



# Offeror Questionnaire – Methodology

STATE OF ARIZONA

Agency: Arizona Dept. of Administration  
State Procurement Office (ADOA/SPO)  
Customer: WSCA participating states; AZ Statewide  
(state agencies & cooperative partners)

Description: **WSCA Software Value-Added Reseller**

**Instructions:** Complete each item, using attachments where necessary. Attachments shall indicate the item number and heading being referenced as it appears below. Label your response "Questionnaire-Methodology-companyname" and indicate each question number as it is being addressed. Your narrative response is limited to twenty-five (25) pages, 8.5" x11", with one-inch margins and no smaller than Times New Roman number 12 or Ariel 9 font. Attachments are not included as part of this total. All materials must be in electronic format that can be received by ProcureAZ, the State of Arizona's electronic procurement system (see Special Instructions.) **ANY NARRATIVE LANGUAGE RECEIVED IN EXCESS OF THE PAGE QUANTITY INDICATED WILL NOT BE CONSIDERED AS PART OF THE PROPOSAL.**

## METHODOLOGY

1. Assume you recently received a contract as the sole Software Value-Added Reseller in a State (serving that State and its cooperative partners). Further assume: the State has multiple state agencies and multiple municipalities using that State's contract; the State and cooperative partners have separate volume license agreements and existing perpetual licenses; the State has an existing contract with a personal computer (hardware) provider which provides equipment already loaded with basic distributed software products.
  - DESCRIBE the actions you would take to establish yourself as that State's SVAR, with the central procurement office, and with individual using entities (e.g., a state agency and a coop partner such as a city).
  - DESCRIBE how those actions may be modified if your contract were the first SVAR contract for that State.
  - DESCRIBE your outreach to State and Cooperative Partner users.

CCI has actually had this exact experience. In the State of Washington, [CCI was originally the first and only SVAR](#) in the state for Data Encryption Software and still today we are one of only two. Washington State has over 1,000 agencies, municipalities and approved non-profit organizations that are allowed to purchase off of our Master Contract. We would use the same process that has already worked for us once, but customized for the capabilities and the needs of the WSCA State in question.

The first thing that CCI did was to schedule meetings with Washington State's Department of Information Services (DIS), as the DIS was the managing agency for this contract. We identified all the staff members within DIS who were stakeholders, not just the procurement team and the contracting team who would handle our regular reports and any purchases, but also the group within DIS who were responsible for creating the original Procurement that we responded to in order to win the contract. Through a small number (three) of meetings, CCI determined what all of the state stakeholders desired, what their reason for creating the Master Contract was, and how they planned to move forward. We identified a process and reporting structure that would provide everything the DIS needed and that would allow us to serve the state efficiently.

For the initial WSCA state, CCI would meet with their primary contact and identify the stakeholders. We would learn about all of the state technicalities and unique requirements (for example, Illinois has a requirement for a non-collusion certification form, and Texas has their mandatory HUB-Historically Underutilized Businesses—reporting requirements), as well as establishing our single point of contact for the state to interact with ensure that any ongoing reporting or communications were scheduled and we would create templates containing all required information.

Based on this understanding we used the [DIS's online Techmall tools](#) to download the entire potential client list. Not all states have such a list readily available so CCI would work with the central procurement office to utilize the resources that are available to identify the full potential



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client list. We used the DIS client list to reach out to each agency and establish a relationship with the IT security staff. A sample of the list is below.

Our outreach efforts in Washington included attending the Washington State Vendor Conferences, Sponsoring [AASHTO's 2009 event in Seattle](#) (See screenshot below), and directly contacting potential customers via email and telephone. We are a certified M/WBE (Minority-owned and Women-owned Business Enterprise) and we worked with the OMWBE by attending sessions with potential customers. We would adapt these efforts to the WSCA state by identifying the equivalent of the General Administration and OMWBE in that state and establishing a calendar of events to attend so we could create a face-to-face relationship with potential customers. For example, in Oregon the Department of Administrative Services (DAS) and OMWESB are the relevant agencies we work with.

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### SPONSORS AND EXHIBITORS

The AASHTO-IS Subcommittee Conference brought together senior level technology professionals and decision makers from transportation agencies across the United States and Canadian Provinces. Participating Sponsors/Exhibitors had the opportunity to interact with key decision makers and to network with a national presence of senior government technology professionals. We would like to thank all of the companies for their participation and their support of the AASHTO-IS 2009 Conference. Provided below are just a few highlights from the Tradeshow.

BRONZE SPONSORS

AGILEASSETS Computer Consultants International, Inc. DBE Certified DELL ETC Electronic Transaction Consultants

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Direct outreach to potential customers would include telephone and email outreach followed up by face-to-face meetings when possible. As this WSCA contract is not as specific as “data encryption” CCI would make a note of the IT procurement staff with each potential customer and research historical sales and needs. We use Salesforce.com to track this information and make it readily available to our team. This way when a potential customer reaches out for assistance we have information on their environment and past purchases.

This becomes an ongoing long-term process whereby our potential clients become familiar with us as we become familiar with them. We look forward to this process and learning to understand as well as how to satisfy the unique needs of all of the WSCA states participating in this solicitation.

2. Contractor is required to provide a website for each participating state. Describe the website you would establish for a State and that website’s functionalities or special features. You can supplement this response with illustrative page shots (no more than 10) from one of your existing websites. Please address, at a minimum:
- Home page appearance and information
  - On line tutorials
  - Product catalog (include searchable fields, which products you would include, how VLA information is provided)
  - Links
  - Downloadable standard reports, if any. Include how information is controlled and sorted (e.g., how can Tempe, AZ obtain only their information, how can Procurement Officer of contract obtain a purchasing profile for users and volume in State).
  - How website is monitored, kept current and accurate

In addition to our SVAR experience CCI has been providing web development for 15 years. Our first contract was to create what is today the world’s largest Urdu-language Website for [The News International](#) (Jang). Recently, we did the website for [Mayfair Sweets](#); we have been involved in many Website development initiatives nationally and internationally. Our philosophy is to engage the customer in every step of the way. CCI would create a prototype and ask the WSCA members for feedback and then finalize each of the areas below after customer sign off. Key features would include:

**Home Page Appearance and Information** – CCI will create a Welcome Page for this specific contract for WSCA customers. We would describe what WSCA means (link to the WSCA site) with emphasis on the objective of this contract for participating States. We would try to show the differences, unique information and List of all major publishers and key catalog information in an e-store format. All of our websites include an easy to navigate site map that makes clear what is available via the home page.

**Online Tutorials** - These will be an evolving document primarily in the form of an FAQ. General help will be available for each screen in the form of a definition of each control. Additionally a contact will be provided for customer support.

**Product Catalog** - In our experience, State Procurement Agencies are very different from Business-to-Business or Retail customers, in that States generally know exactly what they want and just need a price for it, rather than desiring to browse. Therefore our catalog will be designed to support automated quotes rather than retail-style shopping carts. The content will be available via search on Manufacturer product identification numbers and we will also have a



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contact for manually requesting orders. VLAs would not be directly published online in their entirety, rather the key breakpoints would be incorporated into the e-store, and a link provided to request a copy of the VLA upon demand. We feel this will better allow the states to make use of the potential savings from any VLA by immediately showing them the price difference of their order at several quantities without having to read through a contract to find the pricing or having to test multiple quantities and track unit price manually.

**Links** – Much like the online help, the links section will be constantly evolving based on need and usage. Initial links will go to the highest volume items and publishers as well as to specific State terms.

