BOARD OF SUPERVISORS AGENDA ITEM REPORT
CONTRACTS / AWARDS / GRANTS

◉ Award ○ Contract ○ Grant **Requested Board Meeting Date:** 04/17/18

** = Mandatory, information must be provided* **or Procurement Director Award** ☐

***Contractor/Vendor Name/Grantor (DBA):**
Allegis Group Holdings, Inc. DBA TEKsystems, Inc. (Headquarters: Hanover, MD)
22nd Century Technologies, Inc. (Headquarters: Somerset, NJ)

***Project Title/Description:**
Information Technology Staffing Services

***Purpose:**
Award: Master Agreement No. MA-PO-18-250. This Master Agreement is for an initial term of one (1) year in the shared annual award amount of $400,000.00 and includes four (4) one-year renewal options.

Administering Department: Information Technology

***Procurement Method:**
Pursuant to Pima County Procurement Code 11.12.020, Competitive sealed proposals, Solicitation No. 283875 was conducted. Eleven (11) responses were received. One proposal was deemed non-responsive. Award is to the two highest scoring proposals.

PRCUID: 283875
Attachments: Notice of Recommendation for Award and Master Agreement.

***Program Goals/Predicted Outcomes:**
To establish Pima County Master Agreements with multiple Contractors to form partnerships with Pima County and participate in providing position-based IT hourly staffing.

***Public Benefit:**
To supplement ITD staff with temporary staff who specialize in specific areas of IT. This will allow for effective and dynamic staff planning to assist ITD with providing complete and evolving services for Pima County's IT Program.

***Metrics Available to Measure Performance:**
Pima County ITD will monitor the Contractors performance to ensure quality of service and compliance to specifications. Additionally, Pima County will monitor staff satisfaction to ensure business processes are supported.

***Retroactive:**
No

Contract / Award Information

Document Type: MA Department Code: PO Contract Number (i.e.,15-123): 18-250

Effective Date: 04/17/2018 Termination Date: 04/16/2019 Prior Contract Number (Synergen/CMS):

☒ **Expense Amount: $*** 400,000.00 ☐ Revenue Amount: $

***Funding Source(s) required:** General Fund

Funding from General Fund? ◉ Yes ○ No If Yes $ $400,000.00 %

Contract is fully or partially funded with Federal Funds? ☐ Yes ☒ No

***Is the Contract to a vendor or subrecipient? Vendor**

Were insurance or indemnity clauses modified? ☒ Yes ☐ No

If Yes, attach Risk's approval

Vendor is using a Social Security Number? ☐ Yes ☒ No

If Yes, attach the required form per Administrative Procedure 22-73.

Amendment / Revised Award Information

Document Type: Department Code: Contract Number (i.e.,15-123):

Amendment No.: AMS Version No.:

Effective Date: New Termination Date:

Prior Contract No. (Synergen/CMS):

○ Expense or ○ Revenue ○ Increase ○ Decrease Amount This Amendment: $

Is there revenue included? ○ Yes ○ No If Yes $

***Funding Source(s) required:**

Funding from General Fund? ○ Yes ○ No If Yes $ %

Grant/Amendment Information (for grants acceptance and awards) ○ Award ○ Amendment

Document Type: Department Code: Grant Number (i.e.,15-123):

Effective Date: Termination Date: Amendment Number:

☐ Match Amount: $ ☐ Revenue Amount: $

***All Funding Source(s) required:**

***Match funding from General Fund?** ○ **Yes** ○ **No** **If Yes $** **%**

***Match funding from other sources?** ○ **Yes** ○ **No** **If Yes $** **%**

***Funding Source:**

***If Federal funds are received, is funding coming directly from the Federal government or passed through other organization(s)?**

Contact: Sal Servin, Procurement Officer

Department: Procurement Telephone: 520-724-9510

Department Director Signature/Date: John Burke 4/3/18

Deputy County Administrator Signature/Date: 4-5-18

County Administrator Signature/Date: C. Richelberg 4/5/18

(Required for Board Agenda/Addendum Items)

PIMA COUNTY
PROCUREMENT

NOTICE OF RECOMMENDATION FOR AWARD

Date of Issue: April 5, 2018

The Pima County Procurement Department hereby issues formal notice to respondents to Solicitation No. 283875 for Information Technology Staffing Services that the following listed respondents will be recommended for award as indicated below. The award action is scheduled to be performed by the Board of Supervisors on or after April 17, 2018.

Award is recommended to the two Highest Scoring Proposals.

AWARDEE NAMES	SHARED AWARD AMOUNT
Allegis Group Holdings, Inc. DBA TEKsystems, Inc.	$400,000.00
22nd Century Technologies, Inc.	

OTHER RESPONDENT NAMES

Gateway Solutions, Inc.
IT Trailblazers, LLC.
Judge Technical Services
Mindlance, Inc.
Neumeric Technologies Corp.
Sentinel Technologies, Inc.
Silicon Alley Group, Inc.
Staff Matters, Inc.

NON-RESPONSIVE FIRM NAME

InterBase Corporation

Issued by: Sal Servin, Procurement Officer

Telephone Number: 520-724-9510

This notice is in compliance with Pima County Procurement Code §11.20.010(C).

Copy to: Pima County SBE via e-mail at SBE@pima.gov

Revised 05/30/17

PIMA COUNTY

MASTER AGREEMENT

PIMA COUNTY, ARIZONA

THIS IS NOT AN ORDER - TRANSMISSION CONSTITUTES CONTRACT EXECUTION

Master Agreement No: 18000000000000000250 **MA Version:** 1

Description: IT Staffing Services

ISSUER

Pima County Procurement Department
130 W. Congress St. 3rd Fl
Tucson AZ 85701

Issued By: SAL SERVIN
Phone: 5207249510
Email: sal.servin@pima.gov

TERMS

Initiation Date: 04-17-2018
Expiration Date: 04-16-2019

NTE Amount:
Used Amount: $0.00

VENDOR

22ND CENTURY TECHNOLOGIES INC
DBA: 22ND CENTURY TECHNOLOGIES INC
2 EXECUTIVE DR STE 230
SOMERSET NJ 08873

Contact: KULPREET SINGH
Phone: 732-507-7964
Email: govt@tscti.com
Terms: 0.00 %
Days: 30

Shipping Method: Vendor Method
Delivery Type:
FOB: FOB Dest, Freight Prepaid

Modification Reason

This Master Agreement is for an initial term of one (1) year in the shared annual award amount of $400,000.00 and includes four (4) one-year renewal options.
Attachment: Offer Agreements.

This Master Agreement incorporates the attached documents, and by reference all instructions, Standard Terms and Conditions, Special Terms and Conditions, and requirements that are included in or referenced by the soliciation documents used to establish this agreement. All transactions and conduct are required to conform to these documents.

MASTER AGREEMENT DETAILS

PIMA COUNTY

Master Agreement No: 18000000000000000250 MA Version: 1

Line	Description					
1	Field Tech Lead Discount 0.0000 %	UOM EA	Unit Price $38.92	Stock Code	VPN	MPN
2	Field Tech Lead Discount 0.0000 %	UOM EA	Unit Price $55.17	Stock Code	VPN	MPN
3	Senior SCCM Tech Discount 0.0000 %	UOM EA	Unit Price $55.17	Stock Code	VPN	MPN
4	Senior SCCM Tech Discount 0.0000 %	UOM EA	Unit Price $71.38	Stock Code	VPN	MPN
5	Configuration SCCM Tech Discount 0.0000 %	UOM EA	Unit Price $55.17	Stock Code	VPN	MPN
6	Configuration SCCM Tech Discount 0.0000 %	UOM EA	Unit Price $68.15	Stock Code	VPN	MPN
7	Field Tech Discount 0.0000 %	UOM EA	Unit Price $29.20	Stock Code	VPN	MPN
8	Field Tech Discount 0.0000 %	UOM EA	Unit Price $38.95	Stock Code	VPN	MPN
9	ITD Application Training Specialist Discount 0.0000 %	UOM EA	Unit Price $45.43	Stock Code	VPN	MPN
10	ITD Application Training Specialist Discount 0.0000 %	UOM EA	Unit Price $58.41	Stock Code	VPN	MPN
11	System Administrator Discount 0.0000 %	UOM EA	Unit Price $55.17	Stock Code	VPN	MPN
12	System Administrator Discount 0.0000 %	UOM EA	Unit Price $71.39	Stock Code	VPN	MPN
13	IT Application Analyst Discount 0.0000 %	UOM EA	Unit Price $51.92	Stock Code	VPN	MPN
14	IT Application Analyst Discount 0.0000 %	UOM EA	Unit Price $68.15	Stock Code	VPN	MPN
15	System Administrator Discount 0.0000 %	UOM EA	Unit Price $55.17	Stock Code	VPN	MPN
16	System Administrator Discount 0.0000 %	UOM EA	Unit Price $71.39	Stock Code	VPN	MPN
17	Help Desk Technician I/Tier I Discount 0.0000 %	UOM EA	Unit Price $29.20	Stock Code	VPN	MPN
18	Help Desk Technician I/Tier I Discount 0.0000 %	UOM EA	Unit Price $38.95	Stock Code	VPN	MPN
19	Tier II Help/Service Desk Discount 0.0000 %	UOM EA	Unit Price $32.45	Stock Code	VPN	MPN

MASTER AGREEMENT DETAILS

PIMA COUNTY

Master Agreement No: 18000000000000000250 MA Version: 1

Line	Description					
20	Tier II Help/Service Desk Discount 0.0000 %	UOM EA	Unit Price $45.43	Stock Code	VPN	MPN
21	Technical Support Analyst Senior Discount 0.0000 %	UOM EA	Unit Price $35.69	Stock Code	VPN	MPN
22	Technical Support Analyst Senior Discount 0.0000 %	UOM EA	Unit Price $51.92	Stock Code	VPN	MPN
23	ITD Information Engineer Discount 0.0000 %	UOM EA	Unit Price $35.69	Stock Code	VPN	MPN
24	ITD Information Engineer Discount 0.0000 %	UOM EA	Unit Price $51.92	Stock Code	VPN	MPN
25	Data Analysis and Cartography Discount 0.0000 %	UOM EA	Unit Price $45.43	Stock Code	VPN	MPN
26	Data Analysis and Cartography Discount 0.0000 %	UOM EA	Unit Price $58.41	Stock Code	VPN	MPN
27	Data Structure Developer Discount 0.0000 %	UOM EA	Unit Price $51.92	Stock Code	VPN	MPN
28	Data Structure Developer Discount 0.0000 %	UOM EA	Unit Price $71.39	Stock Code	VPN	MPN
29	User Experience (UX) Developer Discount 0.0000 %	UOM EA	Unit Price $51.92	Stock Code	VPN	MPN
30	User Experience (UX) Developer Discount 0.0000 %	UOM EA	Unit Price $71.39	Stock Code	VPN	MPN
31	Data Transport Developer Discount 0.0000 %	UOM EA	Unit Price $48.68	Stock Code	VPN	MPN
32	Data Transport Developer Discount 0.0000 %	UOM EA	Unit Price $68.15	Stock Code	VPN	MPN
33	App Dev Senior Discount 0.0000 %	UOM EA	Unit Price $64.91	Stock Code	VPN	MPN
34	App Dev Senior Discount 0.0000 %	UOM EA	Unit Price $87.62	Stock Code	VPN	MPN
35	App Analyst Discount 0.0000 %	UOM EA	Unit Price $58.41	Stock Code	VPN	MPN
36	App Analyst Discount 0.0000 %	UOM EA	Unit Price $77.88	Stock Code	VPN	MPN
37	Relationship Manager Discount 0.0000 %	UOM EA	Unit Price $42.19	Stock Code	VPN	MPN
38	Relationship Manager Discount 0.0000 %	UOM EA	Unit Price $71.39	Stock Code	VPN	MPN

PIMA COUNTY

MASTER AGREEMENT

PIMA COUNTY, ARIZONA

THIS IS NOT AN ORDER - TRANSMISSION CONSTITUTES CONTRACT EXECUTION

Description: IT Staffing Services

ISSUER

Pima County Procurement Department
130 W. Congress St. 3rd Fl
Tucson AZ 85701

Issued By: SAL SERVIN
Phone: 5207249510
Email: sal.servin@pima.gov

TERMS

Initiation Date: 04-17-2018
Expiration Date: 04-16-2019

NTE Amount:
Used Amount: **$0.00**

VENDOR

Allegis Group Holdings Inc
DBA: TEKsystems Inc
7437 Race Road
Hanover MD 21076

Contact: Megan Soto
Phone: 520-918-1168
Email: msoto@teksystems.com
Terms: 0.00 %
Days: 30

Shipping Method: Vendor Method

Delivery Type:

FOB: FOB Dest, Freight Prepaid

Modification Reason

This Master Agreement is for an initial term of one (1) year in the shared annual award amount of $400,000.00 and includes four (4) one-year renewal options.
Attachment: Offer Agreements.

This Master Agreement incorporates the attached documents, and by reference all instructions, Standard Terms and Conditions, Special Terms and Conditions, and requirements that are included in or referenced by the soliciation documents used to establish this agreement. All transactions and conduct are required to conform to these documents.

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1	Field Tech Lead Discount 0.0000 %	UOM EA	Unit Price $55.00	Stock Code	VPN	MPN
2	Field Tech Lead Discount 0.0000 %	UOM EA	Unit Price $65.00	Stock Code	VPN	MPN
3	Senior SCCM Tech Discount 0.0000 %	UOM EA	Unit Price $55.00	Stock Code	VPN	MPN
4	Senior SCCM Tech Discount 0.0000 %	UOM EA	Unit Price $70.00	Stock Code	VPN	MPN
5	Configuration SCCM Tech Discount 0.0000 %	UOM EA	Unit Price $55.00	Stock Code	VPN	MPN
6	Configuration SCCM Tech Discount 0.0000 %	UOM EA	Unit Price $70.00	Stock Code	VPN	MPN
7	Field Tech Discount 0.0000 %	UOM EA	Unit Price $30.00	Stock Code	VPN	MPN
8	Field Tech Discount 0.0000 %	UOM EA	Unit Price $50.00	Stock Code	VPN	MPN
9	ITD Application Training Specialist Discount 0.0000 %	UOM EA	Unit Price $55.00	Stock Code	VPN	MPN
10	ITD Application Training Specialist Discount 0.0000 %	UOM EA	Unit Price $75.00	Stock Code	VPN	MPN
11	System Administrator Discount 0.0000 %	UOM EA	Unit Price $50.00	Stock Code	VPN	MPN
12	System Administrator Discount 0.0000 %	UOM EA	Unit Price $70.00	Stock Code	VPN	MPN
13	IT Application Analyst Discount 0.0000 %	UOM EA	Unit Price $60.00	Stock Code	VPN	MPN
14	IT Application Analyst Discount 0.0000 %	UOM EA	Unit Price $80.00	Stock Code	VPN	MPN
15	System Administrator Discount 0.0000 %	UOM EA	Unit Price $50.00	Stock Code	VPN	MPN
16	System Administrator Discount 0.0000 %	UOM EA	Unit Price $70.00	Stock Code	VPN	MPN
17	Help Desk Technician I/Tier I Discount 0.0000 %	UOM EA	Unit Price $25.00	Stock Code	VPN	MPN
18	Help Desk Technician I/Tier I Discount 0.0000 %	UOM EA	Unit Price $45.00	Stock Code	VPN	MPN
19	Tier II Help/Service Desk Discount 0.0000 %	UOM EA	Unit Price $35.00	Stock Code	VPN	MPN

MASTER AGREEMENT DETAILS

PIMA COUNTY

Master Agreement No: 18000000000000000250 MA Version: 1

Line	Description					
20	Tier II Help/Service Desk					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$55.00			
21	Technical Support Analyst Senior					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$65.00			
22	Technical Support Analyst Senior					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$85.00			
23	ITD Information Engineer					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$60.00			
24	ITD Information Engineer					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$80.00			
25	Data Analysis and Cartography					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$45.00			
26	Data Analysis and Cartography					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$65.00			
27	Data Structure Developer					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$60.00			
28	Data Structure Developer					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$80.00			
29	User Experience (UX) Developer					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$65.00			
30	User Experience (UX) Developer					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$80.00			
31	Data Transport Developer					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$65.00			
32	Data Transport Developer					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$80.00			
33	App Dev Senior					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$65.00			
34	App Dev Senior					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$80.00			
35	App Analyst					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$45.00			
36	App Analyst					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$75.00			
37	Relationship Manager					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$65.00			
38	Relationship Manager					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	$85.00			

Stella Padilla

From: Stephen Romero
Sent: Wednesday, April 4, 2018 2:10 PM
To: Stella Padilla
Cc: Sal Servin
Subject: FW: RFP Solicitation No. 283875 - IT Staffing Services

Hi Stella,

Here is the information regarding TEKsystems insurance.

Steve

From: Jim Faas
Sent: Wednesday, April 4, 2018 11:56 AM
To: Ana Wilber <Ana.Wilber@pima.gov>; Lauren Eib <Lauren.Eib@pima.gov>; Florina Lopez <Florina.Lopez@pima.gov>
Subject: RE: RFP Solicitation No. 283875 - IT Staffing Services

Ana,

We can accept the professional liability insurance without the employee misconduct.

We are not sure about TEK's comment about primary insurance. TEK commented that their coverage only allows general liability and business auto to be primary – that's all we ask for so we are ok with that.

Thank you,

Jim

Jim Faas, MPH, CIH
Environmental Services Officer
Pima County Risk Management
520-724-3078 (Office)
520-419-0476 (Mobile)
520-222-1407 (fax)

From: Ana Wilber
Sent: Wednesday, April 4, 2018 9:41 AM
To: Lauren Eib <Lauren.Eib@pima.gov>; Florina Lopez <Florina.Lopez@pima.gov>; Jim Faas <Jim.Faas@pima.gov>
Subject: FW: RFP Solicitation No. 283875 - IT Staffing Services
Importance: High

Who is working on this contract? This needs to go to the 10th floor today to make the BOS meeting on 4/17.

The reason for the rush is that we will have a lapse in service if we do not get this contract through today.

Please advise.

Thanks,
Ana

From: Sal Servin
Sent: Tuesday, April 3, 2018 5:02 PM
To: Florina Lopez <Florina.Lopez@pima.gov>; Lauren Eib <Lauren.Eib@pima.gov>
Cc: Ana Wilber <Ana.Wilber@pima.gov>
Subject: FW: RFP Solicitation No. 283875 - IT Staffing Services

Florina / Lauren,

I wanted to follow up with you on the request below. Tomorrow is the Clerk's deadline date and wanted to see if you had time to review the exceptions TEKsystems submitted.

Thanks,
Sal Servin
(520) 724-9510

From: Sal Servin
Sent: Monday, April 2, 2018 3:55 PM
To: INS REVIEW <INS.REVIEW@pima.gov>
Cc: Lauren Eib <Lauren.Eib@pima.gov>; Florina Lopez <Florina.Lopez@pima.gov>; Ana Wilber <Ana.Wilber@pima.gov>; Stephen Romero <Stephen.Romero@pima.gov>
Subject: RFP Solicitation No. 283875 - IT Staffing Services

Lauren / Florina,

Eleven responses were received in support of Solicitation No. 283875 – IT Staffing Services. The evaluation team completed their review and TEKsystems is the supplier of choice. They submitted a few exceptions with their bid that I have attached for your review and approval. My goal is to have the procurement package reviewed and sent to the Clerk before the deadline date of 4/4/18, in order to make the 4/17/18 BOS meeting.

If you would please review the attached I would appreciate it.

Sal Servin, Procurement Officer
Pima County Procurement Department
130 W. Congress, 3rd Floor
Tucson, AZ 85701
(520) 724-9510

Tabulation for RFP # 283875 Information Technology Staffing Services

			22nd Century Technologies			Gateway Solutions			IT Trailblazers			Judge Technical Services			Mindlance			Neumeric Technologies			Sentinel Technologies			Silicon Alley Group			Staff Matters			Allegis/TEKsystems		
ITEM DESCRIPTION	QTY	UOM	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE	LOW	HIGH	AVERAGE
Field Tech Lead	1	EA	$ 38.92	$ 55.17	$ 47.05	$ 23.60	$ 35.40	$ 29.50	$ 33.12	$ 33.12	$ 33.12	$ 54.00	$ 60.75	$ 57.38	$ 48.30	$ 62.10	$ 55.20	$ 60.00	$ 90.00	$ 75.00	$ 50.00	$ 75.00	$ 62.50	$ 58.05	$ 70.95	$ 64.50	$ 50.83	$ 71.62	$ 61.23	$ 45.00	$ 65.00	$ 55.00
Senior SCCM Tech	1	EA	$ 55.17	$ 71.38	$ 63.28	$ 59.00	$ 88.50	$ 73.75	$ 63.36	$ 63.36	$ 63.36	$ 76.95	$ 81.00	$ 78.98	$ 89.70	$ 103.50	$ 96.60	$ 60.00	$ 90.00	$ 75.00	$ 43.75	$ 68.75	$ 56.25	$ 58.05	$ 70.95	$ 64.50	$ 50.83	$ 71.62	$ 61.23	$ 55.00	$ 70.00	$ 62.50
Configuration SCCM Tech	1	EA	$ 55.17	$ 68.15	$ 61.66	$ 59.00	$ 88.50	$ 73.75	$ 61.92	$ 61.92	$ 61.92	$ 91.80	$ 94.50	$ 93.15	$ 82.80	$ 96.60	$ 89.70	$ 48.00	$ 78.00	$ 63.00	$ 37.50	$ 62.50	$ 50.00	$ 58.05	$ 70.95	$ 64.50	$ 50.83	$ 71.62	$ 61.23	$ 55.00	$ 70.00	$ 62.50
Field Tech	1	EA	$ 29.20	$ 38.95	$ 34.08	$ 21.24	$ 33.04	$ 27.14	$ 31.68	$ 31.68	$ 31.68	$ 37.80	$ 40.50	$ 39.15	$ 62.10	$ 75.90	$ 69.00	$ 48.00	$ 72.00	$ 60.00	$ 25.00	$ 56.25	$ 40.63	$ 51.60	$ 64.50	$ 58.05	$ 50.83	$ 71.62	$ 61.23	$ 30.00	$ 50.00	$ 40.00
ITD Application Training Specialist	1	EA	$ 45.43	$ 58.41	$ 51.92	$ 29.50	$ 41.30	$ 35.40	$ 72.00	$ 72.00	$ 72.00	$ 97.20	$ 101.25	$ 99.23	$ 75.90	$ 89.70	$ 82.80	$ 54.00	$ 66.00	$ 60.00	$ 43.75	$ 75.00	$ 59.38	$ 45.15	$ 58.05	$ 51.60	$ 50.83	$ 71.62	$ 61.23	$ 55.00	$ 75.00	$ 65.00
System Administrator	1	EA	$ 55.17	$ 71.39	$ 63.28	$ 29.50	$ 76.70	$ 53.10	$ 57.60	$ 57.60	$ 57.60	$ 60.75	$ 64.80	$ 62.78	$ 48.30	$ 62.10	$ 55.20	$ 48.00	$ 66.00	$ 57.00	$ 37.50	$ 50.00	$ 43.75	$ 58.05	$ 70.95	$ 64.50	$ 71.62	$ 101.66	$ 86.64	$ 50.00	$ 70.00	$ 60.00
IT Application Analyst	1	EA	$ 51.92	$ 68.15	$ 60.04	$ 35.40	$ 70.80	$ 53.10	$ 57.60	$ 57.60	$ 57.60	$ 76.95	$ 79.65	$ 78.30	$ 75.90	$ 89.70	$ 82.80	$ 72.00	$ 108.00	$ 90.00	$ 56.25	$ 81.25	$ 68.75	$ 58.05	$ 70.95	$ 64.50	$ 71.62	$ 92.42	$ 82.02	$ 60.00	$ 80.00	$ 70.00
System Administrator	1	EA	$ 55.17	$ 71.39	$ 63.28	$ 29.50	$ 76.70	$ 53.10	$ 57.60	$ 57.60	$ 57.60	$ 67.50	$ 74.25	$ 70.88	$ 89.70	$ 103.50	$ 96.60	$ 60.00	$ 90.00	$ 75.00	$ 50.00	$ 75.00	$ 62.50	$ 58.05	$ 70.95	$ 64.50	$ 71.62	$ 101.66	$ 86.64	$ 50.00	$ 70.00	$ 60.00
Help Desk Technician I/Tier I	1	EA	$ 29.20	$ 38.95	$ 34.08	$ 17.70	$ 29.50	$ 23.60	$ 25.92	$ 25.92	$ 25.92	$ 32.40	$ 37.80	$ 35.10	$ 27.60	$ 34.50	$ 31.05	$ 48.00	$ 66.00	$ 57.00	$ 22.50	$ 43.75	$ 33.13	$ 25.80	$ 32.25	$ 29.03	$ 34.66	$ 41.59	$ 38.13	$ 25.00	$ 45.00	$ 35.00
Tier II Help/Service Desk	1	EA	$ 32.45	$ 45.43	$ 38.94	$ 20.65	$ 35.40	$ 28.03	$ 33.12	$ 33.12	$ 33.12	$ 37.80	$ 43.20	$ 40.50	$ 34.50	$ 41.40	$ 37.95	$ 48.00	$ 66.00	$ 57.00	$ 27.50	$ 53.75	$ 40.63	$ 36.12	$ 42.57	$ 39.35	$ 39.28	$ 48.52	$ 43.90	$ 35.00	$ 55.00	$ 45.00
Technical Support Analyst Senior	1	EA	$ 35.69	$ 51.92	$ 43.81	$ 41.30	$ 64.90	$ 53.10	$ 64.80	$ 64.80	$ 64.80	$ 128.25	$ 135.00	$ 131.63	$ 82.80	$ 96.60	$ 89.70	$ 66.00	$ 114.00	$ 90.00	$ 56.25	$ 81.25	$ 68.75	$ 70.95	$ 83.85	$ 77.40	$ 46.20	$ 55.45	$ 50.83	$ 65.00	$ 85.00	$ 75.00
ITD Information Engineer	1	EA	$ 35.69	$ 51.92	$ 43.81	$ 59.00	$ 88.50	$ 73.75	$ 57.60	$ 57.60	$ 57.60	$ 132.50	$ 135.00	$ 133.75	$ 110.40	$ 124.20	$ 117.30	$ 48.00	$ 78.00	$ 63.00	$ 62.50	$ 87.50	$ 75.00	$ 58.05	$ 70.95	$ 64.50	$ 87.80	$ 110.90	$ 99.35	$ 60.00	$ 80.00	$ 70.00
Data Analysis and Cartography	1	EA	$ 45.43	$ 58.41	$ 51.92	$ 35.40	$ 53.10	$ 44.25	$ 86.40	$ 86.40	$ 86.40	$ 87.75	$ 93.15	$ 90.45	$ 96.60	$ 110.40	$ 103.50	$ 72.00	$ 108.00	$ 90.00	$ 37.50	$ 56.25	$ 46.88	$ 58.05	$ 70.95	$ 64.50	$ 46.21	$ 80.86	$ 63.54	$ 45.00	$ 65.00	$ 55.00
Data Structure Developer	1	EA	$ 51.92	$ 71.39	$ 61.66	$ 59.00	$ 70.80	$ 64.90	$ 92.16	$ 92.16	$ 92.16	$ 78.30	$ 83.70	$ 81.00	$ 82.80	$ 96.60	$ 89.70	$ 54.00	$ 90.00	$ 72.00	$ 53.75	$ 80.00	$ 66.88	$ 58.05	$ 70.95	$ 64.50	$ 76.24	$ 99.35	$ 87.80	$ 60.00	$ 80.00	$ 70.00
User Experience (UX) Developer	1	EA	$ 51.92	$ 71.39	$ 61.66	$ 47.20	$ 82.60	$ 64.90	$ 92.16	$ 92.16	$ 92.16	$ 78.30	$ 81.00	$ 79.65	$ 96.60	$ 103.50	$ 100.05	$ 72.00	$ 108.00	$ 90.00	$ 68.75	$ 85.00	$ 76.88	$ 58.05	$ 70.95	$ 64.50	$ 87.80	$ 110.90	$ 99.35	$ 65.00	$ 80.00	$ 72.50
Data Transport Developer	1	EA	$ 48.68	$ 68.15	$ 58.42	$ 41.30	$ 76.70	$ 59.00	$ 86.40	$ 86.40	$ 86.40	$ 81.00	$ 83.70	$ 82.35	$ 82.80	$ 96.60	$ 89.70	$ 60.00	$ 96.00	$ 78.00	$ 60.00	$ 85.00	$ 72.50	$ 58.05	$ 70.95	$ 64.50	$ 76.24	$ 99.35	$ 87.80	$ 65.00	$ 80.00	$ 72.50
App Dev Senior	1	EA	$ 64.91	$ 87.62	$ 76.27	$ 59.00	$ 88.50	$ 73.75	$ 79.20	$ 79.20	$ 79.20	$ 94.50	$ 101.25	$ 97.88	$ 96.60	$ 103.50	$ 100.05	$ 72.00	$ 120.00	$ 96.00	$ 72.50	$ 87.50	$ 80.00	$ 64.50	$ 77.40	$ 70.95	$ 83.17	$ 103.97	$ 93.57	$ 65.00	$ 80.00	$ 72.50
App Analyst	1	EA	$ 58.41	$ 77.88	$ 68.15	$ 35.40	$ 70.80	$ 53.10	$ 79.20	$ 79.20	$ 79.20	$ 101.25	$ 108.00	$ 104.63	$ 96.60	$ 110.40	$ 103.50	$ 64.00	$ 132.00	$ 108.00	$ 56.25	$ 77.50	$ 66.88	$ 58.05	$ 70.95	$ 64.50	$ 71.62	$ 92.42	$ 82.02	$ 45.00	$ 75.00	$ 60.00
Relationship Manager	1	EA	$ 42.19	$ 71.39	$ 56.79	$ 70.80	$ 106.20	$ 88.50	$ 151.20	$ 151.20	$ 151.20	$ 114.75	$ 118.80	$ 116.78	$ 110.40	$ 117.30	$ 113.85	$ 84.00	$ 132.00	$ 108.00	$ 65.00	$ 93.75	$ 79.38	$ 64.50	$ 77.40	$ 70.95	$ 69.32	$ 80.86	$ 75.09	$ 65.00	$ 85.00	$ 75.00
TOTAL AVERAGE/VENDOR					$1,040.04			$1,026.72			$1,283.04			$1,573.53			$1,604.25			$1,464.00			$1,160.63			$1,171.32			$1,382.78			$1,177.50
SBE Preference Amount					N/A			N/A			N/A			N/A			N/A			N/A			N/A			N/A			N/A			N/A

IT Staffing Services Cost Evaluation Ranking

Firm	Average Bill Rate	Ranking	Points Awarded	Explanation
Gateway Solutions	$1,025.72	1	40	LTPP= Max Points
22nd Century Technologies	$1,040.04	2	39	(LTPP/Other TPP) x Max Points
Sentinel Technologies	$1,150.63	3	36	(LTPP/Other TPP) x Max Points
Silicon Alley Group	$1,171.32	4	35	(LTPP/Other TPP) x Max Points
TEKsystems	$1,177.50	5	35	(LTPP/Other TPP) x Max Points
IT Trailblazers	$1,283.04	6	32	(LTPP/Other TPP) x Max Points
Staff Matters	$1,382.78	7	30	(LTPP/Other TPP) x Max Points
Neumeric Technologies	$1,464.00	8	28	(LTPP/Other TPP) x Max Points
Judge Technical Services	$1,573.53	9	26	(LTPP/Other TPP) x Max Points
Mindlance	$1,604.25	10	26	(LTPP/Other TPP) x Max Points

Evaluation Results for RFP 283875

IT Staffing Services

Respondent	Evaluator #1	Evaluator #2	Evaluator #3	Evaluator #4	Evaluator #5	Total Evaluator Score	Avg Score	Cost	Total Score (100 points)	Final Rank
[redacted]	45	45	51	56	56.00	253	51	39	[redacted]	1
IT Trailblazers	47	39	45	40	56.00	227	45	32	77.38	4
Judge Technical Services	46	35	48	54	53.00	236	47	26	73.28	7
Mindlance	52	47	52	55	59.00	265	53	26	78.57	3
Neumeric Technologies Corp.	42	33	36	42	44.00	197	39	28	67.43	9
Sentinel Technologies	46	27	44	43	48.00	208	42	36	77.26	5
Silicon Alley Group	32	27	44	42	46.00	191	38	35	73.23	8
Staff Matters	54	33	52	50	47.00	236	47	30	76.87	6
[redacted]	55	45	58	57	59.00	274	55	35	[redacted]	2
Gateway Solutions	22	24	19	25	25.00	115	23	40	63.00	10

PIMA COUNTY
PROCUREMENT

RECOMMENDATION FOR AWARD DEPARTMENT NOTIFICATION

Date: April 3, 2018

To: Information Technology

From: Sal Servin, Procurement Officer

Subject: RFP Solicitation No: 283875 **Title: Information Technology Staffing Services**

The Procurement Department has completed review of minimum qualifications for responsiveness and tabulation of bids, and formally recommends approval of award to the Highest Scoring Proposals as follows:

Item#	Award to Vendor Name	Bid Dollar Amount	Award Amount	Low Bid or Highest Scoring Proposal
All	Allegis Group Holdings, Inc. DBA TEKsystems, Inc.	N/A	$400,000.00*	Highest Scoring Proposal
All	22nd Century Technologies, Inc.	N/A		

*Shared Not-To-Exceed amount of $400,000.00.

TO BE COMPLETED BY DEPARTMENT
CONCUR WITH RECOMMENDED AWARD: YES_X_NO__
JUSTIFICATION FOR REQUESTING NOT LOW BID:

Authorized Name: Dawn Dargan	Title: Program Manager
Authorized Signature:	Date: 4/3/18

Instructions: Enter justification if you do not concur with this recommendation, sign, date and return this form by 4/4/2018. Forms not received by this date constitute your departmental concurrence for the Procurement Department to publish a formal Notification of Recommendation for Award (NORFA) for this solicitation.

Attachment(s): Tabulation Sheet, Evaluation Results

CCO/BUYER USE ONLY - Form Receipt Date:	Not Low Bid Meeting Scheduled:	Addendum(s) Req'd:	Initials:

PIMA COUNTY PROCUREMENT DEPARTMENT
130 W. CONGRESS ST., 3RD FLOOR, TUCSON, AZ 85701-1207
PHONE: (520) 724-8161 FAX: (520) 222-1484
MARY JO FURPHY, DIRECTOR

22nd Century Technologies, Inc.

Response to

283875-RFP
Information Technology Staffing Services

Mar 16, 2018, 01:00 PM MST

Submitted to:

PIMA COUNTY

PROCUREMENT

Pima County Procurement Department
130 West Congress, 3rd Floor,
Mailstop # DT-AB3-126
Tucson, Arizona 85701

Submitted by:

22nd Century Technologies, Inc.

22nd Century Technologies, Inc.
220 Davidson Avenue, Suite 118, Somerset, NJ 08873
Phone: 888-99-TSCTI (87284)
Fax: 501-421-3750
Email: govt@tscti.com

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Transmittal Letter

Attn: Pima County Procurement Department

Mar 14, 2018

22nd Century Technologies, Inc. (TSCTI) is pleased to respond to RFP# 283875 for providing IT Staffing Services issued by The Pima County (County).

TSCTI is a mature staffing company, certified as ISO 9001:2015, ISO 20000-1:2011, ISO 27001:2005, and appraised at CMMI-III with over 20 years of experience providing IT staffing and consulting services to state and local government agencies. With D&B Open rating score of 92, we have been successfully serving the clients with a high level of customer satisfaction. TSCTI has successfully delivered more than $350M of staffing services with more than 4M hours of contractual staffing to numerous agencies.

Our key to success in managing staffing contracts is based on proven life-cycle methodologies and best practices based on PMBOK and ISO. We take a collaborative approach to help our clients in providing temporary staffing services, ensuring high performance, flexibility, and seamless services to enable a better business value. Collaborating with us will provide the County inherent and clear advantages that result in achieving contract objectives with significant cost savings.

The entire TSCTI proposal is valid for sixty (60) days following the proposal due date.

We acknowledge the issued addendums and agree to all the solicitation rules, procedures, terms, and conditions specified in the solicitation.

Should you have any questions regarding this proposal, please feel free to contact me.

Sincerely,

Kulpreet Singh, Business Development Manager
22nd Century Technologies, Inc.
220 Davidson Avenue, Suite 118, Somerset, NJ 08873
Telephone: 888-998-7284 | Fax: 501-421-3750
E-mail: govt@tscti.com
FEIN#: 22-3502121

Executive Summary

TSCTI brings in more than 20 years of experience in delivering staffing services in a timely manner (often ahead of schedule) to various Local, State and Federal government agencies. Through a network of over 2000 consultants and 16 branches across the nation, TSCTI helps more than 200 public sector agencies to fill their staffing requirements every day. From our review of this solicitation, we have identified the following requirements that the County is looking for in a firm:

- A sufficient number of qualified, experienced, and certified staff for all the job classifications outlined in "Exhibit A".
- Provide a single point of contact with a backup for round-the-clock services.
- Confirm the temporary staff's availability within 4 hours to one day, and to fill the vacancies within 15 days of the request.
- Function as Employer of Record (EOR), assuming all of the employment liability for the temporary staff, including payroll, related tax and insurance payments, and processing.

It is our understanding that you are seeking the services of a contractor with expertise in providing fast, reliable, and quality temporary staffing to the County. A combination of our local resources in the Arizona market, plus the size and scale of TSCTI, County is relying on 20 years of know-how in operating with government agency's accounts. We are accustomed to servicing public sector agencies in a diverse environment. Below are the few highlights from our proposal, which demonstrates key benefits we can offer the County to achieve your contingent staffing goals:

- **Experience:** Since inception, we have secured 178 public sector staff augmentation contracts including a statewide contract with the state of AZ. TSCTI has provided more than 4M hours of services to numerous federal, state, and local agencies across the U.S. The two decades of TSCTI's unique, first-hand experience with the government agencies means that the County can select us to help leverage your spending and implement more efficient processes.
- **Local Expertise**: TSCTI holds a significant and long-standing presence in the state of AZ, serving contracts with the listed government entities.
    - Maricopa County
    - The City of Redmond
    - The City of Phoenix
    - Phoenix Union High School District (PUHSD)
    - Roosevelt School District
    - Tucson Unified School District (TUSD)

  Through our local market intelligence, we will acquire resumes, screen, and qualify candidates and will deliver the quality staff to the County.
- **Resource Database:** We have over 1.5 M highly proficient and experienced candidates of various skill level and services in our resume database. Currently, we have approximately 250,000 resumes of candidates meeting the County's requirement and we keep updating our database to meet the Client's immediate requirements, it takes us 16-24 business hours to provide 3 qualified resumes per position in given Task Order (TO).
- **Domain-specific Recruitment:** Unlike many of staffing agencies, our recruiting team is comprised of 153 recruiters with domain-specific experience and knowledge to ensure responsive, high-quality and timely service. By aligning our recruiters by specialization, we leverage their shared experience, networks, and best practices to expand our reach into each specific talent community and build robust talent pipelines.
- **Contingent Recruiting:** Our recruiting teams develop customized, targeted recruitment strategies for

each client including leading-edge methods to engage and attract staff that best aligns with your organization's culture and mission. We have numerous strategies in place to handle high volume/ contingency ramp-ups for clients, including our existing employees, proprietary database of 1.5M resumes, support from the surrounding TSCTI branch network, subcontracting partners, to name a few.

- **Strategic partnerships:** In an effort to provide our clients the most cost-effective and innovative IT services and solutions, TSCTI has worked diligently over the years to build a broad network of strategic partners. It enables us to provide premium-quality services to our clients through early access to new technologies as well as preferred access to training and technical support.
- **Dedicated Account Management Team**: TSCTI's approach for handling contracts ensures that contract requirements and goals are well supported. For County, we are assigning an account management team to ensure the right delivery of services. Our Account Manager (AM) and Account Executive (AE) will work closely with the County and the on-site staff. This team holds valuable insight into the local marketplace and the best strategies to attract and engage quality temporary employees across all skill sets.
- **Productivity Tools:** We offer an electronic suite of online tools to increase the efficiency of your ordering, timekeeping, and reporting processes. With these productivity tools, TSCTI and County will gain access to analytics that will allow us to determine areas to improve so that the contract run more efficiently and smoothly. We utilize OfficeClip for Timesheet, QuickBooks for invoicing, and JobDiva as an Applicant Tracking System.
- **Financially Capability:** TSCTI is financially stable and a growing company having annual revenue as $120M for the year 2017 with total revenue of over $400 Million since its inception. TSCTI currently has over $50M in awarded contracts and has the required financial capacity to provide the services.
- **Brand Recognition:** Because of our excellent past performance and D&B rating, TSCTI has greater aided building brand consciousness in the industry than other staffing firms. For the County, this means we can attract and engage talent more effectively than our competitors.
- **Issue Escalation:** TSCTI's issue escalation procedure is proven life-cycle methodologies and best practice, which are based on ISO & PMI standards. We also involve the Executive and Senior management leaders. This hands-on approach to our senior management ensures prompt resolution of all issues that might arise and demonstrates TSCTI's total commitment towards the success of the contract.
- **Background Check:** TSCTI works with the clients to establish business rules and customize a background check process that meets client's requirements. TSCTI has trusted partnerships with companies that have the resources to perform a variety of background checks at a local, county, and state level, including but not limited to:
    - Social Security verification
    - Criminal records check
    - Motor vehicle report
    - Civil records check
    - Credit reports
- **E-Onboarding:** We provide you customized onboarding and training programs, which specifically address the County's requirements. TSCTI's automated system JobDiva adds another dimension in the onboarding process, making it more specific to each client's requirements.

As you review the following proposal you will learn more about the IT solutions we can offer to address County's staffing needs. It is our hope that you will select TSCTI as County's technology staffing partner and allow us to demonstrate the value we can bring to your organization.

A. Proposal Agreement

Solicitation No: 283875 – RFP – Rev. 1 Title: Information Technology Staffing Services

OFFER AGREEMENT

1. INTENT:
This document is intended to establish a Master Agreement ("MA") to provide Pima County ("County") with information technology staffing services on an "as required basis" by issue of Delivery Order ("DO") or Delivery Order Maximo ("DOM").

