scale government staffing combined with a proven ability to align talent with mission-critical requirements. Our structured recruitment and screening processes, supported by technology-driven applicant tracking and compliance systems, guarantee that every candidate we provide is qualified, compliant, and ready to deliver results.

Additionally, our strong commitment to diversity, equity, and inclusion ensures that our staffing pool reflects the communities we serve. By promoting inclusive hiring practices, we align with the West Virginia DMV's diversity goals, strengthening service delivery while advancing fair representation.

### Simply put, LAMS Technology is the ideal partner for this engagement:

- We have the capacity to deploy qualified staff rapidly across the DMV's diverse operational needs.
- We fully understand state, federal, and DMV-specific compliance in a highly regulated staffing environment.
- We bring a track record of supporting government agencies in delivering time-sensitive, compliance-driven services.

By partnering with the West Virginia DMV, we aim to ensure that the DMV's technical systems are adequately staffed with professionals who embody efficiency, accountability, and trustworthiness qualities essential to maintaining routine operations and system updates across the DMV's departments.



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## 15.0 Understanding of the State's Objectives

The West Virginia DMV is seeking a staffing partner capable of providing highly qualified personnel to support the DMV's ongoing operations and respond to peak demand periods, particularly in maintaining and enhancing legacy systems. Below is our understanding of the DMV's objectives and how LAMS Technology will meet them.

### Objective 1: Rapid, Scalable Staffing for West Virginia DMV

#### What the DMV needs:

- A reliable staffing partner capable of quickly mobilizing qualified mainframe programmers and technical support personnel to meet the DMV's evolving requirements.
- The ability to staff technical roles like COBOL/CICS/DB2 programmers and systems analysts across various DMV functions with minimal notice.
- Support for peak demand periods, such as federal mandates, system updates, or state-driven program implementations.

#### LAMS Technology's Response:

- **Pre-vetted talent pool:** We maintain a diverse, pre-screened network of highly qualified mainframe programmers and technical staff ready for immediate deployment. This pool ensures that we can rapidly meet technical staffing needs, including urgent requests for COBOL, CICS, and DB2 specialists, as well as compliance-driven technical roles.
- **Geographic readiness:** Leveraging our nationwide recruitment infrastructure, we ensure that qualified local talent is prioritized for the DMV's staffing needs. In the event that local expertise is unavailable, we will supplement with remote or hybrid staffing solutions to maintain high service standards without compromising operational efficiency. All staff deployed to key DMV locations will be fully trained and field-ready, ensuring minimal disruption to DMV operations.
- **Scalability and flexibility:** Our agile staffing models allow us to scale resources up or down in response to the DMV's changing needs. Whether it's high-volume support for federal system updates or on-demand staff for specialized tasks, we provide flexible staffing solutions that align with the DMV's specific timelines and requirements.



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## **Objective 2: Rigid Compliance with Local, State, and Federal Requirements**

### **What the DMV needs:**

- Staffing that operates within a compliance-first framework, ensuring adherence to West Virginia state regulations, federal mandates, and all DMV-specific requirements, including procurement policies, labor standards, and technical security protocols.
- Thorough background checks, E-Verify, and adherence to all DMV Terms and Conditions, as outlined in the RFP and associated contract documents.

### **LAMS Technology's Response:**

- Compliance-focused onboarding: All personnel provided to the DMV will undergo role-specific training covering DMV policies, state and federal regulatory requirements, and best practices for legacy mainframe systems. This includes data security, confidentiality agreements, and training specifically to COBOL/CICS/DB2 programming and system maintenance.
- Rigorous screening: Every candidate will undergo comprehensive background checks, E-Verify, and any role-specific clearances mandated by the DMV. All documentation, including eligibility certifications and compliance attestations, will be submitted prior to assignment to ensure full alignment with DMV requirements.

LAMS Technology's structured compliance processes ensure that the DMV receives staff who are not only technically qualified but fully compliant, mitigating risk while supporting critical DMV operations.



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### **Objective 3: Quality Assurance, Documentation, and Audit Readiness**

#### **What the DMV needs:**

- Comprehensive documentation, including SOPs, templates, and checklists, to ensure consistent execution and clear communication across DMV technical teams.
- KPI tracking and performance monitoring to ensure that system maintenance, upgrades, and support meet the DMV's quality standards.
- Support for audit readiness, ensuring that all records, configurations, and system changes are properly documented for internal and external reviews.

#### **LAMS Technology's Response:**

- SOP-driven execution: We develop and maintain customized SOPs, templates, and checklists specifically for mainframe operations and IT support tasks. This ensures that all work is performed consistently and in alignment with DMV policies. KPI dashboards are implemented to monitor performance, track deliverables, and ensure alignment with DMV standards.
- Document management and audit readiness: We enforce file discipline through standardized naming conventions, version control, and retention practices. All documentation, including system updates, code changes, and support logs, is audit-ready, ensuring traceability, compliance, and regulatory alignment for DMV and state auditors.

### **Objective 4: Operate within DMV Systems and Processes**

#### **What the DMV needs:**

- Staff who can operate within the DMV's System of Record (SOR) and related platforms to track assignments, updates, and performance.
- Assistance with system configuration, administration, and integration to ensure smooth operations across all relevant DMV platforms.

#### **LAMS Technology's Response:**

- System fluency: Our personnel are trained rapidly onboard to the DMV's SOR and related applications. We provide setup and administrative support, ensuring seamless integration and operational efficiency.
- Data integrity: We maintain high standards of data accuracy with validated inputs, dual control for sensitive transactions, and detailed change logs to ensure traceability. This guarantees adherence to DMV reporting and operational standards.

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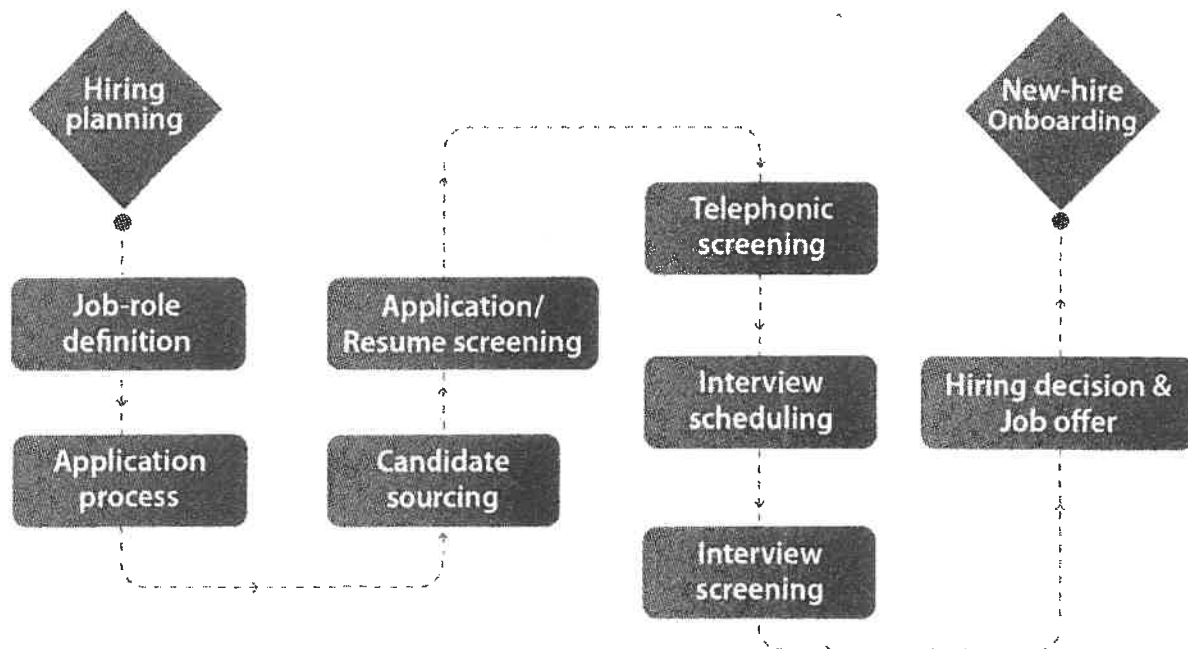
## Objective 5: Clear Pricing, Invoicing, and HUB Participation

### What the DMV needs:

- Transparent, not-to-exceed hourly rates for each position, broken down by task category.
- Monthly invoices detailing hours worked, rates, task order/PO numbers, and other required information, submitted promptly.
- Demonstrated commitment to HUB participation and compliance with any related reporting or forms (e.g., Attachment E).