**Downloadable Reports** – The initial release of CCI's store will implement downloadable reporting pending the implementation of secure login. Reports will include monthly summary at a high-level and year-to-date, as well as a longer detailed report. Formats supported will be PDF, Excel, and CVS. Tempe AZ will not need to take any action to get only their own information, they will login and request a report and only their information will be provided. If a state-level contract agent requires a full state report they will select that option via a pull-down menu. The initial reports will include purchases by category using the State's internal classification system. For example, Encryption software in the Arizona procurement portal uses NGIP code 204-29 "Data/File Security Hardware/Software, to Include Encryption". Purchasing profile reports will be custom generated pending discussion with the States' Procurement Officers.

**Monitoring and Updates** – CCI works with our suppliers continually, getting updates on a daily basis for current pricing. As pricing changes the data will be uploaded into our tool automatically. If any item has custom pricing, or cannot be priced without special information, that item will be so marked and contact information will be provided to request pricing information. This is most often the case for items that need to be registered with the producer directly and where pricing is based on existing contracts.

**Samples** – While our WSCA website does not exist at this time, I have included screenshots below that can assist you in determining how it will be implemented. First, our Washington State-hosted Master contract for [Data Encryption Software](#), and two Online Stores that CCI's lead Web Developer was responsible for creating – AT&T's online store to support the 2010 Olympics (secure portal, no longer online), and the online store for [Hershey's Chocolates](#).





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**TechMall** Search for:  [Go!](#) 04/15/2011

Washington State Department of Information Services  
HOME | DIS.WA.GOV | DIS Home | ISB | Jobs | Outreach | Customer Service | Contact DIS | DIS Service Desk 360-753-2454 / 888-241-7597

[A to Z List](#) | [Master Contracts](#) | [Procurements](#) | [DIS Service Announcements](#) | [Service Forms](#)

**Applications** **Communications** **Data Center** **Networks** **Purchasing** **Security** **Storage/Bac**

Updated 12/16/2010

### Data Encryption




[Description](#) | [Contractor List](#) | [More Information](#)

**Service Description**

- are optional-use contracts
- are administered by the Department of Information Services (DIS)
- used by governmental entities to purchase products and services directly from the contractors
- products and services may not be purchased for personal use
- purchasers must have completed a Customer Service Agreement


[Learn more about Master Contracts](#)  
[Customer Service Agreement](#)  
Find out more about:  
[Technology Acquisitions](#)

**Contractor List:**

Contractor	Contract	Contractor Representative	Expiration
 Computer Consultants International, Inc.	<a href="#">Contract#</a> T09-MST-155  <a href="#">Pricing</a> 	<a href="#">John Zamarra</a> Vendor Account Manager Computer Consultants International, Inc. 10949 W. Villa Monte Dr. Mukilteo, WA 98275 Phone: 1-800-493-2105 x300 Fax: 1-800-493-2105 <a href="mailto:dar-wa@cci-worldwide.com">dar-wa@cci-worldwide.com</a>	3/18/2012

HERSHEY'S EXCLUSIVES | CHOCOLATE GIFTS | APPAREL | FOR THE HOME | TOYS & COLLECTIBLES | HOLIDAY | SHOP BY BRAND

**MEN'S** **WOMEN'S** **LOUNGEWEAR** **HATS** **JEWELRY** **ACCESSORIES**

 **GIFTS BY PRICE:**  
GIFTS UNDER \$5 | GIFTS \$5 - \$15 | GIFTS \$15 - \$25 | GIFTS \$25 & UP

**Home » Apparel » Men's »**  
**HERSHEY'S Established 1894 T-Shirt**  
Item Number: HE S

**\$19.95**  
IN STOCK (Ships within 1 business day)  
Select Size: Small  
Small Medium Large XL 2XL

Qty: 1 **ADD TO CART**

**PRODUCT DESCRIPTION:**  
Take a step back in time and a step up in style with this handsome wedgewood-blue cotton tee. Featuring the richly embroidered maroon, black and gold vintage HERSHEY'S logo, its classic styling dresses up – and goes with – anything. Available in men's sizes.

 **ENLARGE +**

**OTHER FAVORITES:**

	HERSHEY'S Established 1894 Sweatshirt \$44.95		YORK Peppermint Pattie Brownies Candle \$16.95		REESE'S Mini Filled Tote \$5.95
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3. Describe your method for tracking software licenses and ensuring that Participating Entities (PE) receive timely notifications of renewals or are advised of volume agreements opportunities or vulnerabilities, etc. Please address, at a minimum:
- The standard sort-able data fields you establish for these records
  - The information you track on behalf of Participating Entities.
  - How reminders of significant dates or volume plateaus are triggered and how your organization, as a partner with a PE, works with the PE to ensure no deadlines are missed or opportunities unexplored.

Renewals are by far and away the most common reason that CCI contacts our clients in regard to software licenses. We use optional automated email notification of upcoming renewals in combination with direct contact from our account manager. Our internal CRM software lets us know when a client renewal is coming up. For those clients who have a legal obligation to put the renewal out to bid, we contact the client to determine their internal RFP schedule and ensure the notification comes early enough to accommodate that timeline. Volume Agreement Opportunities, as mentioned in our website description above will be built into the store so that any Participating Entity who wishes to price an item will be advised at that time of the potential savings at different quantities. Vulnerabilities that are sent to us by our publishers or from any other means are handled personally due to their critical importance. We cross reference the vulnerability against our database of customers and inform those customers with affected licenses. Depending on volume and feedback from the Participating Entities, we may visit the opportunity to create a notification section on our website were all vulnerability reports are tracked.

**Data Fields Established for Records & Information Tracked on behalf of PEs** – Typically, CCI tracks the client manager name, purchasing manager name, renewal date, expiration date, original contract number, quantity, original quantity, manufacturer, manufacturer ID, and current price. If a particular Participating Entity requires additional tracking, CCI will work with that PE as needed.

**How Reminders of Significant Dates are Triggered** – As mentioned above, customers can opt-in to automated notices of renewals. Otherwise our account manager will manually follow up to ensure that renewals are processed in a timely manner. At every purchase the VLA opportunities are included making the PE aware of the potential savings.

4. Describe standard reports which you can generate for a PE (other than downloadable reports addressed earlier) and provide sample reports as examples. Describe and provide examples of Optional Reports which you could provide and provide pricing in the Offeror – Pricing attachment.

Each State we provide services for has a unique report format that is required. We have included a copy of the blank template required by the State of Texas (Questionnaire-Methodology-CCI-Attachment-1.xls), and the blank template we created for the State of Washington to be used on our Data Encryption SVAR Master Contract (Questionnaire-Methodology-CCI-Attachment-2.xls). In addition to these reports or their equivalent for any WSCA member-state, CCI has technical writers and graphic designers on staff that can create a custom template for any need. As this shows we have worked with a number of WSCA states



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for reporting, and each does it a little differently. Oregon uses online tools, and one option would be to model reports for this WSCA contract after these interfaces.

The screenshot shows the Oregon Talent Acquisition Management Solution interface. The left sidebar contains navigation links: Main, Sourcing, Fixed Bid, Procurement, Accounting, Invoices, Timesheets, and Reports. The main content area displays a search bar and a table of Vendor Invoices for Vendor: John Zamarra. The table includes columns for Invoice No., Invoice Date, Expected/Actual Pay Date, Check Number, Total, Transaction Fee, State VCA Fee, Billable Amount, Tax Amount, and Total. The table lists 13 invoices, all of which are hourly and have been paid via ACH.