To provide adequate coverage, County intends to make multiple awards and Contractors will share an estimated annual award amount of $400,000.00. County Information Technology Department (ITD) may request staffing services from any of the contracted providers. Each Contractor must demonstrate a proven ability and expertise in the area of IT supplemental staffing services. Services will be provided on an as required basis for the positions listed in **Exhibit A: Staff Augmentation Positions (10 Pages)**. County makes no guarantee regarding the volume or frequency or staffing services to be provided under this contract.

As defined by the Pima County Standard Terms and Conditions included herein, this contract is non-exclusive and County may terminate it for any reason without penalty or cost.

All Goods and Services that Contractor offers or provides pursuant to the contract will conform to the requirements defined by or referred to by the solicitation documents including *Solicitation Addenda*, *Instructions to Offerors*, *Standard Terms and Conditions,* and this *Proposal Agreement,* all of which are incorporated herein.

This document, including all attachments and documents incorporated by reference, constitutes the entire contract between the parties pertaining to the subject matter hereof, and merges all prior or contemporaneous agreements and understandings, oral or written, herein.

2. CONTRACT TERM, RENEWALS, EXTENSIONS & REVISIONS:
The initial term of the Master Agreement will be for a one (1) year period and includes four (4) one-year renewal options that the parties may exercise upon written agreement as follows:

Contract extensions, renewals, or revisions will occur through the issuance by County to Contractor of a revised Master Agreement document setting forth the requested changes. Failure by Contractor to object in writing to the proposed revisions, terms, conditions, scope modifications and/or specifications within ten (10) calendar days of issuance by County will signify acceptance of all such changes by Contractor and the revision will be binding upon the parties, effective on the date of issuance.

3. CONTRACTOR MINIMUM QUALIFICATIONS:
The Contractor certifies that it is competent, willing and responsible for performing the services or providing the products in accordance with all requirements of the solicitation and this contract. Contractor certifies that it possesses all licenses required by applicable Agencies to satisfy the requirements of this contract.

4. PRODUCT OR SERVICE SPECIFICATIONS & SCOPE:

A. General Definition of Products and/or Services
Contractor will provide Pima County with a comprehensive list of staffing services to meet their various needs.

B. Staffing Requirements

- The individual working for the County under this Contract is the Contractor's employee not a County employee.
- When Pima County requires supplemental hourly IT staff, the County will contact the Contractor(s) to explain the needs and review resumes for proposed staff. Contractor(s) will have fifteen (15) days from notice to submit candidate resumes. All resumes' will be verified and qualifying background checks will be completed annually at the County's expense. County may request additional background checks at County's expense.
- Contractor will submit invoices to County in a format that is acceptable to County. Invoices must include the supplemental staff person's name, total of hours in quarterly increments, hourly rate, and dollar amount for that invoice. Contractor will submit invoices by the 10th of each month.
- Contractor must provide supplemental staff position contracts for a shorter period of 1 month to an extended period of 12 months.

C. Subcontracting
Contractor agrees that all subcontractors will be bound by the rules and regulations contained in this contract.

Contractor may use Contractor's affiliates as subcontractors, or other subcontractors, to perform Contractor's services under this Contract, subject to Contractor remaining primarily responsible for its obligations under this Contract and ensuring that services are provided to the same extent that Contractor would have provided such services had Contractor performed those services without the use of an affiliate or subcontractor. Contractor will ensure that any subcontractor or agent agrees to the same restrictions, conditions, and requirements that apply through this Contract to such subcontractors and agents. Contractor will inform County concerning the identity and performance of all of its subcontractors.

D. Contractor Responsibilities
Contractor's employees must adhere to all work policies, procedures, and standards established by County. Contractor's employees must comply in all respects with physical, fire and security or safety regulations while on County premises. Contractor is responsible for obtaining all applicable rules, regulations and policies from County.

E. Interview of Prospective Personnel
County may interview all prospective personnel and may accept or reject any or all based upon the required skills and the background and experience of each individual. A resume will be required upon request prior to an interview.

F. Hours of Work
The Contractor staff workweek is up to forty (40) hours. The normal available workdays are Monday through Friday, with working hours available from 7 a.m. to 6 p.m. Any ensuing position from this award may specify nonstandard work hours or days, at the discretion of County. All work must be performed on-site unless County waives this requirement in writing. Contractor will verify work hours at the time order is placed.

- There may be requirements for evening, weekend, and overtime work. Weekend work is defined as Saturday and Sunday during the same week. Weekend work is not considered overtime unless it causes the employee's work to exceed forty (40) hours for that week.
- Overtime is defined as hours worked in excess of forty (40) hours per week. Should a temporary employee work on a holiday, regular pay applies to all hours up to forty (40). Overtime must be approved in writing, in advance by the County in accordance with County policies to be reimbursable. Contractor will bill all work at the standard hourly rate.
- At the discretion of County, Contractor staff may observe the same holidays as County staff. However, these holidays will be at no charge to the County. Contractor will not bill County for any hours that are not worked.
- Lunch periods will range from 30-60 minutes and will be determined by County. No payments will be made for lunch periods.
- Contractor staff will, at least occasionally, participate in an on-call,after-hours support rotation schedule. The successful submission will include provisions allowing or requiring the Vendor employeeto:
  - Participate in the on-call rotation as non-billable hours.
  - Start billing in 15 minute increments at the normal rate when called and the employee is actively working to resolve the problem which prompted the alert.
  - Within 30 minutes, contact their supervisor within Pima County to request further guidance.

G. Transportation and Parking
It will be the Contractor or the Contractor's employee's responsibility to provide transportation to and from the required locations. Parking may or may not be provided and, if not, will be the responsibility of the Contractor or the Contractor's employee.

H. Contractor's Employees Expenses
Contractor shall be responsible for its employees' expenses. Contractor may bill for certain travel expenses on a case-by-case basis with approval in writing from the County. Contractor will seek County approval before billing for any travel expenses. If approved by the Prospective Personnel, County will reimburse travel expenses in accordance with County's Travel Policy. Original receipts for travel must be submitted for reimbursement of allowable direct costs (lodging, communications, etc.).

I. Contractor Single Point of Contact

Each Contractor will designate a coordinator as a single, local point of contact (SPOC), as well as a backup, that will be accessible during normal work hours 8:00 a.m. until 5:00 p.m. Monday through Friday, with the exception of the designated holidays to receive employment requests, handle and assist in any and all inquiries regarding scheduling, billing, status of orders, availability, contract pricing, contract compliance requirements, reports, and problem solving.

Contractor's SPOC must be available via a toll free telephone number or email. The SPOC may have support staff that will serve as account managers for Pima County, or designated multiple points of contact in order to best provide service.

J. Contractor Employee Requirements

A background check is required for all employees of Contractor's staff providing services to County. County will incur the cost of this service. Certain Contractor employees may be subject to various criminal checks, fingerprinting, and background checks upon whose results, County may choose to base its decision whether to accept an individual for an assignment. Contractor will include pricing for these services as indicated.

Drug testing requirements will vary for individual positions throughout the County. County will identify if there is a drug test requirement at the time it places the order. County will pay for these tests as pass-through costs. These tests are normally conducted randomly, on a random number of temporary employees, in safety-sensitive positions, and consist of a urine sample. If a Contractor's employee fails a drug test, the Contractor's employee will no longer be eligible to provide services to the County under this contract. Contractor to include pricing for these services as indicated. County will incur the cost of this service.

Certain positions may require additional types of certifications such as Certified Scrum Master. Vendor employees shall have these certifications prior to applying for such positions. Contractor employees must maintain and recertify these certifications at the Contractor's or their own expense. This will be determined by the specific recruitment position.

Unless otherwise requested, all Contractor employees must be able to read, write, speak and comprehend the English language in accordance with the minimum requirements of the position description. County will not pay for the services of any contractor employees that are unable to read, write, speak and comprehend the English language.

Contractor employees will be respectful of all people with whom they interact, including County employees and customers of the County.

Contractor will be given between four (4) business hours and one (1) business day to confirm availability of a Contractor employee to fill a request. However, for "hard-to-fill" positions, County may allow up to five (5) business days for Contractor to confirm availability of a Contractor employee. In the event that Contractor is unable to fill the job request, County may cancel the request and place the request with another Contractor. County reserves the right to simultaneously give all Contractors an opportunity to fill all "hard-to-fill" positions on a "first come" basis. In the event that all Contractors are unable to fill the request, County may fill the requirement by soliciting pricing from other qualified sources.

K. Supervision of Contractor's Employees

County will supervise Contractor's employees. County will have direct control over the daily activities of the Contractor's employees, who must follow work policies, procedures, and standards established by the County at all times.

L. Confidentiality of County Information

Contractor's employees may have access to confidential information. Under no circumstance will Contractor's employees provide this information to anyone without the express permission of County's Chief Information Officer.

Contractor will instruct its employees to use the same degree of care as it uses with its own data to keep confidential information concerning client data, the business of the County, its financial affairs, its relations with its citizens and its employees, as well as any other information which may be specifically classified as confidential by the County in writing to the Contractor. All Federal and State Regulations and Statutes related to confidentiality will apply to Contractor and the Contractor's employees. Contractor's employees will be required to sign a confidentiality statement provided by the County.

The Parties acknowledge and agree that regardless of any provision in the Contract to the contrary, the services to be provided by Contractor do not involve any access, use or disclosure by Contractor of any of the County's protected health information ("PHI"), as that term is defined in the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Contractor is not a "business associate" of the County, as defined in HIPAA. In the event PHI is inadvertently transmitted to Contractor, Contractor must immediately inform the County and the Parties will work cooperatively to take all necessary action to address compliance with HIPAA and state privacy laws.

County will provide Contractor a list identifying HIPAA covered departments of the County. For Contractor's employees assigned to any such department, employees will be required not to disclose or in any way reveal or disseminate PHI to Contractor or any other unauthorized parties. County will instruct Contractor's employees concerning the confidentiality of medical information of County's patients, standard precautions, and the County's HIPAA policies and procedures. The Parties acknowledge and agree that for purposes of compliance with HIPAA, Contractor's employees are considered part of County's workforce as that term is defined in HIPAA, but will otherwise not be considered workforce or employees of County for any other purposes, including but not limited to tax or employment law.

M. Replacement of Contractor Employees
In the event any Contractor employee fails to adhere to the County's directions or security or safety regulations, or demonstrate that they are not qualified to perform the required duties, County will notify Contractor who will replace the employee immediately or as directed by County at no cost to County (including, but not limited to, training time, background checks, ID badges, drug testing, etc.).

This also applies to any Contractor's employee that leaves, for any reason, before the assignment is completed. When a Contractor's employee leaves, at any time, the Contractor will be responsible for any unreturned keys, ID badges, etc. If such items are not returned to the County within five (5) working days County will send an invoice to the Contractor for the exact replacement cost. Contractor will pay this invoice within fourteen (14) days.

N. Time Reporting
The Contractor's employees will maintain time reporting records on a daily basis showing all time worked in hours and quarter hour fractions. County will determine the format of the time reporting records.

O. Minimum Wage and Mandatory Health and Welfare Benefits
Contractor must meet all federal, state and local requirements regarding minimum wage and any mandatory health and welfare benefits.

6. OFFER ACCEPTANCE AND ORDER RELEASES:
County will accept offer(s) and execute this contract by issue of a MA (recurring requirements) to be effective on the document's date of issue without further action by either party. The MA will document the term of the agreement.

Pursuant to the executed MA, County departments requiring the goods or services defined herein will issue a DO or DOM to the Contractor. County will furnish the DO or DOM to Contractor via facsimile, e-mail or telephone. **If County gives the order verbally, the County Department issuing the order will transmit a confirming order document to Contractor within five (5) workdays of the date it gives the verbal order.**

Contractor must not supply materials or services that are not specified on the MA and are not documented or authorized by a DO or DOM at the time of provision. County accepts no responsibility for control of or payment for materials or services not documented by a County DO or DOM.

Contractor will establish, monitor, and manage an effective contract administration process that assures compliance with all requirements of this contract. In particular, Contractor will not provide goods or services in excess of the executed contract items, item quantity, item amount, or contract amount without prior written authorization by contract revision that County has properly executed and issued. Any items Contractor provides in excess of those stated in the contract are at Contractor's own risk. Contractor will decline verbal requests to deliver items in excess of the contract and will report all such requests in writing to the County Procurement Department within one (1) workday of the request. The report must include the name of the requesting individual and the nature of the request.

7. ACCEPTANCE OF GOODS AND SERVICES:
The County Department designated on the issued order (DO or DOM) will accept goods and services only in accordance with this contract. Such acceptance is a prerequisite to the commencement of payment terms.

8. COMPENSATION & PAYMENT:
Compensation will be according to Exhibit D: Bid Item List. Contractor will submit Request(s) for Payment or Invoices to the location and entity defined by County's DO, or DOM document.

All Invoice documents will reference the County's DO or DOM number under which the services or products were ordered. ALL Invoice line items will utilize the item description, precise unit price and unit of measure defined by the County's order document. County may return invoices that include line items or unit prices that do not match those documented by the County's order to Contractor unprocessed for correction. **Contractor will not accept orders, or provide services or products that cumulatively exceed the contract amount.**

Standard payment terms are net thirty (30) days from the date of valid invoice document and do not commence until the later of 1) the receiving County Department receives goods or services into County's payment system or 2) County Financial Operations receives and verifies Contractor's invoice.

OPTIONAL EARLY PAYMENT DISCOUNT TERM: Pima County Administrative Procedure No. 22-35 section 2.2.4 defines County's practice regarding discounts for early payment. Contractor offers the following discounts to those prices to be used for all orders issued pursuant to this contract. County will utilize the existing payment code that best matches that offered and does not exceed the offered discount percentage. Payment days cannot be less than ten (10) calendar days. Contractor must submit valid invoice document consistent with the associated PO, DO or DOM to County Finance Department at least seven (7) calendar days prior to the date on which the discounted payment is due. If desired, for any order issued pursuant with this contract, Contractor may offer early payment discounts that exceed this Standard Early Payment Discount.

Standard Early Payment Discount Percent:____—____% if payment tendered within____—____Days as above.

The MA or PO issued to accept Contractor's offer will define the not-to-exceed amount of the contract.

The parties may negotiate and establish unit pricing in writing under the contract for items included in the scope of the contract that has not previously defined unit pricing.

Unless the parties otherwise agree in writing, all pricing will be *F.O.B. Destination & Freight Prepaid Not Billed ("F.O.B. Destination")*. Contractor will deliver and unload products or services at the destination(s) that the delivery article of this contract or accepted *Order* indicates. The offered Unit Price must include all freight costs.

Although an order may not fully define State and City sales tax, County will pay such taxes as are DIRECTLY applicable to Pima County and Contractor invoices such taxes as a separate line item. Contractor must not include such taxes in the item unit price.

Price Warranty. Contractor will give Pima County the benefit of any price reduction before actual time of shipment.

Price Escalation. All unit prices include compensation for Contractor to implement and actively conduct cost and price control activities. Pricing will remain firm during the initial year of the contract term after which the parties may consider price increases no more frequently than once per year. Contractor will submit a written request to County that includes supporting documents justifying requested increases at least ninety (90) days prior to the renewal date. Contractor will provide evidence, cite sources, demonstrate specific conditions and document how those conditions affect the cost of its performance, and identify specific efforts Contractor has taken to control and reduce those and other costs to avoid the need to increase prices. County will review proposed pricing and determine if it is allowable, fair and reasonable, and in the best interest of County to accept the proposal. County reserves the right to continue, accept or reject the price proposal, or terminate and re-solicit the contract.

All pricing will conform to Pima County's Living Wage ordinance if applicable, including required annual adjustments of the wage.

Quantities in this solicitation are estimates only. County reserves the right to increase or decrease quantities and amounts. County makes no guarantee regarding actual orders for items or quantities during the term of the agreement. County is not responsible for Contractor inventory or order commitment.

Contractor's unit prices must include all incidentals and associated costs required to comply with and satisfy all requirements of this solicitation, which includes the *Instructions to Offerors*, *Standard Terms and Conditions*, and Proposal Agreement. County will make no payments for items not in the contract.

Contractor will provide detailed documentation in support of payment requests, which should be consistent with and not exceed County's DO, or DOM document. Contractor will bill County within one (1) month after the date on which Contractor's right to payment accrues ("Payment Accrual Date"), which, unless this contract specifically provides otherwise, is the date Contractor delivers goods, performs services or incurs costs. Invoices must assign each billed amount to an appropriate line item of County's order and document each Payment Accrual Date. County may refuse to pay any amount that Contractor bills in which does not conform to County's DO, or DOM document. County will refuse to pay any amount that Contractor bills more than six (6) months after the Payment Accrual Date, pursuant to A.R.S. § 11- 622(C).

9. DELIVERY:
As defined by the Standard Terms, "On-Time" delivery is an essential part of the consideration to be given to COUNTY under the contract. Delivery will be made in accordance with the Instructions to Bidders, Standard Terms and Conditions and to the location(s) referenced on the Delivery Order or Delivery Order Maximo or Contract.

10. TAXES, FEES, EXPENSES:
County is exempt from federal excise taxes for goods. County is subject to State and City sales tax. County will pay no separate charges for delivery, drayage, express, parcel post, packing, insurance, license fees, permits, costs of bonds, surcharges, or bid preparation unless the contract expressly includes such charges and the solicitation documents itemizes them.

11. OTHER DOCUMENTS:
Contractor and COUNTY in entering into this contract have relied upon information provided or referenced by Pima County Solicitation No. 283875 including the Request for Proposal, Instructions to Offerors, Standard Terms and Conditions, Solicitation Addenda, Contractor's Proposal, documents submitted by Contractor or References to satisfy Minimum Qualifications and any other information and documents submitted by Contractor's response to County's Solicitation. These documents are hereby incorporated into and made a part of this Contract as if set forth in full herein, to the extent not inconsistent with the provisions of this contract.

12. INSURANCE:
The Insurance Requirements herein are minimum requirements for this Contract and in no way limit, the indemnity covenants contained in this Contract. Contractor's insurance shall be placed with companies licensed in the State of Arizona and the insureds shall have an "A.M. Best" rating of not less than A- VII. Pima County in no way warrants that the minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

12.1 Minimum Scope and Limits of Insurance:
Contractor shall procure and maintain, until all contractual obligations have been discharged, the insurance coverage with limits of liability not less than stated below. Pima County in no way warrants that the minimum insurance limits contained herein are sufficient to protect the Contractor from liabilities that arise out of the performance of the work under this Contract. The Contractor is free to purchase additional insurance that required by the County. If necessary, Contractor may obtain commercial umbrella or excess insurance to satisfy the County's Insurance Requirements.

12.1.1 Commercial General Liability (CGL) – Occurrence Form with limits of $2,000,000 Each Occurrence and $2,000,000 General Aggregate. Policy shall include bodily injury, property damage, broad form contractual liability coverage, persona; and advertising injury and products – completed operations.

12.1.2 Business Automobile Liability – Bodily Injury and Property Damage for any owned, hired, and/or non-owned automobiles used in the performance of this Contract with a Combined Single Limit (CSL) of $1,000,000 each accident.

12.1.3 Workers' Compensation (WC) and Employers' Liability - Statutory requirements and benefits for Workers' Compensation. In Arizona, WC coverage is compulsory for employers of one or more employees. Employer's Liability coverage- $1,000,000 each accident and each person - disease.

12.1.4 Claim-Made Insurance Coverage - If any part of the Required Insurance is written on a claims-made basis, any policy retroactive date must precede the effective date of this Contract, and Contractor must maintain such coverage for a period of not less than three (3) years following Contract expiration, termination or cancellation.

12.1.5 Professional Liability (Errors and Omissions) Insurance – This insurance is required when the Professional Liability or any other coverage is excluded from the above CGL policy. The policy limits shall be not less than $2,000,000 Each Claim and $2,000,000 Annual Aggregate. The insurance policy shall cover professional misconduct or negligent acts of anyone performing any services under this contract.

12.2 Additional Insurance Requirements:

The policies shall include, or be endorsed to include, as required by this written agreement, the following provisions:

Additional Insured: The General Liability and Business Automobile Liability Policies shall each be endorsed to include Pima County, its departments, districts, boards, commissions, officers, officials, agents, and employees as additional insureds with respect to liability arising out of the activities performed by or on behalf of the Contractor.

Subrogation: The General Liability, Business Automobile Liability and Workers' Compensation Policies shall each contain a waiver of subrogation endorsement in favor of Pima County, and its departments, districts, boards, commissions, officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

Primary Insurance: The Contractor's policies shall stipulate that the insurance afforded the Contractor shall be primary and that any insurance carried by Pima County, its agents, officials, or employees shall be excess and not contributory insurance.

Insurance provided by the Contractor shall not limit the Contractor's liability assumed under the indemnification provisions of this Contract.

Notice of Cancellation: Each Required Insurance policy must provide, and certificates specify, that County will receive not less than thirty (30) days advance written notice of any policy cancellation, except 10-days prior notice is sufficient when the cancellation is for non-payment of a premium. Notice shall include the Pima County project or contract number and project description.

12.3 Verification of Coverage:

Contractor shall furnish Pima County with certificates of insurance as required by this Contract. An authorized representative of the insurer shall sign the certificates.

All certificates and endorsements, as required by this written agreement, are to be received and approved by Pima County before work commences. Each insurance policy required by this Contract must be in effect at, or prior to, commencement of work under this Contract. Failure to maintain the insurance coverages or policies as required by this Contract, or to provide evidence of renewal, is a material breach of contract.

All certificates required by this Contract shall be sent directly to the appropriate County Department. The Certificate of Insurance shall include the Pima County project or contract number and project description on the certificate. Pima County reserves the right to require complete copies of all insurance policies required by this Contract at any time.

12.4 Approval and Modifications:

The Pima County Risk Manager may approve a modification of the Insurance Requirements without the necessity of a formal Contract amendment, but the approval must be in writing. Neither the County's failure to obtain a required insurance certificate or endorsement, the County's failure to object to a non-complying insurance certificate or endorsement, or the County's receipt of any other information from the Contractor, its insurance broker(s) and/or insurer(s), constitutes a waiver of any of the Insurance Requirements.

13. PERFORMANCE BOND: N/A

14. ACKNOWLEDGEMENT of SOLICITATION ADDENDA:

Contractor acknowledges that it incorporates the following solicitation addenda in its offer and this contract:

Addendum #	Date	Addendum #	Date	Addendum #	Date
1	Feb 06, 2018	3	Mar 13, 2018		
2	Feb 28, 2018				

15. SMALL BUSINESS ENTERPRISE (SBE) CERTIFICATION: Is your firm SBE-certified as defined by the solicitation "*Instruction to Offerors*" section? Yes ☐ No ☑ (Select one)

If "Yes" have you included your certification document? Yes ☐ No ☐ (Select one)

NOTE: If you do not submit the SBE Certification document with your bid, County will not apply the SBE Preference.

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Solicitation No: 283875 – RFP – Rev. 1 Title: Information Technology Staffing Services

16. BID/OFFER CERTIFICATION:

CONTRACTOR LEGAL NAME: 22nd Century Technologies, Inc.

BUSINESS ALSO KNOWN AS: 22nd Century Technologies, Inc.

MAILING ADDRESS: 220 Davidson Avenue, Suite 118

CITY/STATE/ZIP: Somerset, NJ 08873

REMIT TO ADDRESS: 220 Davidson Avenue, Suite 118

CITY/STATE/ZIP: Somerset, NJ 08873

CONTACT PERSON NAME/TITLE: Kulpreet Singh, Business Development Manager

PHONE: 888-998-7284 **FAX:** 501-421-3750

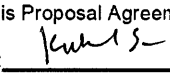
CONTACT PERSON EMAIL ADDRESS: govt@tscti.com

EMAIL ADDRESS FOR ORDERS & CONTRACTS: govt@tscti.com

CORPORATE HEADQUARTERS ADDRESS: 220 Davidson Avenue, Suite 118 Somerset, NJ 08873-4003

WEBSITE: http://tscti.com/

By signing and submitting these Proposal Agreement documents, the undersigned certifies that they are legally authorized to represent and bind Contractor to legal agreements, that all information submitted is accurate and complete, that Contractor has reviewed the Pima County Procurement website for solicitation addenda and has incorporated all such addenda to its offer, that Contractor is qualified and willing to provide the items requested, and that Contractor will comply with all requirements of the solicitation. The Unit Pricing includes all costs incidental to the provision of the items in compliance with the above documents; no additional payment will be made. Conditional offers that modify the solicitation requirements may be deemed not 'responsive' and County may not evaluate them. Contractor's submission of a signed proposal agreement will constitute a firm offer and upon the issuance of a MA document issued by the Pima County Procurement Director or authorized designee will form a binding contract that will require Contractor to provide the goods or services and materials described in this solicitation. The undersigned hereby offers to furnish the goods or services in compliance with all terms, conditions, specifications that the solicitation defines or references, which includes Pima County Standard Terms & Conditions, this Proposal Agreement and other documents as listed in this Proposal Agreement's "Other Documents" article.

SIGNATURE:  **DATE:** Mar 14, 2018

Kulpreet Singh, Business Development Manager

PRINTED NAME & TITLE OF AUTHORIZED CONTRACTOR REPRESENTATIVE EXECUTING OFFER

PHONE AND E-MAIL: 888-998-7284, govt@tscti.com

PIMA COUNTY STANDARD TERMS AND CONDITIONS

1. BID OPENING:
Pima County ("COUNTY") will publicly open responses and will read each respondent's name, and if a Bid the amount, on the date and at the location as stated in the *Invitation for Bid (IFB)* or *Request for Proposal (RFP)*. COUNTY will open proposals so as to avoid disclosure of the contents of any proposal to competing offerors during the process of negotiation. COUNTY invites all interested parties to attend the bid opening.

2. EVALUATION:
COUNTY will evaluate responses to determine which are most advantageous to COUNTY considering evaluation criteria, conformity to the specifications and other factors.

If COUNTY makes an award, COUNTY will enter into an agreement with one or more Contractor(s) that submitted the lowest responsive bid(s) that COUNTY determined responsible for supplying the required goods or services. Unless otherwise specified on the Bid or Proposal document, COUNTY will determine the low or lowest bids considering the total bid amount.

COUNTY, at its sole discretion, reserves the following rights: 1) to waive informalities in the bid or bid procedure; 2) to reject the response of any persons or corporations that have previously defaulted on any contract with COUNTY or who have engaged in conduct that constitutes a cause for debarment or suspension as set forth in COUNTY Code section 11.32; 3) to reject any and all responses; 4) to re-advertise for bids previously rejected; 5) to otherwise provide for the purchase of such equipment, supplies materials and services as may be required herein; 6) to award on the basis of price and other factors, including but not limited to such factors as delivery time, quality, uniformity of product, suitability for the intended task, and bidder's ability to supply; 7) to increase or decrease the item quantity or eliminate any item of this solicitation prior to the award. Pricing evaluations will be based on pre-tax pricing proposed by Contractor.

3. AWARD NOTICE:
COUNTY will post a *Notice of Recommendation for Award* for IFB or RFP on the Procurement website available for review by interested parties. The Procurement Department will maintain a tabulation of responses.

4. AWARD:
Either the Procurement Director or the Board of Supervisors will make the contract award in accordance with the Pima County Procurement Code. COUNTY reserves the right to reject any or all proposals, bids or proposals or to waive irregularities and informalities in the best interest of COUNTY. Unless COUNTY expressly agrees otherwise, resulting contracts are not exclusive, they are for the sole convenience of COUNTY, and COUNTY reserves the right to obtain like goods or services from other sources.

5. WAIVER:
Each offeror, by submission of a proposal, bid or proposal waives any and all claims for damages against COUNTY or its officers or employees when COUNTY exercises any of its reserved rights.

6. ACKNOWLEDGEMENT AND ACCEPTANCE:
If Contractor's terms of sale are inconsistent with the terms of the resultant contract, the terms herein will govern, unless COUNTY accepts Contractor's terms in writing. No oral agreement or understanding will in any way modify this contract or the terms and conditions herein. Contractor's acceptance, delivery or performance called for herein will constitute unqualified acceptance of the terms and conditions of the resultant contract.

7. INTERPRETATION and APPLICABLE LAW:
The laws of the State of Arizona govern the interpretation and construction of this Contract. If any of Contractors' terms or conditions is not in agreement with County's terms and conditions as set forth herein, COUNTY's will govern. This contract incorporates the complete agreement of the parties with respect to the subject matter of this contract. No oral agreement or other understanding will in any way modify the terms and conditions of this contract.

8. WARRANTY:
Contractor warrants goods or services to be satisfactory and free from defects.

9. QUANTITY:
Contractor will not exceed or reduce the quantity of goods ordered without **written** permission from COUNTY in the form of a properly executed Master Agreement, Purchase Order, Delivery Order or Delivery Order Maximo revision or amendment as the COUNTY's Procurement Code requires. All quantities are estimates and COUNTY provides no guarantee regarding actual usage.

10. PACKING:
Contractor will make no extra charges for packaging or packing material. Contractor is responsible for safe packaging conforming to carrier's requirements.

11. DELIVERY:
On-time delivery of goods and services is an essential part of the consideration that COUNTY will receive.

Contractor must provide a guaranteed delivery date, or interval period from order release date to delivery if the Price proposal document requires it. Upon receipt of notification of delivery delay, COUNTY at its sole option and at no cost to COUNTY may cancel the order or extend delivery times. Such extension of delivery times will not be valid unless an authorized representative of COUNTY extends it to Contractor in writing.

To mitigate or prevent damages from delayed delivery, COUNTY may require Contractor to deliver additional quantity utilizing express modes of transport, or overtime, all costs to be Contractor's responsibility. COUNTY reserves the right to cancel any delinquent order, procure from an alternate source, or refuse receipt of or return delayed deliveries, all at no cost to COUNTY. COUNTY reserves the right to cancel any order or refuse delivery upon default by Contractor concerning time, cost, or manner of delivery.

Contractor is not responsible for unforeseen delays caused by fires, strikes, acts of God, or other causes beyond Contractor's control, provided that Contractor provides COUNTY immediate notice of delay.

12. SPECIFICATION CHANGES:
COUNTY has the right to make changes in the specifications, services, or terms and conditions of an order. If such changes cause an increase or decrease in the amount due under an order or in time required for performance, COUNTY will make an acceptable adjustment and will modify the order in writing. No verbal agreement for adjustment is acceptable.
Nothing in this clause reduces Contractor's' responsibility to proceed without delay in the delivery or performance of an order.

13. INSPECTION:
COUNTY may inspect or test all goods and services at place of manufacture, destination, or both. Contractor will hold goods failing to meet specifications of the order or contract at Contractor's risk and COUNTY may return such goods to Contractor with costs for transportation, unpacking, inspection, repacking, reshipping, restocking or other like expenses to be the responsibility of Contractor. In lieu of return of nonconforming supplies, COUNTY, at its sole discretion and without prejudice to COUNTY's rights, may waive any nonconformity, receive the delivery, and treat the defect(s) as a warranty item, but any waiver of any condition will not apply to subsequent shipments or deliveries.

14. SHIPPING TERMS:
Unless the contract states otherwise, delivery terms are to be F.O.B. Destination & Freight Prepaid Not Billed ("F.O.B. Destination") and Contractor is to include such terms in its Unit Price proposal.

15. PAYMENT TERMS:
Payment terms are net thirty (30) days, unless the contract specifies otherwise.

16. ACCEPTANCE OF MATERIALS AND SERVICES:
COUNTY will not execute an acceptance or authorize payment for any service, equipment or component prior to delivery and verification that the delivery meets all specification requirements.

17. RIGHTS AND REMEDIES OF COUNTY FOR DEFAULT:
In the event any item that Contractor furnishes in the performance of the contract should fail to conform to the specifications thereof, or to the sample that Contractor submitted, COUNTY may reject same, and it thereupon becomes the duty of Contractor to reclaim and remove the same, without expense to COUNTY, and immediately replace all such

rejected items with others conforming to the specifications or samples. Should Contractor fail, neglect, or refuse immediately to do so, COUNTY has the right to purchase in the open market, in lieu thereof, a corresponding quantity of any such items and to deduct from any monies due or that may become due to Contractor the difference between the price named in the Master Agreement or Purchase Order and the actual cost to COUNTY.

In the event Contractor fails to make prompt delivery as specified of any item, the same conditions as to the rights of COUNTY to purchase in the open market and invoke the reimbursement condition above apply, except when delivery is delayed by fire, strike, freight embargo, or acts of god or of the government. In the event of cancellation of the Master Agreement, Purchase Order or associated orders, either in whole or in part, by reason of the default or breach by Contractor, Contractor will bear and pay for any loss or damage sustained by COUNTY in procuring any items which the Contractor agreed to supply. The rights and remedies of COUNTY provided above are not exclusive and are in addition to any other rights and remedies provided by law or under the contract.

18. FRAUD AND COLLUSION:
Each Contractor, by submission of a bid, certifies that no officer or employee of COUNTY or of any subdivision thereof: 1) has aided or assisted Contractor in securing or attempting to secure a contract to furnish labor, materials or supplies at a higher price than that proposed by any other Contractor; 2) has favored one Contractor over another by giving or withholding information or by willfully misleading the bidder in regard to the character of the material or supplies called for or the conditions under which the proposed work is to be done; 3) will knowingly accept materials or supplies of a quality inferior to those called for by any contract; 4) has any direct or indirect financial interest in the proposal or resulting contract. Additionally, during the conduct of business with COUNTY, Contractor will not knowingly certify, or induce others to certify, to a greater amount of labor performed than has been actually performed, or to the receipt of a greater amount or different kind of material or supplies that has been actually received. If COUNTY finds at any time that Contractor has in presenting any proposal(s) colluded with any other party or parties for the purpose of preventing any other proposal being made, then COUNTY will terminate any contract so awarded and that person or entity will be liable for all damages that COUNTY sustains.

19. COOPERATIVE USE OF RESULTING CONTRACT:
As allowed by law, COUNTY has entered into cooperative procurement agreements that enable other Public Agencies to utilize procurement agreements that COUNTY has developed. Participating agencies may contact Contractor with requests to provide services and products pursuant to the pricing, terms and conditions defined by the COUNTY Master Agreement, or Purchase Order. Minor adjustments are allowed subject to agreement by both Contractor and Requesting Party to accommodate additional cost or other factors not present in the COUNTY's agreement and required to satisfy particular Public Agency code or functional requirements and within the intended scope of the solicitation and resulting contract. The parties to the cooperative procurement will negotiate and transact any such usage in accordance with State, COUNTY and other Public Agency procurement rules, regulations and requirements. Contractor will hold harmless COUNTY, its officers, employees, and agents from and against all liability, including without limitation payment and performance associated with such use. Contractor may view a list of agencies that are authorized to use COUNTY contracts at the Procurement Department Internet home page: http://www.pima.gov/procure by selecting the link titled *Authorized Use of COUNTY Contracts*.

20. PATENT INDEMNITY:
Contractor will indemnify, defend and hold COUNTY, its officers, agents and employees, harmless from liability of any nature or kind, including costs and expenses, for infringement or use of any copyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the Master Agreement, Purchase Order, and associated orders. COUNTY may require Contractor to furnish a bond or other indemnification to COUNTY against any and all loss, damage, costs, expenses, claims and liability for patent or copyright infringement.

21. INDEMNIFICATION:
Contractor will indemnify, defend, and hold harmless COUNTY, its officers, employees and agents from and against any and all suits, actions, legal administrative proceedings, claims or demands and costs attendant thereto, arising out of any act, omission, fault or negligence by Contractor, its agents, employees or anyone under its direction or control or on its behalf in connection with performance of the Master Agreement, Purchase Order or associated orders. Contractor warrants that all products and services provided under this contract are non-infringing. Contractor will indemnify, defend and hold COUNTY harmless from any claim of infringement arising from services provided under this contract or from the provision, license, transfer or use for their intended purpose of any products provided under this Contract.

22. UNFAIR COMPETITION AND OTHER LAWS:
Responses must comply with Arizona trade and commerce laws (Title 44 A.R.S.) and all other applicable COUNTY, State, and Federal laws and regulations.

23. COMPLIANCE WITH LAWS:
Contractor will comply with all federal, state, and local laws, rules, regulations, standards and Executive Orders, without limitation. In the event any services that Contractor provides under this contract require a license issued by the Arizona Registrar of Contractors (ROC), Contractor certifies that a contractor licensed by ROC to perform those services in Arizona will provide such services. The laws and regulations of the State of Arizona govern the rights, performance and disputes of and between the parties. Any action relating to this Contract must be filed and maintained in a court of the State of Arizona in Pima County.

Any changes in the governing laws, rules, and regulations during an agreement apply, but do not require an amendment or revisions.

24. ASSIGNMENT:
Contractor may not assign its rights to the contract, in whole or in part, without prior written approval of COUNTY. COUNTY may withhold approval at its sole discretion, provided that COUNTY will not unreasonably withhold such approval.

25. CONFLICT OF INTEREST:
This contract is subject to the provisions of A.R.S. § 38-511, the pertinent provisions of which are incorporated into and made part of all COUNTY Master Agreements or Purchase Orders as if set forth in full therein.

26. NON-DISCRIMINATION:
CONTRACTOR agrees to comply with all provisions and requirements of Arizona Executive Order 2009-09 which is hereby incorporated into this contract as if set forth in full herein **including flow down of all provisions and requirements to any subcontractors**. During the performance of this contract, CONTRACTOR must not discriminate against any employee, client or any other individual in any way because of that person's age, race, creed, color, religion, sex, disability or national origin.

27. NON-APPROPRIATION OF FUNDS:
COUNTY may cancel this contract pursuant to A.R.S. § 11-251(42) if for any reason the COUNTY Board of Supervisors does not appropriate funds for the stated purpose of maintaining the contract. In the event of such cancellation, COUNTY has no further obligation, other than payment for services or goods that COUNTY has already received.

28. PUBLIC RECORDS:
Disclosure. Pursuant to A.R.S. § 39-121 et seq., and A.R.S. § 34-603(H) in the case of construction or Architectural and Engineering services procured under A.R.S. Title 34, Chapter 6, all documents submitted in response to the solicitation resulting in award of this Contract, including, but not limited to, pricing schedules, product specifications, work plans, and any supporting documents are public records. As such, those documents are subject to release and/or review by the general public upon request, including competitors.

Records Marked Confidential; Notice and Protective Order. If Contractor reasonably believes that some of those records contain proprietary, trade-secret or otherwise-confidential information, Contractor must prominently mark those records "CONFIDENTIAL." In the event a public-records request is submitted to County for records marked CONFIDENTIAL, County will notify Contractor of the request as soon as reasonably possible. County will release the records 10 business days after the date of that notice, unless Contractor has, within that period, secured an appropriate order from a court of competent jurisdiction, enjoining the release of the records. County will not, under any circumstances, be responsible for securing such an order, nor will County be in any way financially responsible for any costs associated with securing such an order.

The Contractor agrees to waive confidentiality of any price terms in the event of a contract award.

29. CUSTOM TOOLING, DOCUMENTATION AND TRANSITIONAL SUPPORT:
Costs to develop all tooling and documentation, such as and not limited to dies, molds, jigs, fixtures, artwork, film, patterns, digital files, work instructions, drawings, etc. necessary to provide the contracted services or products and

unique to the services or products supplied to COUNTY are included in the agreed upon Unit Price unless the contract specifically states otherwise. Such tools and documentation are the property of COUNTY and will be marked, as is

practical, as the "Property of Pima County" and COUNTY so requests, Contractor will deliver a copy of the tooling and documentation to COUNTY within twenty (20) days of acceptance by COUNTY of the first article sample, or not later than ten (10) days of termination of the contract associated with their development, without additional cost to COUNTY. Contractor also agrees to act in good faith to facilitate the transition of work to a subsequent Contractor if and as reasonably requested by COUNTY at no additional cost. Should exceptional circumstances be present that may justify an additional charge, Contractor may submit said justification and proposed cost and negotiate an agreement acceptable to both Contractor and COUNTY, but Contractor may not withhold any requested tooling, document or support as defined above that would delay the orderly, efficient and prompt transition of work. Should conduct by Contractor result in additional costs to COUNTY, Contractor will reimburse COUNTY for said actual and incremental costs provided that COUNTY has given Contractor reasonable time to respond to COUNTY's requests for support.

30. AMERICANS WITH DISABILITIES ACT:
Contractor will comply with all applicable provisions of the Americans with Disabilities Act (public law 101-336, 42 USC 12101-12213) and all applicable federal regulations under the act, including 28 CFR parts 35 and 36.

31. NON-EXCLUSIVE:
Contracts resulting from this solicitation are non-exclusive and are for the sole convenience of COUNTY, which reserves the right to obtain like goods and services from other sources for any reason.

32. PROTESTS:
An interested party may file a protest regarding any aspect of a solicitation, evaluation, or recommendation for award. Protests must be in accordance with the Pima County Procurement Code, Section 11.20.010.

33. TERMINATION:
COUNTY reserves the right to terminate any Master Agreement, Purchase Order, Delivery Order, Delivery Order Maximo or award, in whole or in part, at any time, without penalty or recourse, when in the best interests of COUNTY. Upon receipt of written notice, Contractor will immediately cease all work as directed by the notice, notify all subcontractors of the effective date of termination and take appropriate actions to minimize further costs to COUNTY. In the event of termination under this paragraph, all documents, data, and reports prepared by Contractor under the contract become the property of COUNTY and Contractor must promptly deliver them to COUNTY. Contractor is entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination. The cost principles and procedures defined by A.A.C. R2-7-701 apply.

34. ORDER OF PRECEDENCE-CONFLICTING DOCUMENTS:
In the event of inconsistencies between contract documents, the following is the order of precedence, superior to subordinate, that will apply to resolve the inconsistency: Master Agreement, Delivery Order or Delivery Order Maximo, Purchase Order, Offer Agreement or contract attached to a Master Agreement, Purchase Order, Delivery Order or Delivery Order Maximo; these standard terms and conditions; any other solicitation documents.

