



Technical Proposal to

**Provide Information Technology Support Services &
Supplemental Staffing for the Department of EIS &
Telecommunications**

**Jefferson Parish, Department of Purchasing, State of Louisiana
RFP # 0464**

200 Derbigny Street, Suite 4400, Gretna, LA 70053

Submitted by
SystemDomain, Inc.

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Request for Proposals #0464

To Provide Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications

SIGNATURE PAGE

The Jefferson Parish Department of Purchasing is soliciting Request for Proposals (RFP'S) from qualified proposers who are interested in providing Information Technology Support Services and Supplemental Staffing for the for the Jefferson Parish Electronic Information Systems (EIS) and Telecommunications Department.

Request for Proposals will be received until 3:30 p.m. Local Time on: August 25, 2023.

Acknowledge Receipt of Addenda: Number: #1
Number: _____
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Number: _____

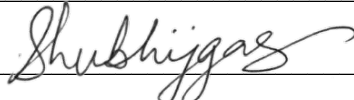
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Type Name of Person Authorized to Sign: Shubhi Garg

Title of Person Authorized to Sign: CEO

Signature of Person Authorized to Sign: 

Email Address of Person Authorized to Sign: sgarg@systemdomaininc.com

Date: August 25, 2023

This RFP signature page must be signed by an authorized Representative of the Company/Firm for proposal to be valid. Signing indicates you have read and comply with the Instructions and Conditions.

A. Cover Letter

August 25, 2023

Jefferson Parish
Department of Purchasing
200 Derbigny Street, Suite 4400,
Gretna, LA 70053

SystemDomain, Inc.

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Re: RFP#0464 - Technical Proposal to provide Information Technology Support Services & Supplemental Staffing for the Departments for EIS & Telecommunications

SystemDomain, Inc. (SystemDomain) is the proposer for the **RFP** to provide **Information Technology Support Services & Supplemental Staffing for the Department for Electronic Information Systems (EIS) and Telecommunications**, for the **EIS Department (EIS)**, Jefferson Parish, under **RFP#0464**.

SystemDomain is pleased to present our information to **EIS** for providing professional IT-related consulting services, to support the **Parish IT department and your users** on an as-needed basis.

SystemDomain is an IT Staff Augmentation Solution and Service Company headquartered in **Warrenville, Illinois**. SystemDomain consultants have expert experience and knowledge in deploying IT solutions, and professional temporary augmented staff services to Fortune 500 companies since 1999. Currently, we are an approved vendor for IT temporary staffing services for **California, Michigan, Virginia, Ohio, Utah, Mississippi, Delaware, Arizona, Iowa, and Washington, D.C.** Our commitment is to provide innovation, value, and complete staffing needs to ensure stellar customer satisfaction.

SystemDomain has extensive experience in providing technology and staffing solutions for specified durations, at competitive and predetermined rates.

SystemDomain understands and has over **twenty four years** of experience in providing software and support services as requested here.

SystemDomain will provide consistent on-site team members comprising experts and stellar professionals you will need to support various systems as mentioned in your project document. The staff members will also help you acquire new products and services, as **Parish** may need in the future.

SystemDomain has performed similar services for many customer bases in the public sector and commercial industries. This includes but is not limited to the State of Utah, State of Mississippi, State of Kansas, State of Ohio, Worldpay, KCPL, Ferguson, Farm Bureau Insurance, Toyota, and many others.

Shubhi Garg, CEO, is the main contact to contractually obligate the organization, negotiate the contract and contact for clarification and presentations. I can be reached at:

*SystemDomain, Inc., Shubhi Garg, CEO, Sgarg@SystemDomainInc.com
Tel. (630) 922-8189, Cell: (630) 544-4180, SystemDomainInc.com
Address: 4320 Winfield Road, Suite 200, Warrenville, IL 60555*

SystemDomain is registered as an **S-Corporation** at the **State of Illinois**.

We acknowledge the receipt of the entire RFP with **one (1) addenda dated August 17, 2023**.

All information submitted with this proposal are true and correct.

By submitting this proposal, we acknowledge that we have read and understand the contents and agree to comply with the requirements and accept the conditions found mentioned in the **Project RFP Document #0464**. The proposal shall remain firm and valid for a period of no less than **180 days** from the date of submission.

We thank you for your time and consideration.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shubhi Garg', with a stylized flourish at the end.

**Shubhi Garg, CEO
SystemDomain, Inc.**

Executive Summary

SystemDomain is a leader in the provisioning of staffing solutions, including but not limited to IT solutions managing cloud, database and application development for an array of clients. We provide qualified and experienced individuals to support functions across multiple domains including administrative, clerical, legal, accounting, human resources, operations, technology and procurement services. We also provide staffing support for building and maintaining uniquely customized web applications and software for businesses of every size as well as enterprise-level database consulting for some of the biggest companies in the US.

SystemDomain is a certified DBE, MBE, WBE and WOSB enterprise, based in **Warrenville, Illinois**. We have been serving our customers for the past **24 years**, since our inception in **1999**.

We understand that the **Electronic Information Systems (EIS) Department**, intends to procure technology based professional services to support **Jefferson Parish's** technology initiatives on **as-needed-basis**. The **Parish of Jefferson** (the **Parish**) needs Information Technology Support services and Supplemental staffing across multiple roles, as mentioned in the scope section of the RFP project document.

In this proposal, we discuss about:

- the services that SystemDomain can offer under the scope of this project;
- how are we poised to deliver and support the **Parish**, with our services;
- what gives us the competitive advantage over our peers, and
- why we should be your best choice for this project.

SystemDomain has all the credentials, resources, and initiatives to satisfy the **Parish** for the services for the mentioned roles and confirm our commitments to help you achieve your timelines and deadlines through our focused, professional, and flexible development process.

SystemDomain also confirms that we have read and understood the RFP terms and we have no exceptions to the terms and conditions mentioned in this RFP document, or on any of its attachments.

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C. Technical Proposal Elements

C. Technical Proposal Elements: Illustrating and describing compliance with the RFP requirements defined in the Scope of Work/Services (Part II) and Proposer Qualifications. (See Section 2.7.A for further details.)

A. Technical

1. Project Requirements Understanding & Delivery

1. Each proposer shall address how the proposer will achieve/meet the Scope of Work as stated in Section 2.1. Technical approach shall detail the following: Plans and/or schedule of implementation, orientation, and/or installation, etc. (whichever is relevant to the RFP requirements).

SystemDomain has carefully reviewed the **Jefferson Parish's** requirements for the provisioning of resources for **Server Technician, Microsoft Support Technician, PC/Help Desk Technician, Oracle DB Administrator, Programmer/Analyst, and Project Manager**. SystemDomain also has considered the qualifications and certifications necessary for each of these roles, including skills and experiences in managing your systems. With our structured sourcing process, we are in a position to not only source suitable candidates that can comply with your requirements, but also ensure that they are able to surpass your expectations.

SystemDomain supports customers across multiple governments, industries, and sectors. We are currently supporting IT Staff Augmentation for **MDEK12 - State of Mississippi, Board of Education - State of Utah** and the **City of LA**.

SystemDomain confirms that the resources will be available to **Jefferson Parish 24/7/365 days a year** in accordance with the contractual terms and conditions mutually agreed upon. We will also adhere to the **response times** (as will be agreed upon) during the contract period.

SystemDomain understands and makes a note of the technology landscape at the **Jefferson Parish**.

- **Oracle-19c** and newer database administration (application server, RAC, WebLogic, 12.2.2 Enterprise Manager, Forms)
- **MS SQL Server 2016** and newer
- **Network** - Fortinet (NG Fortigates, FortiManager, VPN), Ruckus & Fortinet Access Points, Cisco routers, switches & Meraki, SD-WAN technology, Layer 2 & 3 routing, BGP protocol
- **GIS** - ArcGIS Enterprise 10.9 and newer, ArcGIS Server 10.9.1 and newer, ArcGIS Portal Server 10.9.1 and newer, ArcGIS Online 4.24 and newer, ArcGIS Administrator
- **Data Center/Systems** – VMware, veeam, HPE Synergy, 3PAR, Nimble, StoreOnce, Windows Server 2016 and newer, Linux 9

- **Microsoft–Exchange 2016** (relay), Office 365 (including eDiscovery, Exchange, Defender, Teams, SharePoint), Active Directory and related domain services, WSUS, Azure, file server support
- **Third-party Applications** – OpenText document management & workflow, DBVisit 11, NextRequest, NetDocs, NeoGov
- **In-house Applications (.net & Oracle)** – Juvenile Justice Case Management, JumpStart Jefferson, Code Enforcement Reporting and Violations System, Legislative Portal
- **Cybersecurity–awareness** training, multifactor authentication, OT SCADA, assessments, penetration testing, incident response, forensics investigations
- **Telecommunications** – Avaya on-premises call manager, SIP trunking, session border controllers
- **Video & Access Control** – Genetec, Avigilon

With its structured sourcing mechanism, SystemDomain will source appropriate resources to cater to the **Jefferson Parish** systems and infrastructure requirements. SystemDomain will identify resources with requisite knowledge, skills, and experience to deliver in the **Jefferson Parish** projects. Necessary training and orientation, as required, will be imparted to the resources, before induction.

SystemDomain's Sourcing Process

SystemDomain meets and exceeds the needs of **Jefferson Parish's** staffing solutions with its effective, reliable, secure services for the **Jefferson Parish's** offices. SystemDomain shall enable the resources to effectively manage **Jefferson Parish's** assets and deliver services to meet the project needs. SystemDomain will provide staff resources for the required duration, and at a predetermined rate.

SystemDomain was founded in 1999 and has an operational presence in several states in the U.S. We have expert knowledge and experience working with IT Staffing contracts with companies and entities. These include but are not limited to the following:

- **State of CA** – Department of General Services (RFP 5167010)
- **University of Oklahoma** (RFP #R18001-18)
- **State of Hawaii** – DOE (PS D18-003)
- **State of Kansas** – Dept of Administration (EVT0007180)
- **Staff Augmentation Vendor to Utah**, Mississippi, Ohio, Michigan, Georgia, Delaware
- **Staff Augmentation Vendor to Colorado**, Connecticut, Oregon & Atlanta Public Schools

SystemDomain will offer its services to **Jefferson Parish** for the following roles:

- **Network Administrator / Technician**
- **Server Technician**
- **Microsoft Support Technician**
- **PC/Help Desk Technician**
- **Oracle DB Administrator**
- **Programmer/Analyst**
- **Project Manager**

In the sections that follow, we have discussed about our **sourcing process** that has enabled the team to deliver successfully, in multiple projects, since our inception in 1999, and for the past 24 years.

We have also shared our **work history**, comprising a list of **customers**, **project title/information** and the **duration** in which these were undertaken by us. This is for your persual. Should you have any queries related to these projects, we will be happy to share additional details with **Jefferson Parish**.