### LAMS Technology's Response:

- **Transparent pricing:** We provide clear, fully documented pricing for each staffing category as defined in the RFP, with assumptions and task-level breakdowns included for clarity and compliance.
- **Invoice discipline:** We issue timely, detailed monthly invoices for each task order, including role-level breakdowns, PO references, and formatted to DMV standards to facilitate review and approval.
- **HUB and diversity participation:** We actively support HUB goals by including MBE/WBE partners where applicable, ensuring that staffing engagements advance DMV diversity objectives and meet all RFP requirements.



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## 16.0 West Virginia DMV Objectives vs. LAMS Technology Response

DMV Objective	LAMS Understanding	LAMS Response / Solution
<b>Ensure adequate and timely staffing for all critical technical roles</b>	The DMV requires rapid deployment of qualified personnel for <b>mainframe programming, systems analysis, and technical support roles</b> , particularly for COBOL, CICS, DB2, and JCL environments.	Maintain a <b>pre-vetted talent pool</b> of skilled mainframe programmers and technical analysts, ready for immediate deployment. Leverage <b>local and national recruitment networks</b> to address surge needs and ensure rapid staffing of mission-critical roles.
<b>Maintain compliance with DMV, state, and federal regulations</b>	Program integrity depends on adherence to <b>state and federal mandates</b> , including <b>AAMVA compliance, CDLIS updates, FMCSA reporting</b> , and DMV-specific operational policies.	Embed <b>compliance training, background checks, and E-Verify</b> into our staffing processes. Conduct <b>weekly QA reviews</b> , audit documentation, and provide compliance reports to ensure all personnel operate within regulatory frameworks.
<b>Delivering cost-effective and scalable staffing</b>	DMV staffing requirements fluctuate based on system upgrades, federal mandates, and peak operational periods, requiring flexible and <b>budget-conscious resourcing</b> .	Provide <b>competitive, transparent pricing</b> aligned with the RFP. Scale workforce up or down per task order while maintaining cost-effectiveness. Offer <b>fixed-fee or not-to-exceed hourly models</b> to ensure predictability and transparency.
<b>Promote diverse and inclusive workforce &amp; HUB participation</b>	The DMV values workforce diversity and <b>Minority and Women-Owned Business (MBE/WBE) participation</b> , ensuring equitable access to contracting and staffing opportunities.	Partner with <b>MBE/WBE subcontractors</b> , engage in <b>targeted outreach to underrepresented groups</b> , and implement recruitment strategies that promote a <b>diverse, inclusive workforce</b> reflecting DMV stakeholders and communities served.
<b>Provide transparent oversight and reporting</b>	DMV requires visibility into staffing performance, hours worked, project progress, and compliance status to manage operations effectively.	Assign a <b>dedicated project manager</b> to oversee all staffing assignments. Provide <b>weekly performance reports, staffing updates, and detailed invoices</b> that include role-level breakdowns, hours, and compliance metrics.
<b>Support audit readiness and documentation</b>	DMV requires staff documentation that adheres to <b>audit standards</b> and supports both internal reviews and external regulatory audits.	Implement <b>standardized SOPs, templates, KPI dashboards</b> , and maintain meticulous documentation. Ensure all records, work products, and system logs are <b>audit-ready</b> for DMV internal reviews or state/federal audits.

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## 17.0 Experience & Qualifications

### Organizational Experience

**LAMS Technology LLC** has over 15 years of experience providing staffing augmentation and recruiting services for public sector agencies. Since our founding in 2009, we have specialized in sourcing, screening, and deploying highly qualified personnel for state, local, and federal government programs. Our expertise spans technical, administrative, compliance, and financial staffing, directly aligning with the West Virginia DMV's requirements for mainframe application programmer analysts and related roles.

We have extensive experience managing large-scale workforce mobilization, handling time-sensitive technical projects, and staffing compliance-intensive environments. This experience ensures that we can effectively meet the DMV's needs for highly qualified on-site personnel capable of maintaining and enhancing critical mainframe systems.

#### Key highlights of our organizational qualifications include:

- **Government IT Staffing Experience:** Successfully delivered staff augmentation for municipalities, state agencies, and federal programs requiring strict adherence to regulatory compliance, procurement policies, and audit readiness, including legacy system support.
- **Rapid Deployment Capability:** Proven ability to scale staffing efforts quickly to meet urgent or high-demand technical assignments, such as federal mandate implementations, system upgrades, or state reporting deadlines.
- **Diversity and Inclusion Leadership:** As a Minority-Owned Business, we implement inclusive recruitment strategies and partner with MBE/WBE firms, supporting the DMV's goals for workforce diversity and equitable participation.
- **Compliance and Oversight Expertise:** Experienced in managing programs with federal, state, and DMV-specific regulatory requirements, ensuring that personnel maintain strict adherence to audit, reporting, and security standards.

### Staff Capacity and Resource Management

LAMS Technology maintains a nationwide recruitment infrastructure with a pipeline of pre-screened candidates across technical, compliance, and administrative roles. We leverage technology-driven sourcing tools and local recruitment networks to ensure staffing readiness for the DMV's task orders.

#### Our staffing management model includes:

- **Dedicated Account Manager:** Single point of contact responsible for staffing coordination, reporting, and issue resolution, ensuring seamless communication with DMV leadership.
- **Talent Acquisition Team:** Experienced recruiters specializing in technical and mainframe staffing, including COBOL, CICS, DB2, JCL, and systems analysts. Focused on rapid and accurate placement for both temporary and long-term assignments.
- **Compliance and Training Team:** Ensures every candidate undergoes background checks, E-Verify, and role-specific compliance training prior to deployment, meeting DMV, state, and federal standards.

Our methodology ensures that large teams of qualified personnel can be deployed rapidly without compromising quality, compliance, or accountability, enabling the West Virginia DMV to maintain uninterrupted operations and meet critical program objectives.

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## 17.1 Alignment with RFP Requirements

The West Virginia DMV has outlined a need for highly qualified personnel to support **critical operations, system maintenance, and compliance-driven tasks**, including technical, administrative, and specialized roles. **LAMS Technology LLC** is fully prepared to meet these requirements with **proven expertise, pre-vetted talent, and compliance-focused staffing solutions**.