35. INDEPENDENT CONTRACTOR:
The status of Contractor is that of an independent Contractor. Contractor and Contractor officer's agents or employees are not considered employees of COUNTY and are not entitled to receive any employment-related fringe benefits under the COUNTY Merit System. Contractor is responsible for payment of all federal, state and local taxes associated with the compensation received pursuant to this Contract and will indemnify and hold COUNTY harmless from any and all liability which COUNTY may incur because of Contractor's failure to pay such taxes. Contractor is solely responsible for its program development and operation.

36. BOOKS AND RECORDS:
Contractor will keep and maintain proper and complete books, records and accounts, which will be open at all reasonable times for inspection and audit by duly authorized representatives of COUNTY. In addition, Contractor will retain all records relating to this contract at least five (5) years after its termination or cancellation or, if later, until any related pending proceeding or litigation has been closed.

37. COUNTERPARTS:
The parties may execute the Master Agreement or Purchase Order that COUNTY awards pursuant to this solicitation in any number of counterparts, and each counterpart is considered an original, and together such counterparts constitute one and the same instrument. For the purposes of the Master Agreement and Purchase Order, the signed proposal of Contractor and the signed acceptance of COUNTY are each an original and together constitute a binding Master Agreement, if all other requirements for execution are present.

38. AUTHORITY TO CONTRACT:
Contractor warrants its right and power to enter into the Master Agreement or Purchase Order. If any court or administrative agency determines that COUNTY does not have authority to enter into the Master Agreement or Purchase Order, COUNTY is not liable to Contractor or any third party by reason of such determination or by reason of the Master Agreement or Purchase order.

39. FULL AND COMPLETE PERFORMANCE:
The failure of either party to insist on one or more instances upon the full and complete performance with any of the terms or conditions of the Master Agreement, Purchase Order, Delivery Order or Delivery Order Maximo to be performed on the part of the other, or to take any action permitted as a result thereof, is not a waiver or relinquishment of the right to insist upon full and complete performance of the same, or any other covenant or condition, either in the past or in the future.

The acceptance by either party of sums less than may be due and owing it at any time is not an accord and satisfaction.

40. SUBCONTRACTORS:
CONTRACTOR is fully responsible for all acts and omissions of any subcontractor and of persons directly or indirectly employed by any subcontractor, and of persons for whose acts CONTRACTOR may be liable to the same extent that CONTRACTOR is responsible for the acts and omissions of persons that it directly employs. Nothing in this contract creates any obligation on the part of COUNTY to pay or see to the payment of any money due any subcontractor, except as may be required by law.

41. SEVERABILITY:
Each provision of this Contract stands alone, and any provision of this Contract that a court finds to be prohibited by law is ineffective to the extent of such prohibition without invalidating the remainder of this Contract.

42. LEGAL ARIZONA WORKERS ACT COMPLIANCE:
CONTRACTOR hereby warrants that it will at all times during the term of this Contract comply with all federal immigration laws applicable to CONTRACTOR's employment of its employees, and with the requirements of A.R.S. § 23-214 (A) (together the "State and Federal Immigration Laws"). CONTRACTOR will further ensure that each subcontractor who performs any work for CONTRACTOR under this contract likewise complies with the State and Federal Immigration Laws.

COUNTY has the right at any time to inspect the books and records of CONTRACTOR and any subcontractor in order to verify such party's compliance with the State and Federal Immigration Laws.

Any breach of CONTRACTOR's or any subcontractor's warranty of compliance with the State and Federal Immigration Laws, or of any other provision of this section, is a material breach of this Contract subjecting CONTRACTOR to penalties up to and including suspension or termination of this Contract. If the breach is by a subcontractor, and the subcontract is suspended or terminated as a result, CONTRACTOR will take such steps as may be necessary to either self-perform the services that would have been provided under the subcontract or retain a replacement subcontractor as soon as possible so as not to delay project completion.

CONTRACTOR will advise each subcontractor of COUNTY's rights, and the subcontractor's obligations, under this Article by including a provision in each subcontract substantially in the following form:

"SUBCONTRACTOR hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to SUBCONTRACTOR's employees, and with the requirements of A.R.S. § 23-214 (A). SUBCONTRACTOR further agrees that COUNTY may inspect the SUBCONTRACTOR's books and records to insure that SUBCONTRACTOR is in compliance with these requirements. Any breach of this paragraph by SUBCONTRACTOR is a material breach of this contract subjecting SUBCONTRACTOR to penalties up to and including suspension or termination of this contract."

Any additional costs attributable directly or indirectly to remedial action under this Article is the responsibility of CONTRACTOR. In the event that remedial action under this Article results in delay to one or more tasks on the critical path of CONTRACTOR's approved construction or critical milestones schedule, such period of delay will be excusable delay for which CONTRACTOR is entitled to an extension of time, but not costs.

43. CONTROL OF DATA PROVIDED BY COUNTY:
For those projects and contracts where COUNTY has provided data to enable the Contractor to provide contracted services or products, unless COUNTY otherwise specifies and agrees in writing, Contractor will treat, control and limit access to said information as confidential and will under no circumstances release any data provided by COUNTY during the term of this contract and thereafter, including but not limited to personal identifying information as defined by A.R.S. § 44-1373, and Contractor is further prohibited from selling such data directly or through a third party. Upon termination or completion of the contract, Contractor will either return all such data to COUNTY or will destroy such data and confirm destruction in writing in a timely manner not to exceed sixty (60) calendar days.

44. ISRAEL BOYCOTT CERTIFICATION:
Contractor hereby certifies that it is not currently engaged in, and will not for the duration of this Contract engage in, a boycott of Israel as defined by A.R.S. § 35-393.01. Violation of this certification by Contractor may result in action by the County up to and including termination of this Contract.

END OF PIMA COUNTY STANDARD TERMS AND CONDITIONS

C. Exhibit B: Minimum Qualifications Verification Form

Solicitation No: 283875 – RFP – Rev. 1 Title: Information Technology Staffing Services

EXHIBIT B: MINIMUM QUALIFICATIONS VERIFICATION FORM (1 PAGE)

OFFEROR'S NAME: 22nd Century Technologies, Inc.

Offeror certifies that they possess the following minimum qualifications and will provide the requested documents that substantiate their satisfaction of the Minimum Qualifications. Failure to provide the information required by these Minimum Qualifications and required to substantiate *responsibility* may be cause for the offeror's proposal to be rejected as ***Non-Responsive***.

Provide documented and verifiable evidence that your firm satisfies the following Minimum Qualifications, and indicate what/if attachments are submitted.

ITEM NO.	MINIMUM QUALIFICATIONS	COMPLIANCE YES/NO (SELECT ONE)	DOCUMENT TITLE AND NUMBER OF PAGES SUBMITTED FOR EACH DOCUMENT
~~1~~	~~Offeror is licensed to do business in Arizona~~ ~~*Provide a copy of Business License*~~	~~Yes/No~~	
2	Offeror is a Staffing Agency and has been doing business with public agencies for at least three (3) years. *List three (3) references to satisfy this requirement*	✓Yes/No	Page # 71 lists the references of Clients where we provide similar services.

SIGNATURE: Kul Sir DATE: Mar 14, 2018

Kulpreet Singh, Business Development Manager
PRINTED NAME & TITLE OF AUTHORIZED OFFEROR REPRESENTATIVE EXECUTING PROPOSAL

END OF EXHIBIT B

D. Exhibit C: Questionnaire

Solicitation No: 283875 – RFP – Rev. 1 Title: Information Technology Staffing Services

EXHIBIT C: QUESTIONNAIRE (3 PAGES)

OFFEROR'S NAME: 22nd Century Technologies, Inc.

The evaluation committee will assign points to each proposal submitted on the basis of the following evaluation criteria unless otherwise indicated.

Answer each question in detail. If additional costs are needed for a feature, provide details of costs and timeframe.

Criteria	Question(s)
a. Cost	1. Will be evaluated and scored by the Procurement Department. See Exhibit D
b. Services	1. Provide a description of the Services to be provided by the major categories set forth in **Exhibit A: Staff Augmentation Positions** of the RFP. The primary objective is for each Vendor to provide its complete offering of services so that a public agency may utilize as appropriate for their needs. 2. Provide a description of any related Service and Solutions Proposer wishes to be considered as set forth in **Exhibit A: Staff Augmentation Positions** of the RFP. 3. Describe your company's Managed Service Provider program and its benefits to a public agency, including the Vendor management system utilized. Additionally, please note if the program is outsourced or in-house. 4. Describe your company's methods of sourcing, recruiting and assessing candidates by job class (i.e. clerical/administrative, technical, professional). 5. What methods do you use to establish local wage levels and how often are these levels reevaluated? 6. Describe your company's pre-employment requirements, including drug testing, background checks and employment eligibility (E-verify) process 7. Describe the benefits you offer temporary employees. 8. Describe your company's client follow-through process for finding an employee and follow-through during employee's assignment. 9. Describe your company's methods for solving particularly challenging staffing assignments / large orders / emergency requests. 10. What are your normal company business hours? If an emergency arises outside of these hours, describe your processes for servicing a public agency. 11. Describe your turnaround time after receiving an order. 12. Describe your on-time fill ratio overall by job level as set forth below: a. 1 – Entry level with college degree or 1 year experience b. 2 – Mid Level with college degree and 2 year's experience c. 3 – Expert with college degree and 4 year's experience 13. Provide 2 sample resumes for each of the following levels/areas: • Client Services Tech • System Administrator • Developer • Analyst • Manager (Refer to Relationship Manager and/or Supervisor positions for preferred qualifications)

	14. Provide examples of successful project implementations, the role on the project, and the scope of the project by temporary employees your company has placed. 15. How do you define and measure turnover? What is your current turnover rate by job category? 16. Describe how you prepare your employees for their assignments. 17. What training opportunities do you offer to temporary employees? 18. Describe any programs in place to reward and retain employees. 19. Describe any special programs that your company offers that will improve customers' ability to access Services or other innovative strategies. 20. Describe the capacity of your company to broaden the scope of the contract and keep the service offerings current and ensure that latest standards and technology for staffing services.
c. Quality	1. Describe your customer satisfaction feedback mechanisms. 2. What is your current overall customer satisfaction rating? What programs do you have in place to improve your overall performance? 3. Describe your processes for evaluating the performance of your temporary employees. 4. Describe your problem escalation process. 5. How are customer complaints measured and categorized? What processes are in place to know that a problem has been resolved? 6. What performance metrics do you believe will help your company and a public agency be successful? 7. How do you create and manage service levels across all locations? 8. What service guarantees will you offer a public agency? 9. Provide at least three references for your company. 10. Do you plan to use subcontractors? If yes, please identify in detail how you plan to use subcontractors.
d. Staffing Plan	1. A staffing plan is required which describes the Offeror's proposed staff distribution to implement and manage this contract throughout the term of the contract. At a minimum, this plan should include the following: a. Identify the key personnel who will lead and support the implementation period of the contract, along with the amount of time to be devoted to implementation; b. Identify the key personnel who are to be engaged in this contract throughout the term of the contract and their relationship to the contracting

	organization; c. Provide a chart that shows 1) the time commitment of each professional staff member that will be devoted to the contract, 2) each member's role in maintaining and growing the contract; and 3) a timeline of each member's involvement throughout the contract. 2. Provide an organizational chart of your company. 3. Submit the resumes of the below personnel: a. The person your company proposes to serve as the Accounts Manager, b. Key executive personnel that will be supporting the contract.

SIGNATURE: _____ DATE: Mar 14, 2018

Kulpreet Singh, Business Development Manager

PRINTED NAME & TITLE OF AUTHORIZED OFFEROR REPRESENTATIVE EXECUTING PROPOSAL

END OF EXHIBIT C

Response to each question is provided on the following pages.

b. Services

1. Provide a description of the Services to be provided by the major categories set forth in Exhibit A: Staff Augmentation Positions of the RFP. The primary objective is for each Vendor to provide its complete offering of services so that a public agency may utilize as appropriate for their needs.

From the last two decades, TSCTI is providing a diverse array of workforce solutions to a large variety of domains. TSCTI's staffing services include temporary staffing, permanent placement, and outsourcing. Our Staffing business line includes General Staffing, which includes Office and Industrial. Professional Staffing, which includes Information Technology, Engineering and Technical, Finance and Legal, and Medical and Science.

We cover the solutions for Consulting and Payroll service. As one of the prominent brand name in Staffing, TSCTI offers the full range of Workforce solutions which are tailored to meet the evolving needs of our clients and associates, however, our main line of business is Staffing.

Staffing		Solutions
General Staffing ✓ Office ✓ Industrial	**Professional Staffing** ✓ Information Technology ✓ Engineering and Technical ✓ Finance and Legal ✓ Medical and Science	✓ Technology & Management Consulting ✓ Payroll

Industrial Staffing
TSCTI Industrial serves clients requiring employees in such areas as assembly, production, machine operation and mechanical trades, warehousing, packaging, shipping and receiving. Our specialized service focuses on different industrial sectors where flexibility and qualified employees contribute to our clients' competitiveness, for example:

- Automotive
- Manufacturing/Heavy Industry (e.g. Automotive, Aerospace, Pharma, FMCG, FMCD).
- Construction & infrastructure
- Hospitality
- Transport and Logistics

With our thorough knowledge of each these sectors and their specific challenges, our specialized network of local recruiters and our client-driven training programs, we ensure that our clients can recruit the best professionals and that our associates find work in line with their training, experience, and expectations. We pay particular attention to safety at work, organizing training sessions for our associates and constantly raising awareness among organizations and individuals alike.

Office staffing
TSCTI is specialized in the temporary and permanent placement of front & back office, BPO, administrative, Clerical & Logistics, warehousing & Delivery staff. To provide the right combination of personnel and technical skills, we focus on the following business areas

- Administrative/Clerical
- Assistants/ MIS/ Data entry operators
- Customer Service/ product promoters/ telesales
- Human Resources

- BPO/KPO
- Project Management
- Front & Back office/ Administration
- Secretarial/PA
- Sales & Marketing teams

Professional Staffing

Our Professional Staffing comprises the business lines Information Technology, Engineering & Technical, Finance & Legal, and Medical & Science.

- In Information Technology, we provide temporary assignments and permanent positions for IT developers, programmers, consultants, project managers, systems engineers or analysts, and IT support for any industry. In Engineering & Technical, our associates take on projects or assignments on a temporary or permanent basis for key industries such as Electronics, Automotive & Transportation, Energy, Oil & Gas, Utilities, Medical Products, Aerospace, Chemicals, and Raw Materials.
- Our Finance & Legal specializes in the temporary and permanent placement of talented accounting, finance, and legal professionals who work in sectors including Accounting, Finance, Banking, Legal, Construction, Property, HR, Management, and Marketing & Communications.
- In Medical & Science, we recruit and place therapists, nurses, pharmacists, doctors/physicians, and other healthcare professionals on a permanent or temporary basis in the fields of Speech Therapy, Pharmacy, Clinical Research, Regulatory Affairs, and Sales & Products Support.

Information Technology	• Sourcing and deploying highly skilled IT specialists in mainstream and niche technologies to meet clients' temporary, permanent and project needs to navigate the fast-moving IT landscape. • Serving clients with structured HR solutions such as infrastructure management, testing services, recruitment process outsourcing, and multi-language help desk.
Engineering & Technical	• Providing the appropriately skilled engineers and technical specialists for temporary, longer-term secondment, and work package-based assignments. • Major sectors of expertise including electronics automotive and transportation, energy, oil & gas, utilities, medical products, aerospace, chemicals & raw materials.
Medical & Science	In the field of Medical & Science, we recruit and place specialized scientific and healthcare professionals. For the Pharma and Science sectors, our focus includes profiles such as: • Regulatory Affairs • Pharmacists • Medical Writers • Sales & Product Support • Clinical Research Doctors & Nurses • Clinical research managers/ Associates • Laboratory Research Scientists • Directors & Department Heads In the Healthcare sector, our focus includes: • Doctors • Nurses • Therapists • Pharmacists • Other Allied Healthcare Professionals
Finance & Legal	Serving our clients across commerce and industry, financial services, banking, insurance, public practice, law firms and corporate law departments.

Solutions: TSCTI's solution services are segregated into two categories. Consulting, and Payroll. A brief description is provided below:

Consulting

We provide a practical, managed approach to project-based endeavors. Our industry-specific project expertise includes engineering, science, information technology, and law. As an alternative to traditional

staff augmentation, we develop and properly manage SOW-based initiatives. Our best-in-class project management methodologies, support systems, and subject matter and vertical expertise provide client with a high-quality, focused approach to project/SOW-based initiatives. We are known for our scalable project development, deployment, and global talent delivery—and we remain focused on client time, scope, and budget to deliver results that boost client' bottom line. TSCTI's IT consulting solutions are briefly outlined in the next section.

Payroll

We offer payroll processing services and management of benefits, workers' compensation and unemployment claims. From traditional payroll services to managed solutions with numerous value-added options, we work with clients to develop customized payroll outsourcing plans that align and flex with their talent strategy and help meet their business goals.

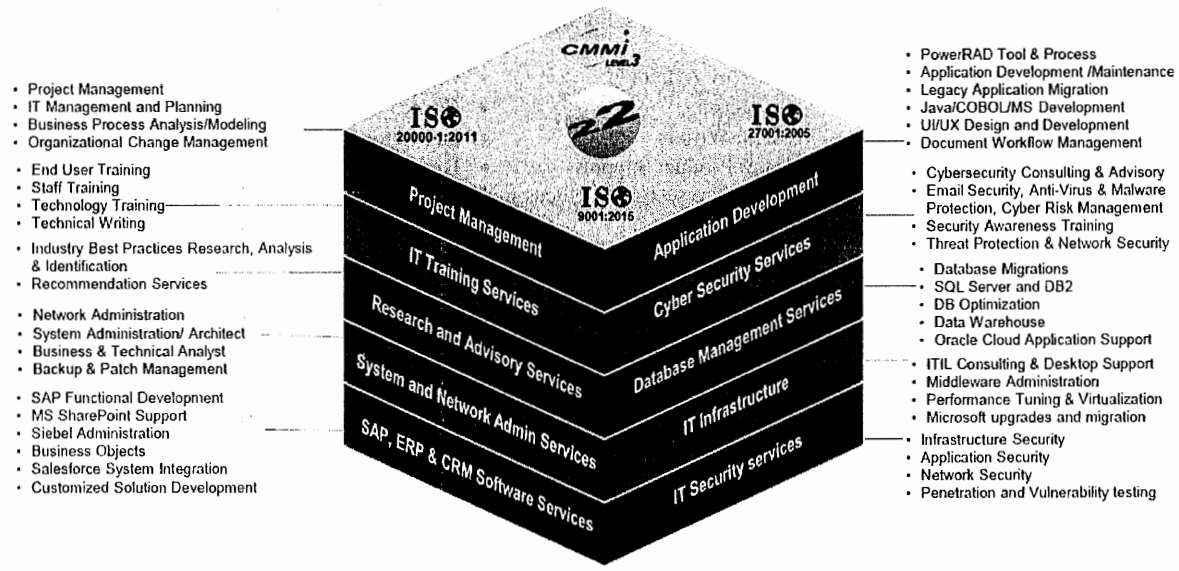
Our payroll options are convenient for part-time, full-time and non-traditional employees, including:

- Contract workers
- Customer-site employees
- Family members
- Flex-time workers
- Interns
- Laid-off employees
- Retirees
- Staff for special projects
- Students

2. Provide a description of any related Service and Solutions Proposer wishes to be considered as set forth in **Exhibit A: Staff Augmentation Positions** of the RFP.

As one of the premier firm in providing IT staffing and consulting solutions, TSCTI offers a comprehensive array of IT consulting services as well as world-class staffing on a temporary, temporary-to-hire, and direct-hire basis. Our 20 years of experience has to lead us to structure our IT staffing & consulting solutions in such a way that it reduces operational costs, increases customer satisfaction, adds competitive differentiation and enables transformation to the client business processes and operations.

We provide short-term or project-based services on strategic initiatives and optimal technology solutions to various public sector agencies through our CMMI and ISO compliant processes, in the following areas:



Since our inception, we have successfully acquired, managed and delivered a variety of IT projects (the

majority of these being very similar to the County's requirements). We have productively handled and completed projects and benefited the government and commercial agencies by providing technical solutions as per their requirements. In the process, TSCTI has come to be considered a trusted technology partner by many organizations.

Similar services

IT staffing, in its many forms, is our area of expertise. With two decades of IT staffing and consulting experience, County's staffing requirements will be handled by an experienced firm with expertise in technical staffing. We have the high-end IT professionals with the technical expertise and the niche talent. Our consultants are expert in a wide-ranging tools and technologies. Some of our most frequently requested job positions we fulfill:

- UX Developer
- Data Warehouse Consultant
- Front End Developer
- Data Analyst
- Database Administrator
- IT Trainer
- UI Designer/ Developer
- IT Applications Analyst
- Windows Administrator
- Front End Designer
- Project Manager
- Network Technician
- System Administrator
- Full Stack Developer
- QC Tester
- MIS Analyst
- SharePoint Developer
- Graphic Designer
- GIS Analyst
- Information Engineer
- Web Content Analyst
- Business Analyst
- Help Desk Technician
- Data Security Analyst
- .Net Developer
- Mobile Web Developer
- Quality Assurance Analyst
- Service Desk Specialist
- UX Designer
- Cyber Security Specialist

We have provided similar services to the *Orange County, County of San Bernardino, University of Arizona, City of Phoenix, Tucson Unified School District (TUSD)*, and numerous state and local government agencies across the nation. The table provided on the following pages lists the clients where we have filled the job positions same as County's needs.

Position	General Duties & Qualifications	Clients
Field Tech Lead	• 8 years of collective experience in IT domain, 3 years in leading and managing software and hardware support teams. • Expert in using Windows OS to diagnose and repair PC problems with a proficiency in working with related software packages and LANs. • Bachelor's degree with an emphasis in Computer Science/ Information Systems. • A+ Certified, Microsoft Certified Systems Engineer (MCSE) Responsible for providing technical, end-user support to internal desktop systems used by users. Performs general maintenance tasks, troubleshoots and repairs PCs and servers located throughout the site. Provides quality customer service-onsite support to clients' users. Operate a huge array of tools and technologies which includes but not limited to Faronics, PowerMAN, Intel® vPro Platform Solution Manager, Windows XP/7/8/10, Microsoft Active Directory, and Office 365.	• San Diego Association of Governments (SANDAG) • Los Angeles County Metropolitan Transportation Authority • Utah Transit Authority • Maricopa County • County of Orange • Washington Metropolitan Area Transit Authority (WMATA) • Dallas Area Rapid Transit (DART) • Adams 12 Five Star Schools • City of Phoenix • Cook County
Senior SCCM Tech	• 12 years of experience in designing, implementing, and administering a System Center Configuration Manager infrastructure in an international environment with 25,000+ workstations and over 500 Windows servers. • 8 years of experience in VB scripting with an extensive knowledge and use of PowerShell and the Windows command line. • Top Secret Clearance • CCNA Certified. • Responsible for implementation of Windows Server administration. Handling Active Directory including group policy as well as sites and services management. Worked on multiple applications that include but are not limited to Exchange Server, ePolicy Orchestrator, Altiris, BMC Remedy, Evault data backup/recovery, Symantec Endpoint Protection, and SharePoint.	• Washington Metropolitan Area Transit Authority (WMATA) • Washington State Department of Transportation • City of Phoenix • Dallas Area Rapid Transit (DART) • Palm Beach County • Douglas County Government • County of San Bernardino • Utah Transit Authority • Sacramento County

Configuration SCCM Tech	• Skilled IT professional with 8 years of experience in Windows desktop operating system. Have extensive knowledge on supporting, application installation, troubleshooting, supporting authentication, permission and data security. • Bachelor's degree in Computer Science • Microsoft Certified Professional (MCP) • Microsoft Certified Technology Specialist (MCTS) Administering and Deployment of SCCM 2012 • CompTia A+ Certification Responsible for managing Microsoft SCCM deployments in a large-scale global environment. Create MSI Packages using Flexera Admin Studio. Responsible for Application Deployment Administration via Altiris in production environment. Perform Windows client administration, implementation, imaging, and deployment utilizing SCCM, LANDesk, Altiris, SharePoint, also use PowerShell scripting to support Windows solutions.	• Clark County • County of Orange • San Diego Association of Governments (SANDAG) • Washington Metropolitan Area Transit Authority (WMATA) • Washington State Department of Transportation • City of Phoenix
Field Tech	• 3-5 years of experience in supporting software and hardware devices. • Utilize Windows OS to diagnose and repair PC problems, expertise in software packages and LANs. • Associate's degree preferably in Computer Science. • Microsoft Certified Systems Engineer (MCSE) Provide technical, end-user support to desktop systems used by end users. Performs maintenance tasks, troubleshoots and repairs PCs and provides quality customer service-onsite support to clients' users. In-depth knowledge of networking protocols which includes SMTP, DHCP, and DNS. Operate a huge array of tools and technologies which includes but not limited to PowerMAN, Intel® vPro Platform Solution Manager, Windows XP/7/8/10, Microsoft Active Directory, and Office 365.	• Adams 12 Five Star Schools • Jefferson County Public Schools • Washington Metropolitan Area Transit Authority (WMATA) • Boulder County • County of Orange • Palm Beach County • North Carolina Department of Transportation

ITD Application Training Specialist	• 4+ years of professional IT training specialist with strong understanding of adult learning theory. • Bachelor of Science in Computer Science Responsible for utilizing Learning Management Systems to report on training, offer class enrollment to employees and deliver evaluations to determine training program effectiveness. Develop online lab exercises for use in conjunction with instructor led and self-paced learning. Create e-learning courses and have expertise on e-learning tools and methodologies.	• Boulder County • County of Orange • San Diego Association of Governments (SANDAG) • Washington State Department of Transportation • City of Phoenix • Dallas Area Rapid Transit (DART) • North Carolina Department of Transportation
System Administrator	• System administrator with over 5 years of hands-on and multi-tasking experience in customer service and application support. Experience in Scripting, SQL, and Software Coding. • Provided application Support on Tier 2 and Tier 3. • BS in Computer Science, Computer Application Responsible for creating Powershell scripts to help with day to day management of Active Directory and Exchange inboxes. Deploy performance enhancing/ monitoring tools. Provide application Support to the Clients.	• City of Phoenix • Palm Beach County • County of Santa Clara • Los Angeles County Metropolitan Transportation Authority • Baltimore County Public Schools (BCPS) • Mecklenburg County • Los Angeles County of Education • City of Piqua
IT Applications Analyst	• 12+ years industry experience as Information Technology Applications support with excellent understanding of Business Requirement gathering, Business Analysis, Business Process Modeling. • More than 7 years of experience in writing and understanding of Data services, Data ETL using SQL query tools and applications. • More than 5 years of experience in creating system documentation such as Statements of Work, Systems Specifications, and Systems Test Documents. • Master of Business and Administration • Bachelor in Economics Responsible for Business writing in project documentation that include but are not limited to Business Requirements Document (BRD), Functional Requirement Document (FRD), and Use Case Specifications. Design data bases, data dictionary criteria, and interfaces between systems.	• County of Orange • Dallas Area Rapid Transit (DART) • Washington Metropolitan Area Transit Authority (WMATA) • Washington State Department of Transportation • County of Orange • Long Island Power Authority, NY • State of New Hampshire • Maryland Health Benefit Exchange (MHBE)

System Administrator	• 15+ years of experienced IT professional with extensive working experience as a System Administrator. Experienced in architecting and Designing Complex Virtualized environments. Expertise in implementing and administering Windows server systems in a virtualized environment. • More than 6 years of experience in Hyper-Converged Infrastructure. • 10+ years of experience in Microsoft enterprise software packages such as: Exchange Messaging Servers, Windows Servers OS, VoIP, SharePoint, Server Hardware, Active Directory, System Center. • Working knowledge of the Microsoft Active Directory technology and corporate Active Directory implementation • Masters in Computer Science • Bachelor of Science in Computer Science • Responsible for maintain, upgrade, and implement improvements to the VMWare ESXi infrastructure. Experienced hands-on knowledge of tools include but are not limited to VMWare ESXi, vCenter, vMotion, Dynamic Resource Scheduler (DRS) and High Available (HA) configurations, vCLI and scripting, Security Hardening, Security Technical Implementation Guides (STIGs) for Virtualization HW, VMWare Update Manager, and vSphere Data Protection	• Utah Transit Authority • San Diego Association of Governments (SANDAG) • Washington Metropolitan Area Transit Authority (WMATA) • Palm Beach County • City Colleges of Chicago • Washington Suburban Sanitary Commission (WSSC) • Montgomery College • University of Massachusetts • Wayne County Airport Authority (WCAA)
Help Desk Technician I/ Tier I	• 4 Year experience in monitoring daily performance of computer systems and infrastructure. Proficient user skills with Microsoft Office software including Word, Excel, PowerPoint and Outlook • Bachelor in Science: Network and System • A+ Certified • Responsible for set up, operation, and troubleshooting of all associated and follow-on operating systems. Maintain detailed trouble tickets, escalating issues accordingly and keeping constant channel of communication open with customer during escalation.	• Sacramento County • Washington Metropolitan Area Transit Authority (WMATA) • Dallas Area Rapid Transit (DART) • San Diego Association of Governments (SANDAG) • Cuyahoga Metropolitan Housing Authority • Commonwealth of Pennsylvania • City of Minneapolis • Kent State University • Central Washington University • State of Oklahoma

Tier II Help/Service Desk	• 6+ years of experience providing Tier 1 and/or Tier 2 support for applications, computers, and communications systems. • Experience in providing all facets of computer help desk support such as troubleshooting, installations, and maintenance. 3+ year of experience in development and maintenance of Information system guidelines • BBA: Computer Information System • Responsible for developing and delivery Tier 1/2 Support process. Supported Exchange (Add accounts, Import/Export pst, Disable accounts). Providing troubleshooting, installations, and maintenance of all computer application.	• Dallas Area Rapid Transit (DART) • Palm Beach County • North Carolina Department of Transportation • Long Island Power Authority (LIPA) • Florida International University (FIU) • State of Connecticut • Tarrant County • Port of Seattle • University of Massachusetts Medical School • San Antonio Water System (SAWS)
Technical Support Analyst Senior	• 15 years of experience in IT with more than 10 years of experience in Information Security with expertise in installation and configuration of firewalls and intrusion detection systems. • Masters in Computer and Information Security • Certified Information Systems Security Professional • CompTIA Security+ • Certified Ethical Hacker. Provide technical guidance and training to security engineers and customers on complex technical issues. Evaluate formal models for high assurance systems. Perform design analysis and statistical evaluation. Evaluate correctness and meaning of statistical tests. Author, evaluate, and edit public security standards. Conduct internal and external security audits, anticipate security alerts, incidents and disasters. Assess strength of cryptographic systems and protocols. Assist in random number generator testing. Conduct design review of wireless protocols. Manage network, intrusion detection and prevention systems.	• Adams 12 Five Star Schools • Jefferson County Public Schools • Washington Metropolitan Area Transit Authority (WMATA) • State of Mississippi • New York State Office of General Services (OGS) • Commonwealth of Pennsylvania • Hampton Road Transit • United Nations Development Programme (UNDP)

ITD Information Engineer	• 7+ years of collective experience in IT domain with more than 5+ years of experience in Information Security. Expertise in installation and configuration of firewalls and intrusion detection systems. Experience in perform different testing, risk analyses and security assessments. • Master of Science • Responsible for Auditing systems based on security standards. Making all necessary changes in software, hardware, telecommunications to secure information. Create authentication, authorization and encryption solutions. Install and Configure the firewalls. Expertise in create different ways to solve security issues. Responsible for handling information security issues during each stage of a project's lifecycle.	• Dallas Area Rapid Transit (DART) • Palm Beach County • Prince George County • New Castle County Government • Port Authority of Allegheny County • Douglas County Government • University of Central Florida • Delaware Department of Technology and Information • City Colleges of Chicago
Data Analysis and Cartography	• 15+ years of GIS Professional expertise in handling large-scale GIS projects. Expertise in providing assessment, effective communication, data creation/migration, process re-engineering, quality control, maintenance, and dissemination. • More than 12 years of experience in ESRI Applications such as: o ArcGIS Desktop ArcSDE o ArcGIS Server (.NET and Java) ArcPad and ArcGIS Mobile o Data Interoperability Network Analyst ArcReader/ArcPublisher Maplex o Spatial Analyst 3D Analyst o ArcGIS Explorer ArcGIS Online • MA in Geography and GIS minor • BA in Humanities Responsible for Supporting ArcGIS Server products including the implementation and usage of the software. Responsible for installation, configuring, deploying and managing map and geoprocessing services and web applications Run data processing scripts and mapping interfaces, Expertise in Visual Basic Python, JavaScript,.NET.	• County of San Bernardino • Utah Transit Authority • Sacramento County • Port of Seattle • Walworth County • Birds Ville Independent School District • James Madison University (JMU) • University of Washington - Medicine (UW Medicine) • City of Minneapolis

Data Structure Developer	• 10+ years of experienced IT professional in Data Structure Development. Develop and maintain expertise in use of automated tools for database design and implementation. Proficient in Relational Database Management Systems (RDBMS). • Over 7 years of experience in experience in Data Modeling, Database Design, Programming, Development and Implementation of Client-Server Applications & Database systems using MSSQL 2008/2005. • 7+ years industry experience with of latest Microsoft development and administration tools. • Bachelors in Computer Science Engineering • Use Agile methodologies and participate in Scrum meetings. Using Natural/EntireX broker developed and tested real time processes to upload Mainframe data to ACCELA and update ADABAS files using ACCELA data. Used PowerShell to monitor database information and made modifications.	• Dallas Area Rapid Transit (DART) • San Diego Association of Governments (SANDAG) • Palm Beach County • County of Santa Clara • Los Angeles County Metropolitan Transportation Authority • State of Mississippi • New York State Office of General Services (OGS)
User Experience (UX) Developer	• Around 8 years of industry experience in User Interface & User Experience Development. Extensive Knowledge in CSS2/CSS3, LESS and Twitter Bootstrap Styling Modules. • Associates/Bachelor in Information Technology Responsible for technical direction, performance optimization, implementation of best practices and optimal design patterns, and solutions for critical problems of UI/UX issues. Utilize the latest front end Technologies such as HTML5 and CSS3 for layouts. Use Agile Central for bug tracking and issue tracking. Design and implementation of new feature or software components for the front-end of a large Web application.	• Maricopa County • County of Orange • University of New Mexico • State of North Dakota • Unified Government of Wyandotte County • New Castle County Government • University of Massachusetts Medical School • University of New Mexico • Huston Independent School District (HISD) • Port of Seattle • Walworth County

Data Transport Developer	• More than 10 years of experienced ETL development with strong experience in ETL methodology for data transformation using Informatica PowerCenter 7.x - 9.x and ITSM. • Master's Degree in Information Systems Having strong hands on experience in extraction of the data from various source systems ranging from Mainframes like DB2, Flat Files, VSAM files, etc. to RDBMS like Oracle, SQL Server, Teradata etc. Extensive experience in Agile Environment.	• Transportation Authority • Washington State Department of Transportation • San Antonio Water System (SAWS) • Regional Transport Authority • Unified Government of Wyandotte County • Harris County Department of Education • University of Central Florida • City of Alexandria • Broward County Sheriff's Office • Detroit Public Schools Community District
App Dev Senior	• Certified Scrum Master/Senior App Developer with 7+ years of strong experience in coordinating and managing teams in an Onsite-Offshore model. • Expertise in creating end user reports using SQL queries. • Master's in Business Administration • Certified Scrum Master(CSM) Work with Product Owners, IT SME's and Architecture team to document requirements to implement Mobility based on Agile methodology approach. Expertise in using Microsoft architecture tools such as: MS-SQL, IIS, Windows Server, Active Director, Exchange. Expensive knowledge in Microsoft Office tools Word, Excel, Visio, Project, Outlook, Skype for Business.	• Sacramento County • Washington Metropolitan Area Transit Authority (WMATA) • Washington State Department of Transportation • Cook County • City Colleges of Chicago • State of Louisiana • Washington Suburban Sanitary Commission (WSSC) • Montgomery College
App Analyst	• 12+ years of Certified Scrum Master and Certified Scrum Product Owner with expertise in business requirement elicitation and converting user requirements into functional requirements, Developing Business Process Flows. Proficient in Microsoft architecture and PC architecture tools. • M.S in Project Management • Certified Scrum Master (CSM) • Certified Scrum Product Owner (CSPO) Lead onshore-offshore teams and involve in maintaining overall test strategy, creating Test Plans, creating Tests Cases, executing Test Scripts, creating Test Closure memo. Proficient in creating UML diagrams including Use Cases Diagrams, Activity Diagrams, Entity-Relationship Diagram. Collaborate with project stakeholders throughout SDLC phases to ensure timely delivery of business solutions, use Agile Scrum Methodology.	• Clark County • Maricopa County • Los Angeles County Metropolitan Transportation Authority • Washington State Department of Transportation • City of Las Vegas • University of Oklahoma • Washington Electronic Business Solution (WEBS) • Community Transit

Relationship Manager	• Certified Scrum Product Owner (CSPO) and ITIL Certified Relationship Manager with over 15 years of collective experience in IT domain. • BS: Industrial Engineering • Certified Scrum Product Owner • ITIL Certified Work in Data Requirement Analysis and Data Mapping for ETL process. Understand Data services, Data ETL using SQL query tools and applications. Analyze user problems, including automated and manual business processes and identified, research, investigate, define and document business processes.	• County of San Bernardino • Utah Transit Authority • Sacramento County • Washington Metropolitan Area Transit Authority (WMATA) • Washington State Department of Transportation • City of Phoenix • San Antonio Water System (SAWS) • Prince George County • New Castle County Government

3. Describe your company's Managed Service Provider program and its benefits to a public agency, including the Vendor management system utilized. Additionally, please note if the program is outsourced or in-house.

Currently, we do not provide Managed Services to our clients. However, we can provide such services through our in-house portal, **SharePoint Impressions**. Primarily used as a Project Tracking tool, one of its functionality is that it can also be utilized as a VMS through which Clients can place orders online 24/7/365 with just a few quick clicks. Clients can easily fill out the required information when it is convenient for them, and it provides efficient, real-time distribution of Client's orders to TSCTI's headquarters, ensuring prompt and accurate service.

This success is demonstrated in our work with the DMA, County of Ventura, DLIFC, and the state of CO where with the help of JobDiva, and SharePoint Impressions we placed over 100 consultants in a period of fewer than 30 days. In an event where the County needs a Managed Service Provider for their staffing requirements, we can offer you this solution to demonstrate what value we can bring to your MSP program.

4. Describe your company's methods of sourcing, recruiting and assessing candidates by job class (i.e. clerical, administrative, technical, professional).

TSCTI will build a customized staffing program to meet the preferences of the County. In addition to our current pool of employees in the state of AZ, we will develop a targeted and proactive recruitment plan based on your specific staffing needs to build a pipeline of qualified candidates to leverage as your needs arise. Our staffing programs are customized by clients, and a great deal of time is spent during implementation understandings your needs for temporary staff (typical skill sets requested, frequency, length of notice, length of assignment, quantities, and seasonal fluctuations) to anticipate changes and develop the most effective recruitment and engagement plan.

Sourcing Channels
The work is initiated as soon as we get any staffing requirement from the Client. The staffing requirement is immediately entered into our CRM, JobDiva. Based upon the staffing request received from the client, the AM understands the job requirement. This includes an understanding of the project requirements, SOW, environment, qualification, experience, mandatory and desirable skill set requirement. The AM drafts a requisition about the requirement and submits the requirement in JobDiva along with sending it to the RM. The RM assigns this requirement to the dedicated recruitment team for the Client. From there, recruitment team sources the candidate using one of following methods:

- **Current Staff:** TSCTI has a staff of over 2000 people experienced in various skill set. TSCTI regularly checks the project end dates of these consultants and submit those, whose projects are going to end.
- **Referrals:** Right people know the right people. TSCTI employs this approach to recruit quality candidates in a limited time as it has an Employee Referral Policy. Employees who already works for TSCTI refer people with work ethics similar to their own.
  Candidate referrals from our staff that make up TSCTI are our most successful means of sourcing candidates.
- **Proprietary Resume Database:** TSCTI has an internal database of more than 1.5M pre-screened resources, and 29,489 candidates are local to the state of AZ. The database is growing every day as we work proactively on building database after understanding our client's requirements.
- **Job Sites:** TSCTI has accounts with popular job websites, such as Indeed, Monster, CareerBuilder,

ZipRecruiter, Snagajob, Craigslist, Dice, and LinkedIn. This provides an access to a wide pool of resources across the nation.

- **Outreach initiatives:** As a prominent brand in staffing industry we are able to significantly augment our recruitment efforts through partnerships with various educational institutions. The Student Outreach office at TSCTI is responsible for disseminating information to colleges, universities and technical schools about our services and current industry trends.
- **Local Partners/ Subcontractors:** We have built a strong network of local employment agencies & subcontractors. We use this large network to find a diverse pool of qualified consultants.

TSCTI believes that a one-size-fits-all approach to sourcing does not succeed in attracting niche candidates with professional and technical skill sets in highly specialized areas of industry. For that reason, we employ an experts-hiring-experts model to drive our success and choosing the right experts are key to that success. Our professional and technical client needs are sourced by recruiting specialists with real-world experience in their respective fields. By analyzing supply and demand metrics locally and nationally, we are able to locate specific talent where they reside so we can target candidates where we are most likely to find them.

Our specialized recruiting strategies employ a variety of relationship building techniques, including:

- **Niche networking:** We invite targeted candidates to attend educational sessions on topical subjects in their fields of interest, enabling our recruiters to the network. We also send emails encouraging them to apply for job postings online and alert them to various job fairs and academic events.
- **Designation of A-list candidates:** We designate candidates with high-end and difficult-to-find skills as A-list prospects, and then maintain regular contact with them to keep them engaged with TSCTI, assess their skills, manage their hiring process, and network with them.
- **Cultivation of career management:** We provide exceptional benefits and career life-cycle opportunities to sustain an employee base that remains with TSCTI year after year to work with prestigious clients that attract top talent.
- **Participation in trade shows:** Our professional and technical business units are represented at trade shows for a wide variety of the niche industries we serve.
- **Intern programs:** Several of our business units work with interns from colleges and universities that have leading programs in their respective fields, giving us a simple and cost-effective way to recruit tomorrow's top performers today.