Recruitment & Presentation

Stage 1: Requirement Gathering and Analysis

1. **Receive SOW:** The process begins with SystemDomain receiving the Statement of Work (SOW) or Scope of Work from the **Jefferson Parish** office. This document should outline the project's objectives, deliverables, timeline, and required skills.
2. **Review SOW:** Our staffing team thoroughly reviews the SOW to understand the project's technical requirements, skills needed, duration, and any specific qualifications or certifications required.
3. **Meet with Stakeholders:** The staffing team meets with stakeholders, including the hiring manager from the Office of Information Technology, to clarify any uncertainties, gather additional information, and establish a clear understanding of the project's needs.

Stage 2: Candidate Sourcing and Identification

4. **Source Candidates:** Based on the information gathered, the staffing team begins sourcing candidates through various channels like job boards, social media, professional networks, and our internal database.
5. **Resume Screening:** Resumes received from potential candidates will be screened against the project's requirements. This step aims to identify candidates whose skills and experience align closely with the project's demands.
6. **Initial Assessment:** Shortlisted candidates will undergo an initial assessment, which may include phone screenings or preliminary interviews to gauge their technical expertise, communication skills, and cultural fitness.

Stage 3: Candidate Selection and Presentation

7. **Interview Process:** Qualified candidates will progress to a more comprehensive interview process. This could involve technical assessments, in-depth interviews, and potentially meeting with the Office of Information Technology's team, as may be required.
8. **Reference Checks:** Before finalizing the candidates, reference checks will be conducted to verify their professional background, skills, and work ethic.

9. **Presentation of Candidates:** Once a selection of potential candidates is confirmed, the staffing team will compile detailed profiles for each candidate. These profiles will include resumes, skill assessments (scores/ratings), interview feedback (scores/ratings), and other relevant information.

10. **Submission to the Office of Information Technology:** The staffing team will present the candidate profiles to the Office of Information Technology, providing an overview of each candidate's qualifications, experience, and potential fitness status for the project.

Stage 4: Decision and Onboarding

11. **Selection Decision:** The Office of Information Technology will review the presented candidate profiles and makes a selection based on your project needs and preferences.

12. **Negotiation and Offer:** The staffing team coordinates with the chosen candidates to discuss/negotiate compensation, benefits, and other terms of employment. An official job offer is extended to the candidates who accept the terms.

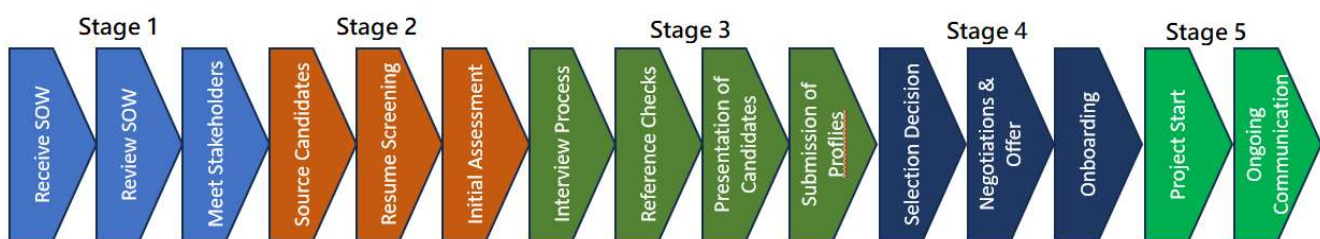
13. **Onboarding:** Once candidates accept the job offer, the onboarding process begins. This includes completing paperwork, setting up necessary accounts and accesses, and facilitating any required training.

Stage 5: Project Execution and Management

14. **Project Start:** The selected candidates begin their assignments, working on the project as outlined in the SOW.

15. **Ongoing Communication:** The staffing team will maintain regular communication with both the hired candidates and the Office of Information Technology to ensure the project is progressing smoothly and address any concerns or issues that may arise.

Throughout these stages, effective communication and collaboration between the SystemDomain staffing team and the MSU will be the key to successfully sourcing and presenting candidates who are well-suited for the project's requirements. Please refer to the process flow diagram outlined below for a better understanding.



SystemDomain's Recruitment & Presentation Process

Background Screening

At SystemDomain, **Background Screening** is considered to be a crucial step in our hiring process. Here we verify the accuracy of a candidate's claims and ensure they meet the company's standards and requirements. Here's an overview of our background screening steps/processes:

Step 1: Disclosure and Consent

1. **Candidate Consent:** Before initiating the background screening process, the candidate will be required to provide a written consent. This will allow us to conduct various checks, such as criminal history, employment verification, and educational verification.

Step 2: Information Collection

2. **Candidate Information:** The candidate will be asked to provide detailed information, including personal identification, addresses, employment history, education history, and other relevant details.

Step 3: Background Checks

3. **Criminal History Check:** A criminal background check will be conducted to identify any criminal convictions or pending charges in the candidate's history.

4. **Employment Verification:** The candidate's employment history, including job titles, dates of employment, and responsibilities, will then be verified with his/her previous employers.

5. **Educational Verification:** The candidate's educational credentials, such as degrees and certifications, will be verified with the respective educational institutions.

6. **Reference Checks:** Professional references provided by the candidate will be contacted to validate the candidate's skills, work habits, and character.

Step 4: Review and Assessment

7. **Background Screening Company:** Depending upon your project requirements and costs, we may also partner with specialized background screening companies to conduct these checks. We will ask them to compile the results and provide us a comprehensive report.

8. **Review of Results:** We will review the background screening report to assess the candidate's suitability for the position and evaluate any potential red flags.

Step 5: Decision and Communication

9. **Decision:** Based on the results of the background screening, we will make a decision regarding the candidate's eligibility for employment. Factors such as the nature of the offense,

its relevance to the job, and the candidate's overall qualifications will be taken into consideration.

10. **Communication:** We will communicate the outcome of the background screening to the candidate. If adverse information is found, the candidate will be given an opportunity to explain the circumstances and his feedback/response will be noted in the files/records.

Step 6: Compliance and Legal Considerations

11. **Fair Credit Reporting Act (FCRA) Compliance:** We are FCRA compliant.

12. **Equal Employment Opportunity (EEO) Compliance:** We are also EEO compliant.

Background screening helps us make informed hiring decisions and maintain a safe and trustworthy work environment. It's important to conduct these checks ethically, transparently, and in compliance with relevant laws and regulations.

Drug Screening

Drug screening is another important aspect of SystemDomain's pre-employment process to ensure a safe and productive work environment at our client workplace. Drug screening is designed to ensure that employees are fit for duty, particularly in safety-sensitive roles. Here are the typical steps associated with our drug screening process and activities:

Step 1: Notification and Consent

- **Candidate Notification:** We inform the candidate to let them know that a drug screening is required as part of the pre-employment process. This notification occurs after a job offer has been extended and accepted, but before the candidate begins their new role.
- **Candidate Consent:** The candidate is required to provide a written consent to undergo drug testing. This consent is collected along with other pre-employment paperwork.

Step 2: Collection of Sample

- **Sample Collection:** The candidate is directed to a designated testing facility where a trained professional collects a sample of the candidate's urine, hair, or sometimes saliva as per the required testing guidelines, if any.

Step 3: Laboratory Testing

- **Sample Analysis:** The collected sample is sent to a certified laboratory for analysis. The laboratory tests the sample for the presence of various substances, including illegal drugs and sometimes prescription medications.

Step 4: Review and Assessment

- **Results Review:** The laboratory provides the test results to our HR department. These results should indicate if the candidate's sample tested positive or negative for the substances being screened.

Step 5: Decision and Communication

- **Decision:** Based on the drug test results, we make a decision regarding the candidate's eligibility for employment. Positive results may lead to further assessment of the situation, as per the drug policy guidelines.
- **Communication:** The candidate is informed of the drug test results, through the HR department. If the results are positive, the candidate is given the opportunity to explain any prescription medications or medical conditions that could have influenced the results.

Step 6: Compliance and Confidentiality

- **Legal Compliance:** Drug testing processes comply with our relevant laws and regulations (Drug-Free Workplace Act).
- **Confidentiality:** The results are treated as confidential and shared only with authorized personnel on a need-to-know basis.

Step 7: Follow-Up Actions

- **Positive Results:** If a candidate's drug test comes back positive, we follow specific protocols outlined in the drug policy. This may include further discussions with the candidate, seeking medical documentation for prescribed medications, or in some cases, rescinding the job offer.

Reference Checking

Reference checking is an essential step in **SystemDomain's** hiring process when we verify a candidate's qualifications, skills, and work history. Here's how it typically works with us:

1. **Candidate Identification:** Once a candidate has been shortlisted by us for a position, the we gather the candidate's references. These references are usually previous employers, supervisors, colleagues, or clients who can provide insights into the candidate's work performance, skills, and character.
2. **Contacting References:** We then reach out to the provided references. We do this through emails, phone calls, or online survey forms, depending upon specific factors and requirements. We obtain a consent of the candidate before contacting their references.

3. **Reference Questions:** We prepare a set of questions to ask the references. These are designed to gather specific information about the candidate's skills, job responsibilities, work ethic, interpersonal skills, and overall suitability for the position. Some of our common reference check questions include:

- Can you confirm the candidate's job title, role, and employment dates?
- What were the candidate's main responsibilities and achievements while working with your organization?
- How did the candidate handle challenges or difficult situations?
- Can you describe the candidate's technical skills and proficiency in [specific technologies, domains etc.]?
- How well did the candidate work in a team and communicate with colleagues and clients?
- Would you rehire the candidate if given the opportunity?

4. **Collecting Feedback:** We document the responses provided by the references. We gather both positive and constructive feedback to get a well-rounded view of the candidate's abilities and potential areas for growth.

5. **Verifying Information:** The information provided by the references is cross-checked with the candidate's resume and interview performance. Discrepancies or inconsistencies often raises a red flag and warrants further investigation.

6. **Assessing Fit:** The feedback from the reference check is used to assess whether the candidate aligns with the requirements of the position and the company culture. This helps us make a more informed hiring decision.

7. **Confidentiality:** Reference checks are conducted with professionalism and confidentiality. The information obtained are used for the purpose of evaluating the candidate's suitability for the position only.

8. **Feedback to Candidate:** Depending on the outcome of the reference checks, we provide a feedback to the candidate. Positive references usually reinforce the candidate's qualifications, while any concerns raised by references are discussed with the candidate.

9. **Final Decision:** Finally, we collaborate with our client to use the reference check results as one of the factors in making the final hiring decision.

Reference checks are just a part of **SystemDomain's** overall evaluation process. Although reference checks provide some valuable insights **SystemDomain** considers many other factors such as the candidate's skills, experience, cultural fit, and interview performance to assess the suitability.