RFP Task Order Category	LAMS Qualification & Response
Mainframe & Technical Support	Experienced <b>COBOL, CICS, DB2, and JCL programmers</b> ready for rapid deployment. Capable of maintaining, troubleshooting, and enhancing DMV legacy systems in compliance with state and federal regulations.
Systems Analysis & Program Oversight	Program managers and systems analysts with extensive experience overseeing <b>technical projects, system updates, and operational workflows</b> for public sector IT environments.
Data Entry & Document Management	Skilled staff for <b>data tracking, validation, and document management</b> , ensuring DMV records meet <b>state, federal, and audit standards</b> .
Customer Service & Outreach	Personnel trained in <b>resident support and DMV inquiries</b> , providing clear communication and assistance with technical system-related questions.
Compliance & Regulatory Adherence	All staff undergo <b>background checks, E-Verify, and role-specific compliance training</b> , ensuring adherence to <b>West Virginia DMV policies, federal mandates, and AAMVA/CDLIS standards</b> .
Financial Oversight & Administrative Roles	Financial analysts and administrative assistants proficient in <b>budget tracking, reconciliation, and reporting</b> , supporting DMV financial oversight and internal controls.
Procurement Support	Specialists to assist with <b>contract compliance and procurement processes</b> , ensuring adherence to state purchasing regulations and DMV-specific requirements.
Intake & Eligibility Verification	Pre-vetted staff skilled in <b>reviewing applications, verifying eligibility, and supporting DMV intake processes</b> to ensure accurate data capture.
Human Resources & Onboarding	HR specialists are experienced in <b>staff recruitment, onboarding, training, and compliance</b> , ensuring all personnel meet DMV staffing and regulatory standards.
Audit Readiness & Documentation Support	Staff trained in <b>SOPs, version control, KPI tracking, and documentation management</b> , ensuring DMV audit-readiness for internal and external reviews.
General Administrative Assistance	Administrative personnel capable of <b>clerical support, calendar management, and data entry</b> , facilitating smooth DMV operations across departments.
Legal & Policy Support	Legal analysts with expertise in <b>public sector regulations, policy compliance, and technical system governance</b> , supporting DMV operational integrity.
Specialized Staffing Needs	Flexible and scalable solutions to meet <b>unexpected or high-volume DMV requirements</b> , including technical system upgrades, federal mandate compliance, and temporary surge staffing.

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## 18.0 Methodology & Approach

LAMS Technology LLC employs a structured, comprehensive approach to providing staffing solutions for the West Virginia DMV, ensuring timely placement, high-quality service, and strict compliance with all state and federal regulations. Our methodology is designed to meet the DMV's needs for mainframe application programmer analysts, systems analysts, and compliance-driven technical support staff.

### 18.1. Response Time & Staffing Flexibility

- We understand the critical importance of rapid deployment and flexible staffing to maintain DMV operations, especially during system updates, federal mandate implementations, or peak workload periods.
- Rapid deployment: Maintain a pre-vetted pool of highly qualified mainframe programmers and technical analysts ready for immediate onsite assignment.
- Flexible staffing: Scale staffing levels to meet short-term surges (e.g., system enhancements, regulatory deadlines) or long-term engagements, ensuring the DMV always has the right personnel available.

### 18.2. Screening & Compliance Process

- Our comprehensive screening and compliance methodology ensures all personnel meet DMV, state, and federal standards.
- Pre-screened candidates: All staff undergo rigorous background checks, E-Verify, and verification of technical certifications.
- Role-specific training: Staff are trained in DMV policies, legacy system procedures, and job-specific responsibilities, ensuring immediate productivity.
- Compliance monitoring: Continuous QA ensures adherence to procurement standards, labor laws, and DMV operational regulations, always maintaining regulatory compliance.

### 18.3. Customer Service & Communication

- We prioritize clear communication and strong relationships with DMV leadership and department teams.
- Dedicated account management: Single point of contact to coordinate staffing requests, updates, and issue resolution.
- Weekly reporting: Provide progress and staffing reports to ensure transparency and real-time updates for DMV stakeholders.
- Feedback loops: Continuous feedback collection and performance reviews allow rapid corrective actions and retraining to address any performance gaps.

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#### 18.4. Quality Assurance & Continuous Improvement

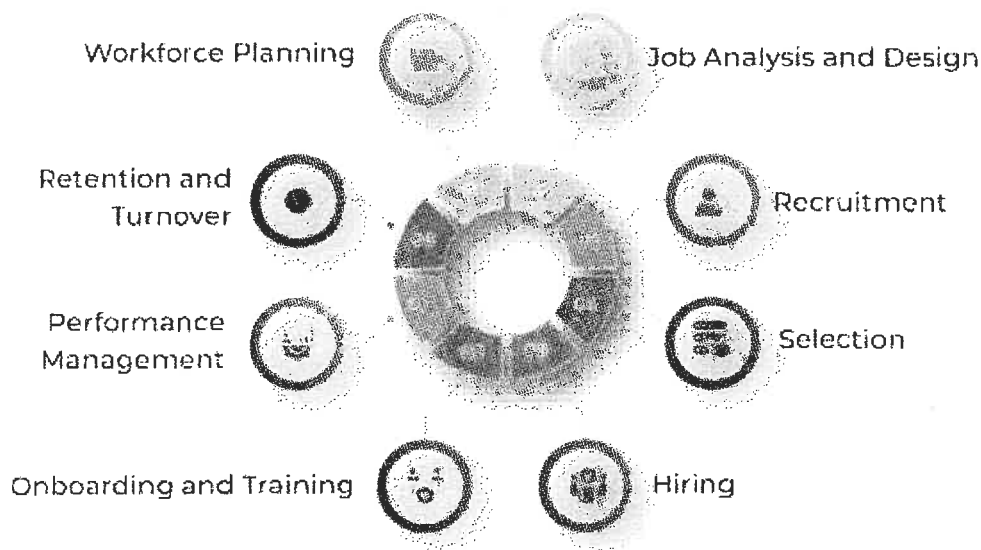
- Ongoing training & oversight: Weekly QA checks assess work quality, system compliance, and adherence to DMV standards.
- Performance monitoring: Track KPIs such as task completion, system accuracy, and adherence to procedures, using insights to optimize staffing processes.
- Documentation standards: Maintain audit-ready records for all staff activities, ensuring compliance with DMV internal and federal review requirements.

#### 18.5. Scalability & Surge Support

- LAMS Technology ensures staffing models can scale rapidly in response to the DMV's changing needs:
- Rapid workforce scaling: Deploy additional staff for short-term surge demands, system upgrades, or unexpected projects.
- Surge staffing protocols: Utilize a surge staffing playbook, including pre-recruitment for high-demand roles, advanced scheduling, and rapid mobilization.
- Geographic flexibility: Recruit locally or via remote/hybrid staffing models, ensuring seamless support for all DMV offices and technical operations.

#### Summary:

LAMS Technology's methodology ensures the West Virginia DMV receives the right talent at the right time, with full compliance, operational reliability, and high-quality service. Our approach delivers flexible, responsive, and efficient staffing solutions to support both technical and compliance-driven DMV operations, including mainframe system maintenance, upgrades, and program-critical initiatives.



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## 18.6 Why Our Approach Works

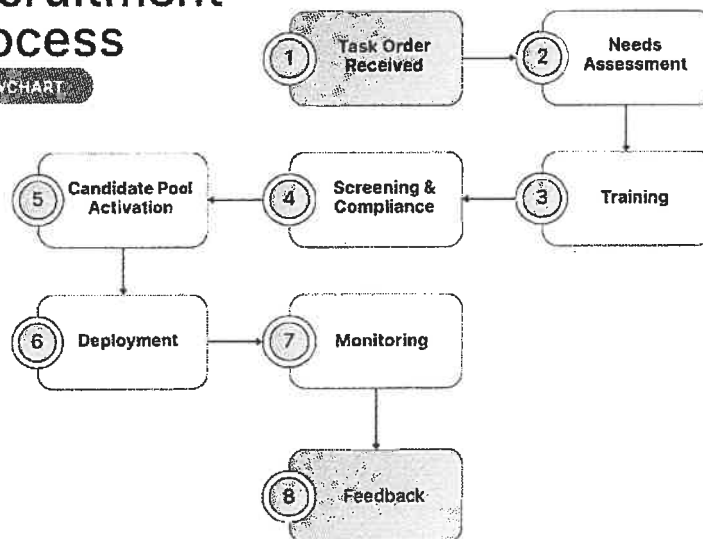
Providing temporary staffing for the **West Virginia DMV** requires precision, technical expertise, regulatory compliance, and operational reliability. **LAMS Technology LLC** has developed a methodology that ensures staffing is **efficient, scalable, and fully compliant**, minimizing risk while maximizing DMV operational effectiveness.