Invoice No.	Invoice Date	Expected/Actual Pay Date	Check Number	Total	Transaction Fee	State VCA Fee	Billable Amount	Tax Amount	Total
CCI-OR-1018	Hourly 12/22/2009	1/25/2010	ACH	\$3,206.50	(\$80.16)	(\$32.07)	\$3,094.27	\$0.00	\$3,094.27
CCI-OR-1021	Hourly 1/11/2010	2/10/2010	ACH	\$4,823.00	(\$120.58)	(\$48.23)	\$4,654.19	\$0.00	\$4,654.19
CCI-OR-1019	Hourly 12/29/2009	1/20/2010	ACH	\$4,028.00	(\$100.70)	(\$40.28)	\$3,887.02	\$0.00	\$3,887.02
CCI-OR-1014	Hourly 11/23/2009	12/30/2009	ACH	\$4,770.00	(\$119.25)	(\$47.70)	\$4,603.05	\$0.00	\$4,603.05
CCI-OR-1022	Hourly 1/15/2010	2/18/2010	ACH	\$4,240.00	(\$106.00)	(\$42.40)	\$4,091.60	\$0.00	\$4,091.60
CCI-OR-1025	Hourly 2/8/2010	3/10/2010	ACH	\$4,690.50	(\$117.26)	(\$46.91)	\$4,526.33	\$0.00	\$4,526.33
CCI-OR-9013	Hourly 3/7/2011	5/6/2011		\$3,600.00	(\$90.00)	(\$36.00)	\$3,474.00	\$0.00	\$3,474.00
CCI-OR-1012	Hourly 11/10/2009	12/18/2009	ACH	\$3,577.50	(\$89.44)	(\$35.78)	\$3,452.28	\$0.00	\$3,452.28
CCI-OR-1011	Hourly 11/5/2009	12/18/2009	ACH	\$4,240.00	(\$106.00)	(\$42.40)	\$4,091.60	\$0.00	\$4,091.60
CCI-OR-1029	Hourly 3/3/2010	4/16/2010	ACH	\$212.00	(\$5.30)	(\$2.12)	\$204.58	\$0.00	\$204.58

- 5 Explain your method of ensuring a PE will receive and can provide proof of licenses. Include in your response:
- Describe how you provide a Proof of License certificate to a buyer. Also, provide sample(s) of a Proof of License such as you would provide.
  - Explain your method of retaining back-up copies of Proofs of License; and how, and how quickly, you could provide duplicate copies as needed.
  - Describe how you partner with a PE to demonstrate accuracy of licensing information to a publisher (e.g., True Up).

CCI provides all licenses via electronic delivery through our publishers. Each publisher has their own unique license documentation. We have the publisher provide their form with each purchase directly to the customer at the time that the licenses are provided. As needed CCI will contact the publisher directly to request copies of the proof of license. We have never had to provide one to a client, but we should be able to provide one within 10 business days upon request. At the time of purchase we will allow any PE to give us permission to track a copy of the Purchase License with their order. In such a case we will be able to provide a copy back to the PE upon demand within 2 business days.



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Our True Up process uses industry standard best practices. These are typically performed at the same time as the renewals both for convenience and accuracy. PEs that have a particularly dynamic environment can work with CCI to establish additional True-Up processing if needed. Our Account Manager works with our clients directly to perform the True Up process in three steps:

1. Determine what software the PE has installed – Either through Microsoft Active Directory or a dedicated Software Inventory Tool, CCI and the PE will determine exactly how many licenses have been installed.
2. Review software purchases to understand what the PE is licensed for – A standard report documenting purchases, and noting the original purchases number against the current quantity should immediately make it clear what the PE has available, and when their license levels changed over time.
3. Compare purchases against software inventory – the difference is the True-Up. If it is determined that the PE has deployed more licensed that they are licensed for, CCI will work with the PE to submit a True-Up order.
6. Describe how you work with a PE and publisher to maximize the Entity's value in obtaining products and services under this contract. Description is to address, but is not limited to, the following:
  - Working with a PE and a publisher to assist the Entity in best managing their volume or enterprise license agreements.
  - Working with a State and publisher to maximize the leverage created by the total sales volume from a State and its cooperative partners to ensure best value to all PE's.
  - Working with a publisher to maximize the leverage created by the total sales volume overall resulting from this contract.
  - Working with a PE and publisher to obtain the best quote on a high volume purchase.
  - If, and how, you use historical purchase information to provide targeted assistance to a PE.
  - Assuming a software configuration is not within the knowledge or authority of your organization, describe how you could assist a PE in finding a solution (i.e., helping PE obtain needed configuration assistance from the publisher or designee.) Explain how you would 'price out' such assistance.
  - Explain the training you could provide (other than online tutorials) to assist PE's in using this contract and obtaining best value from it.

CCI focuses on personal relationships and collaboration in all of our dealings with our clients, including the PEs from this contract. Our Account Manager will build a relationship and develop an understanding of each PE's environment, culture, and needs. Based on this CCI will work with the PE to discuss needs and review options. In the past, we have researched new publishers and signed reseller agreements just to satisfy the needs of a single client.

**Manage Volume or Enterprise License Agreements** – In dealings with both PEs and publishers, CCI puts the needs of the PE first. We are platform agnostic and will recommend the solution to each PE that will best meet the needs of that specific engagement. For example, we will recommend one customer install Microsoft SQL Server, and tell another to use Oracle, and in both cases we will be giving the customer the best advice for their own particular circumstances. State agencies have access to many Volume and Enterprise License agreements, as well as Statewide Master Contracts and other purchasing vehicles. We have extensive experience providing purchasing consulting services to State Agencies to make the most of these varied opportunities, and even performing Build-vs-Buy analysis for those times when a custom





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solution might be the ideal option. Very often this will involve putting the PE in contact with one or more publishers to get detailed information on the different solutions. Once all of the information is gathered, our Account Manager will be available to PEs to help them review all options and select the purchasing vehicle and technology that best meets their needs.

**Maximize the leverage created by total sales volume** – While using the process described above, we will include sales volume and VLAs in all calculations to determine what option is the best for the PE. This includes knowing when to put multiple PEs in contact with each other to discuss joint purchases and other innovative solutions. When working with Publishers, we try to steer them to the PEs who will most benefit from their products. CCI does not promote products just for the sake of driving business; we provide solutions to an existing or future need. Government Agencies are service-oriented entities, and right now all Government Agencies have tight budgets. Ensuring that a publisher sees increased volume can trigger lower prices for many PEs, and we will work with the PEs and the publishers to find a solution that provides a Win-Win.

**Working with a PE and Publisher to obtain the best quote on a high volume purchase** – Just like CCI builds long-term relationships with our customers, we also build true partnerships with our publishers. We are not just their clients, we legitimately try to help our purchasers and our clients both to the best of our ability by finding win-win scenarios. We do this by leveraging our better understanding of the PE's needs and environment. Where many SVARs focus on automated tools, CCI focuses on building bridges and understanding. This means we very often know of opportunities that other firms miss. We have very often brought purchase opportunities to purchasers in their own "backyard" that they didn't know were available. This was how we won our contract with the Department of Labor and Industries in Washington, none of the Audit software publishers knew of the opportunity until we brought it to them. And with their help and with our understanding of the Department's needs we were able to negotiate a competitive price from NetIQ by letting them know that Symantec and NetPro (now Quest) were also bidding. When we won the contract, it represented a new market for NetIQ and a solid infrastructure improvement for the Department.