Screening and selection

TSCTI's recruitment framework assures sourcing of quality staff at every step through resume review, individual interviews, background and reference checks, drug screening process. TSCTI implements a robust screening and selection process of personnel before assigning them to the Client's project. Whenever any requirement is received from the Client, the assigned Account Manager (AM) discusses the job description with Recruiting Manager (RM) and prepares the draft for internal recruitment purpose. Purpose of evaluation criteria is to identify whether the applicant has eligibility to work under the particular project or not. For evaluation purpose, recruitment official set up a framework of certain **"Must Have"** according to the job requirement.

Screening at TSCTI initiates with resume evaluation. Whenever any requirement is open, the RM follows a comprehensive approach to source the best resumes for the positions and evaluate resumes by the following key elements:

Resume Organization	• Is the resume presented in professional manners? • Is the information organized clearly and logically?

Dates of Employment	• Is the resume up to date? • Does the personnel currently have job or project? • What is the length of each job or project held? • Are there substantial gaps in the time between jobs? • What is the nature of an overall length of candidates' projects?
Experience	• Is there any explanation of previous projects and associated responsibilities? • Did the candidate have experience in particular industry, domain, tool, and platform (if required any)? • Did the candidate has use of all skills in previous/recent jobs that are requested by the client? • Is there any Considerable career shift to or from requested job profile?
Education and Certification	• Is the candidate has requested education or degree? • Is the candidate has requested certification? • Is the candidate has requested license?

Once the resume is evaluated, recruitment team conducts initial screening with candidates sourced through resume evaluation process. Initial screening is the process of validating the applicant information by confirming the information provided by a candidate on his/ her resume. During this phase, recruitment team identifies the qualified candidates through "Must Have" framework. Must-Have framework is focused on validating the information that is Required, Desired and Essentials for a successful placement. Standard "Must Have" framework table is provided to the right side:

Past, current and preferred location	Y	N
Recent experience	Y	N
Functional area & responsibilities	Y	N
Level/ Role	Y	N
Availability	Y	N
Total Experience	Y	N
Industry	Y	N
Similar projects	Y	N
Education	Y	N
Rate	Y	N

"Must Have" framework is set up after a deep analysis of the requirement and it covers each part of a project for a successful placement. Job applicants who meet the "Must Have" framework only considered for the further testing process. Recruitment team prepares the list of top rated candidates from the initial screening and share the report with "Testing Panel" for further testing of the candidate. "Testing Panel" is the group of TSCTI's Domain Experts, HR Managers, and Account Managers.

TSCTI's selection criteria comprise of the following tests:

- **Soft-skills Test:** The test designed to assess the candidate's interpersonal skills, communication skills, environment and business sector preferences.
- **Experience Test:** In this phase, the Testing Panel discuss candidates' past experiences—accomplishments and challenges alike—to discover skills that will enable them to thrive at the client project.
- **Case Test:** TSCTI believes that the best way to assess candidate problem-solving skills is to discuss a Client's existent business problem with candidates. This helps us to understand that how a candidate can:
  - Structure a tough, often ambiguous, business problem
  - Decide which issues are important to focus on
  - Deal with facts and data—and their implications (numerical and otherwise)
  - Formulate conclusions and recommendations to solve the problem
  - Articulate the thoughts during a fast-moving discussion
- **Problem-solving Test:** In addition to the Case interview, we ask candidates to take a multiple-choice test to demonstrate their analytical skills. It consists of questions, based on real client cases, with no business background required.

Online assessments
TSCTI utilizes the most advanced and highly efficient software testing programs available to analyze and test skills on numerous programs. The assessments (upon request) are administered through online testing tools such as Brainbench, IKM Teckchek, and Kenexa Prove It!.

Our testing tools are customized to each service line to mirror a common workplace, providing applicants with a realistic preview of the job, and TSCTI with a realistic preview of the applicant's abilities. Based on the needs of Client's position and each candidate's reported skill sets, we administer tests carefully targeted to determine the best available match for most any Client-specific position. Our full catalog of testing options is quite extensive, so we have provided the summary information below by skill set:

- **Financial/Accounting** – We offer more than 30 assessments that cover Payables, Receivables, Bookkeeping, Accounting, Financial Analysis, General Ledger, Payroll, Reconciliations, Audit, Budget Officer Skills, Bank Teller Skills, Loans and Financial Math, among others.
- **Administrative/Clerical** – Assessments include Word, Windows, Access, Excel, Internet Explorer, MS Project, Outlook, and PowerPoint. We also offer specialized office assessments for accounting or legal office skills. We offer an evaluation methodology for Microsoft Office applications that adapt to the level of your candidate's skill. Posting easier questions for wrong answers, and more difficult ones after every correct response, allowing the system to accurately determine skill level with fewer responses.
- **Laborer and Skilled Trades** – Assessments include Light Industrial Skills Analysis (LISA), Color Vision Evaluation, Purdue PegBoard, Assembly & Matching, Units & Conversion, Pick & Pack, Ruler – English/ Metric Units, Wholesale Distribution Knowledge, Mechanical Comprehension Evaluation, Count & Stack, General Maintenance, Safety, Basic Warehouse Knowledge, Shipping and Receiving. Whatever hard skills your job may require, TSCTI can provide assessments to deliver employees with the skills needed to hit the ground running.
- **Laboratory and Scientific** – This is a vast and complex labor category. As such, we customize candidate evaluation and screening based on client specific needs. Our specially trained and experienced recruiters work closely with the Clients to customize candidate evaluation and screening criteria, ensuring they meet the specific requirements of their assignments, projects, and environment. Every evaluation begins with a thorough review of technical education, professional credentials, and applicable work experience, followed by a detailed technical interview with an Engineering Recruiter to thoroughly explore their past technical work experience.
- **Information Technology** – Assessments can include Oracle DBA, Oracle PL/SQL, System Analysis and Design, C#, Cisco Network Design, Perl, HTML, Data Warehousing, VB.Net, Java, Data Modeling, .Net Framework, JDBC, Data Architecture, and Unix/ Linux. Our full complement of testing covers hundreds of technologies.

Subsequently, we perform background and reference checks to our candidates. Only, after successfully completing all these pre-qualification procedures, a temporary employee proceeds to join the Client.

5. What methods do you use to establish local wage levels and how often are these levels reevaluated?

The local wage rates are obtained by researching on a number of salary assessor tools like Economic Research Institute (ERI), Glassdoor, Indeed, National Compensation Survey (NCS), and PayScale. These

analytics portals also allow us to track types of candidates, and skill sets available in the local market.

To ensure wage levels establish accurately, our strategies include:

- A Compliance Manager (CM) to stay abreast of federal, state, and local employment laws and regulations.
- Membership with Society for Human Resource Management's legislative. SHRM also publish other useful newsletters and tools, allowing us to stay abreast of changing laws and regulations related to wages.
- Subscription to email updates from the Department of Labor.
- Routine audits to ensure that TSCTI is complying with the myriad of employment laws.
- A privileged compliance review conducted solely by employment law Compliance Manager

TSCTI ensures the County that we are up to date with federal, state, and local employment laws and regulations related to wage levels.

6. Describe your company's pre-employment requirements, including drug testing, background checks and employment eligibility (E-verify) process

TSCTI works with the Clients to establish business rules and customize background check process that meets our Client's requirements. Once a candidate is being selected by the Client, an independent third party agency performs a background check on the selected candidates. The candidate is notified and is required to sign a consent and authorization form as to the procedures set forth in our Background Check Policy. We notify the Client in writing regarding the result of the background checking conducted for a candidate. The candidates successfully clearing the background check to proceed to join the Client's project.

TSCTI's partnered agency have the resources to perform a variety of background checks at a local, county, and state level, including:

- Employment Check
- Reference Check
- Social Security verification
- Criminal Record Check
- Identity Check
- Academic Record Check
- Residence Check
- Database Check
- Civil Litigation Check
- Emerging Background Checks
- Credentials Check
- Social Media Check

Drug Test

TSCTI is committed to placing qualified employees and contributing safe, secure, drug-free workplaces to its clients. TSCTI uses a standard 5-panel urine screen based test for cocaine, marijuana, opiates/ morphine, amphetamines, and methamphetamines. Additionally, if requested by Client TSCTI conducts electronic drug screening and 10-panel drug test which includes:

- Cocaine
- Amphetamine

- Methamphetamine
- Opiates such as heroin, codeine, and morphine
- Phencyclidine or PCP
- THC (marijuana)
- Propoxyphene
- Methadone
- Barbiturates
- Benzodiazepines

E-Verify
TSCTI uses an Applicant Tracking System, JobDiva to verify employment eligibility and create the Form I-9. JobDiva allows our branches to confirm an employee's legal eligibility to work in the U.S. After verifying an employee's identity with the appropriate documentation and completing the Form I-9 electronically in the employee's presence, we auto-verify each employee's Form I-9 information directly with the Department of Homeland Security (DHS) and the Social Security Administration (SSA) through E-Verify. If an employee is not authorized to work in the US, TSCTI follows the government's strict process for resolving any issues or, denying employment.

7. Describe the benefits you offer temporary employees.

TSCTI understands that employees are the most important assets of a company, and we have policies in place to keep them motivated and compensate. TSCTI adheres to staff development policies that are focused on providing employees the essential services they need to succeed, including virtual assistants, talent transformation sabbaticals, expert guidance for fast-track growth, and democratic empowerment.

TSCTI provides a competitive compensation and benefits package. Our salary data is constantly updated based on industry surveys and the US Department of Labor Wage Reports. We provide flexible health benefits that allow our employees to choose from a variety of plans to meet their own needs and the needs of their families. Our family-friendly policies and programs help balance their personal and professional lives. Some of the benefits* included in our packages are:

Health and Wellness	Retirement & Pecuniary Benefits	Time-Off Benefits
✓ Medical Insurance ✓ Dental Insurance ✓ Vision Insurance ✓ Dependent Care Assistance Plan ✓ Employee Assistance Program ✓ Short Term & Long Term Disability ✓ Business Travel Accident Insurance	✓ Performance-based bonuses ✓ Employee Referral Award Program ✓ 360-degree Review ✓ Education & Training assistance ✓ Tuition Reimbursement ✓ Federal and state Unemployment ✓ Relocation Assistance	✓ Holidays benefits ✓

TSCTI has established many other employee recognition policies including quarterly, annually and on-the-spot awards. TSCTI continually reviews award criteria to make sure they are still relevant and conducts annual surveys with employees to get feedback on this program and for improvements. Additionally, we provide a full internal training program as well as a certification and education reimbursement plan, putting our employees on a path of growth & professional development.

*Only after completing 2000 hours with TSCTI, an employee is eligible for the benefits.

8. Describe your company's client follow-through process for finding an employee and follow-through during employee's assignment.

Pre-placement
According to our "Quality Implementation Process", we begin the contract with a kickoff session with the Client to introduce our team and set the stage for our partnership. During this meeting, we discuss Client's objectives for the program to determine the services required to best meet the objectives. Also, we determine the nature and scope of the work. As our management approach is proactive, we conduct needs assessments to assess the business environment to ensure that all necessary controls are incorporated into the scope.

During the candidate sourcing phase, we discuss each order with Client's Hiring Manager or their designee to gain a full understanding of their need so that we provide the staff that best matches their requirements. We also advise, recommend and provide feedback that is helpful to our Clients. We are experts in the staffing business and have serviced over 300 governments agencies since inception. Through this extensive experience, we have gained a valuable insight into the staffing industry and the best strategies to attract and engage quality temporary employees across all skill sets.

On a regular basis, TSCTI's Account Manager (AM) provides a formal update on the status of the search, including potential candidates expressing interest in the position and our evaluation of candidates we have interviewed. Prior to and throughout the assignment, the AM have meetings with Client's Hiring Manager and the temporary staff, ensuring that expectations on both sides are fulfilled are fulfilled.

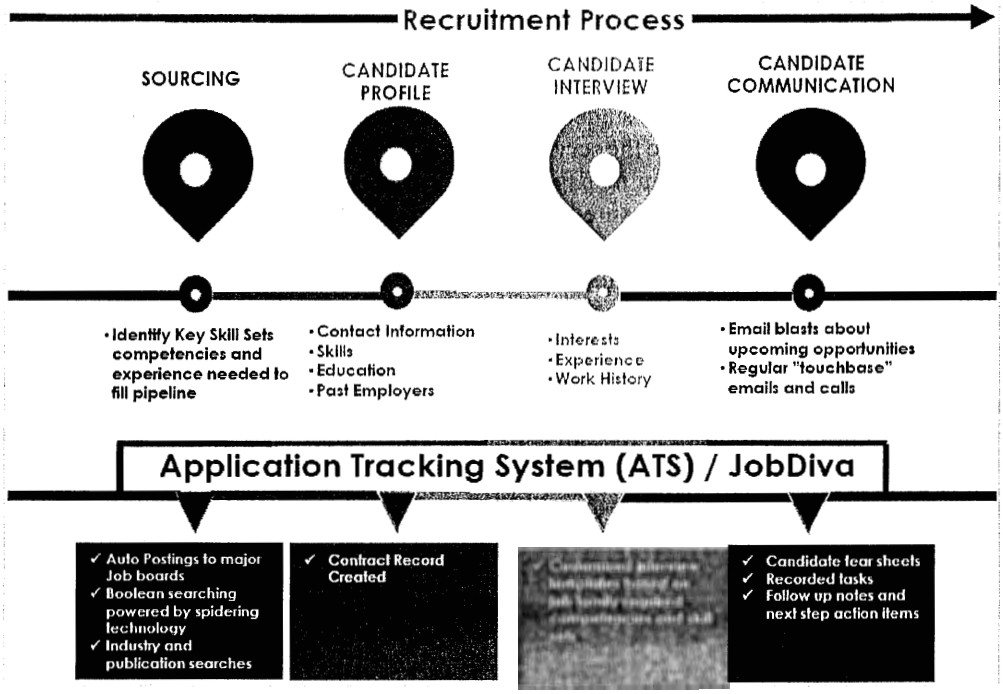
Post-placement
Once a temporary staff is placed on the Client's project, TSCTI proactively tracks the success of each staff's assignment, and have preventative measures in place to ensure their quality performance. The client-care team at TSCTI get in a regular touch with Client's project supervisor to get the status about staff performance during the assignments. Also, we regularly send follow-up e-mails to our Clients on a regular interval of time. Communication methods includes:

- First-day arrival calls for new assignments to confirm that our temporary staff has arrived safely, on-time, and meets your expectations.
- Weekly follow-up emails by TSCTI's Client-care team.
- Periodic quality-control calls during an assignment to ensure that our employee is performing to your expectations.
- Communication through scheduled business reviews by the AM.

9. Describe your company's methods for solving particularly challenging staffing assignments/ large orders/ emergency requests.

To ensure that the qualified staff is available to our Clients in contingency situations, TSCTI uses its proven and proactive approaches, processes, and tools practiced for over 20 years. TSCTI builds a customized staffing program to meet the preferences of the Client. In addition to our current pool of employees in the state of AZ, we will develop a targeted and proactive recruitment plan based on your specific staffing needs to build a pipeline of qualified candidates to leverage as your needs arise. Our staffing programs are customized by the client, and a great deal of time is spent during implementation understandings your needs for temporary staff (typical skill sets requested, frequency, length of notice, length of assignment, quantities, and seasonal fluctuations) to anticipate changes and develop the most effective recruitment and engagement plan.

Outlined below is the summary of TSCTI's recruiting approach and sourcing channels for handling such scenarios.



To ensure quality candidates within a few hours' notices, TSCTI utilizes a Candidate Pipelining process that ensures the right candidates are consistently being sourced, interviewed and kept on our virtual bench. This process is powered by TSCTI's robust Applicant Tracking System (ATS) JobDiva that enables our recruiters, within a few keystrokes, to post to job boards, search multiple locations on the web, proactively recruit passive candidates, customize interviews and capture candidate information, and schedule follow-up conversations with candidates to ensure they remain engaged and up-to-date on the most recent opportunities.

Redefining the standard for cutting edge technology and innovation, JobDiva is the leading global Applicant Tracking System and front-to-back Talent Management solution, serving 20,000+ global staffing professionals who support the Fortune 500.

JobDiva is the ultimate solution that streamlines all our recruitment and staffing needs, by integrating our subscribed job boards (Indeed, Monster, CareerBuilder, ZipRecruiter, Craigslist, Dice, and LinkedIn). By placing recruitment, sales, back office and management into one workflow, JobDiva lifts TSCTI to a higher level of productivity. The unique, patented ***"skills by years of experience"*** *search technology makes JobDiva an ultimate staffing solution.*

*More than any other ATS, JobDiva automates hunting, sourcing, data maintenance and the other tedious aspects of the recruiting workflow. JobDiva harvesters seek resumes that meet the recruiter's list of required skills for a particular job. JobDiva then parses the resumes and automatically adds them to TSCTI's database as Candidate Records. 24*7, JobDiva harvesters work silently in the background, intelligently considering what kind of candidates our recruiting team is seeking and then importing them from our subscribed job boards for TSCTI's exclusive use in the resume database. JobDiva harvesters manage our job board accounts in the most intelligent manner while also helping grow TSCTI's proprietary database of qualified staff.*

When recruiting for high-volume or sudden needs, our core processes remain the same, but we mobilize resources very quickly and cast the net much wider. We use the following resources to respond to requests for large, emergency, or hard-to-fill staffing orders:

- **Existing Resources:** Because we already work with a large number of clients, our existing employee database will provide an excellent start in filling the County's job requests. TSCTI maintains a database of over 1.5M candidates, along with a strength of 2050 active consultants all across the USA. We can utilize this network to quickly fill urgent and large staffing requests.
- **Current Assignments:** To increase the speed of filling the County positions, TSCTI will first look to contact candidates that have recently ended their assignment in the County and are qualified for the opportunity. These candidates have already successfully completed the screening criteria required for an assignment at the County and have experience working for you. We will also assess existing candidates on assignment with the County to identify if any are at the end of their assignment and can be moved to the new opportunity. If previous the County contractors are not available, TSCTI will locate candidates that have recently passed similar screening criteria for other clients. Once candidates are identified, TSCTI will work with the County's representative to ensure the candidate is on-boarded by the required start date; gaining any necessary exceptions that may be required.
- **Other Branch Assistance:** Our entire network of branch offices is linked to the same database of employees. As necessary, we can conduct a nationwide search for highly specialized skill sets, or request assistance from neighboring branch offices to staff large projects.
- **Subcontracting Partners:** As necessary, our established subcontracting network can also assist TSCTI in filling the County's job requests. We choose our subcontractors based on their ability to provide the level of staffing you may require and hold them to the same standards you expect from TSCTI.

Recruiting staff in contingency situations requires a specialized approach. In today's competitive market, "post a job and wait" strategies for recruiting staff do not work. You need a strong proactive approach to reach the highest quality candidates. When you select TSCTI as your workforce solutions provider, the staffing strategy we develop for the County will employ a variety of techniques proven to deliver candidates with the specialized skill sets you need.

10. What are your normal company business hours? If an emergency arises outside of these hours, describe your processes for servicing a public agency.

TSCTI's usual business hours are from 09:00 AM to 05:00 PM EST. Within this time, the assigned AM will be present keenly with the County to identify the project's needs and to provide best resources for the needs. He will be available through different modes of communications (e-mail, IM, and call), ensuring that the County have continuous communication channels open for any requirement.

To offer after-hour services to our Clients, we provide toll-free hotline support 24x7, Mon-Fri. Located at our headquarters, Somerset (NJ), the hotline staff answers Client queries and helps to meet their urgent requirements. In case of telephone or voicemail message during the weekends, we guarantee a response time of 60 minutes. With this continuous communication, we ensure an immediate response time to our Clients. Detailed service approach is as follows:

TSCTI assigns a **Client Engagement and Delivery Office (CEDO)** for Client's contract to provide regular and after-business-hours support. CEDO will empower TSCTI to respond quickly to all Client's requirements and queries, with turnaround time as little as 12 hours for job requirements. CEDO at TSCTI is focused on adding values and delivering the temporary staff "whenever you need" through a deep understanding of the experience, skills and other details for successful deployment and project completion. CEDO ensures a perfect match with continuity at a place using an innovative, best in class 24x7x365 recruiting and deployment engine, complemented by internal teamwork to validate candidate and background, deployment, candidate replacement, change management, and timesheet management &

administration.

The CEDO is responsible to provide:

- Availability of the consultants for in-person interviews or according to Client's needs.
- End to end resource management including compliance, onboarding, training and development, off-boarding and candidate replacement.
- Pre-screened temporary staff's database and access to the passive consultants available only to TSCTI.
- Availability of consultants for projects meeting the duration and schedule requirements set by the Clients.
- A robust Applicant Tracking System (JobDiva), that covers the entire sub-vendor management process.
- Customized invoicing.
- Strong compliance group to eliminate the risk of co-employment claims by consultants.
- Payroll Services as requested.
- Time and administrative cost saving. All timesheets management, consultant query handling, and other administrative processes are handled by TSCTI, at no additional cost.
- Comprehensive analytics and reports to objectively measure quality, responsiveness, and success of each deployment.
- End to end resource management including compliance, onboarding, training and development, and off-boarding.

11. Describe your turnaround time after receiving an order.

- A team of 158 domain-specific recruiters
- Dedicated account management model for contracts
- A proprietary database of 1.5M prescreened resumes
- Over 1800 temporary employees working on various client's projects
- Wide-ranging sourcing channels

All these elements make TSCTI capable to deliver the resume of a prescreened candidate to the clients within 24 hours of time frame. We can also fulfill same-day orders. Our primary objective is to meet your needs for IT staffing services on a timely basis—and our sourcing channels are designed to deliver on that commitment.

12. Describe your on-time fill ratio overall by job level as set forth below:
    a. 1 – Entry level with college degree or 1 year experience
    b. 2 – Mid Level with college degree and 2 year's experience
    c. 3 – Expert with college degree and 4 year's experience

TSCTI has the ability and experience to provide qualified temporary staff for short and long-term assignments. Our overall on-time fill ratio across all service levels is 98.3%. Of these fills, our assignment completion rate is 95.6%.

- Entry-Level- 4:5
- Mid-Level- 4:5
- Expert-Level- 3:5

13. Provide 2 sample resumes for each of the following levels/areas:
    - Client Services Tech
    - System Administrator
    - Developer
    - Analyst
    - Manager (Refer to Relationship Manager and/or Supervisor positions for preferred qualifications)

Detailed resumes of each temporary consultant is provided under Appendix section.

Position Grouping		Position	Candidate Name
Client Services Tech	**ITD – Client Services**	Field Tech Lead	Tony Brown
	ITD – Client Services	Senior SCCM Tech	Stan Lumbra
System Administrator	**ITD – Applications Support**	System Administrator	Gerald T. Ziegler Jr
	ITD – Infrastructure	System Administrator	Chad Smith
Developer	**ITD – Applications Development**	Data Structure Developer	Mezgebu Lisanework
	ITD – Applications Development	User Experience (UX) Developer	Jeffrey Sykes
Analyst	**ITD – Security**	Technical Support Analyst Senior	Adam M. Mattson
	ITD – GIS	Data Analysis and Cartography	Jorge G. Orozco
Relationship Manager	**ITD – Relationship Management**	App Analyst	Robert W. Key
	ITD – Relationship Management	Relationship Manager	Abhijit Revankar

14. Provide examples of successful project implementations, the role on the project, and the scope of the project by temporary employees your company has placed.

TSCTI holds over 20 years of experience in providing similar services to various Federal, State and Local Government agencies across the nation. With D&B Open rating score of 92, we have been successfully serving the customer with high level of customer satisfaction. In the year 2017, we placed more than 1000 IT consultants on our contracts with public-sector agencies. Some of the detailed project descriptions are as follows:

Name of Client	Department of Transportation, WA
Location	310 Maple Park Ave SE, Olympia, WA
Service Dates	2007 – Present

Job Categories placed by TSCTI

The IT Professional Service program was established by Department of Transportation, Washington (WSDOT) in 2007 in order to improve efficiency when the state has a need to secure IT contractors to provide certain information technology professional services. We have provided IT personnel for various categories to the Department of Transportation, WA, including but not limited to Quality Assurance Engineers, Business Analysts, Project Managers, Support Specialists, Network Administrators, GIS Analysts, Software Engineers, System Administrators, Database Administrators, Technology Trainers and Collaboration Specialists.

- Business Analysts
- Project Managers
- Support Specialists
- Network Administrator

- Software Engineers
- System Administrator
- Database Administrator
- Technology Trainers

Assignment scope

Project Name: Construction Impact Analysis
Project Overview: The Construction Impact Analysis project will automate coordination of traffic disruptions caused by WSDOT, City & County roadway construction projects within the Puget Sound Area. The goal of the CIA tool is to develop and implement a software tool to support new processes that will provide WSDOT staff the ability to analyze, communicate, coordinate and reduce, where possible, the anticipated impact that roadway construction project schedules will have on traffic flow.
Services Performed:

- Designed and implemented user-interface screens using.Net technologies: ASP.Net and C#.
- Designed and implemented the n-tier architecture. (Presentation layer, business layer, data layer).
- Elicit, understand & document complex business processes and translate them into solutions.
- Interact and consult with senior and midlevel managers of WSDOT business units and SME's.
- Participate in workshop/interview meetings with business/application owners and end users.
- Effectively manage time to assure commitments are met on time.
- Application Integration of ESRI products, .NET environments, and third-party tools.
- Source code repository check-in processes.
- UML documentation including; Use Cases, Storyboarding, and Wireframes.
- Technical documentation and Unit tests.
- Other project related documentation as required by the IT Project Office Manage.

Project Name: WSDOT Ferries Vehicle Reservation System
Project Overview: The VRS Project is vital to the efficient utilization of assets managed by the Washington State Department of Transportation. The system is currently under development using a combination of tools, including C#, asp.NET, and Enterprise Architect. Portions of the solution will also be integrated with programs written in Embarcadero Technologies' Delphi 4GL.
Services Performed:

- Independently plan, manage and execute the testing of the developed software.
- Learn the documentation tools used by WSDOT.
- Utilizes expert knowledge of testing techniques and methodologies to manage and execute functional software testing.
- Assist Ferries Division business teams with User Acceptance Testing and IT system implementation and integration to ensure that customer requirement are met.
- Interact and consult with the Project Manager, developers, and Ferries Division business teams concerning testing status, bugs, and requirements clarifications.
- Responsible for the development of a test plan.
- Responsible for the development and execution of test scripts.
- Responsible for documentation of bugs found during testing and communication regarding same to the Project Manager and developers.
- Manage project bug tracking and resolution processes so that a consistent, documented process is used and followed.
- Maintain open channels of communication between team and management.

Project Name: Electronic Fare System and Regional Fare Collection System Field System and Support
Project Overview: The Washington State Department of Transportation (WSDOT), Office of Information Technology (OIT) requires experienced for Workstation Installation and Support for the Ferries Division Electronic Fare System (EFS) and Regional Fare Collection System. WSDOT maintains a sophisticated network of point-of-sale and admission control devices throughout the Puget Sound Region at its 20 terminals. These devices are Windows XP-based computers with special devices (cash registers, turnstiles, ticket vending kiosks, for example) connected via serial ports to those computers. These devices require break-fix and preventive maintenance support by technicians with experience in supporting the software and hardware involved.
Services Performed:

- Using industry best practices to determine problem root cause & likely solutions for problems that are observed in the EFS ticketing & RFCs "ORCA" smart card hardware & software environment.
- Executing the procedures determined appropriately in consultation with the manager of revenue systems or his/ her designee.
- Managing repair and returns of system hardware components directly with manufacturers and resellers or through a third party agent.
- Test various software and hardware combinations and internal configurations as a part of determining the cause of a fault or problem.

Project Name: SQL Server Database Support
Project Overview: Implementation of data architectures, security policies, and data extraction and loading routines.
Services Performed:

- Created, expanded, renamed, moved and dropped databases.
- Added and changed SQL Server logins and users.
- Developed load procedures to import data from other systems.
- Performed database backup and recovery procedures.
- Administered the SQL Reporting Services environment.
- Monitored, managed & maintained SQL Server databases for efficient & effective operation.
- Created & troubleshot SQL stored procedures to ensure accurate & timely database performance.
- Provided database support for WSDOT client/ server and Internet/Intranet applications.
- Analyzed and solved database related issues.
- Managed server space requirements and the proper use of storage.

Project Name: Washington Intelligent Transportation Network (WITN)
Project Overview: Provided network system analysis services to the Washington Department of Transportation. The intent of this project is to document the status of the Washington Intelligent Transportation Network (WITN) and develop a network design to improve administration, security, and document TCO (Total Cost of Ownership) for connection to the State Governmental Network (SGN). The network design allows for a more accurate cost projection of re-architecting the WITN and connecting to the SGN.
Services Performed:

- Developed WSDOT SGN project plan.
- Developed project resource plans, schedules, and budgets.
- Elicit business requirements from clients to define & document system requirement specifications.
- Documented the existing WITN and develop an ongoing process to maintain accurate up to date network documentation.
- Established user interest, support & acceptance of the project. Involve the customer project manager & other users in development & review of project plans & deliverables.
- Identified critical business functions, network security concerns and issues with policy and best-practice compliance.
- Developed an integrated network design that supports critical business functions, improves security, complies with policies & best practices & allows WSDOT to connect to SGN.
- Implemented new design & managed project change control & issue resolution processes.

Name of Client	City of Phoenix, AZ
Location	200 W. Washington St., Phoenix, AZ 85003
Service Dates	Mar 2009 – Present

Job Categories placed by TSCTI

The city of Phoenix developed QVL to acquire IT staff from preselected vendors when sufficient city resources to adequately support related projects are not available to undertake and complete required work within the time frame necessary. This program simplifies the overall acquisition process for professional services as well as reduces the time and costs involved for both Purchasers and the vendor community. This process is very similar to State requirement whereas, the City of Phoenix sends Request for Resources with required skills and details of the project to all pre-selected vendors. Vendors submit the response with resumes and rates to City of Phoenix and City of Phoenix award contract to one of the vendor. We have provided and are still providing IT staffing services to City of Phoenix for various categories mentioned below:

- Quality Assurance Engineers
- Business Analysts
- Project Managers
- Support Specialists
- Network Administrator
- GIS Analysts
- Software Engineers
- System Administrator
- Database Administrator
- Technology Trainers
- Collaboration Specialists

Assignment scope

Project Name: Remote Inspection Tool
Project Overview: To provide lead support for the network infrastructure throughout the Aviation division and Sky Harbor Airport. Recommendations as well as plans for implementation. Also, to lead the implementation of various projects.
Services Performed:

- Support, and implement changes in an MPLS environment.
- Support OSPF, iBGP, and EIGRP routing protocols.
- Support switched infrastructure, utilizing MST, PVTS+, and RPVST+.
- Provide proper network security measures to protect critical networks.
- Support monitoring applications.
- Support Cisco wireless LWAP environment.
- Support AAA servers.
- Support ASA firewalls, including VPN and client VPN connectivity.
- Support IPS environment.
- Perform critical changes to existing networking environments.
- Document network environments and changes.

Project Name: CNRP - GIS support
Project Overview: Community Noise Reduction Program (CNRP) GIS support
Services Performed:
Data maintenance and mapping to support CNRP's Voluntary Acquisition and Relocation Services (VARS) and Sound Insulation Mitigation Services (SIMS) programs:

- Acquire parcel feature data from county and tabular CNRP data.
- Produce maps showing current or proposed parcel status.
- Update mobile field module (used by CNRP staff to capture parcel status in the field) from ArcIMS to ArcServer.
- Update CNRP mapping website.

Help Desk:

- Resolve incoming help desk tickets for CNRP issues.

Other duties as assigned:

- Data capture of airport features.
- Quality control of data capture performed by other staff.
- Program custom tools for ArcGIS Desktop using VBA or VB.Net.
- Conversion of CAD data to GIS.
- Ad-hoc map requests.

Project Name: CNRP Application
Project Overview: Oversee the helpdesk system
Services Performed:

- Oversaw the helpdesk system for the CNRP Application. All helpdesk tickets submitted will automatically be forwarded to support personnel.
- Work on any outstanding helpdesk tickets that were no completed by the last consultant. This required setting up a SQL Server database to house the last client's helpdesk system.

- Meet with CNRP Staff on a monthly basis to review outstanding request, completed request, and new requests.
- Maintain database, add /remove users, bulk upload of data when necessary.
- Perform new customization of forms for the SIMS module. This will require modifying forms, creating new forms, developing new workflows and functional requirements documentation.
- Help with any custom mapping request submitted through the helpdesk and meetings.
- Perform training for City and CNRP staff (includes consultants).
- Writing new procedure documentation for the CNRP application.
- Review 2 new applications for replacement of the Volunteer Works application. This requires understanding both applications so they can be reviewed with Volunteer staff and understanding how to customize each application for their needs. Once that is complete, help staff understands the pros and cons of each application for the decision process.
- Learning InfoPath and SQL Report Server.

Project Name: GIS Web Portal
Project Overview: Projects consist of updating and revising GIS data to be created and maintained by the City of Phoenix Aviation Department. Data will be checked for inclusion in the City's GIS web portal.
Services Performed:

- Check data sets for accuracy.
- Load or create new GIS data.
- Revise data upon meeting with department heads.
- Create metadata detailing data creation efforts.

Project Name: PeopleSoft Time and Labor and Absence Management
Project Overview: Management of application deployments, operational processes, policies, and standards to support the needs of the internal City of Phoenix internal and external customers. Also to provide production support by analyzing, programming and testing solutions to complex production problems as well as correcting data in critical situations. Project included:
Part 1: PeopleTools Upgrade from 8.49 to 8.50.13
Part 2: PeopleSoft HRMS Upgrade from 8.9 to 9.1
Services Performed:

- Assisted with the technical support of the City of Phoenix Current HRMS 8.9 PeopleSoft system.
- Responsible for environment creation, requesting database refreshes, change management, migration of objects/code, performance tuning, and production support.
- Deployed, configured and debugged issues relating to BEA Weblogic Web servers and Process Scheduler Servers.
- Provided expert troubleshooting for isolating technical problems in the PeopleSoft Internet Architecture including Oracle databases, tuxedo application servers on UNIX, process schedulers on both UNIX and NT and Weblogic configuration.
- Assisted with capacity planning, disaster recovery, and load balancing activities.
- Worked on all phases of a project -- development, testing, production support, etc.
- Provided quality formal and informal documentation consistent with the organization standards.
- Acquired, administered & applied application patches.

Name of Client	Department of Transportation, NC
Location	7605 District Dr, Charlotte, NC
Service Dates	Apr 2008 – Present

Job Categories placed by TSCTI

The Short-Term IT Staffing Contract was established to facilitate the procurement of IT supplemental staffing services in a rapidly changing environment. In order to improve efficiency when the state has a need to secure contractors to provide certain information technology professional services. Under this Staff Augmentation program, multiple vendors have been selected for the eligible vendor's list under nineteen (19) different support service categories which have been used by State agencies, community colleges, universities, institutions, counties, municipalities, public schools and other local government entities participated in this contract at their option. 22nd Century has provided IT consultants to North Carolina Department of Transportation on many positions, including:

- IT Security Analysis
- Network Security Services.

- Technology Advisory Services

Assignment scope

Project Name: DMV Modernization Program
Services Performed:

- This position to provide information security policy, process, procedure and application consulting to the NCDOT DMV.
- A supporting agency with advanced knowledge and direct experience in developing information security policies, standards and procedures for large organizations as well as consulting on network and application development & support with a focus on information security.
- This resource providing information security consultation and analyst services to a large multi-departmental organization, and have significant experience presenting and effectively communicating to all levels of the organization including senior management.
- This resource also responsible to Intrusion Detection & Prevention Systems (IDS/IPS), Firewalls & Log Analysis, Security Information and Event Management (SIEM), Network Behavior Analysis tools, Antivirus, and Network Packet Analyzers and malware analysis.
- Responsible regarding TCP and IP protocol suite, related security architectures, and remote access security techniques and products.
- Implementation of security devices and applications to monitor and review network, servers, and applications.

Project Name: Network Security Services
Services Performed:

- This position is a senior Cisco network and firewall engineer responsible to supporting the NC Office of Information Technology Services (OITS) redesign and implementation of the NC OITS firewall infrastructure that supports all NCDOT data and voice network services in the field and at NC OITS data centers.
- Providing consultation, design, and implementation support of new configurations and policy as the prior architecture is migrated to the new data center solution that OITS is designing and deploying.
- This staff is responsible for Cisco data, voice and specifically ASA firewall designing, implementing and maintaining complex data center environments, utilizing the latest Cisco ASA firewall, LAN switching and routing products, software, and technologies.
- Performing analysis and assessment as-built Cisco ASA firewall policy, identifying opportunities and designing new policy as needed to support policy goals/requirements and the new infrastructure architecture.
- Worked on the latest data center firewall and LAN switching technologies.
- This staff is part of a team of NCDOT network engineers supporting a mixed environment of Cisco, Avaya (formerly Nortel Enterprise) LAN equipment, Riverbed, and Meraki products in the NCDOT network infrastructure which may contribute to the design and implementation considerations.

Project Name: IT Security Analysis
Services Performed:

- This is IT Security Analyst position which is responsible for assisting Information Security Analysts with Vulnerability & Threat Management Program tasks, including performing vulnerability assessments of networks, application, and workstation compliance configuration.
- Develop, execute and document vulnerability management procedures
- Plan and implement Network Vulnerability Scanning for NC DOT infrastructure
- Plan and implement Application Vulnerability Scanning for NC DOT infrastructure
- Wireless & Rogue Access Point Scanning
- Implement and maintain security within the NCDOT environments, perform vulnerability and risk assessments, develop information security policies, standards and procedures (PSPs), and assist in training employees.
- Assisting to implement and monitor environments using IDS/IPS, SIEM, employee awareness training, anti-virus, monitor security events, and use network packet analyzers and other technologies.
- Position provides input into the creation of hardening standards, researches security best practices and other industry security trends to use as input into the improvement of Agency Information Security Program.
- Participates in Information Security Incident Management processes.

Project Name: Technology Advisory Services
Services Performed:

- This position is for Technical Lead for Identity and Access Management (IAM) within the NCDOT SOA Center will assist the State IAM Discipline Lead in development of policies, processes, and procedures in the following areas: Operations, delivery, support and introduction of new sub-disciplines within IAM.
- Assist with "operationalizing" the new Identity and Access Management Platform and work with other SOA Center Discipline leads to define shared processes.
- Serve as a backfill for the State IAM Discipline Lead to current management coordination and business analyst duties in another line of business initiatives.
- Solving a variety of problems that require the examination of data and processes to determine the most suitable course of action.
- Accomplished a large variety of tasks individually and also to guide the work of other staff in the accomplishment of the stated goals.
- Technical review accomplishments to assure that program missions and goals are being met.
- Reviewing the work of subordinates to assure high quality, quantity and efficient operation, when projects or work tasks are completed.
- Planning and organizing skills with an ability to translate organizational technical goals into operational plans.
- Develop or ensure the development of rules, standards & guidelines to determine applicability in controversial or precedent-setting situations.
- Demonstrate strategic leadership in working with the State IAM Discipline Lead to weigh alternatives and consequences and to make informed decisions on long-term operational issues.
- Plan proactively to implement and forecast organizational success related to the introduction of the Identity and Access Management Discipline at NCDOT.

Name of Client	Washington Metropolitan Area Transit Authority, DC
Location	600 5th Street, NW, Washington, DC
Service Dates	Nov 2009 – Present

Job Category(is) placed by Service Provider

WMATA is seeking a contractor to provide IT temporary services related services for handling its projects. 22nd Century is designing, implementing, and supporting security solutions to protect networks from both external and internal threats. We are applying Risk Management Framework for Information Systems in collaboration with information system owners. We are also supporting this initiative by documenting the organization-identified common controls in a security plan prescribed by WMATA. 22nd Century has provided IT consultants to WMATA on many positions

- Network Engineer
- Project Manager
- .Net Developer
- Documentum Developer
- QA Analyst
- Documentum Administrator
- Sr. Captiva Specialist

Assignment scope

Project Name: Supporting Documentum for EMI Users and Rail Group users.
Services Performed:

- Perform Documentum Architecture Assessment for Hardware and Software improvements.
- Integrating Scanning solutions to Documentum through Kofax & EMC Captiva.
- Supporting and Training Users for Kofax - Documentum scanning for Flatbed Scanners from Fujitsu and Wide Format Scanners from Context.
- Developing, customizing and troubleshooting workflows.
- Using Process Builder and Forms builder to provide Workflow solutions.
- Developing and customizing a custom module in Webtop to handle a department specific functionality. This module is for handling certain internal cases at the WMATA.
- Providing support to the Production Team for Documentum for all kinds of troubleshooting.
- Planning for Documentum 6.6 Upgrade.
- Customizing InputAccel & Documentum for the HRMS Group
- Customizing Webtop for all users.
- Supporting Documentum Staff for Webtop issues and other Documentum related issues

Project Name: Building network infrastructure
Services Performed:

- Review of design documents
- Design and design documentation
- Coordinate all stakeholders and vendors
- Procurement of necessary equipment
- Deployment of network infrastructure
- Testing of network infrastructure
- Support of network infrastructure.

Project Name: Upgrade passenger information display system
Services Performed:

- Designed and Developed Test procedures, Test plan for all software releases.
- Lead entire product testing efforts, co-coordinating the activities with different teams and act as a point of contact between WMATA and implementation partners
- Provide signoffs on the final software testing phase.
- Certify that the end software product meets all the required criteria and it is fit to be moved into the production environment.