### Our approach works because it combines:

- **Pre-positioned technical talent:** We maintain a network of **pre-vetted, highly skilled mainframe programmers, systems analysts, and compliance specialists**. This reduces recruitment lead time and enables rapid deployment to maintain DMV operations and support legacy systems.
- **Technology-enabled workforce management:** Our systems provide **real-time visibility** into staffing assignments, hours worked, and performance metrics, allowing DMV management to monitor operations and ensure accountability efficiently.
- **Compliance-first hiring practices:** Every candidate undergoes **background checks, E-Verify, and role-specific training**, ensuring full compliance with DMV policies, state regulations, and federal mandates such as **AAMVA and CDLIS requirements**.
- **Scalable staffing models:** Our approach can scale to meet **low-volume requests** for a few positions or **high-volume surges** during system upgrades, federal mandate implementations, or peak operational periods, providing flexibility without sacrificing quality.
- We don't just provide personnel; we provide **peace of mind** that the **West Virginia DMV's critical systems and operations** will be staffed, supported, and executed reliably, efficiently, and in full compliance with all regulatory standards.

## LAMS Recruitment Process

FLOWCHART



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### 18.7 Qualified Personnel

**LAMS Technology LLC** maintains a workforce of highly qualified professionals with specialized expertise in providing temporary staffing solutions for public sector IT and administrative operations, including roles required by the West Virginia DMV. All personnel are carefully selected, trained, and deployed to ensure high-quality service and strict adherence to state, federal, and DMV regulatory standards.

**Our workforce includes professionals with demonstrated expertise in:**

- **Mainframe and Technical Support:** Skilled COBOL, CICS, DB2, and JCL programmers, as well as systems analysts and IT specialists, capable of maintaining, troubleshooting, and enhancing legacy DMV systems while ensuring compliance with AAMVA, CDLIS, and FMCSA standards.
- **Administrative and Clerical Support:** Staff trained in document management, data entry, reporting, and correspondence tracking, ensuring smooth DMV operations across technical and administrative functions.
- **Customer Service and Program Support:** Personnel experienced in resident interactions, intake assistance, and technical support, facilitating efficient DMV workflows and accurate handling of system inquiries.
- **Compliance and Quality Assurance:** Specialists in background screening, E-Verify, regulatory compliance, and audit-ready documentation, ensuring that all personnel meet DMV, state, and federal requirements.
- **Financial and Operational Support:** Accountants, financial analysts, and administrative staff proficient in budget tracking, reporting, payroll alignment, and program oversight, supporting DMV operational and financial management.

All LAMS staff undergo continuous training in confidentiality, regulatory compliance, and role-specific procedures to ensure immediate readiness for deployment. This ensures the DMV receives personnel who can meet technical, administrative, and regulatory requirements efficiently and professionally.

### 18.8 Why LAMS Technology is the Right Partner

**LAMS Technology LLC** combines the agility of a staffing firm with the rigor of government compliance, providing a reliable, scalable, and technically proficient workforce for the West Virginia DMV:

- **Proven Public Sector Experience:** Over 15 years delivering staffing solutions for municipal, state, and federal programs requiring strict compliance, technical expertise, and professional standards.
- **Pre-Vetted Technical Talent Pipeline:** A ready-to-deploy pool of mainframe programmers, systems analysts, and administrative staff ensures timely placement of qualified personnel.
- **Commitment to Compliance and Diversity:** All personnel are trained and screened, with a strong focus on MBE/WBE participation and equitable staffing practices aligned with DMV objectives.
- **Scalable Workforce Model:** Capable of rapidly scaling staffing levels for high-demand periods, system upgrades, or federal mandate implementation, ensuring DMV operations remain fully supported.

LAMS Technology LLC is uniquely qualified to meet and exceed the West Virginia DMV's staffing requirements, providing reliable, trained, and diverse personnel to ensure efficient, compliant, and timely execution of all temporary staffing assignments.

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## 19.0 Experience

### Proven Track Record in Government Staffing

Since 2009, **LAMS Technology LLC** has partnered with state, local, and municipal government agencies to deliver temporary staffing solutions across technical, administrative, clerical, and compliance roles. Our expertise is rooted in rapid workforce mobilization, adherence to regulatory requirements, and a commitment to diversity and inclusion in public sector staffing.

We have successfully executed projects requiring rapid deployment of large staffing teams for compliance-driven environments, ensuring accuracy, accountability, and transparency in every engagement. Our experience demonstrates our ability to staff critical technical positions, including mainframe programmers, systems analysts, and IT support personnel, for public agencies with strict regulatory oversight.

#### 19.1. Mainframe and Technical Staffing for State IT Agencies

- Scope: Provided highly qualified COBOL, CICS, DB2, and JCL programmers, as well as systems analysts, to support legacy IT systems for state agencies managing critical operations.
- Key Deliverables:
- Deployed over 50 technical personnel within 7 days to meet urgent project and regulatory deadlines.
- Conducted role-specific onboarding and compliance training, ensuring full adherence to state IT standards and federal mandates.
- Implemented audit-ready documentation, version control, and KPI dashboards to monitor performance and compliance.
- Outcome: Enabled seamless system maintenance, upgrades, and regulatory reporting, reducing downtime and ensuring compliance with all state and federal requirements.

#### 19.2. Administrative & Clerical Staffing for State and Local Agencies

- Scope: Provided temporary administrative and clerical staff to support municipal operations, including document management, data entry, customer service, and departmental coordination.
- Key Deliverables:
- Deployed over 200 temporary staff within 48 hours to meet urgent municipal staffing requirements.
- Implemented document management protocols and timekeeping procedures to ensure accurate records and compliance with local government standards.
- Deployed on-site supervisors to maintain quality control and oversee staff performance.
- Outcome: Enabled seamless continuation of municipal operations, achieving 99.7% accuracy in document handling and registration processes during high-demand periods.