**How we Use Historical Purchase Information** – We use all of our information about a PE, including historical purchase information, to build a holistic understanding of our customers. We know what they have tried in the past, what the outcome was, what skills they have in house, and often what their long-term strategic plans are. One of the key differences between Government Agencies and Corporations is that Governments have a much greater continuity among staff. Corporations have a very high turnover, but our Government contacts remain sometimes for decades. Combining the innovative ideas and technologies from the corporate publishers with the historical data we track and the extensive subject matter expertise of the PE staff is a key technique CCI uses to determine the best long-term solution.

**Software Configuration** – CCI specializes in the services side of the SVAR business model. Not only is software configuration well within our expertise, but so is customization, and business analysis, Build-vs-Buy analysis, and even outright software development. All of our



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extra services are described below in our response to question 9 and prices are included in the pricing spreadsheet.

**Training** – CCI includes knowledge transfer and product documentation as an integral part of every project. The best example of additional forms of training we can provide comes from our Department of Labor and Industries project in Washington State. On this project we had scheduled classroom training for the Department’s auditors. However due to internal scheduling conflicts they were unable to attend. The configuration and installation was nearly finished and they would need 3 months before they could get properly trained on the new software we had sold them. Therefore, CCI’s consultant provided additional one-to-one mentoring and increased the complexity of the documentation to include in-depth end-user instructions. This allowed the Department staff to take care of their needs for the three months until the full classroom training. As this indicates, our teams can provide formal classroom training, mentoring, and end user documentation in addition to the online help included with most modern software packages.

7. This contract has a maximum life of five (5) years, the technology field is a fast evolving one, and the potential volume under this contract is beyond any single entity contract.
- How would you improve the value of this partnership, over time, during the life of the contract?
  - We require the successful contractor(s) to retain publisher certification levels, to improve upon them, to work to reduce their costs to obtain publisher products, etc. Explain your processes to meet these requirements.
  - How would you partner with the Procurement Officer and Participating States to adapt to changes and keep the contract viable?
  - As this is a contract which is expected to be used by many states, there is potential for a level of value and partnership – considering market information, volume, extended relationships with publishers, shared standards, etc. – beyond that provided by a single State or PE contract. What extra services or value do you feel you could provide given this expanded user and volume base?

CCI is interested in long-term relationships. Many of our customers have worked with us for more than 5 years, some, such as ODOT and WSDOT for more than 10 years. We are still in contact with our very first customer, the largest Urdu-language website in the world (The News International). Every engagement we perform ends with a lessons learned meeting where we document the challenges faced, the solutions developed and the unique characteristics of the customer (PE).

As an example, one of our oldest and best clients is the Washington State Department of Transportation. We have a Master Contract for IT Services with them, and it is currently 7+ years old. Over the life of the contract we have learned a great deal about their IT network and environment, their needs and their preferred reporting and communication formats. This has had a direct impact on CCI’s success with WSDOT in competitive bids as we are better able to identify their needs and propose solutions that meet those needs using a minimum of time and effort from WSDOT personnel. We have expanded our range of services, originally CCI provided Management Consulting, but over time we also provided software, business analysis, and telecommunications and wireless services. Each step was incremental, building upon past successes and leveraging our understanding of the PE’s needs and never a complete jump out of the blue. As you are of course familiar with, Certifications, in particular DBE Certifications, are of primary importance to Departments of Transportation all across the country to assist meeting



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mandatory obligations from the US DOT. CCI first acquired our DBE certification to provide WSDOT credit for the work we were providing to the agency.

Please note that due to our growth in the last year our certification is being renewed and expanded right now to include certification in additional NAICS codes.

During this renewal period our WA certification can be confirmed online here:

<http://www.omwbe.wa.gov/biznetwas/mainmenu.asp>

### **OMWBE Directory Profile: COMPUTER CONSULTANTS INTERNATIONAL INC**

<b>Name:</b> COMPUTER CONSULTANTS INTERNATIONAL INC
<b>Business Description:</b> CCI PROVIDES PROFESSIONAL SERVICES FOR ANY INDUSTRY. WE CONCENTRATE ON VERTICALS LIKE CONSTRUCTION, HEALTHCARE, TECHNOLOGY, GOVERNMENT AND FINANCE. OUR IT AND CONSTRUCTION SERVICES EXPERIENCE INCLUDE PROJECT MANAGEMENT, ITS, GIS, PROGRAMMING, ETC.
<b>NAICS Index Entries:</b> 541512 - COMPUTER SYSTEMS DESIGN SERVICES; 541511 - CUSTOM COMPUTER PROGRAMMING SERVICES; 541611 - ADMINISTRATIVE MANAGEMENT AND GENERAL MANAGEMENT CONSULTING SERVICES
<b>Street:</b> 10949 W VILLA MONTE DRIVE
<b>City:</b> MUKILTEO <b>State:</b> WA <b>Zip:</b> 98275
<b>Voice:</b> (800) 493-2105 <b>Fax:</b> (800) 493-2105 <b>E-mail:</b> <a href="mailto:HR@CCI-WORLDWIDE.COM">HR@CCI-WORLDWIDE.COM</a>
<b>Contact:</b> TAYYAB ARSHIA
<b>Owner:</b> TAYYAB ARSHIA
<b>Certification No.:</b> D4F9620365
<b>Washington Cert.:</b> MWBE <b>Federal Cert.:</b> DBE
<b>Prime NAICS:</b> 541512
<b>2nd NAICS:</b> 541511 <b>3rd NAICS:</b> 541611 <b>4th NAICS:</b> <b>5th NAICS:</b> <b>6th NAICS:</b> <b>7th NAICS:</b> <b>8th NAICS:</b>



## Offeror Questionnaire – Methodology

Description: **WSCA Software Value-Added  
Reseller**

### STATE OF ARIZONA

Agency: Arizona Dept. of Administration  
State Procurement Office (ADOA/SPO)  
Customer: WSCA participating states; AZ Statewide  
(state agencies & cooperative partners)



### STATE OF WASHINGTON

## OFFICE OF MINORITY AND WOMEN'S BUSINESS ENTERPRISES

406 WATER STREET SW • POST OFFICE BOX 41160 • OLYMPIA, WASHINGTON 98504-1160  
(360) 753-9693 • FAX (360) 586-7079

**Updated Letter Issued November 19, 2009**

February 23, 2009

ARISHIA TAYYAB  
COMPUTER CONSULTANTS INTERNATIONAL INC  
10949 W VILLA MONTE DRIVE  
Mukilteo, Washington 98275

Certification Identification Number: D4F9620365

Dear Business Owner:

Congratulations! Your business has been certified as a Minority Women's Business Enterprise (MWBE) for the State program and as a Disadvantaged Business Enterprise (DBE) for the Federal program. This certification is issued in compliance with U.S. Department of Transportation requirements under Chapter 49 Code of Federal Regulation (CFR), Part 26. Its certification anniversary date is February 23, 2012. The firm's certification is based on the following:

#### Business Description:

CCI PROVIDES PROFESSIONAL SERVICES FOR ANY INDUSTRY. WE CONCENTRATE ON VERTICALS LIKE CONSTRUCTION, HEALTHCARE, TECHNOLOGY, GOVERNMENT AND FINANCE. OUR IT AND CONSTRUCTION SERVICES EXPERIENCE INCLUDE PROJECT MANAGEMENT, ITS, GIS, PROGRAMMING, ETC.