Evaluation of Candidates with Job Requirements & Roles

This is a crucial aspect of our role and these are a few things we do at **SystemDomain**, after a candidate has been screened, technically assessed, interviewed (in multiple phases), assessed for behavioral traits, reference checked, skills validated, found and assessed to be culturally fit, we share our reports and findings with the hiring company (**Jefferson Parish**). As required, we may further organize a **panel interview** with the hiring company, who may conduct a few more tests to assess the candidate's abilities.

Finally, based on the cumulative feedback and assessments, we make a **final evaluation** of the candidate's qualifications and alignment with the hiring company's needs. Since our goal is to provide the hiring company with candidates who not only possess the technical skills required for the role but also exhibit qualities that align with the company's values and culture, we take extra care in evaluating. We regularly communicate with the hiring company to achieve this goal effectively.

Lead Times

SystemDomain's **lead times** for all steps in the **Sourcing process** is **between 48 and 72 hours**.

Assignment & Coordination with Account Managers

SystemDomain will assign an **Account Manager** for the **Jefferson Parish** project, to be the single point of contact on our behalf, and be contacted for any matters related to the contract and its execution. The name and contact details of our **Account Manager** will be shared prior to signing of the contract with **Jefferson Parish**.

Sourcing Candidates

SystemDomain's staffing team sources candidates through various channels like job boards, social media, professional networks, and our internal database. The percentage allocation is as below:

- **Job Boards** - 35%
- **Professional Networks** - 35%
- **Social Media** - 10%
- **Internal Database** - 20%

SystemDomain's Involvement in Placement of Resources

SystemDomain remains involved and continuously communicates with the client after a successful placement. We consider this to be a crucial activity for our ongoing success. Our responsibilities towards our client and the candidate are summarized below:

Our Involvement with the Client

- We maintain regular communication with the client to ensure that the placed candidate is performing well and meeting their expectations. We are committed to the success of the placement with **Jefferson Parish**.

- We periodically review the candidate's performance with the client. We gather feedback on the candidate's work, skills, and overall fit within the team.
- We proactively address our client's concerns, if any. If issues related to a candidate's performance or attitude are observed, we collaborate with our client to find solutions and make necessary adjustments, as may be required.
- We keep an eye on the client's evolving needs. As projects change or new roles open up, we proactively provide suitable candidates for consideration.
- We continuously gather feedback from the client about the quality of our services, the candidate's performance, and any areas for improvement.

Our Involvement with the Placed Candidate

- We provide complete assistance during the candidate's onboarding process. We ensure that they have all the necessary information and resources to integrate smoothly into the client's environment.
- We offer ongoing support to the placed candidate. We provide resources, mentorship, and guidance to help them excel in their role.
- We stay engaged with the candidate's career aspirations. We help identify opportunities for professional growth and advancement within the hiring company.
- If any challenges arise for the candidate in their new role, we are available to offer guidance and mediation to resolve conflicts or issues.
- We establish a feedback loop where the candidate can provide input about their experience working with us and our client. This helps us identify areas for our improvement.

Our General Involvement

- We continue building strong relationships with both the client and the placed candidate. A strong rapport leads to future collaborations and referrals.
- We act as a bridge between the client and the candidate. If any issues arise, we work to find mutually beneficial solutions that maintain the success of the placement.
- We keep informed about industry trends, market demands, and emerging technologies to better serve both the client (hiring company) and candidates.
- We ensure that all contractual obligations are met, including salary, benefits, and any other terms that were agreed upon.
- When placements are temporary or project-based, we work with the client and the candidate to explore contract renewals or extensions.
- We maintain open lines of communication with both the client as well as the candidate. This helps us stay informed about their evolving needs and ensures a positive experience for all parties.

Quality Assurance Procedures

SystemDomain considers quality assurance procedures to be essential in ensuring IT staffing projects and the work performed meet high standards of quality. Our procedures for both aspects are summarized below:

Quality Assurance Procedures for SystemDomain's IT Staffing Projects

- **Client Needs Assessment:** Before project commencement, we conduct a thorough assessment of the client's needs and expectations. We understand the required skills, project scope, and timeline to ensure a clear understanding from the outset.
- **Candidate Screening:** We implement a rigorous screening process for candidates to ensure they possess the required technical skills, experience, and are culturally fit for the client's organization.
- **Project Planning:** We create a detailed project plan that outlines roles, responsibilities, deliverables, timelines, and milestones. We share this plan with both the client and the selected candidates.
- **Regular Communication:** We maintain open lines of communication with the client throughout the project. We provide regular updates, status reports, and check-ins to ensure that everyone is aligned and informed about project progress.
- **Feedback Loop:** We establish a feedback mechanism to collect input from both the client and candidates. This allows us to identify potential issues at an early stage and address them promptly.
- **Issue Resolution:** If any challenges or conflicts arise during the project, we work collaboratively with the client and candidates to find solutions and mitigate any negative impact.
- **Quality Metrics:** We define the key quality metrics that must be met for successful project completion. This includes technical proficiency, meeting deadlines, and adhering to project requirements.
- **Performance Evaluation:** We regularly assess the performance of both the client and the candidates involved. We solicit feedback from all parties to ensure that expectations are being met.
- **Continuous Improvement:** We gather insights from completed projects to identify areas for improvement in our staffing process. We use this feedback to refine our approach for future projects.

Quality Assurance Procedures for SystemDomain's Work Performed

- **Clear Expectations:** We ensure that the client's expectations and project requirements are clearly defined and documented. This includes deliverables, deadlines, and desired outcomes.
- **Skills Match:** We confirm that the assigned candidates have the required technical skills to complete the tasks outlined in the project scope.

- **Quality Standards:** We set specific quality standards for the work performed. These include code quality, documentation, testing procedures, and adherence to industry best practices.
- **Regular Reviews:** We are willing to conduct regular reviews of the work being produced by the candidates. This involves code reviews, design reviews, and functional testing to identify any potential issues early.
- **Documentation:** We thoroughly document the work performed by our candidates.
- **Client Validation:** We regularly involve the client in the validation processes to ensure that the work meets their requirements and expectations.
- **Continuous Monitoring:** We continuously monitor the progress and quality of the work performed. We use tools and processes to track milestones and identify any deviations from the project plan.
- **Feedback:** We encourage a feedback loop between the candidates, the client, and SystemDomain. We address any feedback and iterate on the work as needed to achieve the desired outcomes.
- **Final Review:** Before project completion, we conduct a final review to ensure that all project deliverables meet the established quality standards and requirements.

Process of Removal & Replacement of Consultants

There are times when it becomes necessary to remove or replace a candidate who has been placed in a role. We know how important it is to approach the removal or replacement of a candidate with professionalism, sensitivity, and a commitment to finding a solution that benefits both the client and SystemDomain. Effective communication and a well-managed transition often helps maintaining a positive relationship with the client while ensuring that their project's needs are met. Here's what we do at SystemDomain to manage this type of a situation effectively:

Our Candidate Removal and Replacement Process

- **Identification of Issue:** Whenever an issue arises with a placed candidate we begin with identifying and assessing the problem.
- **Gather Feedback:** We collect feedback from the client and other relevant stakeholders regarding the candidate's performance, to understand the nature and severity of the issue.
- **Assess Viability for Improvement:** We determine whether the issues can be resolved through coaching, training, or other interventions. When improvement is unlikely, we then consider replacement as an option.
- **Client Discussion:** We initiate a candid conversation with the client to discuss the challenges and explore potential solutions and collaboratively we determine the best course of action.
- **Review Contractual Terms:** We review the terms of the contract and any relevant agreements to understand the options available for removing or replacing the candidate.

- **Candidate Feedback:** We provide feedback to the candidate regarding the concerns that have been raised. We also offer support and guidance to the candidate on areas that need improvement.
- **Replacement Candidate Search:** If the decision is made to replace the candidate, we begin the search process for a suitable replacement. We either revisit our candidate pool or conduct new interviews.
- **Client Involvement:** We involve the client in the selection process for the replacement candidate. We share profiles and conduct interviews to ensure that they align with their needs.
- **Smooth Transition:** Once a replacement candidate is selected, we work with both the outgoing and incoming candidates to ensure a smooth transition. We try our best to minimize disruptions to the project or team.
- **Client Communication:** We communicate the replacement decision and the transition plan to the client. We also address any concerns they may have and outline how the change will be managed.
- **Contract Amendments:** As may be required, we update the contract or agreement to reflect the change in candidate placement. We ensure that all parties are in agreement with the modifications.
- **Onboarding and Support:** We provide support to the replacement candidate during the onboarding process. We ensure they have the necessary information and resources to succeed in their new role.
- **Feedback and Monitoring:** We monitor the performance of the replacement candidate closely. We gather feedback from the client and other stakeholders to ensure that the issues have been addressed.
- **Continuous Improvement:** We use the insights gained from this experience to improve our candidate selection and placement processes. We also identify any lessons learned to prevent similar issues in the future.

2. Affirmative Statement

2. Plans for necessary training, where applicable. Information demonstrating an affirmative statement shall be required that the proposer has reviewed the Scope of Work, understands the nature thereof and is willing and capable of providing the services thereof.

SystemDomain has carefully reviewed the **Jefferson Parish's** requirements for the provisioning of resources for **Server Technician, Microsoft Support Technician, PC/Help Desk Technician, Oracle DB Administrator, Programmer/Analyst, and Project Manager.** SystemDomain also has considered the qualifications and certifications necessary for each of these roles, including skills and experiences in managing your systems. With our structured sourcing process, we are in a position to not only source suitable candidates that can comply with your requirements, but also ensure that they are able to surpass your expectations.

Meeting Requirements for the Staffing Positions

Network Administrator / Technician

Job Description: The **Network Administrator/Technician** will design, implement, and maintain Jefferson Parish's network infrastructure to ensure smooth and secure communication between your systems and users.

Key Responsibilities

- Configure and manage network devices such as routers, switches, firewalls, and access points.
- Monitor network performance, troubleshoot connectivity issues, and implement solutions.
- Implement and manage VPN solutions for secure remote access.
- Configure and maintain **SD-WAN** technology for efficient network routing.
- Manage **BGP** protocols for effective routing between different networks.
- Collaborate with other teams to ensure network security and compliance.

Server Technician

Job Description: The **Server Technician** will install, maintain, and optimize server hardware and software to ensure reliable and efficient server operations.

Key Responsibilities:

- Install, configure, and maintain **Windows Server** and **Linux** operating systems.
- Monitor server performance, troubleshoot issues, and perform upgrades.
- Set up and manage virtualization environments using **VMware**.
- Implement backup and disaster recovery solutions using tools like **Veeam**.
- Maintain storage solutions such as **HPE Synergy**, **3PAR**, **Nimble**, and **StoreOnce**.
- Ensure server security through regular patches and updates.