Project Name: Development of a mobile device interface
Services Performed:

- Development and Execution of Mobile App Test Cases.
- Development & Execution of SharePoint 2010 upgrade Test Cases.
- Development & Execution of Automation Test Cases using QTP.
- Deploy test plans for operating environments.
- Deploy test plans for applications.
- Deliver reporting on test results in order to enable efficient defect repair.
- Propose system enhancements as needed.
- Propose and deliver revisions to work-flows as needed.
- Manage automation processes using HP Quick Test Pro

Project Name: Implementation of the new operational reporting system
Services Performed:

- Developing Oracle/ SQL/ Java applications for system integration
- Proactively resolving production and potential system problems
- Formulating and developing system/ sub-system architecture deliverables
- Training of staff on the management of the integration
- System administration and general operation support
- Creating, updating and maintaining documentation and procedures

Name of Client	Palm Beach County, FL
Location	301 N. Olive Avenue, West Palm Beach, FL
Service Dates	Apr 2007 – Present
Status	Active

Job Categories placed by TSCTI

Palm Beach County, FL selected vendors for Information Technology Professional Services Contracts. The purpose of Information Technology Professional Services Contracts is to provide contract personnels for information technology projects for any county agency. We have provided and are still providing IT services to Palm Beach County for various categories mentioned below:

- Business Analysts
- Project Managers
- Support Specialists
- Network Administrator
- System Administrator

- Database Administrator
- Technology Trainers

Assignment scope

Project Name: Human Resource Information System
Project Overview: Human Resources and ISS have finished the design and programming of a variety of personnel-related forms and processes, including:

- Leave Requests.
- Travel Request/Reimbursement.
- Tuition Reimbursement and Mileage Reimbursement.
- Online Employment Applications.

Enabling employees to complete these forms online will eliminate literally tens of thousands of paper documents processed each year by County departments. Further, completed and in-process forms will be stored in a repository to enable quick retrieval of both archival and current documents. Other workflow efficiencies will include in-box routing for online approvals, automatic transfer of information from existing data (e.g., employee name, organization unit, budget accounts, rates, etc.), and digitally scanned attachments for travel reimbursement requests. The plan is to implement the new forms on a pilot basis with a small group of departments (including ISS and Human Resources) to test, fine-tune, and finalize these applications.
Services Performed:

- Created a new Announcement module to show latest updates on the existing applications and anything new added to the project.
- Fixed some bugs on existing applications.

Project Name: Palm Beach Broadband
Project Overview: Planning WiMax as part of the infrastructure, using the School District education based frequency spectrum. Installing WiFi networks in high poverty areas in collaboration with the School District Digital Inclusion project to bring computers and broadband to impoverished neighborhoods.
Services Performed:

- Negotiated agreement between the Florida Lambdarail and Palm Beach County for Internet and Internet2 access for all agencies.
- Conducted technical analysis of WiFi client products.
- Successfully a WiFi project that included the installation of antennas, as well as the training and distribution of computers to high poverty students.
- Successfully negotiated technical issues between the School District and Palm Beach County in order to move forward with a project to connect schools with a 1 Gbps fiber connection. This is an ongoing, multiyear program.

Project Name: Tax Collector Web Application
Project Overview: Provided services for design and development of Tax collector web application using Visual Studio2005, Oracle10g and AJAX, thereby allowing customers to pay taxes online.
Services Performed:

- Interacting with the business team for requirement gathering and analysis.
- Implemented design & architecture standards, developed an architecture blueprint & streamlined high-risk architecture components into proof-of-concept studies to mitigate risk.
- Re-architecture processes by defining standard interfaces & designing more scalable processes to enable the system for near-real-time integrations using integration technologies.
- Defined and implemented Sox compliant business processes for application team adoption of this solution.
- Defining technical architecture, database schema design, the design of UI framework.

Name of the Client Organization:	Office of Information Technology, Prince George's County, MD
Address:	9201 Basil Court, Suite 250, Largo, MD 20774
Contract Type:	Firm Fixed Price
Period of Performance:	06/15/16 - 06/30/16

Description of Services Provided:

TSCTI has provided Applications Development & Deployment, Database Administration and Maintenance support to all the applications (mainframe, client/server, and web) under the Office of Information Technology (OIT). During our extensive association, the County has improved it's nationwide ranking on Annual Digital Counties Survey from 9 to 2.

TSCTI 's current and past services to the County include:

- Applications Development
- Database Administration
- Documentation Management
- Content Writing
- Network Engineering Services
- Project Management
- Help Desk Operation
- Computer Resources Support Services
- Process Improvement
- Technical Writing
- Security Management
- Training Services
- Training Support
- System Administration
- Quality Assurance
- Mainframe applications maintenance
- IT Operations Support
- Enterprise Architecture Assistance

Name of the Client Organization:	Washington Suburban Sanitary Commission (WSSC)
Address:	14501 Sweitzer Lane, Laurel, Maryland 20707
Contract Type:	Firm Fixed Price
Period of Performance:	07/03/13 - 12/31/16

Description of Services Provided:

22nd Century 's team of consultants have provided critical IT support across several projects at Washington Suburban Sanitary Commission (WSSC), as detailed below.

22nd Century 's services include:

- Applications Development
- Network Engineering Services
- Subject matter Expertise
- Content Writing
- System Administration
- Help Desk Support
- Business Analysis
- Database Administration
- Technical Writing
- Training Services
- Training Support
- IT Customer Support
- Quality Assurance
- Enterprise Architecture Assistance

Name of the Client Organization:	University of Maryland University College (UMUC)
Address:	Administration Building Room 4113, 3501 University Blvd East Adelphi, MD 20783
Contract Type:	Firm Fixed Price
Period of Performance:	November 2016 - Present

Description of Services Provided:

TSCTI 's team of consultants have provided critical IT support across several projects in University of Maryland University College (UMUC), as detailed below.

22nd Century 's services include:

- Applications Development
- Network Engineering Services
- Senior Marketing Writing and Editing
- Graphics Designing
- System Administration
- Help Desk Analysis
- Production Specialization
- Database Administration
- Senior Writer/Editorial
- Training Services
- Web Content Analysis
- IT Technical Support
- Project Management
- Quality Assurance Analysis

Client's Name	Sierra Joint Community College District, Business Services – Building U, 5000 Rocklin Road, Rocklin, CA 95677
Title	Information Technology Consulting & Technical Services
Duration	September 10, 2016, to Present
The scope of Work:	

The District was seeking proposals from qualified consulting firms to provide technology and project services on a variety of District systems including but not limited to IT, Student Services, and Financial Aid. TSCTI is assisting with technology and operation including but not limited to Banner® and related systems, strategic planning, infrastructure development and business process analysis. Additionally, we provided support to implement new features and functions leveraging our investment in systems.

The need for consulting and technical services generally fell into one of the two areas: Project Based (fixed fee) and Supplemental Staff (hourly).

Project Based: Engagements for project specific consulting or technical services may include any of the fifteen (15) functional areas.

Supplemental Staff: Engagements for staff augmentation services include personnel with specific skill sets.

22nd Century is providing technical staff on following Labor Categories (not limited to the following)

Database/Systems Administrator	Information Systems Specialist	Information Security Specialist
Helpdesk Support Technician	Network Support Specialist	Systems Administrator
Information Systems Analyst	Project Specialist IT	Systems Analyst Programmer
Webmaster	Technical Support Specialist	

Client's Name	City Colleges of Chicago, Procurement Services, 226 W. Jackson Blvd., Room 1003, Chicago, IL 60606
Title	Technical Staff Augmentation Services
Duration	2016-2018

The scope of Work: City has solicited proposals from firms to provide professional IT-related services (staff augmentation, project implementation, and managed services) to support the implementation and maintenance of Oracle/PeopleSoft software and other technologies initiatives for both short and long-term engagements and operations. TSCTI is providing technical staff in a variety of consulting roles, including, but not limited to

- PeopleSoft Systems Administrator
- PeopleSoft Functional Analyst
- PeopleSoft Technical Developer
- Report Developer
- Oracle Database Administrator
- SQL Database Administrator
- Business Intelligence Analyst
- Extract Transform and Load (ETL) Developer
- Project Manager
- Business Analyst
- GIS Developer
- Mobile Applications Developer
- BMC Remedy Administrator/Developer
- Information Architect
- Change Management/ Communications Specialist
- Trainer (Delivery and Development)
- SharePoint Developer
- SharePoint Designer
- Web Designer
- Web Developer
- Security Analyst
- Integration Specialist
- Testing Analyst
- Technical Writer
- Web Services Manager
- PeopleSoft Security Administrator
- Change Management Specialist

Client's Name	Montgomery College - Largest Community College in Maryland, 51 Mannakee St, Rockville, MD 20850
Title	Information Technology Contracting Services
Duration	July 2013- June 30, 2018

The scope of Work:

The intent of this RFP was to provide Montgomery College with Information Technology (IT) contracted staff and services in accordance with all terms and conditions contained herein. In the event that a special condition is contradictory to a general condition, the special condition shall prevail. By virtue of this Request for Proposal, the following are specific functional support areas the 22nd Century is providing services for:

Functional Area 1: IT Management Consulting Services
Labor Category/Position:
- Project Manager

Functional Area 4: Web & Internet Systems
Labor Category/Position:
- Web Developer/Programmer
- Web Graphic Designer
- Web Information Architect

Functional Area 2: IT Systems Management & Maintenance
Labor Category/Positions:
- Computer Specialist
- Senior Computer Specialist
- Network Engineer
- Senior Network Engineer
- Electronic Mail Administrator
- Senior Oracle DBA
- Oracle DBA

Functional Area 3: Information System Security
Labor Category/Position:
- Computer Security Specialist
- Web Portal Administrator

Functional Area 5: Application Support and Software Engineering
Labor Category/Positions:
- Application Programmer
- Senior Application Programmer
- Software Engineer

Functional Area 6: Media and Classroom/Lab Education Center Design & Support
Labor Category/Position:
Instructional Facilities Design Specialist

Client's Name	University of Maryland University College, 3501 University Boulevard East, Adelphi, Maryland 20783
Title	Professional Staff Augmentation
Duration	November 14, 2016, to Present

The scope of Work:
UMUC was seeking multiple proposers to provide Creative and Marketing professional staffing services. The length of assignments will vary. The positions listed below are examples of recently filled positions. 22nd Century had submitted two (2) resumes from its current inventory of creative professionals for each position listed below. Proposers shall redact all Personal Identifying Information (PII) from resumes.

Project Manager	Quality Assurance Analyst	Senior Writer/Editorial Director
Senior Marketing Writer and Editor	Web Content Analyst	Front End Developer
Marketing Coordinator	Production Specialist	Senior Graphic Designer;
UX Designer;		

Client's Name	Central Washington University (CWU)
Title	IT Consulting and Support Services
Duration	January 2016 - Present

The scope of Work:
CWU was seeking for a contract to provide functional and technical consulting services in support of Microsoft Enterprise Applications and Software, Network Infrastructure, Voice over IP (VoIP), IT Security, Service Desk, and computer and fleet management.
The University's primary needs were categorized as:

1. **Functional Consulting** — Include such activities as Fit/Gap analysis and expert-level functional assistance in setting up and testing business processes. It can also include designing and scoping work in preparation for systems implementation, or physical layout of new facilities. Analysis of University business processes for conformance to industry standard practices, or desired standards such as ITIL, are also considered functional.
2. **Technical Consulting** — Consultant would be called upon to provide technical expertise as needed. The consultant was expected to work with IS staff to speed implementation, develop technical skills, and ensure a smooth transition to operational mode. Technical consulting may also be needed for design and architecture assessments and recommendations.
3. **Project Management** — Consultant would be expected to provide project management for major upgrades including, but not limited to, developing scope, project planning, schedule and resource requirements, tracking progress and identifying/resourcing qualified consulting assistance while integrating with established CWU methodology.

Client's Name	The University of Nevada, Las Vegas ("UNLV"), 4505 Maryland Parkway, Campus Services Building, Room 235, Las Vegas, NV 89154-1033
Title	Temporary Staffing Services

Duration	Feb 13, 2017-June 30, 2018
Personnel Recommended	Sandeep Singh and team

The scope of Work:

TSCTI is providing management, labor support functions, and personnel necessary to provide qualified personnel with technical and non-technical skills to perform temporary employment services for UNLV and Nevada State College (NSC). Clark County Water Reclamation District has specifically expressed interest in utilizing the contract(s) resulting from this RFP and has provided their temporary staffing requirements. Requesting Agencies are having the option of utilizing the resulting contracts to obtain temporary employment services. UNLV is responsible for managing the resulting contracts only in relation to issues that arise between UNLV or NSC and the Successful Contractor(s). Below is a list of positions for which UNLV, Nevada State College (NSC), and the Clark County Water Reclamation District have required temporary staffing services from 22nd Century.

Computer Technician	Systems Administrator	Network Analyst	Data Entry Clerk
Database Administrator	Programmer Analyst	Word Processor	Accounts Payable/General
Network Engineer	Sr. Programmer Analyst	Executive Assistant	Accounting/Payroll Assistant

15. How do you define and measure turnover? What is your current turnover rate by job category?

TSCTI believes that a more illustrative and realistic indicator of retention and turnover is calculated by the assignment completion rate. We calculate the turnover rate by calculating by a number of temporary employees left the contract before project/ assignment completion on annual basis.

By equating the assignment completion records yearly, we get an accurate representation of turnover and attrition rate. In 2017, TSCTI's assignment completion rate for IT temporary staff was 96.4%. Alternatively, our average temporary employee attrition rate was 4.2% during the same period. The table below represents our assignment completion and attrition rate for each job category:

Job Discipline	Assignment Completion Rate	Attrition Rate
Clerical	92.1%	5.6%
Light Industrial	94.9%	5.1%
Accounting & Finance	96.2%	3.9%
Information Technology	96.4%	4.3%
Engineering	93.5%	4.8%

16. Describe how you prepare your employees for their assignments.

When employees are hired, we conduct a new hire orientation, ethics training and we interact with the employees to educate about our work culture and benefits. During onboarding, each new hire has a point of contact assigned for orientation to familiarize with corporate policies, Client standards, project quality and any other training or information needs they may have. We explain and educate about our 360-degree performance measurement program during onboarding. We also explain how the company collects feedback from peers, conducts performance measurement, and the reporting hierarchy. Once the onboarding is complete, they have access to our dedicated employee care (E-care) center.

At TSCTI, onboarding is a strategic process of bringing a new employee to the organization and providing information, training, mentoring and coaching throughout the transition. The process begins with the acceptance of an offer and throughout the first month of employment. TSCTI offers its Clients options for onboarding and orientation, including a standard version as well as programs adapted to their specific

industry, location, or business environment. TSCTI's standard orientation for new employees includes an overview of our Employee Handbook, which is received and acknowledged by every temporary employee to indicate their review and understanding of our policies and procedures. Examples of content include information on TSCTI's Commitment to Safety and Quality, Equal Employment Opportunity, Drug-Free Workplace and policies on Harassment, Weapons, and Workplace Violence.

County focused Orientation
TSCTI can develop a customized assignment guide to distribute and discuss with each temporary employee assigned to the County. The assignment guide can include items such as directions to your facility, work hours, dress code, safety rules, absence notification procedures, as well as information on your organization such as your values and ethics policies, business objectives, and strategy. The orientation process might also include:

- Drug testing and background checks
- Safety expectations and testing
- Attendance rules
- Timekeeping and tracking practices
- the County policy acknowledgment
- Equipment management, from badges to distribution of personal protective equipment

17. What training opportunities do you offer to temporary employees?

Employees are encouraged to take advantage of our training programs to improve their skills and maximize their assignment opportunities. Training is available through our online training portal, Twenty-Second Resource Information Portal (TRIP). TRIP houses information such as but not limited to comprehensive training plans, certifications, proofs of successful completion, clearance status, job descriptions, and forecasted training. The TRIP securely maintains individual employee training plans and supports AM efforts to verify all training, certification, and information assurance requirements are met.

The course catalog includes soft skills (leadership, communication, etc.) as well as training for computer, software, office, and service line specific skills. Training costs are reimbursed internally and not by our clients.

In the event a temporary employee requires training, we have on-job and off-job training opportunities available to our staff base. TSCTI's e-Care department is responsible for preparing a training calendar for each of our active employees at the beginning of each year and closely monitors same for its effective implementation. Our training module is separated into two categories:

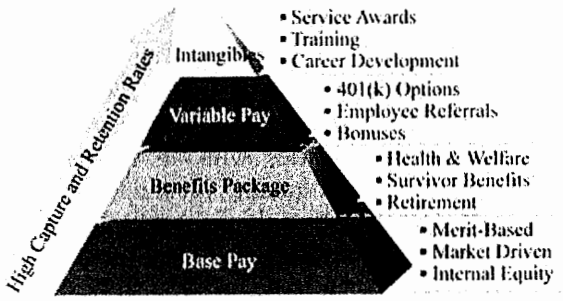
- **On-the-job training methods** are those which are given to the staff based upon every day's job work responsibilities with word processing, database, and spreadsheet software. It is a simple and cost-effective training method. Using such method, proficient as well as semi-proficient staff is well trained. We train the staff in the actual working scenario. The motto of such training is "learning by doing".
- **Off-the-job training methods** are those in which training is provided away from the actual working condition. It is used in case of new staff joining the company and, depending upon the training level, involves workshops, seminars, conferences, etc. We conduct such training if a group of staff is to be trained and time is less.

During project implementation, TSCTI's AM will communicate with County's HR to identify the specific training requirements and to customize our training module for County.

18. Describe any programs in place to reward and retain employees.

TSCTI's retention policy adheres to methods that have proven most successful in attracting and maintaining a qualified and stable workforce. These policies address various compensation components as shown in the figure. One important element that ensures a stable and qualified workforce is technical and professional training. Our Team training programs afford our staff the opportunity to enhance skills and obtain multiple professional certifications.

These staff development programs, when combined with a level of pay and benefits offered by TSCTI, have contributed to a stable workforce with an employee turnover rate significantly less than the industry average. We will apply these proven methods to the proposed workforce supporting this task thereby reducing any risk of staff turnover.



Following is a list of the other primary methods employed to retain staff members followed by a brief description of each of these items. Management focuses on these areas to promote overall staff retention.

- **Providing a Supportive Management:** Industry studies indicate that the direct supervisor is the most important factor in an employee's decision to remain at or leave an organization. TSCTI management supports its employees by providing timely feedback, recognition, individual career planning, and ensuring that employees have the tools they need to do their jobs. Communication is a key factor in employee retention. Feedback is provided consistently through verbal and written communications and through formal and informal performance reviews. Recognition is provided through several mechanisms, including:
  - Verbal and written commendations "on the spot"
  - Verbal and written commendations at meetings
  - Awards and bonuses

  Management provides consistent feedback in order to open lines of communication for both positive and negative feedback to and from the employee. Employees receive "on the spot" awards for outstanding performance as it occurs. Employees are recognized for their contributions to meetings and company-wide gatherings. We hold regularly scheduled staff meetings, luncheons, and grassroots level meetings to communicate project events, the status of work schedules, and other relevant information. The AM holds encouraging discussions with our consultants concerning workplace issues and complaints, and provides methods to motivate and improve the efficiency/effectiveness of work operations. Individual and group awards are presented to recognize both individuals and teams for sustained excellence. Another key ingredient to retention is the individual career plan.

- **Individual Career Development:** TSCTI managers work with each employee to develop individual career plans. The plans contain three types of goals and objectives:
  1) achievements on behalf of the customer,
  2) achievements specific to TSCTI, and
  3) training programs to help meet the targets identified in the first two areas.

  The goals and objectives identified in the career plan provide the basis for the employee's annual performance review. The plan communicates what the employee is expected to accomplish and is developed by the employee with input from the direct supervisor. This participatory management style

provides the employee the opportunity to set the direction of his/her career and the criteria by which he/she will be judged. The result most often is that the employee sets higher goals than the supervisor would have set. The employee also works harder to achieve goals and objectives that he/she would have had the goals and objectives were set solely by the supervisor.

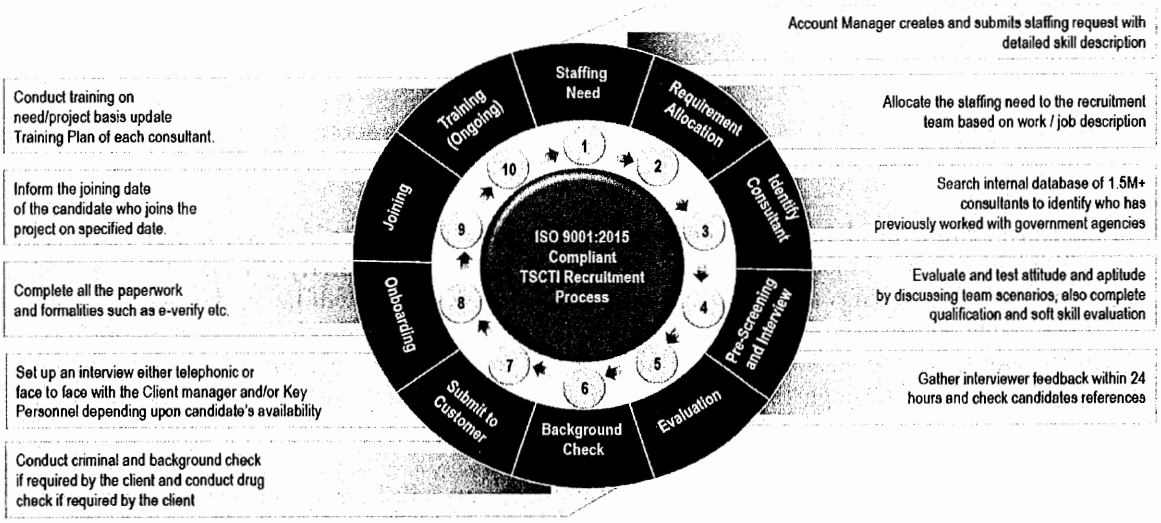
- **Competitive Salaries:** TSCTI has established corporate guidelines for fair and equitable salary based on skills, years of experience, and education and training. The salary ranges for our respective labor categories are based upon industry standard salary surveys appropriate to the areas in which we do business.

- **Competitive Benefits Package:** While compensation has been found to be one of the lesser reasons employees use to determine whether to stay with an organization or move on, we at TSCTI provide competitive salaries with an outstanding benefits package. The benefits package includes the educational and training programs described earlier, a 401(k) program, cafeteria-style family health care options with multiple health care options to choose from, and a vacation program that begins with two weeks and ramps up to five weeks over the next ten years.

- **State-of-the-Art Work Environment:** Key to TSCTI's ability to retain personnel is the fact that we offer the opportunities to work on the latest tools and technologies such as .NET, Java, J2EE, Oracle 11i/11g, SQL Server, TFS ALM, jQuery, other Microsoft products. TSCTI offers its employees opportunities in the IT domain; enabling each employee to realize his/her career path.

19. Describe any special programs that your company offers that will improve customers' ability to access Services or other innovative strategies.

- **10-Step Recruitment**
  TSCTI's ISO 9001:2015 compliant ten-step recruiting framework also referred to as our recruitment productivity process, breaks down the recruitment into ten clearly-identifiable steps. The factors that make our process unique are the way we execute these steps and TSCTI's long-established, proven staffing experience. Staffing is a TSCTI core competency executed according to best practices developed through over 1000 combined man-years' process analysis and optimization. To date, we have made over 30,000 successful hires for our clients. That's an average of nearly 150 hires a month. Our average time-to-response is 6 hours, which is one of the best in the industry.



- **Domain-specific Recruitment:** Unlike many of staffing agencies, our recruiting team is comprised of 153 recruiters with domain-specific experience and knowledge to ensure responsive, high-quality and timely service. By aligning our recruiters by specialization, we leverage their shared experience, networks, and best practices to expand our reach into each specific talent community and build robust talent pipelines.
- **E-Onboarding:** We provide you customized onboarding and training programs, which specifically address the County's requirements. TSCTI's automated system JobDiva adds another dimension in the onboarding process, making it more specific to each Client's requirements.
- **Productivity Tools:** We offer an electronic suite of online tools to increase the efficiency of your ordering, timekeeping, and reporting processes. With these productivity tools, TSCTI and County will gain access to analytics that will allow us to determine areas to improve so that the contract run more efficiently and smoothly. We utilize OfficeClip for Timesheet management, QuickBooks for invoicing, and JobDiva as our Applicant Tracking System.
- **Cost reduction strategies**
  TSCTI looks to become an integral part of our Clients' workforce augmentation strategy. We recognize that a successful staffing program requires that your requirements be understood, leveraged in a way that enables your program objectives to be achieved. TSCTI objectively quantify the value our services provide to the Clients with specific metrics for realized cost savings and process improvement. In the table below, we have provided specific features to provide metrics for realizing cost savings and process improvements for the County.

TSCTI Feature	Benefit
Improve resource quality through candidate pool enhancements and competition	Process improvement providing soft dollar savings
Establish accurate "fair market rates"	Hard dollar savings
Employer of Record (EOR)/payroll services	Hard dollar savings
Reduce time to fill	Process improvement providing soft dollar savings
Reduce turnover	Process improvement providing soft dollar savings
Online paperless timekeeping and invoicing through JobDiva	Process improvement providing soft dollar savings

Transition without project disruption	Process improvement providing soft dollar savings

20. Describe the capacity of your company to broaden the scope of the contract and keep the service offerings current and ensure that latest standards and technology for staffing services.

To manage ongoing revisions to your policies and business rules, and to keep the service offerings current, we will leverage a continuous improvement initiative, including Quarterly Business Reviews (QBRs). A series of strategic meetings (tailored to fit the needs of the County) will be established to ensure service continuity, adherence to service level commitments, ongoing communication of program objectives and to identify opportunities for efficiencies. Further, these business reviews will provide us with the opportunity to share ideas and exchange feedback and allow us to accurately measure the level of the County's satisfaction.

As a part of our quality program management approach, we will be conducting periodic reviews, which will allow us to track and make necessary changes in the existing plan according to the County.

Moreover, in an effort to provide our Clients the most cost-effective and innovative IT Services and Solutions, TSCTI has worked diligently over the years to build a broad network of strategic partners. We are Microsoft Certified Business Solutions Partner; a partner has demonstrated a commitment to the Microsoft platform who have the expertise to provide Microsoft solutions. We have developed strategic partnerships with leading providers of open-standard software platforms, which have enabled us to provide premium-quality services to our Clients through early access to new technologies as well as preferred access to training and technical support. The following are TSCTI's Strategic Partners:

c. Quality

1. Describe your customer satisfaction feedback mechanisms.

Once a temporary staff is placed on the Client's project, TSCTI proactively tracks the success of each staff's assignment, and have preventative measures in place to ensure their quality performance. The client-care team at TSCTI get in a regular touch with Client's project supervisor to get the status of staff performance during the assignments. Also, we regularly send follow-up e-mails to our Clients on a regular interval of time. Communication methods include:

- First-day arrival calls for new assignments to confirm that our temporary staff has arrived safely, on-time, and meets your expectations.
- Weekly follow-up emails by TSCTI's Client-care team.
- Periodic quality-control calls during an assignment to ensure that our employee is performing to your expectations.
- Communication through scheduled business reviews by the AM.

To measure Client satisfaction, we rely upon E-mails, Web-based surveys, and Client satisfaction forms. A complete description of customer satisfaction strategies is described as following:

- **Key Performance Indicators:** At project onset, we work with the Clients to define performance objectives and develop meaningful ways for clients to track our results. We keep an open line of communication with the Clients to verify we are meeting the expectations, address any issues proactively, and discuss continuous improvement options to increase efficiency. We understand the importance of providing the Clients with accurate, timely, and relevant data to help run the business and assess the effectiveness of our service. Our key performance indicators are provided at no additional cost in an easy-to-use, flexible, and understandable format:

KPI	Measures
Delivery %	Ability to deliver the number of employees requested
Unfilled Order %	Orders TSCTI was unable to fill
Canceled Order %	Orders canceled by the client
First Day Punctuality %	Employees who arrived on time on the 1st day
No Call/No Show %	Employees that did not report to work on the 1st day
Replacement %	Orders that required a replacement employee
On-Time Delivery %	Placements filled by the agreed-upon start date
Satisfactory Performance %	Customer satisfaction with an employee's performance
Turnover %	Ability to manage turnover and drive performance
Turnover & Satisfactory Performance Detail	Reasons why orders closed and client feedback on employee performance

- **Customer Satisfaction Assessment Report:** Client-care team at TSCTI get in a regular touch with Client's project supervisor to get the status of employee performance during and after the assignments. We regularly send a Customer Satisfaction Assessment Report to our clients on a regular interval of time for getting it signed by them which describes our employees' performance at the client site.
- **Business Reviews:** Provide us with a regular opportunity to review our mutual expectations and performance, resolve problems, exchange information, identify opportunities for improvement, and explore new facets of our business relationship. Business reviews are conducted by our Account Manager (AM) on an interval as determined by the Client.

2. What is your current overall customer satisfaction rating? What programs do you have in place to improve your overall performance?

TSCTI defines quality as the ability to establish ongoing relationships through providing processes and continuously improved services to better satisfy the needs of our Clients and our employees. Our goal is to deliver services in accordance with our Clients' requirements and expectations and to provide a work environment that positively contributes to our employees' well-being. Currently, with D&B open rating of 92, we are providing high-quality services with a huge level of C-Sat to over 200 government agencies across the nation.

To enhance our program after implementation, TSCTI has a formal quality system in place. The TSCTI Quality Management System (TQMS) is our global quality system—focusing on the processes, measures, and continuous improvement methodologies that will ensure service excellence and measurable value to the County. TQMS is based on ISO 9001 criteria and integrates quality methodologies including Lean and Six Sigma.
Our proven "Quality project implementation process" as described below:

I. **Initiate:** We begin with a Kickoff Session with Client at contract award to introduce our team and set the stage for our partnership. During this meeting, we discuss Client's objectives for the program to determine the services required to best meet the objectives.

II. **Plan:** During this critical step, our team clarifies Client's needs and gathers any information needed to design the program. This may be completed during the initial call/meeting. During this phase we:
   - Identify Client's service preferences as well as any service gaps that may exist in the current program
   - Develop a timeline for deployment
   - Identify requirements and processes for ordering, screening, invoicing, reporting, communications, orientation, safety, and problem resolution
   - Develop transition and recruiting plans

III. **Execute:** During this phase, we launch the program, and verify the following:
   - All planned program features are deployed
   - Communications to all stakeholders'/end users are executed
   - Assignment/Service Transition to TSCTI is initiated and completed (if applicable)
   - Program training is executed for Client's stakeholders and contingent labor as needed

IV. **Monitor and Control:** After launch, Client branch team verifies the implementation is complete to the Client's satisfaction and all parties understand their role in the program. As orders are placed and assignments are filled, the TSCTI team reviews the processes and makes adjustments as necessary to increase efficiency. We track program metrics to ensure services are delivered as required.
To improve overall client satisfaction, following reporting and monitoring procedures are utilized:
   - **Trend Analysis Reporting:** The AM is responsible for analyzing quality and reporting trends and recommending appropriate actions to mitigate any negative findings and propose improvements to drive improved effectiveness and efficiencies.
   - **Status Reports:** The AM includes a status in the Monthly Status Report (MSR) that summarizes: quality work performed and progress made during the reporting period; Problems, issues, or concerns encountered and Recommendations, lessons learned, and corrective actions implemented.
   - **Periodic Inspections/Spot Checks:** This method, sometimes called "planned sampling" consists of the evaluation of tasks selected on other than a 100% or random basis. We conduct this method of surveillance consistent with other appropriate monitoring techniques to validate the results of

the evaluation, reinforce other measures of performance, and ensure consistency.

- **Data Tracking Metrics:** We use spreadsheets and database applications as surveillance methods in which summaries can be distributed to management in weekly, monthly, quarterly, biannually or annual intervals.
- **Customer Input (Surveys):** While requiring customer satisfaction documentation is usually not a primary surveillance method, customer input is a valuable supplement to more systematic methods. We use this approach to supplement the collection and analysis of metrics data, to substantiate evidence of unsatisfactory service or substandard performance.

V. **Close:** In the Closing phase of the project, TSCTI conducts lessons learned session with the Client if needed to identify successes, opportunities, and verify each parties' understanding of required reports, communications, and escalation processes for the ongoing program.

3. Describe your processes for evaluating the performance of your temporary employees.

As outlined above, TSCTI's Client-care team stays in a regular touch with Client's project supervisor to get the status of employee performance during and after the assignments. We regularly send a Customer Satisfaction Assessment Report to our clients on a regular interval of time for getting it signed by them which describes our employees' performance at the client site.

Further, the exit interview process is one of the most crucial steps in evaluating performance. We solicit feedback via an electronic evaluation form sent directly to the hiring manager. Feedback is requested on the temporary staff's performance (technical capabilities, professionalism, quality of work and reliability) in an effort to increase overall client satisfaction and to determine eligibility for rehire. A sample copy of the evaluation form is provided below for your reference.

Customer Satisfaction Assessment Report

Customer or agency name:	**Evaluator's name:**
	Evaluator's title:
	Evaluator's phone number:
	Evaluator's email address:
	Number of years or months evaluator has monitored contractor's performance:
Evaluator's Signature	

Evaluation Definitions	
Exceptional	Performance **EXCEEDS MOST** contractual requirements. The performance of areas being assessed was accomplished with few minor issues or concerns.
Very good	Performance **EXCEEDS SOME** contractual requirements. The performance of areas being assessed was accomplished with few minor issues or concerns, for which the Contractor's corrective actions were highly effective.
Satisfactory	Performance **MEETS** contractual requirements. The performance of the areas being assessed contains minor issues or concerns, for which corrective actions taken by the Contractor were effective.
Marginal	Performance **MEETS SOME** contractual requirements. The performance of the areas being assessed includes significant problems, issues, or concerns for which corrective actions taken by the Contractor were only somewhat effective.
Unsatisfactory	Performance **DOES NOT MEET** contractual requirement. The performance of the areas being assessed includes serious problems, issues, or concerns for which the Contractor's corrective actions were ineffective.

Ratings Please mark (X) in ratings	**Exceptional**	**Very Good**	**Satisfactory**	**Marginal**	**Unsatisfactory**
What is your assessment of the Contractor's ability to meet your requirements?					
Rate how contractor completed tasks/ milestones/ deliverable within the contract requirements.					
What is your overall rating of Contractor's performance (requirements, schedule, and price) on contract being assessed?					
Rate the ability of 22nd Century to recruit and maintain workforce that understand the nature of work and the required disciplines to accomplish the work.					

Additional Comments:

Name & Signature of Agency Representative Title

Date

4. Describe your problem escalation process.

TSCTI's Problem Escalation encompasses the communication processes and response procedures by which we manage a business disruption, as well as the tools, training, and exercises which we use to help and prepare our Clients and people for possible disruptions. In the arising of a critical crisis situation our Account Manager (AM) provides a detailed report to the Client about the current situations and how we are going to tackle it in order to recover from it. The AM always keeps updating our Client in a timely manner so that our Client can be aware of what is happening around.

TSCTI understands that in the process of achieving goals effectively and efficiently we have to deal with Client issues, and we have developed effective methods for problem management. We have faced negligible conflicts of ideas with our partners and Clients, but this is again resolved effectively by conciliations, negotiations and mediations process. TSCTI has formal written procedures in place, which record issues, dictate follow-up actions, and record customer responses. The problem resolution process in TSCTI is proactive. TSCTI's Quality Management System (QMS) documents a defined escalation process for quick and effective complaint resolution. TSCTI has numerous channels through which a Client can express concern or convey issues. The reporting and responding mechanism of TSCTI monitor analyses and acts on such feedbacks. Escalation procedures will come into effect when a given problem is not solved within a scheduled time frame.

Escalation is only invoked in the event that a mutually satisfactory consensus has not been reached in an

agreed-upon time frame. The problem/issue is then escalated to the next level of management with possible options, and a recommendation to the next level in the chain. Some of the levels of escalation depending upon the magnitude of the problem, the time is taken for resolution and type of problem are indicated below:

Type of Problem: Employee issue
Group: Human Resources
- Severity Level 1 (Immediate): HR administrator (for minor admin issues) or Contract Manager (CM)
- Severity Level 2 (1 day if not resolved by Level 1): HR Manager (for other HR issues)
- Severity Level 3 (2 days if not resolved by Level 1 or 2): V.P - HR
- Severity Level 4 (4 days if not resolved by either of the levels): CEO

Type of Problem: Client Complaint - unsatisfactory performance
Group: Sales / Contract Management & H.R
- Severity Level 1 (Immediate): Contract Manager (for minor admin issues) or Contract Manager
- Severity Level 2 (1 day if not resolved by Level 1): V.P - Staffing or V.P - H.R (based on nature of the problem)
- Severity Level 3 (2 days if not resolved by Level 1 or 2): CEO

Type of Problem: Client Complaint with Contract Management
Group: Sales / Contract Management & H.R
- Severity Level 1 (Immediate): Contract Manager
- Severity Level 2 (1 day if not resolved by Level 1): V.P - Staffing
- Severity Level 3 (2 days if not resolved by Level 1 or 2): CEO

Type of Problem: Client Complaint - Quality of Resumes
Group: Sales / Contract Management
- Severity Level 1 (Immediate): V.P - Staffing
- Severity Level 2 (1 day if not resolved by Level 1): CEO

Type of Problem: TSCTI Non- performance in the Account
Group: Sales / Contract Management
- Severity Level 1 (Immediate): V.P - Staffing
- Severity Level 2 (1 day if not resolved by Level 1): CEO

Type of Problem: Finance / Accounts issue
Group: Accounts & Finance
- Severity Level 1 (Immediate): Manager - Accounting/Payroll
- Severity Level 2 (1 day if not resolved by Level 1): CFO / V.P - Staffing
- Severity Level 3 (2 days if not resolved by Level 1 or 2): CEO

Type of Problem: Legal
Group: CFO
- Severity Level 1 (Immediate): CEO

Type of Problem: Administrative issue (relocation, housing etc.)
Group: Administration & HR
- Severity Level 1 (Immediate): Administrative Asst.
- Severity Level 2 (1 day if not resolved by Level 1): Office Manager
- Severity Level 3 (2 days if not resolved by Level 1 or 2): CFO

5. How are customer complaints measured and categorized? What processes are in place to know that a problem has been resolved?

We have well established and documented process to categorizing the issue and their priority. As explained above in the problem escalation process, issues are categorized into the following eight factors:

Type of issue	Concerning department
Employee issue	Human Resources
Client Complaint - unsatisfactory performance	Account Management & E-care
Client Complaint with Contract Management	Sales/ Account Management & E-care
Client Complaint - Quality of Resumes	Sales/ Account Management
TSCTI Non- performance in the Account	Sales/ Account Management
Finance/Accounts issue	Accounts & Finance
Legal	CFO
Administrative issue (relocation, housing etc.)	Administration & HR

As soon as an issue arises, a ticket is opened in our project tracking system and remains open to issue resolution. We share the report of the current status of the ticket with a client in every 2 hrs. we have established SLA for issues and we keep tracking to tickets open, the severity of issue and time taken to resolve them. A color-coded dashboard is used by the system in coordinating all issues. We keep on updating the system and regularly query the concerning department until the issue is resolved.

6. What performance metrics do you believe will help your company and a public agency be successful?

At project onset, we work with the Client to define performance objectives and develop meaningful ways for clients to track our results. We keep an open line of communication with the Clients to verify we are meeting the expectations, address any issues proactively, and discuss continuous improvement options to increase efficiency. We understand the importance of providing the Clients with accurate, timely, and relevant data to help run the business and assess the effectiveness of our service. Our key performance indicators are provided at no additional cost in an easy-to-use, flexible, and understandable format:

KPI	Measures
Delivery %	Ability to deliver the number of employees requested
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Replacement %	Orders that required a replacement employee
On-Time Delivery %	Placements filled by the agreed-upon start date
Satisfactory Performance %	Customer satisfaction with an employee's performance
Turnover %	Ability to manage turnover and drive performance
Turnover & Satisfactory Performance Detail	Reasons why orders closed and client feedback on employee performance

7. How do you create and manage service levels across all locations?

At TSCTI, we work with our clients to develop SLAs that outline our responsibilities to the Client to ensure we meet their needs and make sure there are clear expectations before the partnership begins. Setting up and reviewing SLAs regularly helps to guarantee that no issues arise and there is no interruption in the contract. Below are a few of the service levels we typically use in contracts to guarantee that the best service is being provided to the Client and ensure overall program success.

1. **Response Time**
   i. Job Request Confirmation: the time it takes for the TSCTI to confirm job request receipt
   ii. Resume Submittal: the time it takes for the resume to transfer from TSCTI to the Client
2. **Quality**
   i. Fulfillment Success: fulfillment of open positions resulting in successful placements
   ii. Resource Quality: ability to meet and exceed the technical requirements of the request
3. **Accuracy**
   i. Invoicing Accuracy: the guarantee that invoices should be submitted in a timely and accurate manner
   ii. Reporting Accuracy: the assurance that reports and data do not have missing or inaccurate data

When working with TSCTI, SLAs are reviewed on a regular basis with your designated Account Management team and executive management to ensure compliance and confirm we have met (or exceeded) your expectations. We also utilize the same agreed-upon SLAs in our contracts with subcontracting partners, so the same goals and responsibilities are set throughout the program. The subcontracting partners are held to the same standards as the TSCTI.