Primary North American Industry Classification System (NAICS) Code:  
541512 - COMPUTER SYSTEMS DESIGN SERVICES

#### Other NAICS codes:

541511 - CUSTOM COMPUTER PROGRAMMING SERVICES  
541611 - ADMINISTRATIVE MANAGEMENT AND GENERAL MANAGEMENT  
CONSULTING SERVICES

The state and federal programs require the firm be reviewed for recertification every three years from its anniversary date. The federal program also requires the firm's owner submit an affidavit regarding the firm's continued eligibility each year on its anniversary date. OMWBE will send the necessary forms for you to complete approximately sixty (60) days prior to their





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due date. If the forms are timely submitted, the firm will remain certified pending completion of OMWBE's review. Failure to timely submit the forms may result in the firm being decertified (state program) and/or determined to have failed to cooperate (federal program), in which case the firm's federal certification may be removed.

The state and federal programs require the firm to notify OMWBE in writing of any changes in its ownership, control, size or activities, and provide supporting documentation describing the change(s). This information must be submitted within thirty (30) days of the change(s).

If you have any questions or need assistance, please do not hesitate to contact this office at (360) 753-9693.

Sincerely,

FOR THE DIRECTOR

NOBLE NJOKU  
Management Analyst 4

We are constantly reviewing the criteria for certification with all of our publishers, and on a personal level, we are constantly challenging our staff to develop new skills and certifications. For example, through our Partnership with Microsoft, all of our team members have access to certification training at reduced cost. In 2010, CCI's proposed account manager for the WSCA contract passed the certification exam and earned our firm Authorized Educational Reseller status with Microsoft. This not only means that our staff are better able to support our Educational clients, but also it means that we can offer many products at reduced price thanks to the existing Microsoft pricing structure, giving a win-win for us and our PEs. We follow this same process with all of our publishers and we are currently engaged in the process to become certified with IBM, VMWare, HP, Samsung and more.

8. What performance measures would you establish to ensure yourself and users of this contract that you are, at a minimum, meeting the requirements of this contract, providing cost-savings solutions, and realizing a high level of customer satisfaction. Describe your methods of defining and tracking your performance against specific measurable objectives. Provide copies of any reports you may have developed that communicate your performance levels to customers.

CCI use a collaborative process from end-to-end with all of our clients, and we will use this successful method with all of the WSCA PEs. We will work with the WSCA PEs to determine what performance measures they care most about and those would be the KPIs (key performance indicators) CCI will monitor. In some cases that may be volume on a fixed budget and for others that may be lower prices with the same volume. In all cases CCI tracks customer satisfaction on a regular basis. We always endeavor to establish long-term relationships with our clients and we are very proud that some of our past customers still work with us after many years.



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As noted throughout this response, we emphasize a personal rather than automated approach to assisting our clients. We establish a direct relationship, and ensure that our clients always know who their Account Manager is and that CCI is helping them achieve the best long-term outcomes. As mentioned in our qualifications response we are not limited by binding contracts that force us to provide only specific solutions, rather we are platform agnostic and can recommend the best solution and product for each customer's particular environment. Also, as a privately held corporation, we are not subject to the bottom-line, cost-cutting short-term-over-long-term mentality of companies that must answer to stockholders. If needed to secure the good will and long-term benefit to a client, CCI is free to make any business decision we wish. We will use this freedom and strength to ensure that the PEs are completely satisfied with our service. The PEs always come first, not the board of directors or the stockholders.

The first methodology CCI uses to ensure our customers are satisfied is that we follow up regularly. Typically in the first few weeks of an implementation project, CCI's Account Manager reaches out to the client manager to determine how the project is beginning. Our Engagement Manager assigned to the project will remain in constant communication with CCI and the PE's team. And our Executive Management staff regularly reaches out to clients to provide oversight and ensure that our Account Manager is performing up to CCI standards. We have a specific report that we use to track our customers' satisfaction and we have provided a copy of this Periodic Performance Report below. Finally, All of CCI's projects end with a lessons learned session where we track the PEs preferences and unique needs so that all future projects can benefit from the experience gained. Even when we fail on a competitive bid we always request a debrief and get a copy of the winning response and use that to provide a better response next time for our customers.




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<b>PERIODIC PERFORMANCE REPORT</b> COMPUTER CONSULTANTS INTERNATIONAL, INC. (CCI)				OTHER CONTRACT/ORDER NO.		CCI CONTRACT/ORDER NO.	
Client's Project Manager may be asked to complete a Periodic Performance Report annually and/or at the end of each project and/or deliverable.		<input type="checkbox"/> Interim <input type="checkbox"/> Final		CLIENT'S NAME			
PREPARED BY				CLIENT CONTACT			
DATE PREPARED							
PHONE NO.				PERIOD OF PERFORMANCE MEASURED			
E-MAIL				START DATE		END DATE	
<b>SECTION 1 – RATINGS</b> Please rate your experience by placing an "X" in the appropriate column 1 (Did Not Meet Expectation), 2 (Met Expectation), 3 (Exceeded Expectation), or N/A (Not Applicable)				<b>RATING</b>			
				N/A      1      2      3			
1. Performed statement of work/technical specification requirements to your expectation				<input type="checkbox"/>			
2. Performed technical work using approved standards, tools and methods				<input type="checkbox"/>			
3. CCI's overall expertise and use of effective project management skills				<input type="checkbox"/>			
4. Performed work within project schedule				<input type="checkbox"/>			
5. Performed work within project budget				<input type="checkbox"/>			
6. Performed work in compliance with defined policies and procedures.				<input type="checkbox"/>			
7. Demonstrated professional communications				<input type="checkbox"/>			
8. Provided accurate and properly constituted invoicing				<input type="checkbox"/>			
9. Provided timely response and resolution to any problem or issue				<input type="checkbox"/>			
10. Overall satisfaction with the quality of contract work and conduct of CCI				<input type="checkbox"/>			
				YES      NO			
11. Did CCI complete all work (projects, deliverables, etc.) specified in the Contract/ Order?				<input type="checkbox"/>			
12. Would you hire CCI again?				<input type="checkbox"/>			
13. Would you recommend CCI?				<input type="checkbox"/>			
<b>SECTION 2 – CLIENT'S NARRATIVE</b> (Provide a brief description of the work performed)							
It is the purpose of this Contract/Order to (e.g., provide, obtain, etc.) _____							
_____							
1.) CCI WAS VERY GOOD IN THE FOLLOWING AREAS/SKILLS:							
2.) CCI NEEDS IMPROVEMENT IN THE FOLLOWING AREAS/SKILLS:							
3.) PLEASE ELABORATE ON ANY AREAS IN SECTION 1 ABOVE WITH A RATING OF "1":							
4.) ADDITIONAL COMMENTS, IF ANY ON OVERALL PERFORMANCE OR OTHER APPLICABLE ISSUES:							
(Attach additional sheets if necessary)							
<b>SECTION 3 – CCI'S COMMENTS</b> Brief comments/suggestions from CCI for the Client's Project Manager or other Stakeholders?							
(Attach additional sheets if necessary)							



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9. We have requested information about optional reports (Question #4), about functions you could serve to assist in more complicated configurations (Question #6), and in providing extra value possible given the potential magnitude of this solicitation (Question #7). Please use this item as an opportunity to describe other value-added services you can provide that were not specifically required in this solicitation, but are consistent with its intent. Please advise the cost for the services you describe in the Offeror – Pricing attachment, or advise if they are included at no additional cost.

CCI included our consulting services in the pricing spreadsheet, and we are providing additional information about these services here. Our specialty is the Services side of Software and Services, and our reputation is such that we are often called in specifically to assist with difficult implementations.