Microsoft Support Technician

Job Description: The **Microsoft Support Technician** will provide technical support for Microsoft technologies and applications used within the organization.

Key Responsibilities

- Assist users with issues related to **Microsoft Office 365** applications, including **Exchange**, **Defender**, **Teams**, and **SharePoint**.
- Manage **Active Directory** and related domain services.
- Implement and manage **Windows Server 2016** and newer environments.
- Provide support for **Azure** services and resources.
- Configure and manage **WSUS** for Windows updates.
- Assist with **eDiscovery** processes and procedures.

PC/Help Desk Technician

Job Description: The **PC/Help Desk Technician** will provide frontline technical support to Jefferson Parish's end-users, assisting with hardware, software, and connectivity issues.

Key Responsibilities

- Provide technical assistance to **Jefferson Parish** users regarding PC hardware and software problems.
- Diagnose and troubleshoot network connectivity issues.
- Install and configure software applications.
- Set up and manage **Jefferson Parish** user accounts and permissions.
- Assist with resolving issues related to printers and other peripherals.
- Maintain a knowledge base of common issues and solutions.

Oracle DB Administrator

Job Description: The **Oracle DB Administrator** will manage and maintain the **Jefferson Parish's** Oracle database systems to ensure optimal performance, security, and availability.

Key Responsibilities

- Install, configure, and upgrade **Oracle** database systems (e.g., **Oracle 19c and newer**).
- Manage **Oracle Real Application Clusters (RAC)** and **WebLogic** environments.
- Monitor database performance, perform tuning, and optimize **SQL** queries.
- Implement backup and recovery strategies to ensure data integrity.
- Troubleshoot and resolve database-related issues promptly.
- Collaborate with development teams to support database requirements.

Programmer/Analyst

Job Description: The **Programmer/Analyst** will design, develop, and maintain software applications to meet **Jefferson Parish's** business needs.

Key Responsibilities

- Analyze user requirements and design software solutions.
- Write, test, and debug code in languages such as **.NET** and **Oracle**.
- Collaborate with business analysts to gather and refine software requirements.
- Maintain and update existing applications to address bugs and add features.
- Document code, processes, and workflows for future reference.
- Provide technical expertise and support to other team members.

Project Manager

Job Description: The **Project Manager** will plan, execute, and close projects within **Jefferson Parish**, ensuring that they are completed on time, and are within the specified scope and budget.

Key Responsibilities

- Define project scope, objectives, and deliverables in collaboration with stakeholders.
- Develop detailed project plans, schedules, and resource allocation.
- Lead project teams, assign tasks, and monitor progress.
- Manage project budgets and resource utilization.
- Communicate project status, risks, and issues to stakeholders and senior management.
- Ensure projects are delivered according to quality standards and best practices.

SystemDomain appreciates that the actual roles within the **Jefferson Parish** organization might have variations or additional responsibilities based on specific needs and organizational structure.

Refer to **Appendix: Sample Resumes**

SystemDomain has reviewed the terms and conditions applicable for the resources. We hereby confirm our compliance with your terms and the project requirements.

Training & Orientation

SystemDomain will conduct a **training and orientation** program for all staff recruited for the **Jefferson Parish** project. Here's a brief outline of our **Training and Orientation Program**.

1. Pre-Onboarding

- **Welcome Email:** It begins with a personalized welcome email being sent to all new recruits, introducing them to SystemDomain and outlining the onboarding process.
- **Paperwork and Documentation:** We provide necessary paperwork, contracts, and agreements that must be completed before the onboarding day.
- **Equipment and Software:** We coordinate with the client project manager / IT department to ensure laptops, software, and tools are ready for the new staff. If these items are to be provisioned by SystemDomain, we procure these items so that they can be handed over to the staff during the program.

2. Orientation Day

- **Welcome Session:** We conduct an orientation session to introduce the new staff to SystemDomain's mission, values, and culture.
- **Company Policies:** We present an overview of important policies, including code of conduct, data security, and confidentiality.

- **Introductions:** We arrange introductions to key personnel in both - our organization as well as, the client organization's department.

3. Role-Specific Training:

- **Technical Overview:** We provide an in-depth overview of the specific technologies, systems, and tools used in the client organization's IT department.
- **Role Expectations:** We clearly define the roles, responsibilities, and expectations for each position within the department.
- **Technical Workshops:** We arrange technical training sessions to cover specific tools, languages, or software relevant to the new hires' roles.

4. Company and Department Tour:

- **Physical Tour:** We conduct a tour of the organization's facilities, including the IT department's workspace, equipment, and amenities.
- **Virtual Tour:** For remote staff, we provide a virtual tour using video conferencing tools to familiarize them with the environment.

5. Technology Infrastructure:

- **Access and Permissions:** We guide the new staff through the process of gaining access to necessary systems, databases, and network resources.
- **Security Protocols:** We emphasize data security protocols, password policies, and best practices for maintaining a secure work environment.

6. Communication and Collaboration:

- **Communication Tools:** We introduce the communication tools to be used within the organization, such as email, chat platforms, and video conferencing.
- **Team Dynamics:** We highlight the importance of effective communication, collaboration, and teamwork within the IT department.

7. Project Overview:

- **Current Projects:** We provide an overview of ongoing projects, their goals, timelines, and the staff's roles in supporting them.
- **Project Management:** We familiarize the staff with project management methodologies and tools used to track progress.

8. Performance Expectations:

- **Key Performance Indicators (KPIs):** We clearly define the KPIs by which the staff's performance will be evaluated.
- **Regular Feedback:** We discuss the process for performance evaluations and regular feedback sessions.

9. Cultural Integration:

- **Organization Culture:** We explain the organization's values, norms, and work culture to help the new staff integrate smoothly.
- **Cultural Sensitivity:** We emphasize the importance of respecting diverse perspectives and working collaboratively.

10. Q&A and Follow-Up:

- **Open Forum:** We provide a platform for the new staff to ask questions and clarify any uncertainties.
- **Follow-Up Sessions:** We schedule follow-up sessions at regular intervals to check progress, address concerns, and provide additional support.

11. Continuous Learning: We encourage continuous learning through access to resources like online courses, webinars, and technical publications.

12. Ongoing Support: We designate a point of contact for the new staff to reach out for support, guidance, and issue resolution. We also conduct **regular check-ins** to ensure the staff's integration and satisfaction.

3. Innovative Concepts

3. Proposer shall likewise include any information concerning any innovative concepts pursuant to this RFP and terms and conditions that the proposer desires consideration by the Parish.

SystemDomain has shared additional information on **innovative concepts** we have planned for this RFP, in a section below. SystemDomain believes in mutual discussions and agreeing to terms and conditions that are beneficial to all parties. We are willing to discuss and evaluate your terms and conditions over a meeting, at your convenience.

Time Tracking & Invoicing Process

Time Tracking

For Hourly Contracts

- **Employee Time Tracking:** SystemDomain uses a specialized time tracking system where employees working on contracts log their hours worked on a daily basis. This system captures start and end times for each task or project.
- **Project and Task Allocation:** Each employee is assigned to specific tasks or projects within the contract. They record their time against these designated tasks.
- **Verification and Approval:** Supervisors or project managers review and approve the logged hours to ensure accuracy and alignment with the contract requirements. This involves cross-checking the time entries against project milestones and tasks.

- **Compliance Check:** The time tracking system is designed to adhere to government compliance regulations, ensuring proper documentation of hours worked, breaks, and any overtime, if applicable as per the contract terms.
- **Documentation:** All time entries, along with their corresponding approvals, are stored securely for audit and record-keeping purposes, as required by government contracts.

For Fixed Contracts

- **Task Milestones:** SystemDomain defines clear milestones and deliverables for fixed contracts in consultation with the government agency. These milestones serve as the basis for progress tracking.
- **Progress Updates:** Regular progress updates are shared with the government agency, indicating the completion status of each milestone. These updates include relevant documentation and evidence of work completed.
- **Verification and Acceptance:** Once a milestone is completed, it undergoes thorough verification by both SystemDomain and the government agency to ensure it meets the specified criteria and quality standards.
- **Acceptance Documentation:** Upon successful verification, SystemDomain provides the Government agency with formal documentation stating the milestone's completion and the corresponding payment terms.

Invoicing

For Hourly Contracts

- **Invoice Generation:** At the end of each billing period (usually bi-weekly or monthly), SystemDomain compiles the approved time entries for all employees working on the Government contract.
- **Calculation of Hours:** Using the time tracking system data, the total hours worked by each employee on the contract are calculated. Overtime, if applicable, is also accounted for.
- **Hourly Rate Application:** The calculated hours are multiplied by the agreed-upon hourly rate for each employee category, as stipulated in the contract.
- **Invoice Submission:** A detailed invoice is generated, including a breakdown of hours worked by each employee, their respective rates, and a total amount due.

For Fixed Contracts

- **Milestone Invoice:** When a milestone is successfully completed and verified, SystemDomain generates an invoice that corresponds to the value assigned to that milestone in the contract.
- **Invoice Documentation:** The invoice is accompanied by documentation detailing the work completed, any deliverables provided, and evidence of acceptance by the Government agency.

- **Payment Schedule:** In consultation with the Government agency, SystemDomain establishes a payment schedule tied to the completion of specific milestones. This schedule is outlined in the contract and adheres to Government payment regulations.
- **Invoice Submission:** The invoice and accompanying documentation are submitted to the Government agency according to the agreed-upon invoicing schedule.

OORWIN Application

SystemDomain uses **OORWIN** for Time Tracking & Invoicing. OORWIN is a SaaS-based platform for **AI-driven Talent Acquisition & Management and Recruiter Productivity & Effectiveness**. OORWIN is one of the leading companies in the talent intelligence space, and its platform is used by us to manage the entire talent lifecycle.

The OORWIN's Talent Acquisition solution helps us to rapidly and intelligently source, hire, and onboard talent. It includes features such as applicant tracking system, job posting management, candidate sourcing and screening, interview scheduling and management, and onboarding and offboarding. It allows us to engage and develop talent to its full potential and includes features such as performance management, competency mapping, learning and development and succession planning.

OORWIN seamlessly integrates with our existing application software to provide a more powerful single platform for our talent ecosystem. These are just a few reasons why **SystemDomain** has been using this application for all our Staffing projects.

B. Qualifications & Experience

B. Qualifications and Experience

1. Qualifications & Experience

1. Proposers shall provide a detailed statement of related services to government entities or private entities which identifies customer satisfaction, demonstrated volume of merchants, etc. Proposer must provide a detailed description of customer service capabilities, including resumes of personnel assigned, total number of personnel and timeline of customer inquiries and complaints, as applicable.