8. What service guarantees will you offer a public agency?

We have an enviable reputation in the staffing industry—one of honesty and solid ethics. The TSCTI Guarantee supports every order placed by County. ***TSCTI guarantees that the TSCTI employees assigned to the Client will satisfactorily perform the services ordered by the Client. Upon reasonable notice from the Client, TSCTI will arrange for a replacement candidate and/or cancel all charges for unsatisfactory service, as appropriate.***

9. Provide at least three references for your company.

1. **State of Massachusetts** — **Jul 2017 – Jun 2019**
   Chuck Welti, Executive Office of Education, MA
   (508) 654-8360, chuck.welti2@state.ma.us

2. **City of Phoenix** — **Jun 2016 – Jun 2018**
   Ram Chirumamilla, Project Manager
   (602) 339-0187, ram.chirumamilla@phoenix.gov

3. **County of Orange** — **Jan 2018 – Jan 2023**
   Derrick Ballard, Strategic Performance Manager & Analysis
   (714) 834-4010, derrick.ballard@ocit.ocgov.com

4. **Washington State Department of Transportation (WSDOT)** — **2012 – Present**
   Rishi Churi, Project Manager
   (360) 705-6891, churi461@ecy.wa.gov

10. Do you plan to use subcontractors? If yes, please identify in detail how you plan to use subcontractors.

TSCTI does not envision engaging any subcontractor(s) at this time to fulfill the requirements of this RFP.

d. Staffing Plan

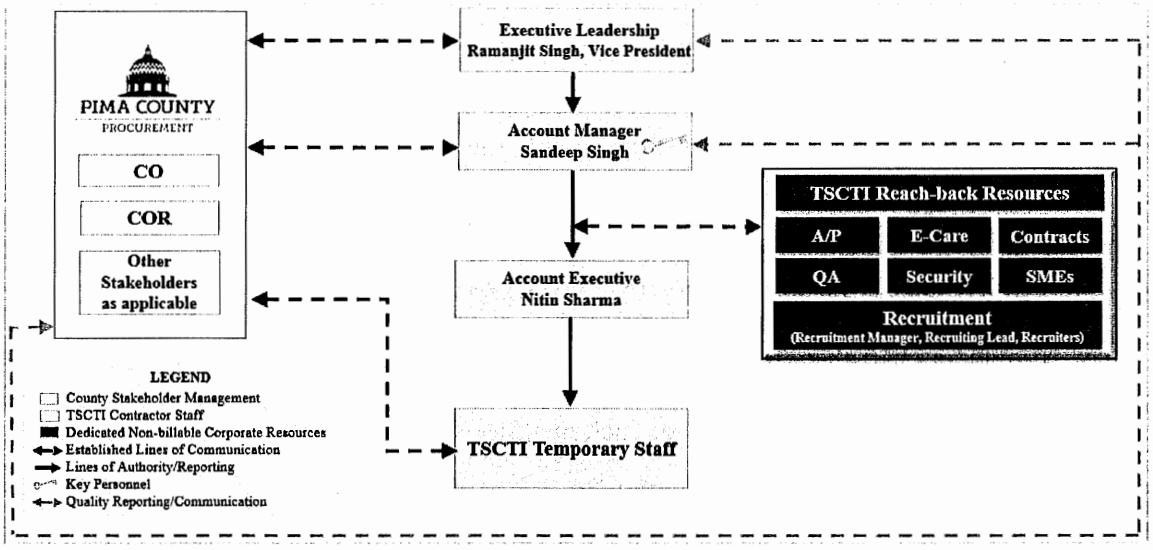
1. A staffing plan is required which describes the Offeror's proposed staff distribution to implement and manage this contract throughout the term of the contract. At a minimum, this plan should include the following:
   a. Identify the key personnel who will lead and support the implementation period of the contract, along with the amount of time to be devoted to implementation;
   b. Identify the key personnel who are to be engaged in this contract throughout the term of the contract and their relationship to the contracting organization;
   c. Provide a chart that shows 1) the time commitment of each professional staff member that will be devoted to the contract, 2) each member's role in maintaining and growing the contract; and 3) a timeline of each member's involvement throughout the contract.

As outlined above, our strategy for the County will be to customize a service delivery model based on a detailed understanding of your corporate culture and business environment. Our structured approach will deliver value across your program while leveraging a combination of diverse recruiting mediums, a dedicated single point of contact with a backup, routine performance monitoring/ reporting, continuous improvement initiatives, and Operational and Reach-back support in order to achieve maximum results. In the following, we have provided an overview of your Account Management team, along with the supporting divisions that will be used to service the County.

Core management and support team	Primary recruiting team	Operational support
• Executive Sponsor, Ramanjit Singh • Account Manager, Sandeep Singh (Single point of contact) • Account Executive, Nitin Sharma	• Recruitment Manager • Recruiting Lead • A dedicated team of 4-5* Recruiters	• A team of technology experts with a Lead SME • E-Care • Reach-back support divisions including Contracts, Security, SMEs, and QA

To ensure the success of the contract, TSCTI's AM will report directly to the Vice President, Mr. Ramanjit Singh, who will provide Executive Leadership to our Account Management team. Mr. Singh will perform internal quality assurance checks and provide guidance to our Account team to ensure service commitments. He will solicit feedback from your key stakeholders as part of our continuous improvement initiative. Mr. Singh and additional members of our executive leadership can also be called upon to assist in challenge resolution at the highest level, as warranted. This hands-on approach to our Senior Management will ensure prompt resolution of all issues that might arise and demonstrates TSCTI's total commitment towards the success of the contract.

** Based on County's volume and urgency, this number can be increased up to 8-10 to support recruiting efforts.*



Brief profiles and summaries of qualifications of each key individual are as follows:

Ramanjit Singh, Vice President (VP)	Innovative, result-oriented staffing professional with demonstrated success in improving client satisfaction in customer-facing operations and large, state and local government organizations. He will provide executive leadership for County's contract and will have the overall accountability for ensuring that support and delivery services are carried out in accordance with agreed SLAs and quality standards.

Responsibilities include but is not limited to

- Sets and evolves overall direction, strategy, and guidelines for service delivery to our various clients and influences the development of appropriate solution across the business.
- Manages the administration and operation of the service delivery teams including budgeting, managing headcount, workload/capacity tracking, assignment and completion of work, and quality control.
- Provisioning of resources across TSCTI to deliver projects to scope, on time and to budget.
- Manages internal company operations, such as Finance, Recruitment, and HR.
- Advise the president and other key members of senior management on financial planning budgeting, cash flow, investment priorities, and policy matters.
- Upgrade and implement an appropriate system of policies, internal controls, standards, and procedures.

Sandeep Singh, Account Manager (AM)	Sandeep's experience in staffing & recruiting spans over 15 years servicing multiple regions, industries and handling high volume large and mid-sized client relationships. He has been with TSCTI for more than 10 years, sourcing quality talent for some of the local agencies within the state of AZ. Some of the engagements include: • Maricopa County • The City of Redmond • The City of Phoenix • Phoenix Union High School District (PUHSD) • Roosevelt School District • Tucson Unified School District (TUSD) Along with the team, he will develop a staffing plan to meet County's specific needs.

Responsibilities include but is not limited to

- Key person for managing contract signed with the County and interacting with the County's HR/Hiring Manager.

- Ensure & track the County's contract requirements.
- Educate existing/ new Account Executive with the County's contract requirements.
- Quarterly meetings with the County to monitor TSCTI contract performance
- To know TSCTI standing & performance on the contract.
- Weekly meeting with Back Office Staffing Operation & E-Care Team to give an update on TSCTI performance & upcoming activities under contract.
- Ensuring that Monthly Compliance Reports are being submitted in time to the County and sending weekly dashboard reports to Executive Management.

Nitin Sharma, Account Executive (AE)	• 10 years of experience in the staffing industry with expertise in Account Management, Operations, Customer Relationship Management & Business Development. • Holds a BS degree in Management University and has been with TSCTI since Jan 2016. • Consistently been ranked in the top 3 for TSCTI's Account/ Business Executives throughout the US. • Involved in many contracts which are exactly similar to the scope and size of this RFP.

Responsibilities include but is not limited to

- Write Synopsis of the County requisition which includes-
  - Overview of the County contract.
  - Domain-specific skills required.
  - Desired to have skills.
- Working with Recruiting Manager to ensure the quality of candidate selection process
- Coordinating consultant interviews with the County and monthly meeting with the County Management
- To know about upcoming activities and understand the County future needs
- To know about TSCTI staff performance
- Resolving difficult situations with TSCTI Staff working at the County projects
- Time to time meeting with on-site consultants

Jessica Duncan, Recruiting Manager (RM)	Jessica has 5 years with TSCTI as a Recruitment Manager in the government division of TSCTI. She brings over 10 years of expertise in the IT recruitment and resource management and holds a Bachelor degree in Business Administration. Her success can be demonstrated by association with some of our prestigious clients where we provided the IT staffing services.

Responsibilities include but is not limited to

- Managing staffing need of the County requisitions
- Ensuring and track the staffing requirements of the County
- Setting up the milestone of each activity to complete the County submittal within 2-3 days
- Training and skill enhancement to existing & new recruiters on the County staffing requirements
- Arranging & managing interview schedules between the County & consultants

Sandy Croft, Recruitment Lead (RL)	• Certified and experienced recruiter, with nearly 8 years of expertise in recruiting IT professionals. • Bachelor of Technology in Computers • Holds MCSE certification • Currently working as Recruitment Lead, guiding and managing the recruiting teams in the Central zone. • Holds significant business intelligence and a vast network of active and passive contacts, and is a perfect fit for this contract.

Responsibilities include but is not limited to

- Preparing Job Description for posting on the job sites & send to TSCTI internal staff
- Search suitable candidates using:
- Candidate Database (Dice, Monster, CareerBuilder, Internal Database)

- Send job requirements to consultant's network in internal database
- Formatting resumes as per the County requirement
- Arranging interviews or tests using internal expert team member
- Evaluating soft skills, inter-personnel skills & team qualities
- Submitting qualified resumes to the Recruitment Manager

Ravinder Sharma, A/P Manager

- An experienced A/P manager with 12 years of expertise in areas ranging from P&L/financial statements, management reports, general ledger, accounts payable/ receivable, reconciliations, and job costing.
- Possesses dynamic organization, project planning, time management, and multi-tasking abilities.
- Holds Master's degree in Finance

Responsibilities include but is not limited to

- Manage a team of accounting employees including recruiting, hiring, and monitoring daily workflow
- Create, update and maintain AP vendor profiles and physical files
- Ensure primary source documentation and that approval process is followed
- Enter invoices into accounting system and process checks according to County's requirement
- Reconcile vendor statements, respond to vendor inquiries and resolve any invoice discrepancies
- Manage, review and process the weekly payroll (overtime, retroactive payments, PTO payout, bonuses, raises)
- Act as liaison with E-care; troubleshoot and resolve issues
- Annual W-2 issuance, ensure accuracy and distribute in a timely manner
- Update all payroll related changes- new hires, terminations, transit, parking, 401K, Roth, direct deposits, status changes, withholding changes, address changes, medical deductions
- Ensure compliance with payroll laws and tax notices

Julie Barelas, E-Care Manager

- A results-driven professional with over 10 years of experience focused on technology, telecom, and US staffing.
- Strong experience in Resource management, Candidate tracking, Onboarding, Benefits processing, Orientation, Training, and Paperwork processing.
- The University of Houston Alumni with a degree in Intercultural Communications
- USAF Program Management, DoD Administrative Records Management, DoD Information Security Management

Responsibilities

- Manage consultants at the County sites and a key person to keep consultants motivated and up to date
- Take care of consultant's requests/ issues and resolve all the request
- Works closely with AM and AE to follow the progress of the project and ensure that consultants are up to date with latest work techniques and get those required training
- Create a training request if staff would like to participate in the County or outside training

Vikas Sharma, Lead SME

- Highly skilled and certified Project Management SME with an extensive experience of over 20 years in leading transformational simultaneous projects (IT, evaluation, process).
- MBA, Information Systems – George Mason University
- Project Management Professional (PMP)
- Certified Information Systems Auditor (CISA)
- Information Technology Infrastructure Library Foundation V3 (ITIL)
- Seibel 2000 Architecture Certification
- Visual Basics 5.0 Certification

- Engage with the AM and AE in discussions of the business situation and strategy.
- Provide technical leadership and direction to SMEs and ensure project and organizational objectives are accomplished.
- Manage day-to-day technical project activities and play a project management advisory role.
- Determine resource allocations required to meet project demands, adjust resource plans and resource assignments as

needed to adapt to project changes, ensuring staffing levels align with project schedule and budget.

Reach-back support

We provide a layer of additional support to clients through our team's corporate reach-back to management, Contract Administration, Recruiting, Quality Assurance (QA), SMEs, and Human Resource assets to fulfill staffing, surge or ramp up needs. The success of County contract depends deeply on the identification and placement of resources when staffing needs or surge support arise for a project. Our staffing center will have direct access to multiple channels to fulfill the County project staffing or surge support as required.

The County will have access to an entire group of technical experts and a "Lead SME" who will be coordinating with the AM. The Lead SME will be involved in interview and selection process of County personnel, and also manage and escalate the technical issues. The technical experts will prove as an enabler to deliver the successful project for County.

The experts will also provide an additional support to the assigned onsite personnel for any technical constraints. For e.g., if a Project Manager encounters a problem during the project, he/she can contact Mr. Vikas Sharma for any additional support. Mr. Sharma is a highly qualified and equally experienced Project Management SME, who is an IT professional with over 20 years of expertise. The experts help us to understand the Client's technical needs during requirement gathering stage. Moreover, they add another dimension for effective completion of a project according to Client's requisites so that the placed temporary staff can meet the project deliverables, without excluding quality.

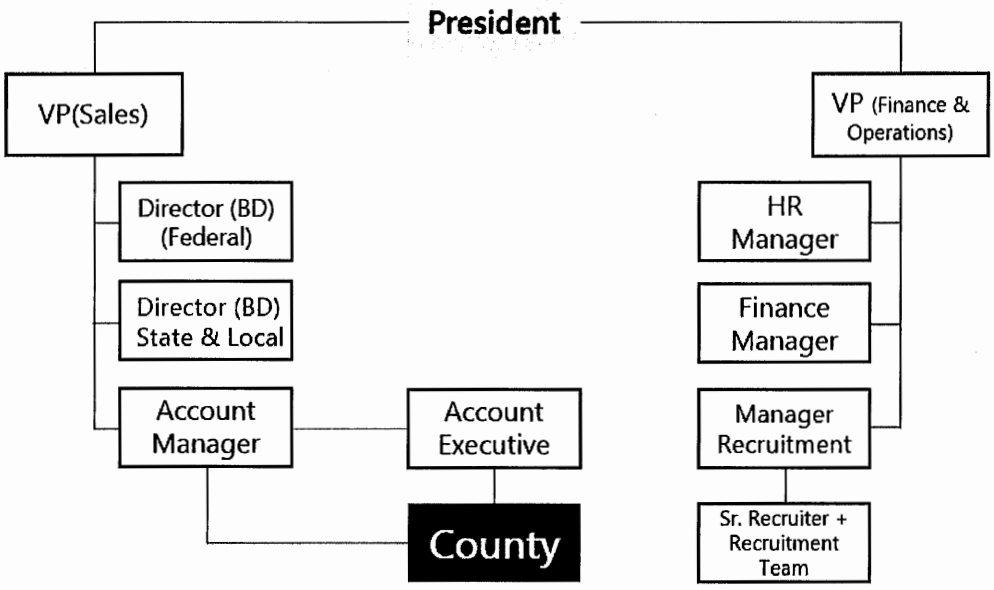
The team that we are proposing for this contract holds years of experience handling similar contracts. Combined with our corporate office support, there is no position we can not/ have not filled that County is requesting. A detailed resume of each key member can be found under "Appendix" section of this proposal.

Key Staff Availability

Given the unknown contract schedule and the varying requirements for individual participation, we have estimated the available hours for each individual on this list and compared this with their current workload over the next six months. We have determined that each staff member proposed for this contract will be available, should we be awarded this assignment. Beyond the six-month timeframe for which we explicitly plan workload for staff, staff commitments to this contract will be factored into future staffing decisions for other contracts to ensure the proposed team will be available to this contract. The following table shows the percentage of each staff person's time currently available to commit to this contract.

Key Individual	Participation %					
	Apr	May	Jun	Jul	Aug	Sep
Ramanjit Singh, Vice President (VP)	15	20	15	15	20	20
Sandeep Singh, Account Manager (AM)	60	50	50	40	60	50
Nitin Sharma, Account Executive (AE)	55	50	50	45	50	45
Jessica Duncan, Recruiting Manager (RM)	45	40	45	45	45	50
Sandy Croft, Recruitment Lead (RL)	55	55	60	55	50	50
Ravinder Sharma, A/P Manager	40	40	35	35	30	40
Julie Barelas, E-Care Manager	35	40	35	35	35	40
Vikas Sharma, Lead SME	40	50	55	40	40	35

2. Provide an organizational chart of your company.



3. Submit the resumes of the below personnel:
   a. The person your company proposes to serve as the Accounts Manager,
   b. Key executive personnel that will be supporting the contract.

Sandeep Singh, Account Manager

Summary

Sandeep is a highly skilled and experienced Account Manager, having more than 13 years of enriched experience in the strategic planning, identification of opportunities, and development of new services. Possesses excellent working experience with complete Recruitment Lifecycle, starting from quality hiring process includes coordinating interviews with clients, selection till the successful accomplishment of a project milestone. Excellent experience in selling staffing solution and services in manufacturing, retail, and government sector. He has amply established productive, professional relationships with key personnel in assigned customer accounts. Holds expert-level knowledge and working experience of Applicant Tracking Systems for tracking candidate submissions. Expertise in direct liaison with clients and subcontractor's to ensure the fulfillment of contract requirements.

Core Competencies

- Execute complete programs, with content from SMEs that include collateral, field engagement tools, detailed competitive analysis, press and PR engagement, sales training, lead generation, success stories, and event marketing
- Performing the web-based research, cold calling for identifying prospects and subsequent follow-ups.
- Understand the requirements of the qualified accounts/opportunities/clients, Firm up a unique value proposition addressing the opportunity, present the same to the decision-makers in the account, negotiate and firm up the contract. Doing marketing research on prospects.
- Keeping track of past and present prospects using relevant CRM techniques and marketing material.
- Good understanding of state and local government contracts with excellent presentation and intangible selling skills.

Education

- PGDIM, International Marketing

Work Experience

22nd Century Technologies, Inc. 2010 – Present

Sandeep is with TSCTI from the last eight years and has managed several contracts with state and local agencies. In his role as Account Manager, he is accountable for the overall operation of his clients, including setting business strategy and supporting his management team in business development, service delivery, customer and employee retention, recruiting, and expense management. His portfolio includes a variety of local clients such as Maricopa County, The City of Redmond, PUHSD, Roosevelt School District, Sacramento County, and the University of AZ. Roles and responsibilities include:

- Develop repeatable services and recruitment processes to ensure creative sourcing of qualified candidates through a wide variety of channels including direct sourcing, internet, employee referrals, community involvement, job fairs and internal employee database.
- Engage relevant stakeholders in negotiation decisions involving legal or regulatory requirements, contract standards, and cost targets.
- Maintain deadlines on deliverables and communicate on an ongoing basis with business partners and internal clients about contractual issues.
- Review contractual performance of both parties to ensure compliance with terms and to identify conflicts or changes requiring resolution at contract renewal.
- Assist the PMs and SMEs with weekly and monthly reporting – both internally and externally.

Prior Experience

Client Name	Position	Duration
HCL BPO	Process Manager	2004 – 2010
Telefocus Communications	Field Manager	Aug 1999 – Feb 2004

Ramanjit Singh, Vice President

Summary

Mr. Singh has over 17 years of experience in Project Management with extensive experience in developing relationships with all levels of management, clients and user groups. He has been consistently recognized for improving systems across divisions, resulting in better communication and increased client satisfaction. He has implemented system improvements and authored program documentation for Marketing, Human Resources, and Sales departments. He has worked for over 15 years with State and Federal Government as an IT employee and IT consultant. He has been able to successfully achieve and exceed targets under contracts with federal, state as well as a private client like the State of WA, State of CA, State of Texas, City of Phoenix, Palm Beach County, AZ, Naval Medical Hospital, CA, DLIFLC and many more.

Core Competencies

- Extensive experience in RFP review, proposal preparation, negotiation of price, terms and conditions and administration of contracts from award through contract close-out.
- Expertise in talent change performance management organizational design and development compensation policy development training development employee/labor relations and union avoidance.
- Skilled in managing, designing and implementing all stages of full software development lifecycle and supporting IT infrastructures within collaborative environments.
- Experience in developing and presenting risk mitigation strategy/plan to senior decision-makers
- Proven ability to manage numerous projects, build effective teams and lead teams in enterprise system development and implementation, analysis of business requirements, process improvements, training, and development.
- Well understanding of State, Federal Government Contracts setting contracts, negotiating, maintaining and successful completion of the contract.
- Proven needs-identification skills and system-based solutions selling expertise
- Accomplished contract negotiations, closing, and service skills at the highest executive levels
- Persistent Account Management, prospecting/ business development techniques and persuasive selling strategies with excellent presentation and intangible selling skills Fortified the ongoing relationship with the clients and ensured that the business is exceeding company standards.

Education and Certification

- Bachelor of Computer Science and Engineering
- ITIL Certified V 3.0

Professional Experience

Client	Position	Duration
Various Clients (USDA, DLIFLC, NHCP, NCCAM, UNDP, WSSC, and IRS) 22nd Century Technologies	Vice President	Oct 2008 – Present
22nd Century Technologies, Inc.	Project Manager	Dec 1996 – Mar 2008

E. Exhibit D: Bid Item List

Solicitation No: 283875 – RFP – Rev. 1 Title: Information Technology Staffing Services

EXHIBIT D: BID ITEM LIST (1 PAGE)

Pay rate must be inclusive of all costs, including but not limited to, direct and indirect costs for labor, overhead, materials, insurance, travel and mileage, postage, etc.

Position Title	Pay Rate - Range (Lowest Pay Rate and Highest Pay Rate)	*Markup %
Example: Database Administrator	***$27.00 - $60.00***	***20%***
Field Tech Lead	$28.85 - $40.87	35%
Senior SCCM Tech	$40.87 - $52.88	35%
Configuration SCCM Tech	$40.87 - $50.48	35%
Field Tech	$21.63 - $28.85	35%
ITD Application Training Specialist	$33.65 - $43.27	35%
System Administrator	$40.87 - $52.88	35%
IT Applications Analyst	$38.46 - $50.48	35%
System Administrator	$40.87 - $52.88	35%
Help Desk Technician I/Tier I	$21.63 - $28.85	35%
Tier II Help/Service Desk	$24.04 - $33.65	35%
Technical Support Analyst Senior	$26.44 - $38.46	35%
ITD Information Engineer	$26.44 - $38.46	35%
Data Analysis and Cartography	$33.65 - $43.27	35%
Data Structure Developer	$38.46 - $52.88	35%
User Experience (UX) Developer	$38.46 - $52.88	35%
Data Transport Developer	$36.06 - $50.48	35%
App Dev Senior	$48.08 - $64.90	35%
App Analyst	$43.27 - $57.69	35%
Relationship Manager	$31.25 - $52.88	35%

***Markup Example:**
Pay Rate = $50.00 and Markup is 20% County would pay $60.00

Appendix

Key Staff Resumes

Nitin Sharma, Account Executive

Summary

Mr. Sharma has over 10 years of experience in Account Management, Operations, Customer Relationship Management & Business Development. He has extensive experience in ensuring the timely and successful delivery of our staffing solutions according to customer needs and objectives. He holds proven experience in communicating clearly the progress of weekly, monthly, and quarterly status updates to internal stakeholders. He is skilled in heading various State accounts to effectively manage the day to day operations and liaising with key State agencies to gather requirements and understand overall functioning of existing resources. He is well versed in managing, motivating and leading teams for running successful business process operations with proven ability to achieve Service Delivery/Targets. He is skilled in identifying and growing opportunities within the account, collaborating with the recruitment team to ensure growth attainment. He has strong experience in managing on-site consultants and responding to all questions or concerns and proficient in generating client monthly reports and delivering to government Program Management Officer. He possesses excellent skills in building and maintaining strong, long-lasting customer relationships.

Core Competencies

- Full lifecycle recruiting experience from requirement gathering to fulfillment
- Lead account manager for multiple staffing implementations at State, Local, and Federal contracts
- Extensive experience in reviewing, negotiating, and signing all company Non-Disclosure Agreement's, Teaming Agreements and Subcontracts.
- Proven experience in assisting in the creation and implemented a new company Contracts procedure, which allows for better company documentation, providing ease when it is time for PMO Reporting.
- Strong experience in scheduling company meetings and schedule meetings between executives and clients and experience in maintaining the company's equipment log.
- Proficient in managing the collection, documentation, and distribution of all hardware and software equipment and possess strong experience in maintaining accounts payable and accounts receivable, invoices, personnel files, and company reports.
- Experience in scheduling initial screening and follow-on interviews as needed.
- Proficient in writing company Staffing Services Agreement and distributed to the team so the company may begin pursuing staffing efforts.

Education

- Bachelor's Degree in Hospitality and Tourism Management

Professional Experience

Client Name	Position	Duration
22nd Century Technologies Inc.	Account Executive / Contracts Manager	Jan 2016 - Present
Comter Systems Inc.	Director-Operations	May 2011 –Dec 2015

Julie Barelas, E-Care Manager

Summary

Ms. Barelas is highly skilled and results-driven Employee Care Manager with over 10 years of experience focused on technology, telecom, and US staffing. She has profound experience in account management, resource management Candidate Tracking, Recruitment, Hiring, Onboarding, Personnel Database Maintenance, Benefits Processing, Orientation, Training, Security Paperwork Processing. She holds plausible experience in managing teams of business development executives for direct client/ 3rd party requirements and sales team for bench selling and possesses proven experience in developing strategies and tools to improve employee care center work processes, team building, and training & ensures accuracy. She has demonstrated experience in billing and payroll, background check, reference check, client and employee relations and possesses strong knowledge and experience in assisting managers with accounts payable & receivable, month end reconciliations including general ledger, bank statements, and Corp. credits.

Core Competencies

- Profound experience in creating and implementing strategic marketing communication plans, which identify new market opportunities, establish strong corporate identity nationally and maximize short & long-term revenues.
- Relevant experience in maintaining records for collections, balance due, and paid in full customers for accounts receivables/ payable.
- Substantial experience in preparing proposals for bids, make presentations, and close contract sales, by selling new technologies, methodologies and systematic industrial purification.
- Diversified experience in utilizing mechanisms such as; the internet (LinkedIn business registrars), cold calling, telemarketing, social media, networking, chamber of commerce and better business bureau to help drive positive business results and events.
- Proficient in developing strategies and tools to improve Employee Care Center work processes, Teambuilding, Training and ensuring accuracy and timeliness in the processing of timekeeping data for payroll.

Education & Certifications

- Psychology, Journalism, Intercultural Communications, Business Writing, St. Leo's College, Harvard Online, University of Houston
- USAF Program Management, Department of Defense Administrative Records Management, Department of Defense Information Security Management

Professional Experience

Client	Position	Duration
22nd Century Technologies, Inc.	E-Care Manager	Jan 2016 – Present
Northern Virginia Family Services	E-Care Manager	May 2014 – Jul 2014
Bright Horizons Family Solutions	HR Administrative Support	Feb 2002 – Jan 2013
CWL Center, Springfield, VA	Coordinator	Feb 2001 – Feb 2002
Connection Newspapers, VA	Account Executive	2000 – 2002

Jessica Duncan, Recruitment Manager

Summary

Jessica is highly skilled Recruitment Manager with more than 8 years of excellent experience in staffing and recruiting management. Her specializations include employee selection and recruitment. She has been extensively working with Information Technology firms. She has proficiently worked in Human Resources consulting business, with successfully achieving targets and handling a large number of clients, including Fortune 500 corporations. She possesses expertise in the recruitment process and resource management, sourcing strategies, recruitment process improvement and up gradation and compliance management. She will be the key person for managing staffing need of the County requisitions to ensure and track the staffing requirements of the County. She is excellent in arranging and managing interview schedules between the clients and consultants.

Core Competencies

- Expert in recruitment process and resource management, sourcing strategies, recruitment process improvement and up gradation and compliance management.
- Teach how to drive and managed the entire recruiting process starting with identifying the requirement, posting positions on internet/ intranet, job boards, etc., sourcing resumes, finding and screening candidates to extending the offers and closing the positions successfully to the juniors.
- Expert in handling various non-IT positions including, but not limited to Accountants, Administrative & Clerical Staffs, Accounting Managers, Auditing Managers, Budget Managers, Data Analysts etc.
- Handling entire resource operation fulfillment functions for Global Delivery Center.
- Team Building and Management.
- Expert in in-house recruitment & placing H1B candidates on Bench with different skill sets.
- Interacting with Hiring Manager of End Client and discussing the requirements with the team and the sourcing needs of them and fulfilling them.
- Expert in recruitment at times using Dice and Monster and other job portals.
- Additional skills include Zoniac, C-Pas, Web Pas, Lotus Notes, Monster, DICE, Net-Temps, Jobs Ahead and other Software and Tools related to Recruitments, MS Office, MS Outlook, and MS Excel.

Education and Certification

- Bachelor of Science Business Administration
- Certificate in Management Foundations
- Fundamentals of system acquisition management (working towards Acquisition Certification)

Professional Experience

Client	Position	Duration
22nd Century Technologies, Inc.	Recruitment Manager	Aug 2013 – Present
FEMA/ DHS/ ICF International	Business Analyst	Sep 2012 – Jul 2013
Wells Fargo, Frederick	Data Analyst	Oct 2011 – Sep 2012
Navy Federal Credit Union	Member Service Representative	Aug 2007 – Dec 2010
Brainard Consulting LLC	Administrative Support	Mar 2006 – Aug 2007

Sandy Croft, Recruiting Lead

Summary

Sandy is a certified senior professional with 6 years of robust experience in Staffing and Data-mining including more than 8 years' experience in Direct/ Indirect Recruitment/ Staffing for US-based clients, experience including Major Nationwide Staff Augmentation/ Solutions Public Company. He got extensive experience in recruiting for the US market, experience working in a fast-paced environment. He has handled sourcing assignments for full-time, contract and temporary employees, for both in-house corporate staffing requirements as well as for clients. He holds expertise in the areas of Resourcing, Head Hunting, Internet Research, Rate Negotiation, and Establishing Processes. He got strong understanding and massively worked on US market. He is a self-motivated team player with excellent communication and organizational skills with excellent interpersonal skills.

Core Competencies

- Extensive experience in recruiting for the US market, experience working in a fast-paced environment
- In his positions as a Recruiter, he drove and managed the entire recruiting process starting with identifying the requirement, posting positions on internet/ intranet, job boards, etc., sourcing resumes, finding and screening candidates to extending the offers and closing positions successfully
- Strong in various internet databases (Monster.com, Dice.com, Careerbuilder.com, Yahoo Hot Jobs.), as well as other traditional and non-traditional recruiting and sourcing methods
- Staffed entire projects from inception till completion, and managed/monitored the project for Resourcing needs
- Mentoring junior recruiters in developing a service-oriented attitude directed towards candidate's development and post-placement follow-up.
- Expert in sourcing candidates from user groups, internal database, web pages, active and passive candidates, and typical job boards (Dice, Head-hunter, HotJobs, Monster.com, and Craigslist, etc.).
- Expert in ensuring pre-qualified candidates that their needs and expectations (visa sponsorship, comp packages: Salary, Location/ relocation, work environment, executive, and management structure, etc.) were commensurate with clients' needs and work environment.
- Expert in providing candidate feedback to hiring managers including reasons that the interview process needed to be streamlined, market conditions that affected their hiring process.
- Expert in creating a list of short, medium and long-term requirements and used as a baseline for evaluating internal and external methodologies and tools.

Education and Certification

- Bachelor of Technology – Computer Sciences and Engineering
- Microsoft Certified Professional – Windows 2000

Professional Experience

Client	Position	Duration
22nd Century Technologies, Inc.	Senior Recruiter	Aug 2011 – Present
Infojini Consulting	Senior Recruiter	Apr 2011 – Jun 2011
22nd Century Technologies, Inc.	Recruiter	Jan 2009 – Apr 2011

Ravinder Kumar, Finance Manager

Ravinder Kumar is an accomplished, result driven Finance Manager with 11+ years of experience focused on creating and documenting billing process for various staffing and consulting projects. He has a strong background in cost accounting, month and year-end closing procedures, budget development, forecasting, variance analysis, and process improvements with a focus on accuracy and efficiency. He has extensive experience in managing cash receipts and Accounts Receivable (AR) collections and managing the relationship with 3rd party providers such as PayPal. He is skilled in directing all Accounts Receivable functions, Sales Orders, Invoicing, Bank Deposits, and Cash posting on a daily basis.

Core Competencies

- Fully conversant with the CRM, invoicing, timesheet-tracking & payment to consultants, rate negotiations, contract writing, and negotiations.
- Supervised preparation of monthly, quarterly and yearly financial reports.
- Organized financial records & created accounting systems for small businesses.
- Skilled in performing routine accounting activities such as maintenance of the general ledger, preparation and distribution of various financial reports, payroll input, reconciliation of balance sheet accounts, and journal entries.
- Resolved months of backlogged accounts, restored order, and organization to processes/records in disarray, researched and solved billing issues to correct invoicing and journal entry errors previously missed.
- Responsible for managing the billing and payroll functions including analyzing, documenting, and improving processes.
- Setup new billing processes and procedures during new system implementation and ensured a smoother transition for the organization to deliver accurate invoicing to clients.
- Streamlined AP procedures by implementing electronic invoicing for top 10 vendors and managed selection and implementation of online T&E submission of expenses

Education

- Post Graduate Diploma in Computer Applications (PGDCA)
- Master of Business Administration (MBA), Finance

Sample Resumes

Tony Brown/ Field Tech Lead

Brief Profile

15+ years of experience in Microsoft technologies including: Windows Server 2012 & R2, 2003, 2008, 2008 R2, build virtual environments configure with 30 nodes Cluster(s) for MS SQL Server 2000, 2005, 2008. Adept in configuring, updating and supporting Windows Server Update Services (WSUS), SCOM 2007, & Active Directory, Group Policy and IIS. Vast experience in configuring, managing vCAC provisioning groups, blueprints, workflows, and monitoring machines as well as upgrading SCOM 2012 to scom 2016. Experience in assessing and designing (IaaS) based on VMware vRA/vCAC, vPRO, vROps, PowerCLI in distributed environment. Skilled in various operating systems, Windows Server 2012 & R2, Windows Server 2008, Windows Server 2003, Windows 2000 Server, Windows XP, Windows 9x, ESX, ESX-I, VMware, Virtual Server. Well versed in configuring VMware ESX 2.x, 3.0, 3.5, 4.1, 5.0, 5.1 host configuration (includes: startup profile, storage configuration, network connections and security settings).

Government Experience

- Maricopa Superior Courts

Education & Certification

- High School Diploma
- Microbiology, I.U.P.U.I. Community College -Indianapolis, IN
- Certified in Customer Service from United States Marine Corp & Department of the Army
- Certified in IDACS from Indianapolis Police Department
- Certified in Project Management & Digital Printing from Kinko's

Technical Skills

System Administration / Operating Systems: Windows Server 2012 & R2, Windows Server 2003, Windows 2000 Server, Windows NT4.0, Windows XP, Windows 9x, ESX VMware, Virtual Server, Virtual PC and Microsoft Clusters. SQL cluster

OS/ Networking / Operating Systems: Windows Server 2012 & R2, Windows Server 2008, Windows Server 2003, Windows 2000 Server, Windows XP, Windows 9x, ESX, ESX-I, VMware, Virtual Server

Hardware: Intel base, Cisco UCS B200 M3 Blade Server with fabric 6248 & 6296, HP/Compaq, Blades P-class – C-Class, IBM Blades, IBM X-Series. 3 years of HP C-Class blade - completed the instructor lead HP VCEM (virtual connect Enterprise Mgr) course. 3 years of HP C7000 blade system. Used this with Ethernet Modules, Fiber Modules, Flex -10 Modules, & OA for configuring various networks within the enclosure(s). Used onboard administrator to configure these Ethernet Modules, Fiber Modules, & Flex -10 Modules. Completed the instructor lead HP VCEM (virtual connect Enterprise Mgr) course. Used these HP C7000 blade system with Half & full height blades to configure ILOs, Virtual Connects domains, Virtual Connect mgr.

Tools: System Center Operation Mgr (SCOM 2k7 w/sp1), MOM, VB-scripting to run routine admin tasks. Terminal Service, Dame-ware, Remote Desktop, WSRM, MOM, SMS, RILOE Card, Top-Tools Cards, RSA, Onboard Administrator. Platespin7, PowerCLI scripts & Commands to code for routine admin tasks.

Protocols and Services: TCP/IP, DNS, WINS, DHCP, Gateways, IIS4-6, and IIS 7

Networks: VMware vDS & VMware NSX for Ethernet, Fiber

Information Security: Defensive code writing for Apps, database, and Internet apps

IT Security: Firewalls Technology: VMware NSX (vShield), ASTARO Linux 4.0 Certified and Certificate of Completion in Microsoft ISA server 2004, Citrix training Certificate of Completion. VMware VCP 3 & VCP 5 Certified / pending VCP 6

Relevant Professional Experience

22nd Century Technologies INC @ Intel @ Maricopa Superior Courts, AZ, Lead Sr Systems Engineer Feb 2017 – Present

Responsibilities:

- Responsible for upgrading VMware ESXi (6.0 -6.5) servers, vSphere (6.0 -6.5) servers / appliances and Windows 2012 environments, which includes DEV, Test, QA, prod. Providing engineering documentation & architectural drawings.
- Responsible for building C7000 enclosures to migrate new virtual environments. Installing and designing the 6,5 environments to use the PSC in a failover environment to use SQL2016-always-on for storage Vcenter

storage and F5 load balancers for the (PSC) platform service controllers.

- Responsible for monitoring in these environments. Creating, managing, configuring and assigning alerts SCOM alerts in system center operations manager 2012. Creating overrides and recovery scripts for alerts. Using HP Oneview 3.0 & HP Insight Control to automate building of virtual and physical servers.
- Responsible for configuring, managing vCAC provisioning groups, blueprints, workflows, and monitoring machines Upgrading SCOM 2012 to scom 2016 on sql always on. Assessing and Designing (IaaS) based on VMware vRA/vCAC, vPRO, vROps, PowerCLI in distributed environment.

Xsell @ CVS Caremark, AZ, Lead Infrastructure Architect & Engineer **Sep 2016 – Dec 2016**
Responsibilities:

- Responsible for engineering VMware environments (dev. Test, QA, prod) for incoming mergers / acquisitions. Providing engineering & architectural documentation & drawings to other engineers to implement migrations (p2v, v2vs.
- Responsible for upgrades of older VMware environments to use, vDS, NSX, ESXi, vSphere (5.5 & 6.0). Assessing and designing (IaaS) based on VMware vRA/vCAC, vRO, vROps, PowerCLI in distributed environment.

Dignity Health, AZ, Lead Solution Architect **Aug 2015 – Sep 2016**
Responsibilities:

- Responsible for designing, and developing VMware infrastructure environments for hospital applications. Designing solutions in Visio drawings. Working with Development and productions teams to have solutions for applications being added to the environment. Leading projects that are enterprise wide for new deployments, upgrades, or migrations.
- Worked with all IT departments: Database, developers, network, storage, operations to have a successful project(s). Documented, designed Visio drawings and coordinating with Dev and prod teams to implement procedures regarding projects. Server maintenance VMware maintenance, and monitoring.
- Developed and tested production teams to create strategies for migrations, new upgrade, new tenants, and new projects. Responsible for managing, architecting Citrix design, implementation and administration of multiple Citrix farms including XenApp 6.0 and 6.5. & Xenapp 7, used Nutanix for VDI Horizon - environments for PVS servers. Responsible for the Production, QA and Development environments. Standardized server management and monitoring tools across the organization to provide real-time alerting leading to greater uptime and increased security.
- Documented, drafted and implemented procedures regarding equipment, server maintenance VMware maintenance, and monitoring. Documented the network environment for vDS & NSX VMware architecture. Using PowerCLI cmdlets to retrieves the virtual machines information, such as to stop, re-start, move, & suspend. VMs. Assessed and designed (IaaS) based on VMware vRA/vCAC, vRO, vROps, PowerCLI in distributed environment. Responsible for configuring, managing vCAC provisioning groups, blueprints, workflows, and monitoring machines

Infinite Group @ IBM, TX, Lead Sr Enterprise Windows Engineer / VMware & Citrix Engineer Sep 2014 – Jun 2015
Responsibilities:

- Responsible for migration of IT infrastructure including server hardware, such as: installation & configuration for HP, IBM, Cisco UCS B200 M3 Blade Server with fabric 6248 & 6296. Designed and supported, updated firmware, blade server firmware.
- Designed, deployed, and maintenance of a broad range of Microsoft technologies including: Windows Server 2012 & R2, 2003, 2008, 2008 R2. Built virtual environments that are configured with 30 nodes Cluster(s) for MS SQL Server 2000, 2005, 2008. Configured, updated and supported Windows Server Update Services (WSUS), SCOM 2007, & Active Directory, Group Policy and IIS. Standardized server management and monitoring tools across the organization to provide real-time alerting leading to greater uptime and increased security.
- Documented, designed Visio drawings and coordinating with Dev and prod teams to implement procedures regarding projects. Server maintenance VMware maintenance, and monitoring. Developed and tested production teams to create strategies for migrations, new upgrade, new tenants, and new projects. Standardized server management and monitoring tools across the organization to provide real-time alerting

leading to greater uptime and increased security.

- Documented, drafted and implemented procedures regarding equipment, server maintenance VMware maintenance, and monitoring. Documented the network environment for vDS & NSX VMware architecture. Design Citrix environment using Nutanix SSD drives for storage. VRA & VRO to automate vm builds.
- Responsible for migrating, maintaining, supporting, virtualizing windows & Redhat linux environments into Fujitsu datacenters. Installed and configured hardware for HP, IBM Blade & Cisco UCS B200 M3 Blade Server with fabric 6248 & 629 Design and supported.
- Designed, architected, installed, configured VMware ESX, ESXi, vSphere 4, vSphere 5 and vSphere 6 environments with VirtualCenter management. Worked with iSCSI, NFS, and Fiber Channel protocols for vmware. Fiber Channels to esx hosts (boot from SAN & Nutanix) Built, configured and deployed VMs and templates. Completed Physical-to-Virtual (P2V), Virtual-to-Virtual (V2V) and Virtual-to-Physical (V2P) migration of Windows NT, 2000, 2003, 2008, and windows server 2012 & R2as well as centos / redhat Linux servers from VMware and legacy hardware. Used PowerCLI cmdlets to retrieves the virtual machines information, such as to stop, re-start, move, & suspend VMs developed, tested, and maintained a disaster recovery plan for critical VMs and application data.
- Maintained the & install configured VMware vDS. Migrated vDS switches to created vDS , created DV port groups, adding DvUplinks to the Host that are being migrated. Consolidated multiple single virtual switches to a single vDS.