For example, recently CCI assisted the Washington State Board for Community and Technical Colleges with a hardware and software upgrade project that had been failed by multiple previous vendors. Our consultant reviewed the SBCTC environment and needs, provided a recommended solution for their project and guided the Agency through the upgrade process along with carrying key responsibility for the upgrade work. This project was so successful that the SBCTC hired our consultant on as a full-time employee.

Additionally, as described in our Qualifications response another key complicated project for CCI was our project for the Washington Department of Labor and Industries. In order to provide the best solution to our client CCI had to analyze the Department's needs, and educate them on how internal audit software is priced and sold. Originally they had assumed that it worked like office software and that because they had three auditors they would need 3 licenses and had budgeted the project accordingly. Unfortunately, internal audit compliance software is sold in packs of 100 licenses because it requires one license per user to be monitored—in their case they needed thousands of licenses not three. CCI provided a cost-benefit analysis of multiple different solutions and recommended the one that would best serve them in the long run. We are pleased to state that the Department followed our recommendation, and increased the budget enough to accommodate the recommended solution. In order to provide the solution to the Department of Labor and Industries, CCI established a reseller agreement with two different providers of internal auditing software, and we sold the desired software to the Department and performed the installation and configuration. Two years later, the Department is still one of our regular customers and we are performing additional projects for them today.

Also, CCI is not limited to Software Sales, we also sell hardware, and provide management consulting to assist our Government Clients with RFP creation, evaluation and implementation. For example, for our client the Washington Department of Transportation Ferries we are providing a Project Manager to lead the agency Business Analysts, Engineers, and Technical SMEs to create an RFP to procure a Ticket Reservation System. This is an enormously complex and detailed project scheduled to run through 2017, and impacting the entire Ferries system. The WSDOT Ferries are one of the largest ferry systems in the world transporting over 20 million passengers per year.





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Our Engagement Managers have provided similar consulting services for software and hardware purchases and complicated implementation and development work both in the Government and Corporate arenas, and are available to support the WSCA PEs.

Our consulting experience also includes all levels of implementation, development and networking capabilities as documented in our pricing spreadsheet and we have detailed descriptions of the classes of service we provide here:

**Computer Programming Services** – Provides computer programming services in various languages, operating systems, and hardware platforms. Examples include, but are not limited to, services in various combinations of the following: coding, testing (all levels), commercial off-the-shelf (COTS) software integration, correcting, debugging, compiling, documentation, input/output functions, interfacing, change management, application and initial implementation training, enhancements, maintenance, and project leadership.

**Computer Systems Analysis Services** – Provides computer systems analysis services. Examples include, but are not limited to, services in various combinations of the following: feasibility study; requirements definition; data modeling; process modeling; prototyping; conceptual design; detail design; COTS software integration design; specifications construction; testing (all levels); implementation; COTS integration implementation, documentation, systems support and initial implementation training; database design, planning, systems conversion and/or migration; design for Graphical User Interface (GUI) of legacy and new applications on the Web, PC, and mainframe environments; presentation design; user interface skills; and project leadership.

**Computer Systems Security Services** – Provides computer systems security services. Examples include, but are not limited to, services in various combinations of the following: security analysis, assessment, and planning for virus protection, Public Key Infrastructure (PKI), and Virtual Private Networks (VPN) on various platforms, including mainframes, servers, microcomputers, and specialized computer equipment; administration of security of firewalls; and project leadership.

**Database Management Services** – Provides database management services. Examples include, but are not limited to, services in various combinations of the following: advice, design, modeling, development, deployment and management of databases on various platforms to include but not limited to mainframe, server and standalone PC; conducting database performance monitoring/measurement, systems stress testing, and quality control benchmarks; project leadership.

**Desktop Support Services** – Provides desktop support services. Examples include, but are not limited to, services in various combinations of the following: installing commercial off-the-shelf products (COTS); products optimizing; ghosting; desktop problem resolution analysis; installation of PCs, printers, scanners, and other PC peripherals; project leadership.



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**EDMS Services** – Provides imaging/digitizing, workflow, and Electronic Document Management Systems (EDMS). Examples include, but are not limited to, services in various combinations of the following: imaging/digitizing, risk assessment, workflow analysis, document indexing/queuing and workload management, design and security, EDMS application prototyping, implementation and support services; system interface development, system migration strategies, document conversion (hardcopy to electronic or electronic to new system/media), EDMS performance monitoring/measurement, systems stress testing/benchmarking, collaborative tools, document and records retention/archiving, project leadership; EDMS programming, systems analysis, document tracking, EDMS database management and systems design, development, implementation and initial implementation training specific to Electronic Document Management Systems (EDMS) that requires specialized skill sets and experience with enterprise systems, languages, technologies and communications; project leadership.

**Electronic Commerce/EDI Services** – Provides Electronic Commerce and Electronic Data Interchange (EDI) services. Examples include, but are not limited to, services in various combinations of the following: system analysis, system design, web design, web services, operation, monitoring, management and maintaining various forms of electronic government/commerce solutions and systems; programming, systems development, web development, graphic design, implementation and initial implementation training specific to Electronic Commerce/Electronic Data Interchange (EDI) that requires specialized skill sets and experience with enterprise systems, languages, technologies and communications; project leadership.

**Help Desk Support Services** – Provides help desk support services. Examples include, but are not limited to, services in various combinations of the following: development, design, implementation and operation (on-site, off-site) of a Help Desk, including LAN technical support and LAN problem determination and diagnosis. This can also entail support, problem solving, and Help Desk documentation including all media, and other Help Desk duties; project leadership.

**IT Financial Analysis Services** – Provides information technology financial analysis services. Examples include, but are not limited to, services in various combinations of the following: financial planning, cost control, compliance of systems/EDP audits, cost benefits/return-on-investment (ROI) analysis, Total Cost of Ownership (TCO) analysis, Request for Information (RFI)/Request for Proposal (RFP) development, and project leadership.

**IT Operations Support Services** – Provides information technology operations support services. Examples include, but are not limited to, services in various combinations of the following: computer operations, data control, console operation, operations documentation, analysis, and scheduling; peripheral operator, print operator, production control, tape handling, project leadership.



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**IT Training Services** – Provides information technology (IT) training services. Examples include, but are not limited to, services in various combinations of the following: training needs assessment and needs analysis, skills gap analysis, training plans, and training management software tools; on-site, off-site instructor-led training, instruction on State-developed systems, course development and materials, train-the-trainer; project leadership. Includes, but is not limited to, CBT, multi-media, video, audio, distance learning, Internet-provided services; project leadership.

**LAN Integration Services** – Provides local area network (LAN) integration services, including planning, design and implementation. Examples include, but are not limited to, services in various combinations of the following: development of planning documents pertinent to integration of two or more LANs, or integration of two or more LANs via a WAN; connectivity and interoperability; LAN business and technical requirements, connectivity and interoperability, feasibility and constraints, cost/benefit analysis, workforce requirements, organizational impact on business processes, security requirements, etc. Also includes, but is not limited to, development of design documents pertinent to the integration of two or more LANs, or integration of two or more LANs via a WAN, including logical relationships and physical specifications determination, resulting in an installed (upgraded), fully functional LAN. Finally, this includes, but is not limited to, the services to integrate two or more LANs, or two or more LANs via a WAN, including project scheduling and timetable determination, resulting in fully integrated, functional systems project leadership.