SystemDomain has included all information related to our qualifications and experience in the section titled **D: Qualifications & Experience**. Sample Resumes from Candidates as well as Staff Resumes are also available in the **Appendix**. SystemDomain has also shared a brief about our work history in a document listing some of our key projects executed by us for various government and private organizations.

Refer to **Appendix: Client Projects**

Work History

Client	Project	Duration
Department of Administrative Services, Connecticut	Application Support	November 2022 - Current
State of Michigan	Data Models & Database Solutions	May 2023 - Current
Department of Administrative Services, Connecticut	Modernization of Websites	April 2023 - Current
State of Michigan	Processes & Governance	March 2023 - Current
Department of Administrative Services, Connecticut	Agile Project Management - Digital Team	December 2023 - Current
Department of Administrative Services, Connecticut	Application Support	November 2022 - Current
Department of Administrative Services, Connecticut	Digital Government Services	November 2022 - Current
Mississippi Department of Human Services	Next Generation Eligibility Applications using Modern Technologies	November 2022 - Current
City of Los Angeles, CA	Modernize the User Interfaces	November 2022 - December 2022
Michigan Department of Health & Human Services	Maintain Statewide Death Information & Certification	November 2022 - Current
City of Los Angeles, CA	Technology Strategies & Platform Configurations Enhancements	May 2022 - Current
Mississippi Department of Education	Azure DevOps Support	May 2022 - Current
Mississippi Department of Human Services	Design & Architect the Web Systems	April 2022 - Current
City of Los Angeles, CA	Permit Support & Work Plan Development	March 2022 - Current
Department of Administrative Services, Connecticut	Digital Transformation	January 2022 - Current
Mississippi Department of Education	Manage Public Cloud Infrastructure	December 2021 - February 2023
Mississippi Department of Education	Support Services	November 2021 - April 2023

Client	Project	Duration
Utah State Board of Education	Develop Microservices & Web Applications	October 2021 - Current
Mississippi Department of Education	CHATBOT - Natural Language Processing	June 2021 - Current
Colorado Department of Human Services	Department of Human Services Trails Product	April 2021 - Current
Mississippi Department of Human Services	Modernize the Student Information System	March 2021 - Current
Department of Administrative Services, Connecticut	Connecticut Digital Service	January 2021 - January 2022
Mississippi Department of Human Services	Health & Child Support Enforcement System	November 2019 - November 2022
Colorado Department of Human Services	Maintain Statewide Death Information & Certification	August 2022 - Current
Connecticut Paid Leave	Software Applications Quality Analysis	August 2022 - January 2023
Delta Dental, Oak Brook, IL	Advisory for Data Privacy & Management of System Accounts	December 2022 - Current
CoBANK, Greenwood Village, CO	Architect & Design the Identity & Access Management System	September 2022 - Current
GUILD, Denver, CO	Architect & Design the Identity & Access Management System	January 2023 - March 2023
SONY, Los Angeles, CA	Architect Identity & Access Management System	October 2021 - December 2021
QVC, West Chester, PA	Architect & Design Identity & Access Management System	January 2021 - June 2021
QUORUM HEALTH, Brent Wood, TN	Architect & Design Access Control	October 2021 - May 2021
Western Alliance, Phoenix, AZ	Data Privacy Vulnerability Detection & Mitigation	September 2020 - January 2021
Morgan Franklin Consulting, Nashville, TN	Advisory Services for Identity Access Management	April 2020 - March 2021
Evergy, Kansas City, MO	Cyber Security, Audit & Compliance Solutions	January 2020 - February 2021

Client	Project	Duration
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ORGANON, Jersey City, NJ	Assessment for Identity & Access Governance Program	August 2022 - December 2022
MATTEL, Los Angeles, CA	System ID Generator & Testing Strategy	August 2022 - November 2023

2. Resumes of Key Personnel

2. Proposer shall provide resumes for account manager(s), designated customer service representative(s) and any and all key personnel anticipated to be assigned to this project, in addition to resumes of any and all subcontractors.

SystemDomain has included resumes of key personnel in the **Appendix** to this document.

Refer to **Appendix: Resumes of Key Personnel**

D. Qualifications & Experience

D. Proposer Qualifications and Experience: History and background of proposer, including but not limited to status with related services to government entities existing customer satisfaction, demonstrated volume of merchants, etc. (See Section 2.7.B for further details.)

Company Overview

SystemDomain, Inc. (SDI), established in **1999**, is an IT Professional Services firm with focus in Cyber Security & Risk Management, Digital Innovation, Cloud and Analytics, and Staffing. SystemDomain has strategic partnership with leading software product companies to provide the integration and professional services to the utility, healthcare, financial, and research organizations. SDI has offshore software development and support center to provide the cost-effective services. Our determination for customer satisfaction and delivering the efficient solutions are our secrets of success.

As a leading provider of information technology consulting services **for more than 24 years** we offer technological expertise, and strategic insights to our customers with our industry experience. We partner with our customers to build stronger innovative business solutions and to solve their most important and complex business challenges.

SystemDomain, Inc. is an independent entity with no parent corporation and/or subsidiaries. SystemDomain will be the prime contractor for the **Jefferson Parish** project.

Location

US Headquarters

SystemDomain, Inc.
4320 Winfield Road, Suite 200,
Warrenville, IL 60555
Tel: (630) 922-8189 | Fax: (914) 265-8938

India Office

SystemDomain Inc.
1st Floor, SCO No. 51, Sector-17
Gurgaon, Haryana 122001
Tel: +91-1244264744 | Cell: +91-9891773297

Key Contacts

Primary Contact

Shubhi Garg, CEO, is the main contact to contractually obligate the organization, **negotiate a contract with the CCC** and be contacted for any clarification.

Shubhi Garg, CEO, SystemDomain Inc.

Email: Sgarg@SystemDomainInc.com

Tel. (630) 922-8189, **Cell:** (630) 544-4180, SystemDomainInc.com

Address: 4320 Winfield Road, Suite 200, Warrenville, IL 60555

Capabilities

SystemDomain Inc. offers the following services to its customers.

Services

Professional Services

Enterprise Architecture

Successful Enterprise Architecture EA initiatives reduce IT development and maintenance costs through standardization, reducing complexity and redundancy, and maximizing reuse. To produce bottom line business results, EA needs to be an ongoing practice within the organization. SystemDomain' Enterprise Architecture Services encompass three areas of focus :

- **EA Practice Enablement** : Providing assistance in implementing and operating a successful EA practice
- **EA Practice Optimization** : Improving the performance of existing EA functions;
- **EA Consulting** : Carrying out various EA mandates in support of the organization's EA team and mission.

System Management

Flexible and reliable IT monitoring and system management for mission-critical systems is necessary to mitigate risk and keep client businesses operate smoothly. We achieve value for our customers through the following:

- Proactive IT monitoring to help with capacity planning and identification of potential problems;
- Increasing a system's elasticity and flexibility through architecture and system optimization;
- Reporting services that prohibit over-provisioning of licenses and potential related fees;
- Identifying security "holes" in the environment;
- Evaluating the impact of moving to a hosted datacenter;
- Assessing the need to implement virtualization.

Data Management

Data management involves much more than just technology. A holistic approach to data management coordinates people and business processes as well as technological innovation. Firms need to consider key elements such as data architecture, metadata – data about data – taxonomy, security and storage.

Our Database experts solve complex business problems of our clients across platforms like Big Data, Oracle, SQL Server, MySQL, and DB2. Database monitoring, maintenance, and troubleshooting are critical to our DBA consulting support services. Our remote database services help companies evaluate their current database and develop a comprehensive plan that ensures 24*7 services with minimum service outages.

Network Management

Network management services will free up time, supplement in-house resources and with our network experts backing you up you'll experience fewer issues like outages and end user complaints allowing you to cut costs and focus on your own critical business efforts.

- **End-to-End Performance Reporting:** Get valuable insight into your network performance and gain the competitive edge.
- **Network Management Service (NMS):** Provides outside network monitoring and network management expertise to keep your network running at its best.

Application Development

Application Development services support all stages of the application life cycle from requirements through design, test and implementation. Your organization will benefit from a robust set of methodologies, frameworks, industry accelerators and software assets to deliver high quality custom applications. Our consultants are experts across a wide range of architectures, technologies, platforms and devices including service-oriented architecture, grid computing, open source development, IBM, Microsoft® and wireless to name a few.

Cloud Services

Our cloud consulting services help you in three areas:

- Data Center Migration
- Cloud Migration
- Cloud Discovery & Application Analysis

Cyber Security & Risk Consulting

SystemDomain's Cyber Security and Risk Consulting practice is rapidly accelerating and implementing the state-of-the-art solutions for multiple use cases. We provide the consulting in the following focus areas:

Cyber Risk Assessment

SystemDomain will access client enterprise systems including physical access for any security vulnerabilities and define the road map to mitigate the vulnerabilities. We deploy the team of experts to design and implement the solutions identified in the discovery phase.

Identity and Access Management (IAM)

Security is every IT organization's top priority. At SystemDomain, we believe that assuring the availability, confidentiality and integrity of your IT infrastructure and the data it contains, begins with controlling access to it.

We also have strategic alliance with leading Cyber Security solution providers to bring clients the cost-effective solutions. We offer on-premises and cloud based products at very competitive licensing models.

Through our IAM consulting services, we can evolve your IAM projects to strategic initiatives, leveraging proven industry processes and best-in-class technologies. To help get our clients to the next level, our team can:

- conduct strategy sessions focusing on overview of IAM trends and vendors, customer business drivers and challenges.
- assess customers' existing infrastructure and system architecture and establish a strategic roadmap.
- deploy leading IAM technologies across SSO and federation, password management, lifecycle management, identity governance and privileged access management.
- elevate customer's IAM program from tactical projects to a strategic security program.

Staffing Services

SystemDomain offers IT and non-IT staffing services for its customers. It follows a five-stage approach in its recruitment process:

- **Stage 1** - This is the initial stage when the **Account Executive** is responsible for gathering information related to the job requirements.
- **Stage 2** - In this stage a team of highly skilled recruiters engages in sourcing and recruitment and completes the **Level 1** Screening process on the candidates.
- **Stage 3** - This is the stage when more information is gathered on the job requirements and the quality of the candidate is further assessed based on the gathered information.
- **Stage 4** - In this stage the internal technical team of SystemDomain further screens the candidate and accomplishes the **Level 2** screening process.
- **Stage 5** - This is the final stage when the **Account Executive** reviews the entire process and further screens the candidate (**Level 3 Screening**) before formally inducting the candidate into the team.

Qualifications

SystemDomain is continually proven to be an industry leader in IT as well as non-IT Temporary Staffing Services in the several ways. These include:

- **Customer First Approach:** The client is always right!
- **Offering Competitive Pricing on Resources:** Lowest Rate & Skilled Resources
- Fully vetted resources, stringent evaluation and screening process
- Employee Retention Program
- Guaranteed 24-hour submission of temporary Staff for all the approved requirements
- Currently Serving and approved vendor to more than 10 States across the US.