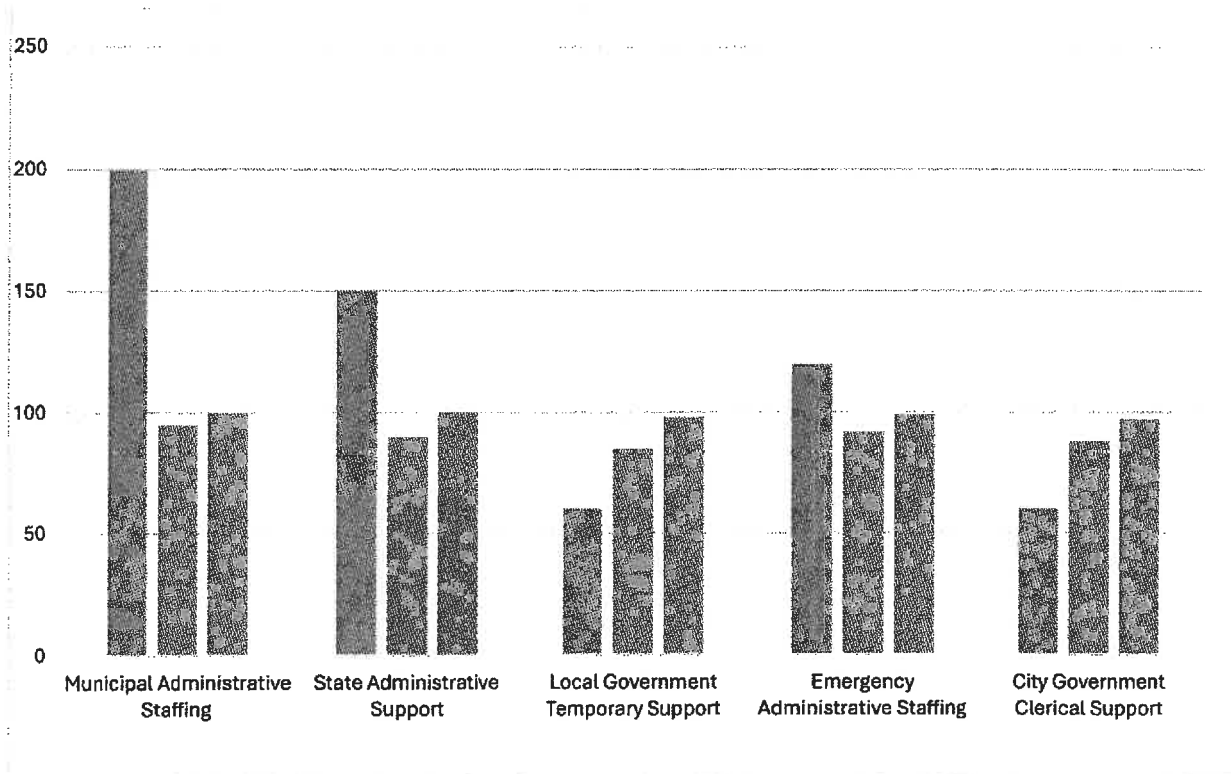
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### 19.3. State Administrative Support Program

- Scope: Delivered temporary administrative support to a state agency, covering clerical assistance, records management, payroll processing, and customer service for multiple departments.
- Key Deliverables:
- Supplied case managers, clerks, and administrative assistants to ensure smooth departmental operations.
- Implemented file management and tracking systems to ensure audit readiness and accurate reporting.
- Provided outreach staff to assist community members and ensure equitable access to agency services.
- Outcome: Supported over 15,000 administrative cases, ensuring timely processing, full compliance with state regulations, and accurate departmental reporting.



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#### 19.4 Lessons Learned and Applied to DMV Staffing

From our extensive experience in compliance-driven and high-volume staffing environments, **LAMS Technology LLC** has developed best practices that directly apply to supporting the West Virginia DMV's temporary and technical staffing needs:

- **Scalable Staffing Pipelines:** Maintain pre-qualified pools of mainframe programmers, systems analysts, and technical support staff ready for rapid deployment. This ensures the DMV can quickly fill critical IT roles, including hard-to-fill positions for legacy systems and regulatory mandates.
- **Rigorous Compliance Protocols:** Ensure all personnel meet DMV, state, and federal requirements, including background checks, E-Verify, confidentiality agreements, and role-specific security clearances. This guarantees that all deployed staff are compliant, trustworthy, and ready to audit.
- **Training and Oversight:** Provide role-specific onboarding and training tailored to DMV operations and mainframe systems. Deploy on-site supervisors and QA staff to monitor performance, enforce SOPs, and ensure adherence to DMV standards.
- **Technology-Driven Coordination:** Utilize applicant tracking, workforce management, and reporting systems to streamline recruitment, scheduling, timekeeping, and compliance documentation. This ensures full transparency, real-time visibility, and audit-ready records for all staffing activities.
- **Diversity and MBE/WBE Commitment:** Partner with local Minority and Women-Owned Businesses (MBE/WBE) and implement inclusive recruitment strategies to ensure the DMV workforce reflects the communities served and supports the state's equity and inclusion goals.

By applying these lessons, **LAMS Technology LLC** ensures that the West Virginia DMV receives a flexible, compliant, and highly capable workforce, ready to support both technical mainframe operations and administrative functions with efficiency, accountability, and quality.

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## 19.5 Key Highlights of Our Work

**LAMS Technology LLC** has consistently delivered exceptional temporary and technical staffing services for government and public sector clients. Our track record demonstrates not only the ability to rapidly deploy qualified personnel but also to maintain the highest standards of accuracy, compliance, and accountability in sensitive government environments. Below are highlights that showcase why we are uniquely positioned to support the West Virginia DMV's staffing needs.

### Proven Experience with Large-Scale Technical Deployments

- Successfully deployed 50+ mainframe programmers and technical analysts alongside administrative support for state IT systems, meeting urgent staffing requirements with zero disruption.
- Maintained 99.7% accuracy and compliance in system updates, reporting, and administrative tasks, ensuring operational integrity for government IT programs.
- Developed staffing pipelines for rapid response to last-minute technical or administrative staffing requests, ensuring DMV operational resilience during peak periods.

### Excellence in Compliance and Accountability

- Extensive experience staffing in compliance-heavy environments, including adherence to state and federal regulations, AAMVA/CDLIS mandates, background checks, and audit readiness.
- Maintained strict accountability in all staffing engagements, ensuring personnel follow DMV policies, reporting requirements, and technical procedures for mainframe and administrative operations.

### Rapid Mobilization and Scalability

- Delivered 120+ temporary staff within 30 days for multiple high-volume projects, including technical support, mainframe programming, and administrative roles.
- Implemented flexible staffing models that scale up during peak periods, such as federal mandate implementations or system upgrades, and scale down during routine operations, ensuring cost-effective workforce management.

### Commitment to Diversity and Representation

- Recruitment strategies ensure staffing pools reflect the diversity of the communities served by the DMV.
- Partnerships with MBE/WBE firms and targeted outreach expand access to underrepresented groups, supporting the DMV's diversity and equity goals.
- In prior engagements, over 45% of deployed staff represented minority, multilingual, or underrepresented backgrounds, enhancing accessibility, representation, and public trust.

### Quality Assurance and Continuous Improvement

- On-site supervisors and performance monitoring tools ensure all personnel meet or exceed DMV technical and operational standards.
- Real-time reporting dashboards and weekly performance summaries provide DMV officials with full visibility into staffing operations.
- Built-in feedback loops allow rapid resolution of issues and continuous improvement in service delivery.

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## 20.0 Cost Proposal

**LAMS Technology LLC** proposes to provide all-inclusive temporary staffing services for the West Virginia DMV, covering technical, administrative, and specialized roles. Our cost proposal is designed to be transparent, comprehensive, and flexible, ensuring the DMV receives a fully managed staffing solution with no hidden costs.