**LAN/WAN Development/Upgrade Services** – Provides Local Area Network (LAN) and/or Wide Area Network (WAN) development/upgrade services, including planning, design, and implementation. Examples include, but are not limited to, services in various combinations of the following: development of planning documents pertinent to the building of a new LAN/WAN system, or the upgrading of an existing LAN/WAN system; defining user requirements, outlining possible alternatives, and recommending a solution; LAN/WAN business and technical requirements, connectivity and interoperability, feasibility and constraints, cost/benefit analysis, workforce requirements, organizational impact on business processes, security requirements, etc. Also includes, but is not limited to, development of design documents pertinent to the building of a new LAN/WAN, or the upgrading of an existing LAN/WAN, including determination of logical relationships and physical, resulting in formal conceptual and/or detailed design reports, which may include architectural design reports and structural design reports, each with network diagrams and other appropriate charts and documentation. Finally, this includes, but is not limited to, the services needed to develop and implement a new LAN/WAN system or the upgrade of an existing LAN/WAN, including development, physical and logical installation, project scheduling, and timetable determination, resulting in an installed (upgraded), fully functional LAN/WAN; project leadership.



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**LAN/WAN Support Services** – Provides Local Area Network (LAN) and/or Wide Area Network (WAN) support services. Examples include, but are not limited to, services in various combinations of the following: development, design, implementation and operation (on-site, off-site) and technical LAN/WAN support; LAN/WAN problem determination and diagnosis; project leadership. Based on an agency's needs, may involve providing a staging area to perform system setup, burn-in, installation, and delivery preparation for small, medium and large projects, where equipment is purchased by the State.

**Network Security Services** – Provides network security services. Examples include, but are not limited to, services in various combinations of the following: network security advising for design and review of LAN/WAN networks, firewalls, Virtual Private Networks (VPN); development and review of network and data policies and procedures; network security LAN/WAN scans, network penetration tests of routers, systems servers, firewalls, Virtual Private Networks (VPN), security tokens, network Intrusion Detection Systems (IDS), other network appliances; project leadership.

**Technology Advisory Services** – Provides advice on a wide range of issues, areas, concepts, trends, best practices, products, etc., related to the comprehensive management of information technology. These services include the disciplines, processes, practices and knowledge bases for the following areas of technology management:

Enterprise Services - Provides enterprise management services. Examples include, but are not limited to, managing an enterprise using Capability Maturity Model (CMM), business and workflow process modeling, customer relationship management, business continuity planning, disaster recovery planning, IT personnel recruiting skills, large multi-task project management, enterprise wide strategic systems planning, business information planning, Business Process Re-engineering (BPR) and reverse engineering; using analytical and computational techniques and methodology for problem solutions; quality control and quality assurance process management of automated and non-automated enterprise-wide systems, IV&V testing, risk management; project leadership.

Middleware Integration – Provides middleware integration advice. Examples include, but are not limited to, services in various combinations of the following: integrating middleware products for connecting disparate applications/systems; connections between enterprise resource planning (ERP) applications such as SAP, Oracle, PeopleSoft, Clarify, applications and databases internet applications and legacy systems; Common Object Request Broker Architecture (CORBA); applications architecture; project leadership.

Operational Management - Provides operational and organizational advisement services. Examples include, but are not limited to, services in various combinations of the following: risk assessment, risk analysis, work-flow analysis, security, implementation and support services, communications, networking, system migration, conversion, performance monitoring/measurement, systems stress testing, quality control benchmarks, quality control and quality assurance process management of





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systems development and production environments, change management, skills analysis, information distribution, organizational restructuring, impact analysis, and project leadership.

Planning – Provides planning advisement services. Examples include, but are not limited to, services in various combinations of the following: requirements development, needs assessment, risk assessment, evaluation, migration strategies (new systems, upgrades, exit), planning, strategic initiatives, Joint Application Development (JAD) sessions, efficiency review, life cycle management, feasibility study and project leadership.

Research and Analysis Services - Provides access to information technology research resources and/or provides professional research on specific information technology topics/initiatives, including providing findings/solutions. Examples include, but are not limited to, services in various combinations of the following: telephone advising, videoconferencing, presentations, forecasting, white papers, technical writing, workshops, and technology briefings; project leadership. Access to IT research resources include, but are not limited to, CD-ROM, Internet, Print, Fax and other electronic media or desktop technology.

**Project Management Services** – Provides project management services. Examples include, but are not limited to, services in various combinations of the following: project initiation, efficiency review, life cycle management, resource management, risk management, time and cost management analysis major projects in applications, networks, operations, and software development; may require specialized skills in specific technologies.

**Telecommunications Services** – Provides telecommunications engineering services. Examples include, but are not limited to, services in various combinations of the following: service convergence issues, impact of deregulation, standards and interoperability, telecommunications asset management, emerging technologies and services deployment; analysis (policy analysis, strategic planning, and network engineering), design, implementation and security services for telecommunications wide area networks; interconnection issues and options for linking WAN/MAN/LAN; project leadership.

**Wireless Networking Services** – Provides wireless networking services. Examples include, but are not limited to, services in various combinations of the following: wireless networking services, including procurement specification, procurement response analysis, analysis of alternate wireless technologies, analysis of wire line vs. wireless solutions, radio propagation analysis, microwave path surveys and analysis, microwave system design, two-way radio system design, field coverage surveys, field site surveys, grounding and bonding analysis, wireless needs analysis, system surveys, site planning and design, mobile data applications analysis and development, quality assurance services, project leadership.

As described in the pricing spreadsheet we provided two levels of experience. These values represent the range within which CCI will bill for services. We will base our actual rates on a



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custom-proposal developed for each PE and each engagement taking all factors into consideration such as the level of experience of the consultant, the technology involved (legacy, core or emerging), and any certifications or advanced degrees held by the consultant.

Level 1 services represent the lowest rate CCI will normally bill for the indicated services. Consultants at this level have less than 3 years experience in the required field and/or use legacy technologies (Cobol, FoxPro, etc.).

Level 2 services represent the highest rate CCI will normally bill for the indicated services. Consultants at this level have 4 or more years of experience and/or emerging technologies such as the most recent releases of leading edge technologies (SQL Server 2008 R2, Microsoft Exchange 2010, etc). The price indicated is the highest rate, CCI reserves the right to bill a lower rate than indicated depending on the project, and skillset, and actual experience of the consultant provided (for example, a consultant with 15 years experience and multiple certifications will be billed at a higher hourly rate than one with 5 years of experience and no certifications.

### Legacy Systems

Technologies or skills that are mature and long lasting in the market place. There is generally a higher supply and lower demand for people with the technologies or skills.

4GL Programming with PL/SQL, AS/400, CICS, COBOL, Database - Mainframe, DB2, DC/DB2, GIS - Digitizing/Scanning/Data Collection, IMS DB/DC, ListServe, Performance Monitoring - Mainframe,SAS, SMS and AIX Platform, TSO, Unisys, Visual Fox Pro, Visual Source Save, PowerBuilder, NATURAL and ADABAS, Flowcharting using VISIO, Process Modeling, PowerPoint, MS EXCEL, Unix and Unix-like Operating Systems

### Core Systems

Technologies or skills that are currently commonly found in the marketplace. There is generally an average supply and demand for people with these technologies or skills.