References

The following clients are familiar with the SystemDomain staffing process and work methodology.

Company	Knowledge Services		
Address	9800 Crosspoint Boulevard, Indianapolis, IN 46256		
Contact Name	Doreen Delancy, Contract Manager		
Contact Email	doreend@knowledgeservices.com	Phone #	(601) 300-3781
Project Duration	February 06, 2019 - till date (continuing)		
Description	SystemDomain is a top-10 vendor with Knowledge Services on the Mississippi MSP program . We provide Staff Augmentation and SOW services to various agencies of Mississippi like MDHS, MDEK-12 .		
Value (USD)	\$5,000,000.00		

Company	PSOMAS		
Address	555 South Flower Street, Suite 4300, Los Angeles, CA 90071		
Contact Name	Monika Bowden, VP		
Contact Email	Monika.Bowden@Psomas.com	Phone #	(949) 275-3224
Project Duration	May 12, 2021 - till date (continuing)		
Description	SystemDomain is among the three selected vendors with PSOMAS , a construction and engineering management company. We provide IT Staff Augmentation services, especially for the City of LA project .		
Value (USD)	\$1,000,000.00		

Company	COVENDIS		
Address	1200, 200 Walker Street SW # B, Atlanta, GA 30313		
Contact Name	Alicia Homsher, Account Director		
Contact Email	alicia.homsher@covendis.com	Phone #	(714) 614-3216
Project Duration	January 16, 2021 - till date (continuing)		
Description	SystemDomain is an approved vendor with active consultants providing services on the following projects: State of Connecticut – Department Administrative Services, State of Colorado – OIT & State of Colorado – CDHS.		
Value (USD)	\$2,800,000.00		

Other Clients

The following customers are familiar with the SystemDomain staffing process and work methodology.

Client (Government, Municipalities, etc.)	Client (Non-Government)
<i>State of Michigan, Lansing, MI</i>	<i>Delta Dental, Oak Brook, IL</i>
<i>Department of Administrative Services, Connecticut, Hartford, CT</i>	<i>CoBANK, Greenwood Village, CO</i>
<i>Mississippi Department of Human Services, Jackson, MS</i>	<i>GUILD, Denver, CO</i>
<i>City of Los Angeles, CA</i>	<i>ORGANON, Jersey City, NJ</i>
<i>Michigan Department of Health & Human Services, Lansing, MI</i>	<i>MATTEL, Los Angeles, CA</i>
<i>Colorado Department of Human Services, Denver, CO</i>	<i>SONY, Los Angeles, CA</i>
<i>Connecticut Paid Leave, Hartford, CT</i>	<i>QVC, West Chester, PA</i>
<i>Mississippi Department of Education, Jackson, MS</i>	<i>QUORUM HEALTH, Brent Wood, TN</i>
<i>Utah State Board of Education</i>	<i>Western Alliance, Phoenix, AZ</i>
	<i>Morgan Franklin Consulting, Nashville, TN</i>
	<i>Evergy, Kansas City, MO</i>

Refer to **Appendix: Client Projects**

Industry Awards / Recognition

- 2023 - SystemDomain Ranks #62 on Inc. Magazine's List of the Midwest Region's Fastest Growing Private Companies.
- 2023 - SystemDomain wins the Technology Innovator Award in Identity & Access Management for 2022, awarded by AI Global Media, UK.
- 2023 - SystemDomain named one of the Fast 50 Top Growing MBEs by NMSDC.
- 2020 - SystemDomain wins Gold as the Company Response of the Year | Creative Ways Companies are Giving Back During COVID-19.
- 2019 - SystemDomain wins the 16th Annual 2020 Info Security PG's Global Excellence Award.
- 2019 - Shubhi Garg, CEO, SystemDomain wins the Annual 2019 Women World Awards as the Most Innovative Company.
- 2019 - SystemDomain wins Gold in the 4th Annual 2019 One Planet Awards as the Company of the Year | Cloud Computing/SaaS/Internet.
- 2019 - SystemDomain nominated as the Fastest Growing CyberSecurity Firm for 2019.
- 2018 - SystemDomain Gold Award Winner as the Fastest Growing CyberSecurity Firm.

Team Qualifications

The SystemDomain project team has worked together on several projects and is fluent working within the Approach. This team understands what it takes to deliver projects that are on time and within budget to meet or exceed expectations.



Shubhi Garg, CEO **key personnel*

Shubhi has been the CEO since 2016. Owing to her leadership qualities SystemDomain has a remarkable growth and has been awarded as the **Fastest Growing Top 50 MBE's** in 2022. Shubhi is also the recipient of the **Enterprising Women of the Year Award** in 2023. She serves on the Board as Director for **Core Uganda** & Account Director with **Taproot Foundation**, as she strongly believes in giving back to the community. She holds a Bachelor's Degree & Certified in Cybersecurity Technology, Application & Policy, at MIT.



Anil Garg, EVP & Government Account Manager **key personnel*

Anil has over 20+ years of experience in IT and non-IT staffing. Anil is responsible for client relationships and managing expectations and delivery of consultants. Anil is specialized in Cyber Security, Identity and Access Management (IAM), Systems Security, algorithmic solutions, Privileged Password Security, Cloud Security, NERC/CIP Compliance, Bulk Electric System (BES) Cyber Security and policy issues. Anil has designed and developed IT solutions for Utility, Research, Insurance, Telecom, Finance, Health Care and Transportation industries.



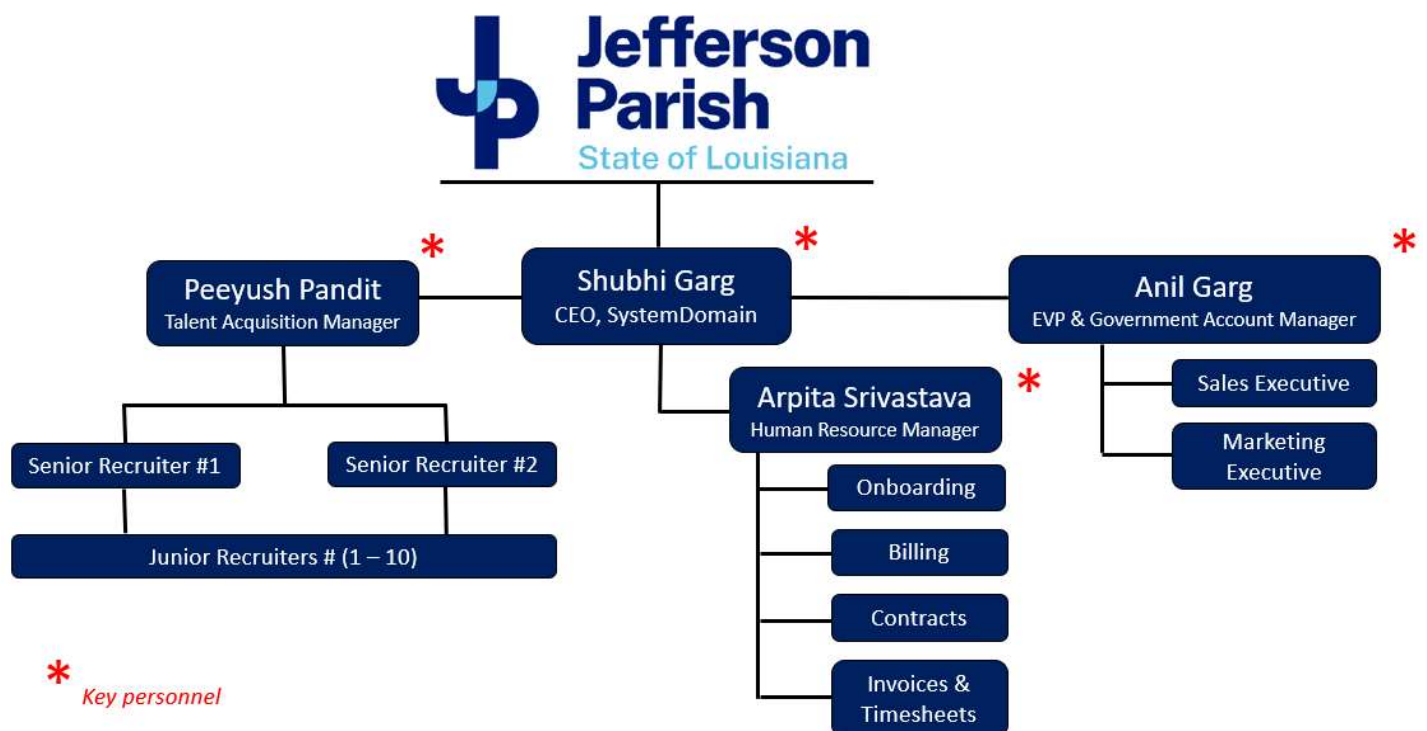
Piyush Pandit, Talent Acquisition Manager *key personnel

Piyush has over 6+ years' experience in managing the SystemDomain team of 15 Recruiters and supporting SystemDomain's Client for sourcing IT and non-IT related staffing needs. Piyush is experienced in handling end-to-end recruitment life cycles for various technologies like - SAP SD MM B1, Salesforce, Oracle, C++/ DotNet. Piyush has excellent technical as well as managerial skills alongwith strong leadership qualities. Piyush has contributed immensely in recruiting resources for SystemDomain's clients.



Arpita Srivastava, HR Manager *key personnel

Arpita is responsible for new employee and consultant onboarding. **Arpita** also does a timely review of timesheets. She manages the SystemDomain team that takes care of Contracts, Timesheets, Invoices & Billing.