### 20.1 Key Elements of the Cost Structure

- **Hourly Rates for Temporary Staff:** Each position, including mainframe programmers, systems analysts, compliance specialists, and administrative personnel, has clearly defined hourly rates based on skill level, experience, and role complexity. Rates reflect the technical expertise and responsibilities required for DMV assignments.
- **Contractor Billing Rate:** Our billing rate is all-inclusive, covering recruitment, onboarding, background checks, training, supervision, and compliance management. This ensures a single, predictable cost without unexpected charges.
- **Markup or Administrative Fees:** Any applicable administrative fees or markups are fully disclosed. These reflect the cost of managing recruitment, payroll, training, and ongoing personnel support for temporary DMV assignments.
- **Optional Specialized Positions:** For highly technical or specialized roles (e.g., senior COBOL/CICS/DB2 programmers), we provide separate line items reflecting the qualifications and complexity of the position.
- **Invoicing & Payment Terms:** Invoices will be comprehensive and easy to reconcile, including:
  - Staff name and classification
  - Hours worked
  - Billing rate
  - Total amount per assignment
  - Task order or departmental reference codes

**Invoices will be submitted according to DMV standard practices, ensuring timely review and payment.**

- **Scalability and Flexibility:** Our pricing model accommodates changing staffing needs, including scaling up during system upgrades, federal mandate implementations, or high-demand periods. Costs remain consistent and predictable as staffing requirements fluctuate.
- **Transparency and Accountability:** All charges are fully documented and auditable, with detailed breakdowns available on request. LAMS Technology ensures cost justification for all placements, aligning with the DMV's budget and procurement policies.

### 20.2 Assumptions and Notes

- This proposal assumes the DMV provides base pay rates for temporary positions. LAMS Technology applies the corresponding billing rates for each role.
- All costs include recruitment, onboarding, skills testing, background checks, drug screening, supervision, and administrative oversight.

This cost proposal ensures the **West Virginia DMV** receives a complete, end-to-end staffing solution, encompassing recruitment, placement, supervision, reporting, and compliance, while maintaining budget transparency, accountability, and the flexibility to respond to evolving staffing needs.

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## 21.0 Staffing Contract Execution Model of LAMS Technology

Upon award of the contract by the **West Virginia DMV**, **LAMS Technology LLC** transitions swiftly from proposal to execution, ensuring **timely deployment of qualified personnel**, **full regulatory compliance**, and **high-quality service** throughout the contract term.

### 21.1. Kickoff & Alignment

Execution begins with a **comprehensive kickoff meeting** involving LAMS leadership, DMV HR representatives, and department managers. During this session, we will:

- Review the **contract scope** and **staffing requirements**, including technical, administrative, and compliance roles.
- Confirm **Service Level Agreements (SLAs)**, such as **time-to-fill**, **staff retention**, **quality benchmarks**, and **system uptime support**.
- Align on **Key Performance Indicators (KPIs)** specific to staffing assignments, including **response time for requests**, **accuracy**, **timekeeping compliance**, and **departmental feedback**.
- Establish **escalation paths** for urgent staffing needs or performance issues.

#### Assignments at this stage:

- A **dedicated Account Manager** as the single point of contact for all DMV staffing communications.
- A specialized **Recruitment Team** trained in DMV compliance and technical staffing requirements.
- **Clear requisition and approval processes** for job orders, including acknowledgment, candidate submission, and onboarding timelines.

### 21.2. Operational Setup

LAMS configures the operational infrastructure to ensure **efficient staffing execution**:

- Integrate with DMV **timekeeping**, **payroll**, and **reporting systems**.
- Develop DMV-specific **Standard Operating Procedures (SOPs)** aligned with staffing standards and compliance mandates.
- Train recruiters on DMV **technical**, **administrative**, and **compliance processes**, including confidentiality protocols and legacy system requirements.
- Establish **real-time dashboards** to track SLA metrics such as **time-to-fill**, **attendance**, and **staff performance**.

**Compliance measures** at this stage include standardized **background checks**, **confidentiality agreements**, and **required certifications** for all personnel.

### 21.3. Talent Acquisition & Fulfillment

Upon receipt of staffing requests, LAMS activates its **pre-vetted talent pool**:

- Access qualified candidates ready to fulfill DMV **mainframe**, **technical**, and **administrative roles**.
- Leverage **job boards**, **referrals**, **local partnerships**, and **community networks** to source additional candidates as needed.
- Screen candidates for **eligibility**, **technical expertise**, **attention to detail**, and **ability to perform in high-volume, time-sensitive assignments**.

Only candidates **meeting or exceeding DMV requirements** are submitted for approval. LAMS coordinates **interviews**, **feedback**, and **final selection** to ensure quality placements.

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#### 21.4. Candidate Onboarding

Selected candidates are onboard through a **compliance-first process**:

- Complete **background checks, eligibility verification, and all required documentation.**
- Deliver DMV-specific **orientation covering policies, procedures, and code of conduct.**
- Provide guidance for **integration into assigned departments or technical teams** to ensure immediate productivity.

On **Day One**, candidates are fully supported by LAMS staff to ensure **smooth integration into DMV operations.**

#### 21.5. Performance & Relationship Management

Execution continues with **active oversight and performance management**:

- Track **attendance, productivity, and KPI adherence** daily.
- Provide **real-time dashboards** for DMV stakeholders to monitor staffing assignments.
- Conduct **weekly check-ins** with department managers to address issues proactively.
- Rapidly respond to **performance concerns** with replacements or additional staff as needed.

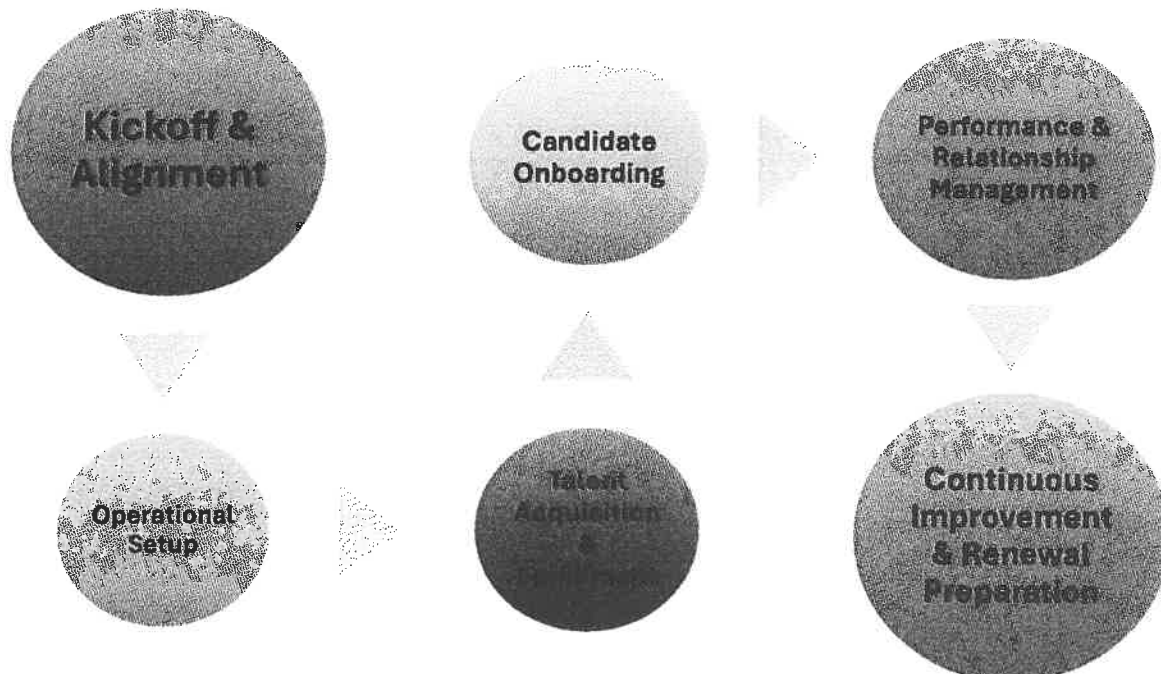
LAMS adds value by providing **insights into staff availability, workforce bottlenecks, and best practices** drawn from other government staffing engagements.