DFW International Airport, TX & CA, Lead Sr Enterprise Windows Engineer / VMware & Citrix Engineer May 2013 – Sep 2014
Responsibilities:

- Responsible for managing, architecting Citrix design, implementation and administration of multiple Citrix farms including Presentation Server 4.0 and 4.5, XenApp 6.0 and 6.5. Responsible for the day-to-day operation of the Production, QA and Development environments utilizing tools such as AppSense, EdgeSight and performance monitoring software. Scale 1500 concurrent users, 100 XenApp servers.
- Performed Assessments on the current Citrix infrastructure and develop recommendations for implementing, engineering, & supporting XenApp 6.0 & 6.5 environments with 45 published applications. Published apps on all environments and creating documentation for junior citrix admins. Training new users and employees for the use of citrix environments.
- Supported VMware View Horizon- VDI that was used for only for 100-250 users, used Nutanix SSD drives for storage. Architecture, designed, installed, configured VMware ESX, ESXi, within VI3, vSphere 4 and vSphere 5 environments with VirtualCenter management. Worked with iSCSI, NFS, and Fiber Channel protocols, Fiber Channels to esx hosts. Built, configured and deployed VMs and templates. Completed Physical-to-Virtual (P2V), Virtual-to-Virtual (V2V) and Virtual-to-Physical (V2P) migration of Windows NT, 2000, 2003, 2008, and 2012 as well as Linux servers from VMware and legacy hardware. Developed, tested, and maintained a disaster recovery plan for critical VMs and application data.
- Responsible for maintaining IT infrastructure including server hardware, VMware environments. Responsible installation & configuration for HP, IBM, Cisco UCS B200 M3 Blade Server with fabric 6248 & 6296. Design and support Updating firmware, blade server firmware. Led designing, deployment, and maintenance of a broad range of Microsoft technologies including: Windows Server 2000, 2003, 2008, 2008 R2. Build virtual environments that are configured with 2 nodes Cluster(s) for MS SQL Server 2000, 2005, 2008. Configured, updated and supported Windows Server Update Services (WSUS), SCOM 2007, & Active Directory, Group Policy and IIS. Using PowerCLI cmdlets to retrieves the virtual machines information, such as to stop, re-start, move, & suspend VMs
- Responsible for standardized server management and monitoring tools across the organization to provide real-time alerting leading to greater uptime and increased security. Documented, drafted and implemented procedures regarding equipment, server maintenance VMware maintenance, and monitoring. Migrated vDS switches to created vDS , created DV port groups, adding DvUplinks to the Host that are being migrated. Consolidating multiple single virtual switches to single vDS.

FOX, CA, Lead Sr Enterprise Windows Engineer / ESX engineer / Citrix Engineer Jun 2011 – May 2013
Responsibilities:

- Responsible for engineering, installing, administering, configuring, , migrating, troubleshooting and providing documentation to Admins to support for after hours. Configured VMware ESX 2.x, 3.0, 3.5, 4.1,

5.0, 5.1 host configuration (includes: startup profile, storage configuration, network connections and security settings).

- Responsible for installation process of VMware ESX 3.0 (identify the new server's configuration, set up required localizations, created user account and root password, created the boot floppy and boot the target ESX system from the Linux image). Boot from SAN for some ESX hosts, troubleshot/ installed / configured V-Motion for ESX Host in a datacenter cluster(s), trouble/configured IP schema for V-Motion on ESX hosts to failover to one another in cluster(s).
- Supported, managed, administered, and configured Citrix 5.0, 6.5 (Xenapp 5 & 6.5) farms that consists of 50 + servers & 10 plus Citrix farms.
- Set up and managed Data stores using ACCESS DATABASEs / SQL 2000, SQL EXPRESS, SQL 2005. Set various dedicated data collectors for various Citrix farms. Architected Citrix Farms new environments for new customers. Completed training in Citrix 5.0, 6.5 (Xenapp 5 & 6.5).
- Created custom reports on results of SCOM monitoring, using SQL Server Reporting Services (SSRS).Provided application support for SCOM platform, including add/remove servers, add/remove user access, review/update SCOM console security, created monitoring rules, added/removed monitoring notifications, creating SCOM console views.
- Set up multiple Windows Server 2003 / 2008 R2, UNIX/Linux & other file and application servers as clients to SCOM server, retrieved and displayed performance data (CPU / Memory utilization, Disk I/O, Network Bandwidth, etc), security audit and dashboard views from these hosts and getting detailed server, client and network status reports. Setting up monitors and alerts. Provided problem resolution/troubleshot for SCOM components and related custom scripts/automations to clients in the Microsoft engineering area, as well as integration into other monitoring components. Implemented changes/enhancements to SCOM components and creating custom Management Packs (MP) as needed Vmware Engineer.

ZeroChaos @ IBM @ Hilton, AZ & CO, Lead Sr Enterprise Windows Engineer Mar 2010 – Mar 2011

Responsibilities:

- Responsible for engineering / /troubleshooting, migrating from Windows 2003 to Windows 2008 (STD, enterprise, Core) & ESX4.1, 3.0, 2.x hosts VMware environments in an enterprise environment, Supported, managed, administered, and configured Citrix 4.0, 4.5 & Citrix 5.0 (Xenapp 5) farms that consists of 1000 + servers & 200 plus Citrix farms. Fined tune Citrix farms such as: load balance and configured Citrix web-sites, managed Citrix published apps on specific servers for Internal & external customer. Engineered & implemented Citrix Farms upgrades from 4.0 to 4.5 to 5.0 on 2003 & 2008 windows servers.
- Set up and managed Data stores using ACCESS DATABASEs / SQL 2000, SQL EXPRESS, SQL 2005. Set various dedicated data collectors for various Citrix farms. Architected Citrix Farms new environments for new customers. Completed training in Citrix 5 (Xenapp 5). Managed license server(s) for Citrix farms. Created documentation & Diagrams of Citrix Environments that engineered & supported for support purposes. Utilize my Citrix skill to teach others to support various Citrix farms.
- Configured VMware ESX 2.x, 3.0, 3.5, 4.1 host configuration (includes: startup profile, storage configuration, network connections and security settings). Responsible for installation process of VMware ESX 3.0 (identify the new server's configuration, set up required localizations, create user account and root password, created the boot floppy and boot the target ESX system from the Linux image). Boot from SAN for some ESX hosts, troubleshot/ installed / configured V-Motion for ESX Host in a datacenter cluster(s), trouble/configured IP schema for V-Motion on ESX hosts to failover to one another in cluster(s).Configuring DRS to use Resource pools properly across ESX host clusters (CPU, MEMORY..Etc).
- Responsible for building ESX HA cluster for 99.9 uptime using 2+ or more ESX hosts for HA and add more ESX server to the ESX cluster or to the ESX farm. Led and performed patch management, hot-fixes for servers. Performs and implements network settings such as DNS, WINS, TCP/IP, and Gateways. Decommissioning OLD MOM monitoring environments. Built new SCOM 2007 R2 monitoring to monitored services and applications, UP and down for servers.
- Used SCOM 2007 R2 to send out report on health of servers and reports out to teams. Fine Tuned, Configured and Design monitors for apps and servers teams. Recommend & Verify SAN configurations such as fiber cards for ESX servers with connections and SAN space for servers and verifying LUNs are mapped to servers with fiber connections.
- Provided VMWARE - Virtual PC and Virtual Server for testing window apps, web apps, and server

networking protocols. Performed Datacenter migrations using Plate spin power convert software server to migrate servers to new environments.P2V, P2P, P2I, V2V, & V2I for datacenter moves, datacenter closures, Datacenter adds. Configure Virtual Center Servers for ESX 3.0, 2.x hosts. Clustering, Data stores, HA.

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CSC @ VISA, CO & DC, Enterprise Windows Engineer / ESX Engineer / Citrix Engineer Mar 2008 – Mar 2010

Responsibilities:

- Responsible for engineering /administering/troubleshooting, migrating from Windows 2003 to Windows 2008 (STD, enterprise, Core) & ESX 3.0, 2.x hosts VMware environments in an enterprise environment. Planned, installed, & configured SCOM 2k7for monitoring Enterprise environments. Created and configured customer groups in SCOM & assigning tasks to certain IT groups using SCOM. Collected inventory & reporting data using SCOM. Configured SQL to store data on the backend of SCOM servers.
- Responsible for applying Group Policies security setting & AD templates to configure server(s) Windows domain controller. Installed software packages using GPOs, which belongs to certain OUs in AD. Planned configured, installed, deployed WSUS 3.0 environments to support 3000+ servers in enterprise environments. Creating auto-approvals for specific groups of servers, creating reports for patches to be approved for install. Managing specific groups and multiple WSUS servers for server farms. Configure WSUS to use SQL server for a backend Database.
- Engineered, supported, managed, administered, and configured Citrix 4.0, 4.5 & Citrix 5.0 (Xenapp 5) farms that consists of 1000 + servers & 200 plus Citrix farms. Fined tune Citrix farms such as: load balance and configured Citrix web-sites, managed Citrix published apps on specific servers for Internal & external customer. Engineered & implemented Citrix Farms upgrades from 4.0 to 4.5 to 5.0 on 2003 & 2008 windows servers.
- Set up and managed Data stores using ACCESS DATABASEs / SQL 2000, SQL EXPRESS, SQL 2005. Set various dedicated data collectors for various Citrix farms. Architected Citrix Farms new environments for new customers. Completed training in Citrix 5 (Xenapp 5). Managed license server(s) for Citrix farms. Created documentation & Diagrams of Citrix Environments that engineered & supported for support purposes. Utilized my Citrix skill to teach others to support various Citrix farms.
- Configured VMware ESX 2.x, 3.0 host configuration (includes: startup profile, storage configuration, network connections and security settings). Responsible for installation process of VMware ESX 3.0 (identify the new server's configuration, set up required localizations, create user account and root password, create the boot floppy and boot the target ESX system from the Linux image). Boot from SAN for some ESX hosts, Trouble-shooting/ install / configuring V-Motion for ESX Host in a datacenter cluster(s), trouble/configuring IP schema for V-Motion on ESX hosts to failover to one another in cluster(s). Configuring DRS to use Resource pools properly across ESX host clusters (CPU, MEMORY..Etc).
- Responsible for building ESX HA cluster for 99.9 uptime using 2+ or more ESX hosts for HA and add more ESX server to the ESX cluster or to the ESX farm. Lead and perform patch management, hot-fixes for servers.
- Performed and implemented network settings such as DNS, WINS, TCP/IP, and Gateways. Recommend & Verify SAN configurations such as fiber cards for ESX servers with connections and SAN space for servers and verified LUNs are mapped to servers with fiber connections. Provided VMWARE - Virtual PC and Virtual Server for testing window apps, web apps, and server networking protocols.
- Performed Datacenter migrations using Plate spin power convert software server to migrate servers to new environments.P2V, P2P, P2I, V2V, & V2I for datacenter moves, datacenter closures, Datacenter adds. Configure Virtual Center Servers for ESX 3.0, 2.x hosts. Clustering, Data stores, HA.

Prior Experience

- Drexel @ Lockheed Martin, CO, Windows SYS Engineer/ ESX Admin / Citrix Engineer (Oct 2007 – Mar 2008)
- US-igi.com@ HP, Colorado Springs, CO @ USPIS, Win SYS Engineer / ESX (Feb 2007 – Oct 2007)
- CDI @ IBM, CA, Windows SYS Engineer/ ESX Admin / Citrix Engineer (Dec 2005 – Feb 2007)
- Spherion @ Hewlett-Packard, CO & GA, System Administrator (May 2001 – Oct 2005)
- Eli Lilly & Co / Professional Data Dimensions, IN, Windows / System Administrator (Oct 1999 – Mar 2001)

Stan Lumbra/ Senior SCCM Tech

Brief Profile

Over 15 years of professional IT experience. Experienced in managing WSUS, SCCM, DNS, certificate services and licensing of software used on each domain. Well versed in performing Active Directory and Lotus Mail accounts management as well as providing network technical support to the HBSS application team and is proficient with TCP/IP networking protocols. Skilled in Windows XP OS, DOS, previous Microsoft OS products, computer hardware, and customer service and has immense experience in build, deploy, configure, and administer Windows-based servers in support of the Army's Host Based Security System (HBSS) mission. Adept in Windows 10, Windows Server 2008 Enterprise Administrator, Windows Server 2008 System Administrator, Microsoft Windows Server 2003, Windows Server 2008 Active Directory / Configuration, Microsoft Windows Vista, Microsoft Windows Server 2003, Microsoft Windows XP and Microsoft Windows XP Operating System. Rich knowledge of utilizing DNS, DHCP, SCAP, STIGs and ACAS to ensure the integrity and security of our Microsoft devices.

Government Experience

- United States Air Force

Education & Certification

- Associates Degree, Radio Communications Technology, Community College of the Air Force, July 1987
- Graduated, Steven's High School, NH, Jun 1977
- Installing and Configuring Windows 10 (OLL) at New Horizons, AZ, Dec 2017
- Deploying and Managing Windows 10 Using Enterprise Services (ILT/OLL) at New Horizons, AZ, Jan 2018
- Microsoft System Center Configuration Manager 2007, Configuration at New Horizons, AZ, Jan 2010
- Implementing, Supporting and Troubleshooting a Microsoft Windows XP Operating System, Interface Technical Training, AZ, Nov 2006
- Network +, Guide to Networks, New Hampshire Community Technical College, NH, Apr 2001
- Microsoft Certified IT Professional - Windows Server 2008 Enterprise Administrator
- Microsoft Certified IT Professional - Windows Server 2008 System Administrator
- CompTIA - Security+
- Microsoft Certified Technology Specialist - Windows Server 2008 Active Directory, Configuration
- Microsoft Certified Technology Specialist - Windows Server 2008 Network Infrastructure, Configuration
- Microsoft Certified Technology Specialist - Windows Server 2008 Applications Infrastructure, Configuration
- 09 Microsoft Certified Systems Engineer - Microsoft Windows Server 2003
- Microsoft Certified IT Professional - Enterprise Support Technician
- Microsoft Certified Technology Specialist - Microsoft Windows Vista, Configuration
- Microsoft Certified Systems Administrator - Microsoft Windows Server 2003
- Microsoft Certified Desktop Support Technician - Microsoft Windows XP

Technical Skills

Novell 3.x, 4.x, 5.x MS Exchange, Server 5.5 Unix Windows 3.x, 95, NT 4.0, 2000, ME, XP, 7 Lotus, Notes 4.6, 5.0, 6.0 SQL Training, Microsoft Server 2000, 2003, 2008, 2012 MS Office 95 - 2010 Novell Console One, SMS 2.0, 2003 & SCCM 2007, 2012 Ghost Solution 2.0 & 2.5 TCP/IP, IPX/SPX, Veritas NetBackup PC Anywhere WAN/LAN, VPN, Remedy dbase III CSU/DSUs, and NICs, Netware Administrator Java Programming (Training) Citrix Client

Relevant Professional Experience

Northrup Grumman, Ft. Huachuca, AZ, Active Directory Team Lead **Oct 2012 – Present**

Responsibilities:

- Manages five-person team responsible for management of Domain Infrastructure Servers for the USAICoE G6. Resources include approximately 15,000 user accounts, 6500 workstations and 300 servers spread across four separate domains.
- Creates and manages group policy for all servers, workstations and users on all domains. Manages WSUS, SCCM, DNS, Certificate Services and licensing of software used on each domain.
- Provides the baseline images and deployment solutions for all servers and workstations used on our networks. Utilizes SCAP, STIGs and ACAS to ensure the integrity and security of our Microsoft devices.
- Research deficiencies identified by scans while providing recommendations and implementing remediation solutions. Initiates and oversee the upgrade of all G6 servers to 2012 R2. At the same time revamp our domain structure and instituted a process of least privilege across our networks.

- Initiates and oversee the implementation of the Windows 10 deployment to our entire training environment. Laud for exemplary knowledge and performance while being the first unit to pass a recent "No Notice"" CCRI.
- Evaluates, recommend and implements approved enhancements that improve the performance and reliability of systems.

ZeNETex, LLC, Ft. Huachuca, AZ, Senior System Administrator / Team Lead **Nov 2009 – Oct 2012**
Responsibilities:

- Built, deployed, configured, and administered Windows-based servers in support of the Army's Host Based Security System (HBSS) mission.
- Ensured all servers are compliant with current DoD and Army regulations. Performed daily system checks to monitor the status and the current state of the servers.
- Troubleshot and corrected issues as needed. Provided network technical support to the HBSS application team. Proficient with TCP/IP networking protocols.
- Performed IAVA vulnerability scans using DISA Gold Disk and Retina scanning software. Assisted with scripting tasks on an as needed basis. Provided up-to-date compliance and status reporting through Remedy ITSM tool. Participated in rotational on-call duties to provide after-hours support.

The Chamberlain Group, Tucson, AZ, Senior Client Support Specialist **Apr 2005 – Sep 2008**
Responsibilities:

- Sole technician for computer hardware and software technologies the organization's call center and distribution facilities located in Tucson AZ.
- Managed DNS, DHCP and Group Policy locally. Performed backups and restorations. Utilized Landesk, SMS, RIS and Norton Ghost for image creation, operating system deployment and software management.
- Maintained file and print services and associated permissions. Performed Active Directory and Lotus Mail accounts management for the entire organization.
- Provided desk-side support and problem resolution for the Tucson campus. Created and maintained technical documentation and provided timely status reporting for all assigned trouble tickets.
- Administered the Avaya Definity phone system and Intuity Audix voice mail system, utilized Avaya CMS supervisor and configured custom reports. Performed moves adds and changes within Avaya IC Manager to configure and maintain the organization's phone system.
- Managed the NICE Call Logging system utilizing the Nice Perform interface. Deployed and configured Avaya Interaction Center on all call-center clients and configured Avaya IP Softphone for remote clients.
- Provided on-site support and recommendations to corporate network administrators while assisting with hardware upgrades and retrofits on as needed basis. On call 24/7 for emergency requirements.

The Chamberlain Group, Tucson, AZ, Senior Technical Support Rep **Oct 2001 – Apr 2005**
Responsibilities:

- Responsible for phone support of the Microsoft XP operating system. Assisted customers with setup and configuration issues related to installing and upgrading to XP operating system.
- Supported Windows XP OS, DOS, previous Microsoft OS products, computer hardware, and customer service skills.

Prior Experience
United States Air Force, Various Positions Jan 1999 – Oct 2001

Gerald T. Ziegler Jr / Applications Support: System Administrator

Brief Profile

Mr. Ziegler has over 15 years of professional experience in administering servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches. He is proficient in performing Server creation using Vmware vSphere, creating & optimizing PowerShell shell scripts. He is skilled in maintaining and troubleshooting company proprietary software and maintaining network servers such as file servers, DNS Server, Domain Controllers, Terminal Servers. He has hands-on experience in managing Active Directory and Exchange account administration, Group Policies creation and Administration and monitoring network systems via SolarWinds. Expert in troubleshooting and repairing network connectivity, network access problems. He has in-depth knowledge in troubleshooting and repairing network connectivity, network access problems, performing server maintenance (software / hardware) and monitoring Trend Micro Antivirus. He has proven experience in performing system backups using Symantec Netbackup, performing diagnostics and troubleshooting of system issues, documenting help desk tickets/resolutions, and maintaining equipment inventory lists. He is robust in managing Active Directory and Exchange account administration and maintaining password security, data integrity and file system security. He has proven experience in troubleshooting and repairing network connectivity, network access problems

Government Experience

- Arizona Department of Transportation Phoenix, AZ

Education & Certification

- Computer Networking, Information Security, Muskegon Community College, A.A.S
- Aircraft Maintenance and Technology, Community College of the Air Force, A.A.S
- H.S Diploma, Practical Studies, Brandywine High School
- PC Maintenance II-A+ Certification

Technical Skills

- Windows Server Administration
- VMware ESX/vSphere
- Amazon Web Services (AWS)
- Cisco Routes and Switch's
- Support of Active Directory
- Support of Microsoft Office 365
- Support and Knowledge of Citrix Products and services
- Networking & Protocols DNS, HTTP, SMTP, LDAP, DHCP, SNMP
- Firewalls, Routers, Active Directory Domain Controllers
- Wireless/VPN Support

Relevant Professional Experience

Arizona Department of Transportation Phoenix, AZ Sr Server Administrator / VM Admin Jun 2016 – Present

Responsibilities:

- Creating and Managing Virtual Machines and Templates. Configures Resource Pool, V Motion, Alerts, Alarms, NTP.
- Migrates Physical Servers to Virtual Server using VMware Converter (P2V Converter). Migrating of Virtual Machines using V Motion. Provided customer service and application support
- Performing Snapshots, Cloning, Cold Migrations and Hot Migrations. Maintains network servers such as File Servers, DNS Server, Domain Controllers, Terminal Servers, Application Servers. Active Directory and Exchange Account Administration.
- Manages Group Policies Creation and Administration. Responsible for monitoring network systems via SolarWinds. Troubleshoot and repairs network connectivity, network access problems.
- Performs server maintenance (software / hardware). Configures and Troubleshoots Cisco Router and Switches.

Drive Time Phoenix, AZ, Systems Administrator **Jul 2014 – Jun 2016**

Responsibilities:

- Administered servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital

assistants, smartphones, software deployment, security updates and patches.
- Performed Server creation using Vmware vSphere. Created and optimized Powershell shell scripts.
- Maintained and Troubleshot company proprietary software. Maintained network servers such as file servers, DNS Server, Domain Controllers, Terminal Servers.
- Managed Active Directory and Exchange account administration, Group Policies creation and Administration
- Responsible for monitoring network systems via SolarWinds. Troubleshot and repaired network connectivity, network access problems.
- Performed server maintenance (software / hardware). Configured and Troubleshot Cisco Router and Switches. Provided customer service and application support.

American Audio-Visual Center Scottsdale, AZ, Systems Administrator **Jan 2014 – Jul 2014**
Responsibilities:
- Managed production and email servers (applied updates, Installed applications), Server creation using Vmware vSphere.
- Preformed system backups using Symantec Netbackup. Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.
- Managed Active Directory and Exchange account administration. Maintained password security, data integrity and file system security. Responsible for monitoring network systems.
- Troubleshot and repaired network connectivity, network access problems. Ordered company computers. Performed server maintenance (software / hardware). Performed Trend Micro Antivirus management and monitoring.
- Conducted desktop and laptop roll-outs. Responsible for print server / printer management and troubleshooting.
- Provided PDA / Smart Phone support, Windows 8 / 7 Professional support, Microsoft Office 2013 / 2010 / 2007.
- Supported R2 database used to track company assets. Administrator for Ultipro HR system. Tested and ordered programs for company use.
- Provided application support to Tier II and III, analyzed and documented business processes

Estenson Logistics Mesa, AZ, Systems Administrator **Apr 2013 – Nov 2013**
Responsibilities:
- Managed production and email servers (applied updates, Installed applications), Server creation using Vmware vSphere.
- Performed system backups using Symantec Netbackup. Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.
- Managed Active Directory and Exchange account administration. Maintained password security, data integrity and file system security. Responsible for monitoring network systems.
- Troubleshot and repaired network connectivity, network access problems. Performed Email migration from Cpanel to Microsoft 365. Performed server maintenance (software / hardware).
- Performed Trend Micro Antivirus management and monitoring. Conducted desktop and laptop roll-outs.
- Responsible for print server / printer management and troubleshooting. Provided PDA / Smart Phone support, Windows 8 / 7 Professional support and Microsoft Office 2013 / 2010 / 2007/ 365 support.

VIP Mortgage, Inc Scottsdale, AZ, Helpdesk Support Technician **Oct 2012 – Apr 2013**
Responsibilities:
- Provided computer help desk support and technical training on hardware/software to end users. Performed set-up, break-down, and transport of agency equipment on an as-needed basis.
- Provided computer help desk support via telephone communications with end-users. Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.
- Managed Active Directory and Exchange account administration. Maintained password security, data integrity and file system security. Responsible for monitoring network systems.
- Troubleshot and repaired network connectivity, network access problems. Created, tested, and managed desktop image standards. Deployed desktop images using Clonezilla. GFI Vipre Antivirus management and

monitoring.
- Conducted desktop and laptop roll-outs. Responsible for print server / printer management and troubleshooting.
- Provided PDA / Smart Phone support, Windows 7/ XP Professional support and Microsoft Office 2010 / 2007 support.

Ricoh USA Zeeland, MI, Printer Support Site Manager **Apr 2012 - Oct 2012**
Responsibilities:
- Monitored and supported over 200 devices that support 500+ users local and abroad. Troubleshot, Fixed, maintained as well as installed software need to run devices. Ensured all drivers for devices are on the server and up-to-date.
- One of two who monitored Mead Johnson Nutrition (MJN) printers worldwide. Worked with other Site Managers for monthly usage, billing for MJN. Documented and ordered supplies for all devices. (Local and abroad)

North Ottawa Community Hospital Grand Haven, MI, Helpdesk Intern **Dec 2010 – Apr 2012**
Responsibilities:
- Responsible for running helpdesk for network of 500+ users and working problems between calls. Installed and maintained Windows Server 2003. Installed and configured Network Routers and Switches.
- Performed software installs, Hardware installs, troubleshooting. Worked Server and client problems as well as printer issues. Documented and ordered parts and schedule maintenance.
- Provided over the phone customer support. Performed Reset user passwords, Image new PCs. Ran CAT5 and CAT6 cable to set up new workstations.
- Provided application support to Tier II and III, analyzed and documented business processes
- Performed all task using MS Office tools such as MS Word, MS Excel etc.

United States Air Force Valdosta, GA, Aircraft Maintenance Journeyman **Apr 2006 – Nov 2008**
Responsibilities:
- Secondary duties included all I.T administrator duties. Installed and maintained Windows Server 2003.
- Sat up domains, Local group with in Active Directory. Installed and configured Network Routers and Switches
- Performed Reset account passwords. Sat up user accounts and permissions levels. Provided Microsoft Outlook support. Monitored users' system usage.
- Installed new hardware and software. Ran CAT5 and CAT6 cable to set up new workstations. Maintained server room. I.e. Swapping out blades and setting up new servers as needed.
- Troubleshoot problems at the lowest level. Performed preflight, basic post-flight, thru-flight inspections, and preventive maintenance. Performed operational checks and troubleshooting systems (hydraulics, electrical, and fuel).
- Launched, recovered, towed, parked and moored aircraft. Removed, installed, and adjusted components, such as wheel assemblies, brakes, engine cowlings, hoses and tubing. Inspected and operated powered and non-powered support equipment. Member of rapid deployment crew in support of various worldwide missions.

United States Air Force Anchorage, AK, Consolidated Tool Section Journeyman **Oct 2000 – Apr 2006**
Responsibilities:
- Secondary duties included all I.T administrator duties. Performed section I.T administrator duties. Installed and maintained Windows Server 2003.
- Installed and configured Network Routers and Switches. Managed Reset account passwords. Sat up user accounts and permissions levels. Monitored users' system usage. Installed new hardware and software.
- Ran CAT5 and CAT6 cable to set up new workstations. Maintained server room. I.e. Swapping out blades and setting up new servers as needed. Troubleshot problems at the lowest level.
- Assisted with maintenance, accountability and inspection of all tool kits, special purpose tools, test equipment and technical orders. Designed, constructed, issued, and inventor all tool kits, hand tools, special purpose tools, locally manufactured tools, and test equipment.
- Assisted in the management of the salvage tool program. Assisted/performed calibration scheduling of test,

measurement, diagnostic equipment. Identified and scheduled section equipment requiring periodic special inspections.

- Assisted in the research and documentation necessary to obtain new or replacement mission essential support equipment.
- Assisted in scripting, managed Visual Studio and maintained data on SQL.

Chad Smith / Infrastructure: System Administrator

Brief Profile

Mr. Smith has over 10 years of professional experience in performing system administration, network engineering, network and server troubleshooting, backup and restore management, SAN administration. He is skilled in installing and configuring of Solaris, Linux, and Windows physical and virtual servers. He is proficient in creating Solaris security policy for the agency, implementing UNIX/Linux system hardening. He has proven experience in working with Information Security Specialists to design and implement security standards. He is skilled in acquiring and maintaining UNIX performance monitoring system and performs setup and management of VMWare Virtual Infrastructure and vSphere. He has hands-on experience in installing, configuring, diagnosing and repairing Solaris operating systems on Sun servers and storage. He has in-depth knowledge in researching products and services for integration into system and is proficient in providing scripts for system automation. He has demonstrated experience in designing Unix security policies and auditing security posture of UNIX systems. He is skilled in providing remote support for user profile migrations, Microsoft Office Suites with an emphasis in Outlook & Webmail.

Government Experience

- Arizona Department of Revenue Phoenix, AZ

Education & Certification

- Bachelors of Science in Computer Science, Utah Valley University, Orem, UT
- Red Hat Certified Engineer (RHCE) [V5 and V6]
- LEAN IT Certified

Technical Skills

- Windows Server 2003, Windows Server 2008, Windows 2012
- Sun Solaris 8, 9, and 10 on SunFire and Netra servers
- VMware Virtual Infrastructure 3 and VMware vSphere 4
- HP HPUX 11.00 and 11i on HP PA-RISC and Itanium servers
- Redhat Enterprise, Oracle, and Ubuntu Linux servers
- Cisco Network and Fabric Switches
- EMC Symetrix VMAX, VNX, and Clarion, Hitachi AMS SANs
- Apache web server, vsFTP, IIS, WebLogic Application Server, Oracle Application Server
- Sendmail, Postfix, Exchange Mail Server
- Veritas NetBackup

Relevant Professional Experience

Arizona Department of Revenue Phoenix, AZ, System/Network Engineer **2007 – Present**

Responsibilities:

- Defines systems to meet Operational needs.
- Consults with Information Security on system hardening.
- Subject Matter Expert on VMware vSphere, Red Hat and Oracle Linux, and Oracle Solaris.
- Participates in 24/7 operations, including rotating On-Call and off hours special assignments.
- Provides Microsoft Windows Server support including clustering, printing, and file sharing.
- Performs Network and server troubleshooting, Backup and Restore management, SAN administration.
- Installs and configures of Solaris, Linux, and Windows physical and virtual servers.
- Creates Solaris security policy for the agency. Implements UNIX/Linux system hardening.
- Works with Information Security Specialists to design and implement security standards.
- Acquires and maintains UNIX performance monitoring system.
- Provides setup and management of VMWare Virtual Infrastructure and vSphere. Provides On-Call support.
- Performs work on MS Office, MS Excel, MS Access, MS PowerPoint.

Estrella Mountain Community College, Adjunct Faculty **2015 – Present**

Responsibilities:

- Teaching Linux Administration to the next generation of users and administrators

Cable One, Inc. Phoenix, AZ, Unix System Administrator **2006 – 2007**

Responsibilities:

- Installed, configured, diagnosed and repaired Solaris operating systems on Sun servers and storage.

- Researched products and services for integration into system.
- Provided scripts for system automation.
- Provided customer service and application support
- Designed Unix security policies and audited security posture of UNIX systems.
- Provided remote support for user profile migrations, Microsoft Office Suites with an emphasis in Outlook & Webmail.

EWA Services, Inc. Sierra Vista, AZ, System Analyst 3 **2004 – 2006**
Responsibilities:

- Installed and configured Solaris, HPUX, and Windows servers.
- Managed network infrastructure and assured network availability.
- Provided security hardening of systems according to DOD/DISA standards.
- Planned and implemented firewall rules.
- SAN/NAS administrator

Mezgebu Lisanework / Applications Development: Data Structure Developer

Brief Profile

Mr. Lisanework has over 3 years of professional experience in performing Data warehouse design using Top-down and bottom-up and Data Mart design using Star Schema and Snow-Flake schema. He is skilled in making weekly backup databases by using SQL Server 2008 and restore these databases in different server. He is proficient in data analysis, data designing, data mapping, data quality, business and MDR (Minimum data requirements) gathering, Technical Specification writing, project management. He has hands-on experience in creating and refining the performance of various SQL scripts and stored procedures by using UDFs, CTEs and System stored procedures along with usage of tools like SQL Profiler and Database Tuning Advisor. He is proficient in performing data management projects and fulfilling ad-hoc requests according to user specifications by utilizing data management software programs and tools like MS Access, Excel and SQL. He has proven experience in writing SQL scripts to test the mappings and developing Traceability Matrix of Business Requirements mapped to Test Scripts to ensure any Change Control in requirements leads to test case update. Involve in extensive DATA validation by writing several complex SQL queries and in back-end testing and works with data quality issues. He is skilled in using Microsoft SQL Server, Management Studio, SQL Profiler, DTA, ER-Win, Visio, SQL, T-SQL.

Government Experience

- Department of Economic Security, Phoenix, AZ

Education & Certification

- Bachelors in Electronics minor Data Bases, University of Central Oklahoma (UCO)

Technical Skills

- Databases: Microsoft SQL Server 2005, 2008, 2008 R2, 2012, 2014
- Database Tools: Management Studio, SQL Profiler, DTA, ER-Win, Visio
- Database Languages: SQL, T-SQL
- Business Intelligence: BIDS, SSIS, SSAS, SSRS, Tableau, Performance Point, TFS, Informatica
- Database Modeling: ER-Diagrams, Dimensional Diagrams, Star & Snowflake Schemas

Relevant Professional Experience

Department of Economic Security, Phoenix, AZ, SQL/ BI Developer **Feb 2015 – Present**

Responsibilities:

- Interacts and coordinates with many departments to gather requirements and to assure satisfactory data content, quality, data integrity, and receipt of desired information from JRD sessions and following the JAD methodology.
- Conducts review Meetings for common understanding with business, development and test Teams. Data warehouse design using Top-down and bottom-up and Data Mart design using Star Schema and Snow-Flake schema.
- Responsible for making weekly backup databases by using SQL Server 2008 and restore these databases in different server. Responsible for data analysis, data designing, data mapping, data quality, business and MDR (Minimum data requirements) gathering, Technical Specification writing, project management.
- Creates and refines the performance of various SQL scripts and stored procedures by using UDFs, CTEs and System stored procedures along with usage of tools like SQL Profiler and Database Tuning Advisor.
- Creates complex stored procedures to perform Index maintenance, data profiling, metadata search, critical staging procedures for loading data marts and reporting database. Use various SSIS tasks such as Conditional Split, Derived Column, which were used for Data Scrubbing, data validation checks during Staging, before loading the data into the Data warehouse.
- Use SSIS to implement the Slowly Changing Transformation, to maintain Historical Data in Data warehouse. Use C#.Net to write Script in SSIS tasks like Script Task and Script Component. Written Code in C#.Net to make Web Application and connect with Backend (SQL Server).
- Implements Master/Child Packages so only the Master Package has to be scheduled which will in turn fire the other packages. Creates Sequence in SQL Server 2012 to insert same identity value in multiple dimension tables as per the business rules.
- Creates SSISDB catalog with SQL Server 2012 to support SSIS package deployments in SSMS with Environment variables respective to each environment. Involve in debugging of packages with help of Breakpoints, Checkpoints, Event Handlers and Loggings.
- Handles Performance Tuning and Optimization on SSIS, with strong analytical and troubleshooting skills for quick issue resolution in large-scale production environments located globally.

- Automates the ETL process by scheduling SSIS package execution by creating jobs. Develops SQL-based test and audit scripts to validate SSIS packages and data loads, SSRS reports and report stored procedures.
- Creates complex SSAS cubes with multiple fact measure groups and multiple dimension hierarchies based on the OLAP Reporting needs. Designs and implements Tabular model using SSDT 2012 and enrich the model by adding relationships, calculates columns, measures, KPIs, and hierarchies.
- Creates tabular models and reports that retrieve data and aggregates directly from a relational database system, using Direct Query mode. Partitions the Tabular models for optimized processing and secured to the row-level by using role based security.
- Works with Windows Presentation foundation (WPF). Creates several reports using SSRS like drill through reports, linked and sub reports. Manages very large reports that return a large volume of records and optimized their performance using techniques like cascading parameters and filters.
- Generates reports using SSRS and Excel Spreadsheets with Power pivots and deployed them in SharePoint integrated mode. Uses Power View and creates various analytical reports and Dashboards from Tabular Models to help managers to identify critical KPIs and facilitate strategic planning in the organization.
- Deploys SSRS reports to the reporting server in SharePoint Integrated mode and assisted in troubleshooting deployment problems.

Data Analyst Responsibilities:

- Analysis of functional and non-functional categorized data elements for data profiling and mapping from source to target data environment. Develops working documents to support findings and assign specific tasks
- Works on claims data and extracted data from various sources such as flat files, Oracle and Mainframes. Works with data investigation, discovery and mapping tools to scan every single data record from many sources.
- Performs data analysis and data profiling using complex SQL on various sources systems including DB2 and Teradata. Metrics reporting , data mining and trends in helpdesk environment using Access
- Performing data management projects and fulfilling ad-hoc requests according to user specifications by utilizing data management software programs and tools like MS Access, Excel and SQL
- Writes SQL scripts to test the mappings and Developed Traceability Matrix of Business Requirements mapped to Test Scripts to ensure any Change Control in requirements leads to test case update.
- Involve in extensive DATA validation by writing several complex SQL queries and Involved in back-end testing and worked with data quality issues. Works with end users to gain an understanding of information and core data concepts behind their business.
- Assists in defining business requirements for the IT team and created BRD and functional specifications documents along with mapping documents to assist the developers in their coding. Identify & record defects with required information for issue to be reproduced by development team.
- Designs and develops database models for the operational data store, data warehouse, and federated databases to support client enterprise Information Management Strategy. Flexible to work late hours to coordinate with offshore team.
- Analysis of functional and non-functional categorized data elements for data profiling and mapping from source to target data environment. Develops working documents to support findings and assign specific tasks
- Involves with data profiling for multiple sources and answered complex business questions by providing data to business users. Works with data investigation, discovery and mapping tools to scan every single data record from many sources.
- Performs data mining on Claims data using very complex SQL queries and discovered claims pattern. Creates DML code and statements for underlying & impacting databases. Performs data reconciliation between integrated systems.
- Metrics reporting , data mining and trends in helpdesk environment using Access. Extensively use MS Access to pull the data from various data bases and integrate the data.

Tableau Responsibilities:

- Environment: Tableau Desktop 8.2. , 9.0. Understand the Requirements and Functionality of the application from specifications.
- Design, develop, test, and maintain Tableau functional reports based on user requirements. Masters the ability to design and deploy rich Graphic visualizations with Drill Down and Drop down menu option and

Parameters using Tableau.

- Works closely with Business users. Interacted with ETL developers, Project Managers, and members of the QA teams.
- Converts existing BO reports to tableau dashboards. Creates different KPI using calculated key figures and parameters
- Develops Tableau data visualization using Cross tabs, Heat maps, Box and Whisker charts, Scatter Plots, Geographic Map, Pie Charts and Bar Charts and Density Chart.
- Develops donut charts and implemented complex features in charts like creating bar charts in tooltip. Works extensively with Advance analysis Actions, Calculations, Parameters, Background images, Maps, Trend Lines, Statistics and table calculations.
- Hands on building Groups, hierarchies, Sets to create detail level summary reports and Dashboard using KPI's. Strong Dashboard design experience and passionate practitioner of effective data visualization. Familiarity with best practices around visualization and design.
- Provides Production support to Tableau users and Wrote Custom SQL to support business requirements. Utilizes Tableau server to publish and share the reports with the business users.
- Also involve in administration tasks such as Setting permissions, managing ownerships and providing access to the users and adding them to the specific group. Distributes Tableau reports using techniques like Packaged Workbooks, PDF to different user community.
- Scrum Master leading remediation of Accela online Food Licensing software, for three divisions. Directs employee and vendor BA staff in software modifications and improvements, and participates in end-user testing to confirm results.

Environment, Languages, Tools and Technology: SQL Server 2008R2/2012, SSIS, SSRS, TSQL, Erwin, BIDS, DTA, TFS, SharePoint, Tableau, Power BI, Informatica.

Coventry Health Care, Bethesda, MDSQL / BI Developer **Jun 2014 – Dec 2014**

Responsibilities:

- Interacted and coordinated with many departments to gather requirements and to assure satisfactory data content, quality, data integrity, and receipt of desired information from JRD sessions and following the JAD methodology.
- Conducted review Meetings for common understanding with business, development and test Teams.
- Data warehouse design using Top-down and bottom-up and Data Mart design using Star Schema and Snow-Flake schema.
- Responsible for making weekly backup databases by using SQL Server 2008 and restore these databases in different server.
- Responsible for data analysis, data designing, data mapping, data quality, business and MDR (Minimum data requirements) gathering, Technical Specification writing, project management.
- Created and refined the performance of various SQL scripts and stored procedures by using UDFs, CTEs and System stored procedures along with usage of tools like SQL Profiler and Database Tuning Advisor.
- PowerShell Developer for IT Security team developing and updating IAM Policy Enforcement Tools for SOX and NERC CIP enforcement for a large energy provider in Milwaukee, WI. Developed monitoring and reporting tools, internal auditing programs, user account lifecycle controls, standardization tools for joiner/mover/leaver processes and tools to assist in data cleanup from corporate mergers/acquisitions.
- Created complex stored procedures to perform Index maintenance, data profiling, metadata search, critical staging procedures for loading data marts and reporting database.
- Used various SSIS tasks such as Conditional Split, Derived Column, which were used for Data Scrubbing, data validation checks during Staging, before loading the data into the Data warehouse.
- Used SSIS to implement the Slowly Changing Transformation, to maintain Historical Data in Data warehouse.
- Used C#.Net to write Script in SSIS tasks like Script Task and Script Component.
- Written Code in C#.Net to make Web Application and connect with Backend (SQL Server).
- Implemented Master/Child Packages so only the Master Package has to be scheduled which will in turn fire the other packages.
- Experienced in building Agile engineering/management teams, committed to execute planned strategies to achieve successful development of products, applications and services

- Created Sequence in SQL Server 2012 to insert same identity value in multiple dimension tables as per the business rules.
- Created SSISDB catalog with SQL Server 2012 to support SSIS package deployments in SSMS with Environment variables respective to each environment.
- Involved in debugging of packages with help of Breakpoints, Checkpoints, Event Handlers and Loggings.
- Handled Performance Tuning and Optimization on SSIS, with strong analytical and troubleshooting skills for quick issue resolution in large-scale production environments located globally.
- Automated the ETL process by scheduling SSIS package execution by creating jobs.
- Developed SQL-based test and audit scripts to validate SSIS packages and data loads, SSRS reports and report stored procedures.
- Managed the release train, facilitated bi-weekly scrum of scrums and manage the Portfolio for MNLARS application development with the key Stakeholders - Governor of MNIT, Deputy to the Governor, 5 Directors within MVS and several other business/Epic owners.
- Created complex SSAS cubes with multiple fact measure groups and multiple dimension hierarchies based on the OLAP Reporting needs.
- Designed and implemented Tabular model using SSDT 2012 and enrich the model by adding relationships, calculated columns, measures, KPIs, and hierarchies.
- Created tabular models and reports that retrieve data and aggregates directly from a relational database system, using Direct Query mode. Partitioned the Tabular models for optimized processing and secured to the row-level by using role based security.
- Worked with Windows Presentation foundation (WPF). Created several reports using SSRS like drill through reports, linked and sub reports.
- Managed very large reports that return a large volume of records and optimized their performance using techniques like cascading parameters and filters. Generated reports using SSRS and Excel Spreadsheets with Power pivots and deployed them in SharePoint integrated mode.
- Used Power View and created various analytical reports and Dashboards from Tabular Models to help managers to identify critical KPIs and facilitate strategic planning in the organization.
- Deployed SSRS reports to the reporting server in SharePoint Integrated mode and assisted in troubleshooting deployment problems.