SystemDomain, Inc. - Project Organization

Staffing Plan

SystemDomain, Inc.'s Staffing plan includes the following key components:

- **Workforce Analysis:** We begin by conducting a thorough analysis of your workforce requirements. We identify the types of IT roles needed, and determine the skill sets, experience levels, and certifications required for each role.
- **Recruitment Strategy:** We define how we must. will attract and source IT talent for you. We do job postings on relevant platforms, leverage professional networks, partner with technical schools, attend job fairs, and utilize social media for our recruitment.
- **Selection Process:** We outline the process for selecting candidates. We screen resumes from candidates in the initial stages, perform technical assessments, interviews (technical, behavioral, and cultural fit), and reference checks.
- **Onboarding Process:** We plan how new hires must be integrated into your organization. We plan the orientation process and training programs, to help new employees acclimate to your organization's culture and processes.
- **Skill Development:** We also plan for the ongoing skill development opportunities that should be available to prospective candidates. These include conducting training workshops, online courses, certifications, and other learning resources to help the candidates enhance their expertise.
- **Resource Allocation:** We have a definite process to allocate staff to different client projects. While doing it, we actively consider factors such as project requirements, employee skill sets, availability, and workload distribution.
- **Resource Forecasting:** We have our own methods for anticipating future staffing needs. We constantly analyze industry trends, project pipelines, and historical data to ensure that SystemDomain Inc. is adequately prepared for upcoming demands from our customers.
- **Flexible Staffing:** We usually consider the potential need to scale up or down based on project fluctuations. We can handle temporary or contract staff, as well as the processes for transitioning them into permanent roles, if needed.
- **Performance Evaluation:** Our performance evaluation process assesses employees' contributions, growth, and alignment with company goals. This helps us in making informed decisions about promotions, raises, or additional responsibilities.
- **Retention Strategies:** We have initiatives to retain top talents. We offer competitive compensation, opportunities for career advancement, a positive work environment, and recognition programs.
- **Succession Planning:** We also identify and nurture talents for leadership roles. We have a steady pipeline of capable employees who can step into higher positions, as needed.
- **Diversity and Inclusion:** We also promote DEI methodologies within the workforce. We offer a welcoming environment for employees of all backgrounds and perspectives.

- **Communication Channels:** Over the years, we have been able to establish effective communication channels between our HR, management, and employees. This ensures transparency in our staffing decisions, expectations, and overall company updates.
- **Legal and Compliance:** We address legal and compliance considerations related to our staffing, including employment laws, data privacy, and any industry-specific regulations.
- **Budget and Cost Management:** Overall we have an allocated budget that accounts for our recruitment expenses, employee salaries, benefits, training costs, and any other staffing-related expenses. We closely monitor and manage these costs effectively to ensure financial sustainability.

Capacity to Provide / Perform Services

SystemDomain has the capacity, experience, skills and expertise to perform well and to the entire satisfaction of the **Jefferson Parish**. Once associated, these are a few things we can guarantee to the **Jefferson Parish**:

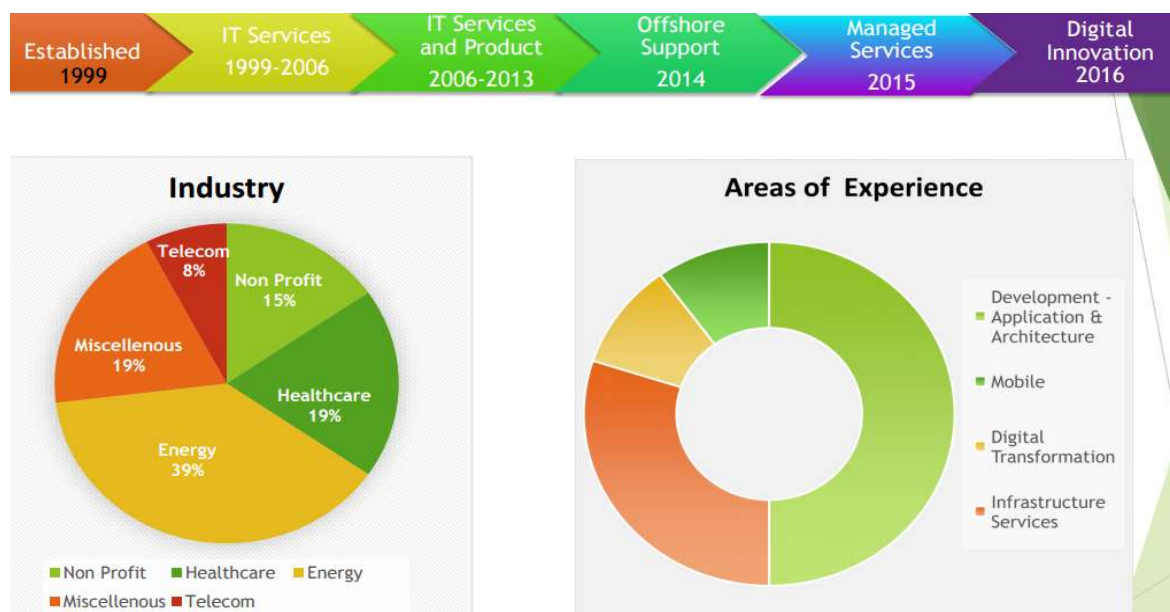
1. **Jefferson Parish** will gain access to highly skilled and qualified IT professionals who meet their project requirements. Our candidates are thoroughly vetted for technical expertise, experience, and cultural fitness.
2. Your projects will be completed within the **agreed-upon** timelines. We will ensure minimum delays, if any, and should they occur, we will be prompt to communicate and provide solutions to mitigate the impact.
3. We will offer clear and open communication throughout the project lifecycle. We will provide regular updates, and progress reports; and issues, if any, will be shared promptly.
4. We will offer expert guidance and recommendations on technology solutions, best practices, and strategies to address your business challenges effectively.
5. Our software codes and deliverables will always meet industry standards for quality, maintainability, and scalability. Our code reviews and testing will ensure a high level of reliability.
6. If a resource is not meeting your expectations, you will always have the option to request for a replacement without any remarkable project disruptions.
7. We offer our commitment to maintaining the confidentiality of your sensitive information and project details at all times.
8. We offer flexibility in scaling resources up or down based on your project requirements, ensuring that you have the right resources at the right time.
9. If issues or challenges arise, we will proactively work to resolve them and provide solutions to prevent their recurrence.
10. At all times, we will adhere to the terms and conditions outlined in the contract, including scope, deliverables, and costs.
11. At all times, we will remain committed to learning from each project, incorporating feedback, and continuously improving upon our services and processes.

12. After project completion, you will receive ongoing support for any issues that arise or for post-implementation adjustments.
13. As one of our clients, we will remain committed and focused on your satisfaction and we will continuously strive to meet your needs and exceed your expectations.

Our Key Differentiators in Staffing

- **Resume Database:** SystemDomain has a vast database for talents across multiple domains.
- **Client Experience:** SystemDomain has over **20+ years of experience** in efficiently managing talent needs for its customers across multiple industries and sectors.
- **Niche Skills:** SystemDomain has proven expertise with technology domain in critical and niche skills, including machine learning, artificial intelligence, big data, blockchain and software development.
- **Evaluation Process:** SystemDomain has a structured evaluation process to assess the technical and behavioral skills and competencies of candidates before submission to its prospective clients.
- **Quick Response Time:** SystemDomain can marshal its resources to promptly assign talents within **24 - 48 hours** of receiving requirements from its customers.
- **Proven Results:** SystemDomain has a commendable and consistent track record of satisfied customers.
- **Talent Network:** SystemDomain, with more than a decade of strong IT experience, has a robust network of the best-in-class IT professionals in the market.

Our Timelines



E. Innovative Concepts

E. Innovative Concepts: Present innovative concepts, if any, not discussed above for consideration. How is the responding firm uniquely different from other firms? What new innovations can you offer?

SystemDomain is open to implement some of the following concepts in the **Jefferson Parish Project**. Each of these reflect emerging trends and innovations in IT staffing and technology support services. SystemDomain will adapt them, as required, to suit the unique needs and preferences of the **Jefferson Parish Project**.

- **Managed Hybrid Teams:** SystemDomain is open to offer a blend of on-site and remote staff to provide flexible support while ensuring continuity and reduced operational costs.
- **Skill Match Algorithms:** While sourcing resources for the project SystemDomain is open to utilize advanced AI-driven algorithms to match the right candidates to specific roles based on skills, experience, and cultural fit.
- **On-Demand Expertise:** SystemDomain is open to providing access to a pool of specialized experts who can be engaged on short notice to address unique or complex challenges.
- **Project-Based Staffing:** SystemDomain is open to offer teams of experts assembled for specific projects, ensuring a rapid response to project demands without long-term commitments.
- **Outcome-Based Contracts:** SystemDomain may contemplate in introducing service-level agreements tied to desired outcomes, emphasizing accountability and quality of service.
- **Freelancer Integration:** SystemDomain may integrate freelance professionals alongside traditional staff, leveraging the gig economy for specialized tasks.
- **Upskilling and Reskilling:** SystemDomain is open to providing training and development opportunities for temporary staff to enhance their skills and value to the client.
- **Predictive Analytics for Staffing Needs:** SystemDomain may use data analytics to forecast peak demand periods and staffing requirements, ensuring optimal resource allocation.
- **Self-Service Platforms:** SystemDomain is exploring methods to offer clients the ability to browse, select, and onboard temporary staff through user-friendly digital platforms.
- **Virtual Reality Onboarding:** SystemDomain may use VR technology to provide virtual tours, training, and onboarding for remote staff, enhancing engagement and familiarity.
- **24/7 Global Support:** SystemDomain contemplates round-the-clock support by leveraging teams across different time zones to ensure continuous service coverage.

- **Rapid Staff Scaling:** We are exploring ways to enable our clients to quickly scale up or down their staff based on changing project demands, improving agility.
- **Collaborative Workspace Solutions:** We are open to offer virtual workspaces where remote and on-site staff can collaborate seamlessly, enhancing productivity.
- **Data-Driven Performance Insights:** We are open to offer our clients real-time data and analytics on staff performance and service metrics for informed decision-making.
- **Blockchain for Credential Verification:** We are open to use blockchain technology to securely verify and share candidate credentials, streamlining the hiring process.
- **Crowdsourced Talent Sourcing:** We will tap into a network of technology enthusiasts to identify potential candidates for niche roles.
- **Subscription-Based Staffing:** We are also considering to offer a subscription model where clients pay a regular fee for access to a pool of pre-vetted and available staff. This will be available for limited customers in the beginning.
- **Eco-Friendly Staffing:** We are promoting a remote-first approach to reduce commuting, carbon footprint, and office space requirements.
- **Robotics Process Automation (RPA) Integration:** We plan to leverage RPA to automate repetitive tasks within the staffing and support process.
- **Personalized Candidate Profiles:** We encourage candidates in creating rich profiles that showcase not just skills, but also personal qualities, values, and interests to ensure cultural alignment.

F. Project Schedule

F. Project Schedule: Detailed methodology/approach to project management.

SystemDomain has discussed our project management process in details, in the paragraph on **Sourcing** under section **C: Technical Proposal Elements**.

G. Financial Profile

G. Financial Profile: Proposers must submit documentation from the past three (3) years demonstrating the proposer's financial stability. Documentation may include audited financial statements, including balance sheets, income statements, and documentation regarding retained earnings, assets, liabilities, etc. Such information should be included in the technical portion of the proposal submission and MUST NOT be included with the cost proposals and/or price schedules.

SystemDomain is stable with no bankruptcies, litigations, liens, claims, planned office closures, impending mergers, acquisitions, buyouts or mergers. There aren't any cause of action or judgment and/or investigation against SystemDomain that will impede the ability to complete scope of work as described in this proposal.