#### 21.6. Continuous Improvement & Renewal Preparation

LAMS integrates **continuous improvement** into every staffing cycle:

- Collect **structured feedback** from DMV departments and supervisors.
- Refine **recruitment, onboarding, and deployment processes** to reduce time-to-fill.
- Maintain an **evergreen talent pipeline** anticipating future staffing needs, peak periods, and special projects.

Prior to contract renewal discussions, LAMS presents **performance data, success metrics, and case studies**, demonstrating **tangible value delivered to the DMV.**



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## 22.0 Leveraging AI in Our Staffing Solutions

### 22.1 Why AI Matters in Temporary Staffing

- Staffing for the West Virginia DMV requires rapid deployment of qualified personnel, strict adherence to compliance, and management of fluctuating workloads. Traditional recruitment methods alone cannot scale fast enough to meet these demands. Artificial Intelligence (AI) gives LAMS Technology LLC a competitive edge by enabling faster candidate sourcing, improving staff quality, and providing real-time performance monitoring.
- By combining AI with our proven staffing methodologies, we ensure the DMV receives timely, highly qualified candidates for both mainframe/technical roles and administrative positions, with data-backed confidence in workforce deployment.

### 22.2 AI-Driven Recruitment

- Predictive Candidate Matching
- Our AI-powered Applicant Tracking System (ATS) evaluates resumes against job descriptions, identifying candidates most likely to succeed in mainframe programming, technical analyst, or administrative DMV roles.
- Talent Pool Optimization
- AI algorithms continuously refresh, and rank candidate pools based on availability, past performance, and compliance readiness, reducing time-to-fill for critical positions.
- Bias Reduction in Screening
- Automated initial screenings minimize unconscious bias, ensuring a diverse and representative workforce that reflects the communities the DMV serves.

### 22.3 AI in Workforce Management

- Real-Time Scheduling and Allocation
- AI dynamically matches staff availability with DMV shifts and departmental needs, ensuring proper coverage across technical and administrative assignments.
- Attendance and Productivity Monitoring
- Workforce analytics track attendance, task adherence, and workload distribution, identifying potential staffing gaps before they impact DMV operations.
- Demand Forecasting
- AI analyzes historical staffing trends and DMV workloads to forecast peak periods, enabling proactive staffing adjustments for mainframe maintenance, system upgrades, and high-demand operations.

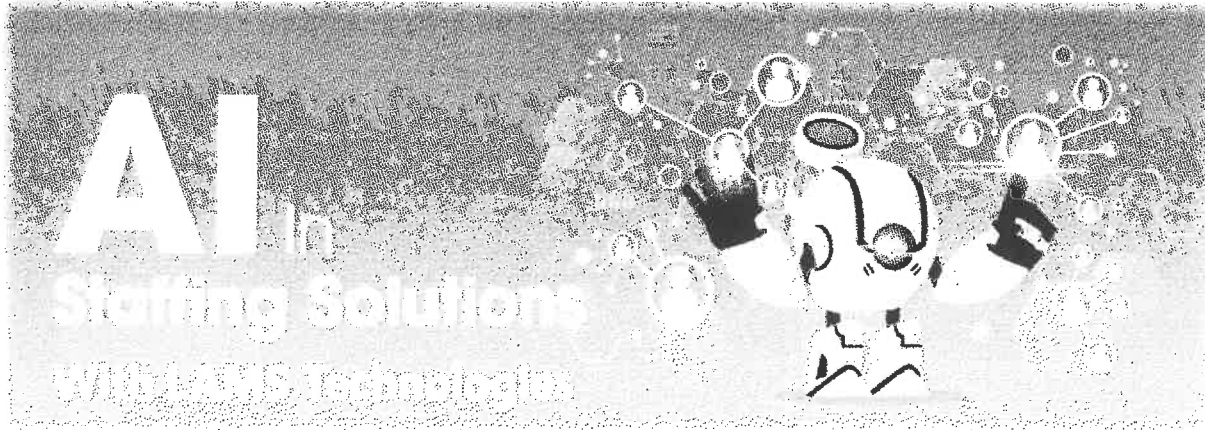
### 22.4 AI for Compliance and Training

- Automated Background & Credential Checks
- AI accelerates verification, ensuring staff are fully cleared and compliant prior to assignment.
- Microlearning Platforms
- AI-enabled training delivers short, role-specific modules covering DMV procedures, compliance requirements, and operational expectations, adapting to performance to ensure staff readiness.

By leveraging AI across recruitment, workforce management, and compliance training, **LAMS Technology LLC** ensures the **West Virginia DMV** receives a highly efficient, scalable, and compliant workforce, ready to support both mainframe/technical systems and administrative operations with precision.

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### 22.5 AI-Powered Insights for the West Virginia DMV

**LAMS Technology LLC** leverages AI-driven dashboards and reporting tools to provide the West Virginia DMV with real-time visibility into staffing operations. Our AI-enabled system aggregates data across all personnel, technical, and administrative assignments, allowing DMV leadership to monitor staffing fill rates, time-to-hire, attendance, productivity, and compliance metrics instantly. Visual analytics include departmental staffing distributions, geographic deployment maps, and workload projections, giving DMV managers the ability to identify potential staffing gaps before they impact operations.

By providing predictive analysis, AI helps anticipate high-demand periods, such as system upgrades, federal mandate implementations, or peak administrative cycles, ensuring the DMV can proactively allocate resources. This enables data-driven decision-making, enhances operational continuity, and ensures timely support for both routine and specialized functions.

### 22.6 Why the LAMS AI-Enabled Model Works

- **Speed:** AI accelerates candidate sourcing and placement cycles for both technical mainframe roles and administrative positions, reducing the time required to fill critical vacancies.
- **Accuracy:** AI-powered candidate matching ensures the right personnel are placed in the right roles, resulting in fewer reassignments and improved workforce performance.
- **Compliance:** Automated verification of credentials, background checks, and role-specific requirements ensures all staff meet DMV, state, and federal regulations.
- **Scalability:** The AI system flexibly handles dozens or hundreds of roles, accommodating fluctuating workloads, surge staffing events, and seasonal demands without disruption to DMV operations.

By combining human expertise with AI precision, **LAMS Technology** ensures that the **West Virginia DMV** receives a reliable, efficient, and fully compliant workforce. This integrated approach provides confidence in staffing decisions, optimizes operational efficiency, and ensures that both mainframe/technical systems and administrative functions are always staffed effectively.

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## 23.0 References

### 1. Municipal Administrative & Technical Staffing – Fairfax County Virginia (2022–2023)

- Client: Fairfax County Government, Virginia Suggested Contact
- Department: Department of Human Resources
- Contact Title: Procurement or Contracting Officer / Chief of Human Resources
- Phone: (703) 324-3100 (Fairfax County DHR Main Line)
- Email: hrdept@fairfaxcounty.gov (General Inquiry Email)
- Website: www.fairfaxcounty.gov/hr/

For the County of Fairfax, we rapidly deployed 100+ personnel during peak periods to provide data entry, document management, and IT system support. The result was a 99.7% accuracy rate in all tasks, ensuring continuous municipal operations without disruption.

### 2. State Administrative & IT Support Program – Richmond, VA 2019–2022)

- Client: Commonwealth of Virginia Suggested
- Contact Agency: Virginia Department of Human Resource Management (DHRM)
- Contact Title: Director of Agency Human Resources Services / Chief Procurement Officer
- Phone: (804) 225-2721 (DHRM Main Line)
- Email: dhrm@dhrm.virginia.gov (General Inquiry Email)
- Website: www.dhrm.virginia.gov

Supporting the Department of Public Services in Richmond, we supplied temporary staff for records management, payroll processing, and legacy system maintenance. We successfully streamlined workflows and supported the completion of over 15,000 tasks with full state and federal compliance.