Environment, Languages, Tools and Technology: SQL Server 2008R2/2012, SSIS, SSRS, TSQL, Erwin, BIDS, DTA, TFS, SharePoint, Tableau, Power BI, Informatica

CSC Consulting, Saint Louis, MO, SQL/SSRS Developer **Nov 2013 – Jun 2014**

Responsibilities:

- Gathered system requirements through end-user collaboration. Designed, developed and implemented ETL framework using SSIS, stored procedures, functions for extractions into SQL Server 2005.
- Implemented the developed database into SQL Server 2005 using T-SQL. Facilitated data retrieval and manipulation through implementation of Views, Procedures, Triggers and Cursors.
- Analyzed and tuned complex Queries/Stored Procedures in SQL Server 2005 for faster execution and developed database structures.
- Imported data from MS Excel and Text Files to SQL server 2005 using SSIS. Provided back-end support for functional testing and performance testing
- Drafted all system documentation along with user manual, flowcharts, and source code. Data Migration with MS Access, Excel and Text files and scheduling tasks using SSIS.

Environment, Languages, Tools and Technology: SQL Server 2005, SSIS, SSRS, BIDS, SharePoint 2010, Erwin

Jeffrey Sykes / User Experience UX Developer

Brief Profile

Jeffrey is skilled and dedicated expert with more than 20 years of experience in creating intuitive, responsive web applications. He has hands on experience in creating applications on both android and IOS using SDK i.e., as Xamarin studio. (Xamarin Forms). He has deep knowledge and experience in working on cross-platforms (Windows-Unix) with TFS, CVS and Subversion. He has profound knowledge and strong experience in using T-SQL and Power Shell developed security Audit process of converting all individually granted database permissions to Database Roles on 2700 SQL Servers 23000 databases (2005, 2008, 2008R2, 2012, 2014). He is proficient in developing, maintaining and approving SQL Server Stored Procedures, SSIS Packages, PowerShell Scripts, and .NET code. He has expertise in building standards compliant, responsive & cross browser compatible websites and is experienced in working on Adobe Creative Cloud: Photoshop, Dreamweaver, Illustrator, Flash Visual Studio, Eclipse. He has profound experience in creating applications on both android and IOS using SDK i.e., as Xamarin studio. (Xamarin Forms) and coaching the development team and stakeholders on how to use Agile/Scrum practices.

Education & Certification

- Bachelor Degree in Computer Science

Technical Skills

Basic Skills: Web UI/UX, Design, HTML5, CSS3, JavaScript, JQuery, Bootstrap, Adobe Creative Cloud: Photoshop, Dreamweaver, Illustrator, Flash, Understand Color, Elemental Balance, White Space, Communication Skills, Content Management, Customer Service, Debugging Tools, Microsoft Office, Outlook, PowerPoint, Word, Visio, Visual Studio, Jira, TFS, Git, Agile, Scrum.

Government Experience

- Arizona Department of Health, Phoenix, AZ
- Arizona Department of Education, Phoenix, AZ

Relevant Professional Experience

Arizona Department of Health - Phoenix, AZ, Web Designer/ Developer **Jun 2015 – Present**

Duration

Responsibilities:

- Editing/managing a large production website "http://www.azdhs.gov/" Doing 15 - 20 edits daily. PHP, Bootstrap, JavaScript, jQuery AZDHS Intranet based CMS.
- Also, working on a conversion project bringing the "old site" into the "new look" and feel that is a fully responsive, Bootstrap based design.
- Dreamweaver, Photoshop, Firebug and "Git" every day.

Arizona Department of Education, Web UI/UX Designer/Developer **Sep 2014 – Jun 2015**

Responsibilities:

- Brought in to re-fresh UI on existing applications. These projects gave a chance to dig deeper into designing within Visual Studio, MVC. Responsive/Parallax design, Twitter Bootstrap, jQuery.
- Visual Studio, Dreamweaver, Photoshop, Balsamiq Mockups, firebug. Tracked and reported Scrum team velocity and manage Sprint capacity.

Kryterion Inc. Phoenix, AZ, Web UI/UX Designer/ Developer **Jun 2011 – Jun 2014**

Responsibilities:

- Hired for 6 month contract to re-skin the "Webassessor" product, it turned into 3 years working on multiple UI/UX projects.
- Adobe Photoshop, Dreamweaver, and Illustrator Visual Studio HTML5, CSS3, JavaScript, JQuery, PHP, ASP.
- Created and maintained standards around Powershell automation that align with best business practices.
- Did SOME work with Mac development, Mac iOS (registered Apple Developer) Xcode. Explained concepts such as linked lists, trees, sorting algorithms, run-time analysis and other data structures concepts in a relatable matter to employees.
- Supported for Financial COTS and Application Developer Scripts. Developed, maintained and approved SQL Server Stored Procedures, SSIS Packages, PowerShell Scripts, and .NET code.

Ayr1.com Scottsdale, AZ, Web Designer - Developer / Customer Service **Aug 2010 – Oct 2010**

- **Responsibilities:**
- Built websites within a proprietary PHP based Content Management System. Extensive Customer Service. Adobe Creative Cloud: Photoshop, Dreamweaver.
- Used Xamarin Insights for analytics and error handling. Responsible for SSRS (Reporting Services), SSAS (Analysis Services), Application Server Farm, Proxy Server.
- Wrote and performed formal sign-off tests on COTS equipment.
- Used T-SQL and Power Shell developed security Audit process of converting all individually granted database permissions to Database Roles on 2700 SQL Servers 23000 databases (2005, 2008, 2008R2)
- Creating applications on both android and IOS using SDK i.e., as Xamarin studio. (Xamarin Forms). Coached the development team and stakeholders on how to use Agile/Scrum practices.
- Worked on cross-platforms (Windows-Unix) with TFS, CVS and Subversion.

Sykes Creative Tempe, AZ, Web UI/UX Designer / Developer, Owner **Jan 1998 – Present**
Responsibilities:

- Operated our family design studio since 1998.
- Designed, implemented and maintained responsive, SEO friendly, web standards compliant websites for various companies.

Adam M. Mattson /Technical Support Analyst Senior

Brief Profile

Adam is skilled and dedicated professional with more than 6 years of experience in providing customer service and support with recognized strengths in problem-solving, trouble-shooting, and implementing as well as enforcing security measures as per client requirements. He has deep knowledge and experience in participating in the development, review, ongoing maintenance and development of security policies, standards, processes, procedures and requirements to facilitate the establishment of common administrative controls for the delivery of security capabilities. He has profound knowledge and strong experience in providing software support for business applications, Windows Operating Systems, MS Office suite, Outlook, anti-virus software, client backup software, and installed software development tools. He is skilled in resolving issues with documentation and escalation to major 5 support teams. He has expertise in developing a set of actionable and targeted change management plans - including communication plan, sponsor roadmap protocols, coaching protocols, training plan and resistance management plan.

Government Experience

- Osborn School District Phoenix, Computer Technician, Phoenix, AZ
- University Of Phoenix, Phoenix, AZ

Education & Certification

- Network Administration
- A+ Certification
- Dell Training

Technical Skills

- MS Office
- Excel
- Active Directory
- Microsoft operating systems
- OS X

Relevant Professional Experience

Osborn School District Phoenix, AZ, Computer Technician **Feb 2013 – Dec 2015**

Responsibilities:

- Supported technology for the elementary and middle school district.
- Upgraded systems, repaired hardware, and maintained servers. Managed inventory and networking.
- Researched, advised, and implemented technology integration for students.
- Participated in the development, review, ongoing maintenance and development of security policies, standards, processes, procedures and requirements to facilitate the establishment of common administrative controls for the delivery of security capabilities.

Progilisys / Petsmart Phoenix, AZ, Help Desk Engineer **May 2012 – Jan 2013**

Responsibilities:

- Within a solutions center, was the point of contact for both store managers and SSG headquarters associates.
- Resolved register and scanner issues.
- Identified HP / Dell server complications. Dispatched technicians to various locations for hardware replacement. Managed accounts in Active Directory. Utilized Citrix and VNC to access, support, and manage devices.
- Implemented and enforced security measures as per client requirements.
- Performed application-level vulnerability testing, remediation techniques, auditing, PCI transactions life cycle.
- Worked as a team member in organization, performed risk analyses and supported technical staff.
- Targeted security assessments, policies for compliance and security risks published reports to identify risks and measure IT compliance against regulatory policy in PCI, SOX, HIPAA. Used tools Rapid 7, Qualys, Nessus.
- Elevated security incidents to SOC personnel for further analysis when necessary – providing both security and malware scan logs.
- Performed troubleshooting to End User issues involving MS XP Office Suite, Adobe Acrobat, VPN, and Citrix Metaframe. Applied encryption software to user laptops utilizing SecureDoc Central Database

software.

University of Phoenix, Specialist Support Team **Jan 2009 – Dec 2009**
Responsibilities:

- Assisted students in computer repair and worked with asset management in replacement if necessary.
- Executed clear communication strategies to senior management.
- Implemented new lines of support developing policies and procedures.
- Performed computer network defense (CND) mission as an Intrusion Detection Analyst for US Navy networks.
- Provided software support for business applications, Windows Operating Systems, MS Office suite, Outlook, anti-virus software, client backup software, and installed software development tools.
- Refreshed and developed hours of new content for training materials for the employees, including eGuides, references and checklists, based on intimate understanding of familiar client pitfalls and frequent questions
- Assisted customers in resolving issues with personal computers.
- Fielded over 8,000 service calls in my tenure.
- Developed a set of actionable and targeted change management plans - including communication plan, sponsor roadmap protocols, coaching protocols, training plan and resistance management plan.
- Satisfied customer needs through assisting them with applications, database management, and tool locations.
- Resolved issues with documentation and escalation to major 5 support teams.
- Maintained customer rapport through developing realistic timeframes for repair on issues.
- Utilize anti-virus/malware analysis software tools in order to scan for, identify, and mitigate potential security risks.

Jorge G. Orozco / GIS: Data Analysis and Cartography

Brief Profile

Jorge is skilled and dedicated expert with more than 19 years of experience in applying geographic analysis and technologies for improved information management and decision support for the Oil & Gas industry and local governments. He has hands on experience in collaborating with the multi-media specialist to design Data Conversion Client Video. He has deep knowledge and experience in performing departmental development, database development and management, land cover mapping and related accuracy assessment, time-series analysis, land use optimization and model design, spatial decision support design, and web-based & mobile mapping application deployment. He has proven experience in working closely with every department in the collection and production of LiDAR and Orthophotography data to streamline workflows and provide daily support for project-specific problems by developing over 100 utilities used daily by 1-10 people each. He is skilled in coordinating and managing orthophotography projects for Federal, State and Local government, and private sector clients to include engineering firms, mining companies, airports, utility companies, state departments of transportation, U.S. Geological Survey and U.S. Department of Agriculture. He has expertise in designing and executing numerous remote sensing analysis projects for data fusion, modeling, machine learning classification and accuracy assessment.

Government Experience

- NOV National Oilwell Varco, Down Hole Tool Mechanic,
- St. John High School, Gulfport, MS, Maintenance Director
- United States Navy Seabee, Construction Electrician 3rd Class, CE3 – E-4

Education & Certification

- Associate in Applied Science CIS: Microcomputer for Business GIS, Del Mar College-Corpus Christi, TX Aug 2008 – Dec 2010 (GPA: 3.7)
- Marketable Skills Achievement: Geographical Information Systems (GIS) ,Del Mar College-Corpus Christi, TX Dec 2010
- USN Advanced Construction Electrician School NEC 5635
- United States Navy – CBC Gulfport, Gulfport, MS 2001
- USN Electrical Lineman School Certificate
- USN Basic Electricity and Electronics Certificate
- USN Construction Electrician "A" School Certificate
- United States Navy – Sheppard Air Force Base, Wichita Falls, TX 1999
- High School Diploma, Alice High School – Alice, TX 1999

Technical Skills

Basic Skillset:

ESRI ArcGIS Suite: ArcMap, ArcView, ArcEditor, ArcInfo, ArcGlobe, ArcExplorer, ArcScene

- ESRI ArcGIS Online for Organizations, Business Analyst Online, Collector, Operations Dashboard
- ESRI ArcSDE, ArcGIS Server, Portal for ArcGIS, ArcGIS Javascript API for 2D/3D applications
- Petra Software - AutoCAD
- Java, HTML and CSS
- Pipeline Open Data Standard (PODS) data model
- Google Earth, Bing Maps
- Microsoft Office Software: Word, Excel, PowerPoint, Visio
- Trimble R8, Leica Scanning and total stations
- Knowledgeable of geodesy, coordinate reference systems, and transformations
- IHS Software - Drilling Info – Rig Data
- Tobin - Abstracts - OTLS

Relevant Professional Experience

S & V Surveying, Inc., Spring, TX Survey Party Chief / GIS Tech, Dec 2016 – Present
Responsibilities:

- Entrusting with the most complex planning and organization of survey parties engaged in determining precise locations and measurements of points, elevations, lines, areas and contours for construction, map making, land division, titles and other purposes.
- Researching previous survey evidence, maps, deeds, physical evidence, and other records to obtain data needed to perform surveys regularly to ensure proper ownership of parcels.
- Keeping of accurate field notes, records, and sketches to describe and certify work performed for legal entrustments for civil matters.
- Working and completting GIS project field work and utilized ESRI Suite products and AutoCAD Suite to produce final hard copy products for clients.
- Performed departmental development, database development and management, land cover mapping and related accuracy assessment, time-series analysis, land use optimization and model design, spatial decision support design, and web-based & mobile mapping application deployment.

Crestwood Midstream Partners, Houston, TX, GIS Analyst – Business Development Aug 2014 – Sep 2016
Responsibilities:

- Moved to Projects Development, BD Department in Jan. 2016 to dedicate full time to all company projects. Assisted with all designing, planning, and analysis of pipeline routes for projects in the Bakken, Niobrara, Marcellus, and Permian Delaware. Work with Business Development and company Landman in the creation of accurate asset lists and asset profiles for due diligence. Utilized ArcGIS Suite Products for all data manipulation and map creation for all BD meetings and customer presentations.
- GIS Department, Land Department prior to Jan. 2016. Assisted with companywide GIS map requests from offices in California, Missouri, North Dakota, Pennsylvania, New York, West Virginia, New Mexico, and Texas.
- Assisted with building, deploying and maintaining an enterprise-wide, cloud based GIS to staff by implementing ArcGIS Portal and ArcGIS Online. Established workflows for publishing hosted feature services through ArcGIS Server and ArcGIS Online. Used SQL Server to write queries, create views, manage stored procedures, data modeling, migrate data and perform general maintenance in support of the PODS database.
- Used ESRI ArcGIS Desktop suite to manage and administer all geospatial asset data owned and operated by Crestwood Equity and Crestwood Midstream Partners. Assets included Gas, LPG & Crude Storage. facilities, Gas & Crude gathering and transportation pipelines, and all processing and compression facilities across the country.
- Worked with 3rd party vendors and consultants for collecting the latest aerial, pipeline, wells, and ownership information. Assisted the Manager of IR with corporate presentations and development of ArcGIS Online Web Map presentations for company displays for various oil and gas conferences.
- Collaborated with the multi-media specialist to design Data Conversion Client Video.

Logic Solutions Group, Houston, TX, Senior GIS Analyst – Consultant Feb 2014 – Jul 2014
Responsibilities:

- 6 month contract implementing ArcGIS Online design, workflow, and security infrastructure for Upstream Technical Computing at Global Services for ExxonMobil Information Technology Company.
- Organized workflows for publishing hosted feature services through ArcGIS Server and ArcGIS Online for ExxonMobil Global Operations. Constructed Visio chart diagrams of support models, security models, and custom tools for visual representations to Corporate Business Users. Produced a Proof of Concept model presentation of ArcGIS Online for Business users. Established Best Practices & How to Guides for ArcGIS Online and ArcGIS Server integration.
- Assisted with all ArcGIS Suite Help Desk and Technical Support for Global ExxonMobil operations. Generated test scenarios and documentation of ArcGIS Online and Portal for ArcGIS errors and issues for vendor support. Coordinated with Microsoft technical support for performance and error testing issues in the ExxonMobil environment.
- Directed workshops and training sessions for ArcGIS Online web map and app creation. Established workflows and process for Story map web app design for company competition.

Frontier Surveying Company, Corpus Christi, TX, GIS Manager **Dec 2010 – Feb 2014**
Responsibilities:

- Team member of the ESRI 2012 Special Achievement in GIS (SAG) Award winning GIS Team for designing, implementing and deploying the latest online features of ArcGIS 10.1 to clients and working with ESRI tech support on beta testing.
- Built, deployed and maintained an enterprise-wide, cloud based GIS to staff and clients by implementing ArcGIS Online for Organizations, ArcSDE, ArcServer 10.2 and ArcGIS 10.2.
- Utilized ArcGIS Online, ESRI Operations Dashboard, and ArcGIS 10.2 to build web-based products and services for online viewing and mobile access utilizing survey-grade data from our Survey department for our Oil & Gas client's needs. Built infrastructure lease boundary basemaps with roads, pads, wells, pipelines, ROW, and electrical and water distribution systems.
- Designed and executed numerous remote sensing analysis projects for data fusion, modeling, machine learning classification and accuracy assessment.
- Experienced in supporting Petroleum Geoscientists and technicians within an exploration and production environment by designing lateral plans for leases and drilling schedules utilizing ESRI ArcMap.
- Worked with Aerial companies and 3rd party vendors to provide clients with the latest imagery for their coverage areas for online GIS maps. Worked with IHS Petra Geoscience Software to integrate shapefiles between the department and Oil & Gas clients.
- Survey Party Chief with seven years of experience using the newest Trimble R8's base and rover systems, Leica Total Station and Leica's advanced 3D laser scanning equipment. Knowledgeable in pipeline staking (stations, as-built, easements), well locations (wells, as-built, pad site configuration, and pits), and leases (boundary, parcel, abstracts, deeds research, metes and bounds).

NOV National Oilwell Varco, Alice, TX Down Hole Tool Mechanic **Apr 2007 – Jul 2008**
Responsibilities:

- Responsible for assembly of Oil & Gas downhole tools such as powerstrokes, mudmotors and fishing tools.
- Excelled in the ability to read machine assembly specifications, such as charts and blueprints.
- Prevailed in training new employees in assembly operations as required and directed by manufacturer's specs.
- Building, repairing, and/or testing with a variety of new and older products using standard and non-standard tools, equipment, and procedures was a requirement that was met with above level accuracy.

Frontier Surveying Company / Digital Mapping Services, Corpus Christi, TX, Land Surveying Crew Leader - Party Chief / GIS tech **Mar 2005 – Oct 2006**
Responsibilities:

- Entrusted with the most complex planning and organization of survey parties engaged in determining precise locations and measurements of points, elevations, lines, areas and contours for construction, map making, land division, titles, oil staking and other purposes.
- Researched previous survey evidence, maps, deeds, physical evidence, and other records to obtain data needed to perform surveys regularly to ensure proper ownership of parcels.
- Determined complex methods and procedures for establishing and reestablishing survey control points to expand work throughout South Texas.
- Kept accurate field notes, records, and sketches to describe and certify work performed for legal entrustments for civil matters. Field notes and records were recognized by FEMA, which the governing agency made into their standard notes and records for all flood plain work in the United States.
- Entrusted with the cleaning, adjusting, and usage of all Trimble GPS equipment, including an assigned company truck that housed company owned tools and gear for surveying tasks.
- GIS Tech with Frontier's sister company, Digital Mapping Services (DMS).
- Worked and completed GIS project field work and utilized ESRI Suite products and AutoCAD Suite to produce final hard copy products for clients.

Wyatt Field Services, Corpus Christi, TX, Boilermaker / Pipefitter **Dec 2004 – Feb 2005**
Responsibilities:

- Worked at Flint Hills Refinery during Maintenance Turnaround as Boilermaker and Safety Supervisor.
- Utilized in repairing, re-piping, and re-tubing the complex system of commercial steam pipes on pressure vessels to ensure maintenance and corrosion.
- Replacements of sets and valves were performed nightly for repairs being performed to refinery during TAR (turnaround).
- Worked under hazardous conditions with SCBA (self-contained breathing apparatus) gear to maintain and repair steam and chemical pipes under pressure.

St. John High School, Gulfport, MS, Maintenance Director **Jul 2004 – Nov 2004**

Responsibilities:

- Entrusted with the complex issues of maintenance for the school in preparation for the upcoming school year.
- Worked independently, coordinating and maintaining a successful preventative maintenance program for planned & estimated projects, purchased materials required and completed projects as required.

United States Navy Seabee, Construction Electrician 3rd Class, CE3 – E-4 **Jul 1999 – Jul 2004**

Responsibilities:

- Naval Construction Brigade, Gulfport, MS (Jan. 2004 – July 2004): Assigned to the Weapons Handling and Range Instruction Department as a weapons instructor for recertification before deployments for battalions and reserve units heading to Operation Enduring Freedom.
- Naval Mobile Construction Battalion Seven (NMCB 7) Gulfport, MS (Feb. 2000 – Jan. 2004): Deployed overseas to Roosevelt Roads Naval Station (Puerto Rico), Okinawa CB Camp (Japan), and Rota Naval Air Station (Spain) as Maintenance Electrical Supervisor.
- Deployed to Iraq (Feb. 2003 – July 2003) as Senior Electrician in support of Operation Iraqi Freedom supervising 65 personnel. Deployed to St. Croix, Virgin Island, USA (July 2003 – Nov. 2003) as Electrical Project Supervisor assigned to the DEA (Drug Enforcement Administration) for construction of two administration buildings utilizing the Royal Building Solutions, LLC (RBS) products.

Robert W. Key /Relationship Manager – App Analyst

Brief Profile

Robert has more than 5 years of experience offering a proven record of success leading all phases of diverse technology projects; and EVM and business finance experience. He is honorable in directing COTS/SAAS solutions projects in support of several US Department of Education Teacher Incentive Fund Grant (combined $2.3 M effort) for Maricopa County Education Services Agency. Serving as Scrum Master with the **Arizona Department of Education** Leading Scrum team consisting of System Architect, BA, Project Coordinator, DBA, Developers, QA, and two Vendor project teams. He is well versed in creating Tabular reports, Matrix reports, Chart reports, Parameterized reports, Sub reports, Ad-hoc reports, Drill down reports according to business requirements in time restricted environment. He is adept in leading OCM efforts agile scrum implementation and co-led OCM for MS Dynamics GP implementation and honorable in MS-Access, MS-EXCEL, Outlook and other external data sources, SQL Server Integration Services(SSIS), SQL Server Analysis Services (SSAS) and SQL Server Reporting Services(SSRS).

Project Management:	IT Project Lifecycle:	Value-Added Leadership:
• Custom Software Development	• Earned Value Management	• Change Management Consulting
• ERP/Infrastructure/Cyber-security	• ROI Analysis	• Team Building & Mentoring
• Systems Engineering	• Costing & Budgeting	• Client Relations & Presentations
• System Migrations/Integrations	• Project Scheduling	• Business & IT Planning
• Enterprise wide Implementations	• Testing/QA/Rollout/Support	• Vendor Management

Government Experience

- Arizona Department of Education

Education & Certification

- Master of Business Administration, Global Management, University of Phoenix
- Master of Arts in Education, Adult and Continuing Education, University of Phoenix
- Bachelor of Science, Professional Aeronautics, Embry-Riddle Aeronautical University
- Certified Information Systems Security Specialist (CISSP), Coastline Community College - Est. completion
- Graduate Certificate Project Management (PMI accredited) - Keller Graduate School of Business
- ISACA - CRISC
- AWS Solutions Architect - Associate (AWS-ASA-21464)
- Certified Scrum Professional (CSP)
- PMI-Agile Certified Practitioner (PMI-ACP #1764564)
- Certified Scrum Product Owner (CSPO)
- Certified Six Sigma Green Belt (CSSGB)
- Certified Scrum Master (CSM)
- Project Management Professional (PMP # 35456)

Technical Skills

SQL Enterprise Manager, Query Analyzer, SQL Server Management Studio, Business Intelligence Development Studio, SQL Profiler, SQL Server Analysis Service (SSAS)

Reporting Tools: SQL Server Reporting Services (2012, 2014), MS Access, MS Excel Database MS SQL Server

Operating Systems: Windows [...] Windows [...] Server, Windows XP

Other Tools: MS Office Suite (Microsoft Word, Power Point, MS Visio, MS Excel, Outlook)

Relevant Professional Experience

AMN Healthcare, Inc., CA, FTE ERP / Infrastructure Project Manager **Oct 2016 – Feb 2018**

Responsibilities:

- Directed Health Stream LMS Implementation project with integration to AMN source systems (AMIE & Salesforce).
- Directed Peak Phase 2 project 20+ member team through all phases of Las Vegas data center infrastructure

upgrade with new virtual servers/Citrix v.7.15 upgrade, Thin Client implementation, and change management processes for 220+ remote coders.
- Led San Diego data center disaster recovery upgrade initiative resulting in modernized, redundant data center. Directed 2017 PC Refresh 10+ member team through all phases replacing/upgrading 770+ PCs with Windows 10.
- Directed PeopleTools 8.55.13 Upgrade Project 25+ member team through phases with minimal business disruptions. Led efforts to develop new virtual environments, testing, UAT, and implementation planning, and cross-project interdependencies.
- Led LA Office relocation (Telecom, AV, Office Setup, Construction) and St. Louis office AV upgrade projects. Led project schedule management, risk management, issues escalation, budget development/monitoring.
- Responsible for migrating data from MS-Access, MS-EXCEL and other external data sources. Basic Understanding in SQL Server Integration Services(SSIS), SQL Server Analysis Services (SSAS) and SQL Server Reporting Services(SSRS).
- Effectively co-managed all vendor SOWs/MSA/Contracts with budgets to $1.2M. Utilized daily stand up meetings to better respond/resolve project team needs/issues.
- Working on the Microsoft Business Intelligence tools such as SQL Server Integration Service (SSIS), SQL Server by SQL Server Analysis Service (SSAS), and SQL Server Reporting Service (SSRS). Working with all SQL commands such as DDL/DML/DQL.

Bluehornet (Mondo), CA, Consultant, Agile Coach **Jun 2016 – Jul 2016**
Responsibilities:
- Responsible for change management consultant - Agile Transformation from Waterfall project methodology. Delivered Agile Training Plan & Agile Charter. Served as Agile Coach: Designed/facilitated - Scrum Overview, Scrum Team, Scrum Master, Product Owner, Agile Estimation/Metrics, Waterfall vs. Agile methodologies, etc. to Developers, Dev Ops team, Release Manager, QA, Bas, and the business.
- Worked on complex T-SQL statements, and implemented various codes and functions. Created Tabular reports, Matrix reports, Chart reports, Parameterized reports, Sub reports, Ad-hoc reports, Drill down reports according to business requirements in time restricted environment.
- Directed 6 Enterprise Cybersecurity Next Generation IAM projects budgeted at $14.3M [Login Refactoring, Current State Gap Analysis, CA Directory, Oracle, Identity Minder, CA SSSO (Site Minder), CA Risk Authentication (Risk Minder), CA Strong Authentication (AUTH Minder) & Axiomatics - Spring Security].
- Organized offsite 3rd-party vendor (CA) and co-located, on-shore, and off-shore 25-member project team and vendor project team members in completion of CA - IAM Proof of Concept (POC) project through sprint planning/story estimation; & facilitated scrum ceremonies. Migrated Oracle to CA IAM. Consulted with corporate Sourcing department on new vendor Contracts/SOW/MSA.
- Responsible for administering SQL Server with Client/Server tools including SQL Server Enterprise Manager, Profiler and Query Analyzer.

Apollo Education Group (K-Force), AZ, Senior It Project Manager/Scrum Master (Mobile/Tablet Applications) **Dec 2014 – May 2015**
Responsibilities:
- Rectified an inherited troubled best-in-class tablet learning product Tablet (iOS) (budgeted at $6.5 M) application project (serving over 200,000 UOPX students and instructors) by reorganizing the 40-member on-shore/off-shore scrum teams and agile processes through organizational restructuring and resolved resource allocation shortages.
- Led mobile application release (Phoenix Mobile v. 3.2.4, v. 3.3, and v. 3.3.1 for both iOS/Android platforms) through organizational restructuring, resource allocation shortages, and vendor issues meeting all baseline metrics.

American Express Corporation (Collabera), Senior Project Manager/Scrum Master (Hr Projects) Mar 2014 – Aug 2014
Responsibilities:
- Directed the American Express "Delivery Transformation" projects for matrix management (20+ VP's,

directors, and managers). Served as Scrum Master leading all ceremonies and serving as a servant leader for a 10+ member onshore team.
- Analyzed project metrics and directed a higher level of information at the trends and management indicator level; differentiated between project and program metrics. Developed dozens of presentations for C-Level executives.

Rural Metro Corporation (Insight Global), AZ, Senior It Project Manager/Scrum Master (Erp Projects) Oct 2013 – Feb 2014
Responsibilities:
- Co-Directed MS Dynamics GP installation hosted on Azure and Oracle JD Edwards (AS400) decommissioning.
- Completed interface project between MS Dynamics GP and 9 enterprise applications (with 34 interfaces). Led team consisting of 10+ team members and vendor management. Led OCM efforts agile scrum implementation and co-led OCM for MS Dynamics GP implementation.

Arizona Department of Education (i-TEK Solutions), AZ, Senior It Project Manager/Scrum Master (Cots/Saas Projects) Apr 2013 – Aug 2013
Responsibilities:
- Directed two (2) COTS/SAAS solutions projects' in support of several US Department of Education Teacher Incentive Fund Grant (combined $2.3 M effort) for Maricopa County Education Services Agency. Led Scrum team consisting of System Architect, BA, Project Coordinator, DBA, Developers, QA, and two Vendor project teams.
- Resolved a dispute between Vendor PM and Client representative and delivered "Assessment Project" on-time.

Dynamic Worldwide Training Consultants, AZ, Corporate Executive Development and PMP Training Aug 2012 – Apr 2013
Responsibilities:
- Developed and trained the PMP Exam Preparation for over 50 students with a 98% first-time pass rate.
- Established and executed a customized management/leadership competencies-based training/consultation program for a 100+ employee healthcare organization, resulting in a 25% reduction in staff turnover, litigation, and 30% improvement in employee engagement and satisfaction.

Abhijit Revankar / Relationship Manager

Brief Profile

Mr. Revankar has over 15 years of professional experience in implementing Commercial Off-the-shelf (COTS) software packages and has profound experience in project management of software development projects. He is skilled in managing an After-market & telematics data mart and BI program, leading a team of technology & business resources distributed across different continents supporting after market analysis and uptime. He is expert in integrating different sources of data in near real-time, allowing users to do their own analysis and reports without having to get IT involved thereby allowing for better and faster business decisions. He has hands-on experience in managing a large product team with delivery oversight over complex multi-year initiatives aimed at increasing member satisfaction with emphasis on mobile technology and developing the division from an application support team to a significant portfolio comprising of different applications and services under a portal and interacting with partners like CVS, ChipRewards, Alegeus, WebMD and MyBlue. He is proficient in Microsoft Office tools (Word, Excel, Visio, Project, Outlook, Skype for Business) and has detailed knowledge of Microsoft architecture (MS-SQL, IIS, Windows Server, Active Director, Exchange) and PC architecture and is proficient in translating end user needs into technical solution requirement statements for technical delivery teams.

Government Experience

- University of Maryland (UMB)
- National Institute of Health (NIH)
- US Department of Commerce

Education & Certification

- Certified Project Management Professional (PMP), Project Management Institute
- Certified Scrum Master, PO
- Masters Certificate in Project Management – GW University School of Business
- CMMI Staged Representation Certificate – Carnegie Mellon Software Engineering Institute
- Computer Engineering – CMS Computer Institute
- Bachelor of Arts Karnataka University
- Law Degree, Karnataka University
- Enterprise .NET Web Development – Learning Tree
- Java Certification – Northern Virginia Community College

Technical Skills

- Project/ Release/ Program/ Portfolio Management, Software Development Life Cycle (SDLC), IDLC, Agile, SAFe, Authorship of RFP, SOW, SLA, Task Order , COTS implementation PeopleSoft, SharePoint Risk/Compliance Management, CMMI, Process Analysis,Fixed price, Cost reimbursable T& M, Federal Contracting Vehicles, GSA Schedule, 8a, Minority Business, Strategic Planning, Resource Management, Staff Training & Development, Earned Value (EVM) & Budget Management

Relevant Professional Experience

Volvo Group, Chief Project Manager Aftermarket & Telematics Data Mart and BI Oct 2016 – Present

Responsibilities:

- Managing an After-market & telematics data mart and BI program, leading a team of technology & business resources distributed across different continents supporting after market analysis and uptime.
- Integrates different sources of data in near real-time, allowing users to do their own analysis and reports without having to get IT involved thereby allowing for better and faster business decisions.
- Establishes one version of the truth, so each department will produce results that are in line with all the other departments, providing consistency.
- Key project technologies and tools: Netezza, Business Objects, Qlikview, SAS, MS Power BI, MQ, Jira.

CareFirst BlueCross BlueShield (BCBS)/FEPOC, Program Manager/ Release Manager Aug 2008 – Oct 2016

Responsibilities:

- Managed a large product team with delivery oversight over complex multi-year initiatives aimed at increasing member satisfaction with emphasis on mobile technology.
- Developed the division from an application support team to a significant portfolio comprising of different applications and services under a portal and interacting with partners like CVS, ChipRewards, Alegeus, WebMD and MyBlue.
- Led the successful agile transformation & process re-engineering effort for the largest BCBS Plan in North

America and successfully converted waterfall projects to agile in a matrix environment.

- Led process re-engineering efforts based on lean principles. Introduced Kanban techniques for enterprise operations transformation. Facilitated governance boards to steer the organization through culture change.
- Managed a large team including PMs, Implementation Managers, Scrum Coach, Scrum Masters as well as technology & business resources.
- Developed strategy roadmaps to proactively anticipate, prioritize, and integrate new initiatives. Financial accountability and management of annual budget, monthly forecasts, and variances. Reported metrics related to SLAs, team performance, portfolio performance & financials.
- Vendor management and sourcing to support procurement across the portfolio. Oversight of annual resource planning, resource forecast and quality staff engagement.
- Developing & implementing technology strategy in line with organizational objectives and goals. Release Manager PMO Leadership – Oversight of diverse IT portfolios in excess of $40M with a focus on financial management, resource management, process improvement, master schedule management, portfolio reporting, and PPM solutions (e.g. Clarity PPM).
- Leading diverse portfolios to deliver integrated releases. As a Release Manager managed multiple projects, releases and managed code resyncs across multiple environments and projects.
- Worked with senior management on budgeting future projects and to plan, develop and publish next fiscal year's high level milestones to all BCBS Plans allowing them to plan in advance.
- Conducted change control meetings internal to the company and also with the customers on a weekly basis and also streamlined the process.
- Track project cost and variance on a monthly basis, calculate, monitor and maintain SLA data on projects based on established procedures and conduct weekly project status meetings with project stakeholders.
- Conducted town-hall conference calls on a bi-weekly basis with all BCBS Plans to communicate project and Release related changes.
- Developed timeline of scheduled outages in the production/ test regions and develop implementation schedules for Releases and communicate the same to all BCBS Plans.
- Managed 100 associates and the 10-million-dollar re-engineering of Claims processing system so as to allow Plans to submit large claims. This project enabled CareFirst to comply with current and future stringent federal regulations and impacted a majority of subsystems and BCBS Plans.
- Managed the re-issuance of digital ID cards to five million federal members. The digital conversion was part of PHI violation reduction strategy.
- Key project technologies and tools: J2EE, DevOps, SOA, Hibernate, DB2, COBOL, WebSphere, UNIX, DataPower, Quality Center, MQ, Clarity, Serena, Rally, AGM, Bootstrap, Angular JS. Jenkins, APIM.

IQ Solutions Inc., Sr. Project / Program Manager **May 2007 – Jul 2008**
Responsibilities:

- Managed a team of 20 on multiple projects that also involved getting CMMI 3 certification in addition to budget, funding and procurement of external resources.
- Managed development of a Program Integrity Management Reporting System (PMIR) based on CMS three-tire web enterprise architecture. Medicare Contractors and other CMS systems pass data to the PIMR system as flat files on a monthly basis. This data is validated and loaded into the PIMR system and is used by CMS to support their budget and oversight responsibilities.
- Led a team to develop a Continuity of Operations Plan (COOP) for CMS. Collaborated with CMS on a list of fraud indicators for the Program Safeguard contract to conduct analysis using techniques like data mining and business process improvement.
- Managed SharePoint farm setup for developing the corporate intranet consisting of several different modules to support the growing needs of each individual department within the company and implementation of SharePoint call center module to support Substance Abuse and Mental Health Services Administration (SAMHSA).
- Lead team through CMS Technical Review Board (TRB), Preliminary Design Review (PDR) and Detailed Design Review (DDR) meetings. Set direction and ensured co-ordination across a geographically and culturally diverse team.
- Key project technologies and tools: J2EE, Hibernate, DB2, COBOL, MQ, WebSphere, UNIX, Cognos Impromptu, Crystal Reports, Rational Clear Case/ Quest, SAS, Business Objects, SQL Server, SharePoint.

ECS, US Department of Commerce, Project Manager **May 2006 – May 2007**
Responsibilities:

- Managed a team of 10 on the Survey Processing System project that enables the Bureau of Economic Analysis (BEA) to collect data regarding investment by US companies abroad and also investment by foreign companies in the US. This data is in turn provided to various branches of the US Department of Commerce to feed different economic reports. The system performs data suppression based on predefined rules set by the users to prevent any sensitive data form being released. The legacy data for the system was migrated to SQL Server. The project required developing of a data warehouse.
- Managed extensive business process analysis for the system, capturing business rules from subject matter experts at the department. Key project technologies and tools: Cold Fusion, Flash Forms, ASP.net, COBOL, SQL Server, CSS, ERwin, MS Project, PVCS and MS Visio.

Advanced Software Systems, National Institute of Health (NIH), Project Manager **Oct 2000 – Apr 2006**
Responsibilities:

- Electronic Commodity Store 3 (ECS3): Managed a team of 12 on multiple projects for the National Institute of Health (NIH). Received the NIH Directors Merit Award at NIH for ECS3. ECS3 is a key eGov initiative to make a marketplace of electronic commodities available to Government buyers and to streamline the procurement process. The purpose of the Web application is to enable business between Federal Agencies and Government Contractors. The system has various modules where Contractors can bid on Request for Quotes (RFQs) submitted by participating Federal Agencies. The system acts as one point source for the Federal Agencies to submit their requests and populates standard Federal forms once an RFQ is converted to an order. The system also processes all the payments made to the contractors and generates various financial reports for the Office of Management and Budget.
- Responsible for support of existing security policies and procedures, as well as creation and implementation of new security procedures. Military Inter-departmental Purchase Request (MIPR), Project Manager (NIH):
- The web based system is designed to process and track Task Orders and funding transfers from the Department of Defense (DOD) to NIH. The application generates financial and other reports. Freedom of Information Act (FOIA), Project Manager (NIH): The FOIA is a web based system designed to let users submit, track and get response on information requests submitted to NIH/NITAAC department. The system generates reports displaying the amount of time required by various departments and individuals to process and respond to queries or parts of an information request.
- Key project technologies and tools: ASP, ASP.net, ColdFusion, SQL Server, Crystal Reports, CSS, ERwin, Visual SourceSafe, Bobby, Watchfire, Windows Server, MS Visio.

International Monetary Fund & World Bank, PM/Project Lead **Apr 2000 – Oct 2000**
Responsibilities:

- Led a team of 10 developing the Image Gallery application that enables IMF photographers to create photo galleries of IMF projects. The system enables the photographer in the field to upload photos from remote locations. The system allows an Administrator to view and publish the photos to the IMF community and also allows various levels of users to access and work on the albums prior to being published by the Administrator.
- Led a team of 10 developing the Global Legal Database (GLD) that enables legal officials from the World Bank and Fund (IMF) to compare the laws of various countries. Used XML to tag textual data content in legal documents received from various countries. The task required immense coordination with legal experts and subject matter experts (SMEs) of participating countries, to establish interchangeable document formats.
- Key project technologies and tools: Windows NT4.0, IIS, SQL Server, PL/SQL, ASP, XML, FrontPage, Erwin.

University of Maryland (UMB), Project Lead **Mar 1999 – Mar 2000**
Responsibilities:

- Space Inventory Management: The system tracks room allocation in all buildings at the University of Maryland campus and the purpose of each room. The system also provides data if a room is used for multiple purposes and what percentage is being used for each purpose.
- Check Tracking and Reporting: The system processes student loans. The SSL-based database system tracks data such as loan amounts, details for each student who has applied for loan from a financial agency and issues checks to the students. The system validates the data from financial institutions before loading it into the database. The entire application was packaged and put on CD for installation by users. The system was later

Web enabled using ASP.

- Key project technologies and tools: NT4.0, IIS, Oracle, PL/SQL, ASP, Visual Basic 6.0, Crystal Reports, Visual SourceSafe, MS Visual Data Modeler, Reflection Software, VB Package and deployment Wizard, and barcode readers.