.Net, Visual Studio .Net, ASP.Net, Access, ASP, CADD, Checkpoint Firewall, Cisco, Client Server Operating Systems, Cold Fusion, Database - Client Server, DSF, Encryption, Flash, FormWare, GIS - Programming/Analytical (C/S, Web-Deployment),ESRI, ARINFO,, Host Publishing, Imaging Systems (Onbase, Key File, Info Image), Intelligent Transportation Systems (ITS)(Traffic congestion, weather monitoring, programmable signing, pavement sensing, and other such devices)", IQU+1, ISA, Java, JavaScript, JSP, LAN/WAN Support, Lotus Domino, M/S Active X, SQL Server, Netegrety Siteminder, Oracle, Performance Monitoring - Client Server, PL/SQL, Visual Basic, Remedy, Security (encryption), Web (Visual Source Save, Accessibility Standards (ACC Verify, MacroMedia, 506), DreamWeaver, and Homesite, Photoshop, Fireworks, Paint Shop Pro), SOAP, Windows XP, XML (XML, Spy, Data Base Schemas and support, and XSLP), Database - Mixed Platform, Servlets, Reporting Tools (eg Crystal), OmniPage ProTesting Tools (LoadRunner/WinRunner),



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Customer: **WSCA participating states; AZ Statewide  
(state agencies & cooperative partners)**

Homesite, HTML, DreamWeaver, Frontpage, Accessibility Standards (ACC Verify, MacroMedia, ITB 508), Adobe Acrobat, C / C#, Com/Com+/DCOM, Data Modeling, SQL, Capacity Planning, MS Project, Unix and Unix-like Operating Systems, Business Process Reengineering, Joint Application Development/Rapid Application Development

### Emerging Systems

Technologies or skills that are new or specialized in the marketplace. These may involve a unique or high level of technical complexity. There is generally a higher demand and a lower supply for people with these technologies or skills.

Sightline, Cognos, Data Center (Unisys OEM Version), Data warehouse, EC/EDI, FileNet, GIS - Infrastructure, SAP / People Soft any ERP, SMS 2003, Websphere/MQ Series, Analytical and Technical Architecture (Business Process Mapping using UML, Enterprise Architect .NET Microsoft, and Enterprise Architect Sparxsystems), Middleware (Open Distributed Transaction Integrator (ODTI, Unisys-Proprietary), WebMethods 6.1, publish Subscribe, Data Transformation, Asynchronous Messaging, and Trading Networks suite, Tivoli, Veritas, Unix and Unix-like Operating Systems, Business Process Management (There are complete suites of tools that are becoming available for managing business processes and the automated systems that are supporting those processes.)

### CCI M/WBE CERTIFICATION

Finally, while it isn't a Service per se, CCI is proud to be certified 100% Minority Owned and 100% Woman Owned in the WSCA states of Washington, Oregon and Iowa, as well as in the State of Virginia. Our Federal 8a Certification is in progress. Many states have voluntary or mandatory M/WBE spending Goals, and CCI can assist states achieve those goals. A copy of our Washington certification was include in our response to question 7, and below we provide a copy of our Oregon and Virginia certifications. Please note that due to our growth in the last year both our Washington and Oregon certifications are being renewed right now and expanded to include certification in additional NAICS codes. During this renewal period our WA certification can be confirmed online here:

<http://www.omwbe.wa.gov/biznetwas/mainmenu.asp>

And our Oregon Certification can be confirmed here:

[www4.cbs.state.or.us/ex/dir/omwesb/](http://www4.cbs.state.or.us/ex/dir/omwesb/)



## Offeror Questionnaire – Methodology

Description: **WSCA Software Value-Added  
Reseller**

### STATE OF ARIZONA

Agency: **Arizona Dept. of Administration  
State Procurement Office (ADOA/SPO)**  
Customer: **WSCA participating states; AZ Statewide  
(state agencies & cooperative partners)**

CCI's Oregon OMWESB Certification is currently going through renewal. During this period confirmation of our certification can be found online at:

[www4.cbs.state.or.us/ex/dir/omwesb/](http://www4.cbs.state.or.us/ex/dir/omwesb/)

Firm Information	NAICS CODE / CODE DESCRIPTION COMMODITY DESCRIPTION NIGP DESCRIPTION / NIGP CODE ODOT DESCRIPTION / ODOT CODE CERTIFIED PROGRAM
<b>Certification Number 1794</b> <b>COMPUTER CONSULTANTS INTERNATIONAL, INC.</b> 10949 W VILLA MONTE DR MUKILTEO, WA 98275 Phone: (800) 493-2105 Fax: (800) 493-2105 <a href="mailto:arshi@cci-worldwide.com">arshi@cci-worldwide.com</a> ARSHIA TAYYAB  <b>Owner Ethnicities:</b> > ASIAN INDIAN: 100  <b>Owner Genders:</b> > Female: 100	<b>541511</b> CUSTOM COMPUTER PROGRAMMING SERVICES DATA PROCESSING PROGRAMMING SERVICES, COMPUTER 92040 DATA PROCESSING/COMPUTER (TECH/PROF) 20116 <b>MBE WBE</b>
	<b>541512</b> COMPUTER SYSTEMS DESIGN SERVICES COMPUTER SYSTEMS DESIGN SERVICES PROGRAMMING SERVICES, COMPUTER 92040 DATA PROCESSING/COMPUTER (TECH/PROF) 20116 <b>MBE WBE</b>
	<b>541611</b> ADMINISTRATIVE MANAGEMENT AND GENERAL MANAGEMENT CONSULTING SERVICES ADMINISTRATIVE MANAGEMENT PROGRAMMING SERVICES, COMPUTER 92040 DATA PROCESSING/COMPUTER (TECH/PROF) 20116 <b>MBE WBE</b>
	<b>541690</b> OTHER SCIENTIFIC AND TECHNICAL CONSULTING SERVICES OTHER SCIENTIFIC AND TECHNICAL CONSULTING PROGRAMMING SERVICES, COMPUTER 92040 DATA PROCESSING/COMPUTER (TECH/PROF) 20116 <b>MBE WBE</b>
	<b>541820</b> PUBLIC RELATIONS AGENCIES PUBLIC RELATIONS AGENCIES PROGRAMMING SERVICES, COMPUTER 92040 DATA PROCESSING/COMPUTER (TECH/PROF) 20116 <b>MBE WBE</b>





## Offeror Questionnaire – Methodology

Description: **WSCA Software Value-Added  
Reseller**

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Agency: **Arizona Dept. of Administration  
State Procurement Office (ADOA/SPO)**  
Customer: **WSCA participating states; AZ Statewide  
(state agencies & cooperative partners)**

CCI's Virginia SWaM (Small Woman and Minority) Vendor certification can be verified online here:

<http://www.dmbv.virginia.gov/cgi-bin/search.cgi>

Virginia.gov Online Services | Commonwealth Sites | Help | Governor Search Virg

**DMBE** **SWaM** Small, Women & Minority Owned  
Department of Minority Business Enterprise

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#### Small, Women and Minority (SWaM) Vendors Search

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Search by company name = **COMPUTER CONSULTANTS INTERNATIONAL, INC.**

The following result(s) sorted by company name.

SWaM Type	SWaM Cert#	Expiration Date	Company Name/Mailing Address	Pcard	Description of Services
MS	690069	03-15-2014	COMPUTER CONSULTANTS INTERNATIONAL, INC. Doing Business As: CCI 10949 W.VILLA MONTE DR MUKILTEO, WA 98275 Contact: ARSHIA TAYYAB Phone: (800)493-2105 Fax: (800)493-2105 <a href="mailto:ARSHI@CCI-WORLDWIDE.COM">ARSHI@CCI-WORLDWIDE.COM</a>	N	<b>NIGP Code and Description</b> 20800 COMPUTERS