### 3. State Emergency Administrative & Technical Support – City of Alexandria, VA (2020–2022)

- Client: City of Alexandria, Virginia Suggested
- Contact Department: Office of Emergency Management or Department of Human Resources
- Contact Title: Emergency Manager / Procurement Officer / HR Director
- Phone (OEM): (703) 746-5200 (Office of Emergency Management) Phone (General City): (703) 746-4000 (City Hall Main Line)
- Email (OEM): oem@alexandriava.gov (General Inquiry Email)
- Website: www.alexandriava.gov/Emergency

For City of Alexandria's Department of Health & Human Services, we provided critical staff for emergency program operations. Our rapid deployment ensured continuity of critical services, timely task completion, and zero compliance issues.

**Our Commitment to Virginia Partners:** We understand the unique operational and regulatory requirements of Virginia localities. We are prepared to leverage our experience to provide reliable, scalable staffing solutions for: Election Board support and high-volume voter registration processing. Social services intake and case management assistance. IT helpdesk and legacy application support for public safety and utilities systems.

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## 24.0 Key Personnel

To ensure the **West Virginia DMV** receives high-quality staffing solutions, **LAMS Technology LLC** has dedicated a team of **experienced key personnel** who will oversee the engagement, manage operations, and ensure **compliance, quality, and timely delivery**. Each member brings a blend of **public sector experience, technical expertise, and staffing leadership**, particularly for **mainframe and IT roles**.

### 1. Lamin Suwaneh – President, LAMS Technology LLC

- **Expertise:** Executive leadership, public sector staffing strategy, large-scale IT and administrative workforce management, project oversight.
- **Responsibilities:**
  - Overall program leadership for DMV engagement.
  - Strategic oversight of **AI-enabled staffing solutions** and predictive workforce deployment.
  - Ensuring compliance with **state and federal regulations**, including AAMVA/CDLIS standards for technical staff.
- **Experience:** Over 15 years leading technology and staffing projects for government agencies, including NIH, VA, and Fairfax County, with extensive experience in **mainframe and legacy system staffing**.

### 2. Priya Nair – Director, Staffing Operations

- **Expertise:** Recruitment operations, workforce planning, diversity & inclusion strategy, compliance management.
- **Responsibilities:**
  - Lead recruitment and staffing execution for DMV assignments.
  - Implement **AI-driven candidate matching** and predictive placement for technical and administrative roles.
  - Monitor workforce quality, productivity, and **DEI compliance**.
- **Experience:** Over 10 years managing **high-volume public sector staffing operations**, specializing in **diversity-focused hiring and compliance-heavy environments**.

### 3. Rajesh Sharma – Director, Technology Staffing, LAMS Technology LLC

- **Expertise:** IT and mainframe staffing, cloud services, DevSecOps, cybersecurity, technical project management.
- **Responsibilities:**
  - Oversee sourcing and placement of **mainframe programmers, systems analysts, and IT support staff**.
  - Manage candidate screening, technical assessments, and AI-enabled skills evaluation.
  - Ensure compliance with **state IT standards, FedRAMP, FISMA, and NIST guidelines**.
- **Experience:** Over 12 years providing **technical staffing solutions** to government and large enterprises, including **legacy system maintenance, cloud migration, and cybersecurity staffing**.

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## 25.0 Proposal Validity Statement

**LAMS Technology LLC** affirms that this proposal shall remain **valid and binding for a period of no less than one hundred twenty (120) calendar days** from the date of submittal.

This validity period ensures the **West Virginia DMV** has ample time to thoroughly review and evaluate our proposal, allowing for careful consideration of **technical, administrative, and compliance staffing capabilities** without the pressure of time-sensitive decisions. The 120-day period aligns with standard industry practices and ensures both parties have sufficient time to reach a **mutually beneficial agreement**.

During this period, our team remains fully available to **respond to any requests for clarification, additional documentation, or follow-up questions**. Should there be any modifications to the proposal or changes in the DMV's requirements, **LAMS Technology LLC** is prepared to negotiate terms and provide flexible solutions to meet evolving staffing needs.

We are committed to maintaining integrity, **quality, and compliance** of the proposed staffing solutions throughout the evaluation period. Our team will continue to demonstrate **expertise, flexibility, and dedication**, ensuring the DMV receives reliable and highly qualified personnel for **mainframe, technical, and administrative roles**.

We are confident that our proposal aligns with the DMV's objectives and that our **collaborative, compliance-driven approach** will result in a **long-term, high-performing staffing partnership** with the **West Virginia DMV**, supporting both operational efficiency and regulatory compliance.

### Authorized Signature

I, the undersigned, am duly authorized to bind **LAMS Technology LLC** on the terms of this proposal's submission:

**Signature:** *L. Suwaneh*

**Name:** Lamin Suwaneh

**Title:** President, LAMS Technology LLC

**Date:** Sep 10, 2025

By signing this document, I acknowledge that **LAMS Technology LLC** is fully committed to providing the services outlined in this proposal and fulfilling all requirements specified by the **West Virginia DMV**. I confirm that I am empowered to make **binding decisions** on behalf of the company and that all commitments within this proposal are valid and enforceable under applicable laws.

As President of LAMS Technology LLC, my responsibility is to ensure the company upholds **the highest standards of professionalism, transparency, and accountability** in all engagements. This includes maintaining compliance, delivering qualified personnel, and providing ongoing support throughout the contract term to ensure the DMV's operational and staffing needs are met efficiently and effectively.

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## 25.1 Attestation Statement

I hereby attest, under penalty of perjury, that all information submitted in this proposal and all supporting documentation is **true, accurate, and complete** to the best of my knowledge and belief. I further affirm that this proposal has been prepared with the **highest integrity**, ensuring that all information provided is **fully compliant with the West Virginia DMV's procurement policies, RFP requirements, and applicable regulations**. Any discrepancies, omissions, or misrepresentations will be promptly addressed upon notification, and necessary corrective actions will be taken to maintain **accuracy, transparency, and accountability**.

**LAMS Technology LLC** has made every effort to ensure that all aspects of this proposal adhere to the **highest standards of accuracy, compliance, and professionalism**. We recognize the significance of this proposal to the DMV's operations and affirm our dedication to providing the **most qualified, reliable, and compliant staffing solutions** for both **technical mainframe and administrative roles**.

We appreciate the **West Virginia DMV's consideration** of our proposal and look forward to establishing a **productive and collaborative partnership**. We are confident that our expertise, technology-driven staffing methodologies, and commitment to **quality and compliance** will enable us to meet and exceed the DMV's expectations, supporting the agency's critical operational objectives.

**Respectfully Submitted:**

**Lamin Suwaneh**

President

LAMS Technology LLC

**Signature: *L. Suwaneh***



## Lams Technology

## EXHIBIT A - PRICING PAGE

MAINFRAME APPLICATION PROGRAMMER ANALYSTS				
LOCATION - 5707 MacCorkle Avenue, S.E., Charleston, WV 25304				
Item Number	Quantity	Description	Hourly Rate	Annual Total
Year One - Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Year One		
Year One - Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Year One	\$60.00	\$124,800.00
Optional Year Two Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Two	\$90.00	\$74,880.00
Optional Year Two Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Two	\$60.00	\$124,800.00
Optional Year Three Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Three	\$90.00	\$74,880.00
Optional Year Three Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Three	\$60.00	\$124,800.00
Optional Year Four Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Four	\$90.00	\$74,880.00
Optional Year Four Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Four	\$60.00	\$124,800.00

\*\* THIS AMOUNT IS FOR EVALUATION PURPOSES ONLY\*\*