Please find enclosed at the **Appendix**, relevant documentation (from the list of permitted documents) from the past three (3) years demonstrating our financial stability status.

Refer to **Appendix: Financial Profile**

H. Transition Plan

H. Transition Plan: To ensure business continuity and no disruption to Jefferson Parish operations, the proposer shall submit a detailed Transition Plan. At a minimum, the plan should include the new contractor's transition approach, a description of the Transition Team, how the workforce will transition (including subcontractors), how network user accounts and passwords will be transitioned, knowledge & intellectual property transfer, and how Parish equipment and Contractor equipment be transitioned. In addition, proposers shall indicate what is expected of the Parish to ensure a successful transition.

Here's SystemDomain's outline for the Transition Plan to ensure business continuity and a smooth transition for Jefferson Parish's IT operations

Transition Plan for Ensuring Business Continuity

Purpose & Overview

The purpose of this Transition Plan is to ensure a seamless transfer of IT operations from SystemDomain to the Jefferson Parish, minimizing disruptions and maintaining business continuity. This plan outlines the approach, responsibilities, and processes involved in the transition.

Transition Approach

We will follow a phased approach to the transition, with clear communication and collaboration between our Transition Team and the Jefferson Parish's stakeholders. Each phase will be carefully executed to ensure a smooth handover while maintaining service levels.

Transition Team

Our dedicated Transition Team includes: **Anil Garg - EVP & Government Account Manager** (*Anil Garg will also execute the role of a Transition Project Manager for SystemDomain in the Jefferson Parish Project. SystemDomain will share names of other Team Member Names and their Roles, after the Contract is finalized with Jefferson Parish*).

Workforce Transition

Our workforce will transition as follows -

- New staff will receive orientation and integration training tailored to Jefferson Parish's IT environment.
- Subcontractors, if any, will be integrated into Jefferson Parish project teams, following the same orientation process.

Network User Accounts and Passwords

- User account information will be securely transferred to Jefferson Parish, ensuring uninterrupted access for all team members.

- Passwords will be shared through a secure process to guarantee data privacy.

Knowledge & Intellectual Property Transfer

- Documentation, procedures, and best practices will be compiled and shared with the client's IT team.
- Knowledge sharing sessions will be organized to transfer specific technical insights and institutional knowledge.

Jefferson Parish and SystemDomain Equipment Transition

- Our equipment will be packed, transported, and set up at Jefferson Parish's premises according to the technical specifications.
- Jefferson Parish equipment will be carefully handled and set up to match their existing infrastructure.

Expectations from the Client

To ensure a successful transition, we kindly request the client to -

- Provide access to relevant systems, databases, and resources required for smooth integration.
- Participate in knowledge sharing sessions and training activities as needed.

Risk Management

In the event of unexpected challenges, our Transition Team is equipped to -

- Quickly identify and address potential disruptions.
- Execute contingency plans to mitigate risks and minimize downtime.

Communication Plan

- Regular progress updates will be communicated through weekly meetings and status reports.
- Our Transition Team will maintain open communication channels for prompt issue resolution.

Testing and Validation

- All transitioned systems and processes will undergo rigorous testing to ensure functionality and compatibility.
- Validation criteria will be defined to determine the successful completion of each phase.

Post-Transition Support

- A post-transition support period will be established to address any issues or concerns that may arise after the transition.
- Our Transition Team will be available for assistance and troubleshooting.

Conclusion

This Transition Plan outlines SystemDomain's commitment to a seamless transition of IT operations. We are dedicated to maintaining business continuity and ensuring that the Jefferson Parish's IT department experiences minimal disruptions during this process.

We appreciate Jefferson Parish's collaboration and support throughout this transition. By working together, we are confident in achieving a successful transition and continued excellence in IT operations.

Appendix: RFP Attachments

This section contains Affidavit (Notarized), Corporate Resolution Document, and the Certificate of Insurance.

Request for Proposal

AFFIDAVIT

STATE OF IL

PARISH/COUNTY OF WILL

BEFORE ME, the undersigned authority, personally came and appeared: _____
Shubhi Garg, (Affiant) who after being by me duly sworn, deposed and said that he/she
is the fully authorized CEO of SystemDomain, Inc. (Entity), the party
who submitted a proposal in response to RFP Number 0464, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

Choice B X there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

Affiant further said:

Debt Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

Choice B X There are NO debts which would require disclosure under Choice A of this section.

Affiant further said:

Solicitation of Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all elected officials of the Parish of Jefferson, whether still holding office at the time of the affidavit or not, where the elected official, individually, either by telephone or by personal contact, solicited a campaign contribution or other monetary consideration from the Entity, including the Entity's officers, directors and owners, and employees owning twenty-five percent (25%) or more of the Entity, during the two-year period immediately preceding the date the affidavit is signed. Further, to the extent known to the Affiant, the date of any such solicitation is included on the attached list.

Choice B X there are NO solicitations for campaign contributions which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.


Affiant further said:

Subcontractor Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Affiant further said that attached is a listing of all subcontractors, excluding full time employees, who may assist in providing professional services for the aforementioned RFP.

Choice B X There are NO subcontractors which would require disclosure under Choice A of this section.

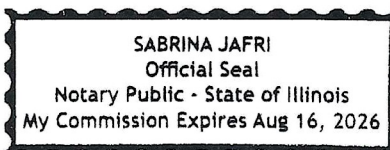

Signature of Affiant

Shubhi Garg, CEO, SystemDomain, Inc.
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME
ON THE 24 DAY OF August, 2023.

Sabrina Jafri
Notary Public

Sabrina Jafri
Printed Name of Notary



Notary/Bar Roll Number

My commission expires Aug 16, 2026

CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF
SYSTEMDOMAIN INC.
INCORPORATED.

AT THE MEETING OF DIRECTORS OF SYSTEMDOMAIN INC.
INCORPORATED, DULY NOTICED AND HELD ON _____,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

RESOLVED THAT SHUBHI J GARG, BE AND IS HEREBY
APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-FACT OF
THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON BEHALF OF THIS
CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS AND TRANSACTIONS WITH
THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES, DEPARTMENTS, EMPLOYEES OR
AGENTS, INCLUDING BUT NOT LIMITED TO, THE EXECUTION OF ALL PROPOSALS, PAPERS,
DOCUMENTS, AFFIDAVITS, BONDS, SURETIES, CONTRACTS AND ACTS AND TO RECEIVE
ALL PURCHASE ORDERS AND NOTICES ISSUED PURSUANT TO THE PROVISIONS OF ANY
SUCH PROPOSAL OR CONTRACT, THIS CORPORATION HEREBY RATIFYING, APPROVING,
CONFIRMING, AND ACCEPTING EACH AND EVERY SUCH ACT PERFORMED BY SAID AGENT
AND ATTORNEY-IN-FACT.

I HEREBY CERTIFY THE FOREGOING TO BE A TRUE
AND CORRECT COPY OF AN EXCERPT OF THE
MINUTES OF THE ABOVE DATED MEETING OF THE
BOARD OF DIRECTORS OF SAID CORPORATION,
AND THE SAME HAS NOT BEEN REVOKED OR
RESCINDED.



SECRETARY-TREASURER

8/25/23

DATE

PART VI - APPENDICIES

ATTACHMENT "A"

INSURANCE REQUIREMENTS

All insurance requirements shall conform to Jefferson Parish Resolution No. 136353 (previously 113646).

The proposer shall not commence work under this contract until it has obtained all insurance and complied with the insurance requirements of the specifications and Resolution No. 136353 (amends Resolution No. 113646), as amended.

Proposers must provide with proposal submission a current (valid) insurance certificate evidencing required coverages. The current insurance certificate will be used for proof of insurance at time of evaluation. Thereafter, and prior to contract execution, the selected proposer will be required to provide final insurance certificates to the Parish which shall name **the Jefferson Parish, its Districts Departments and Agencies under the direction of the Parish President and the Parish Council** as additional insureds regarding negligence by the contractor for the Commercial General Liability, Workmen's Compensation Insurance and the Comprehensive Automobile Liability policies. Additionally, said certificates should reflect the name of the Parish Department receiving goods and services and reference the respective Jefferson Parish RFP solicitation number

WORKER'S COMPENSATION INSURANCE

As required by Louisiana State Statute, exception; Employer's Liability, Section B shall be \$1,000,000 per occurrence when work is to be over water and involves maritime exposures to cover all employees not covered under the State Worker's Compensation Act, otherwise this limit shall be no less than \$500,000 per occurrence.

COMMERCIAL GENERAL LIABILITY

Shall provide limits not less than the following: \$1,000,000.00 Combined Single Limit per Occurrence for bodily injury and property damage.

COMPREHENSIVE AUTOMOBILE LIABILITY

Bodily injury liability \$1,000,000.00 each person; \$1,000,000.00 each occurrence. Property Damage Liability \$1,000,000.00 each occurrence.

DEDUCTIBLES

No insurance required shall include a deductible greater than \$10,000.00. The cost of the deductible is borne by the proposer.

UMBRELLA LIABILITY COVERAGE

An umbrella policy or excess may be used to meet minimum requirements.



CERTIFICATE OF LIABILITY INSURANCE

 DATE (MM/DD/YYYY)
8/24/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	TechInsurance, Division of Specialty Program Group LLC 203 N. LaSalle St., 20th Floor, Chicago, IL 60601	CONTACT NAME:		
		PHONE (A/C. No. Ext): (800) 688-1984	FAX (A/C. No): 312-690-4123	
		E-MAIL ADDRESS:		
		INSURER(S) AFFORDING COVERAGE		NAIC #
		INSURER A: Philadelphia Indemnity Insurance Company		18058
INSURED	Systemdomain Inc. 3747 Highknob Cir Ste 101, Naperville, IL, 60564	INSURER B: Philadelphia Indemnity Insurance Company		18058
		INSURER C: Twin City Fire Insurance Company		29459
		INSURER D: Hartford Insurance Company of the Midwest		37478
		INSURER E: Philadelphia Indemnity Insurance Company		18058
		INSURER F: Philadelphia Indemnity Insurance Company		18058

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
C	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY			46SBMVU4687	3/1/2023	3/1/2024	EACH OCCURRENCE
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)
	GEN'L AGGREGATE LIMIT APPLIES PER:						MED EXP (Any one person)
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						PERSONAL & ADV INJURY
	OTHER:						GENERAL AGGREGATE
							PRODUCTS - COMP/OP AGG
							\$
C	AUTOMOBILE LIABILITY			46SBMVU4687	3/1/2023	3/1/2024	COMBINED SINGLE LIMIT (Ea accident)
	<input type="checkbox"/> ANY AUTO						BODILY INJURY (Per person)
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS					BODILY INJURY (Per accident)
	<input checked="" type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/> NON-OWNED AUTOS					PROPERTY DAMAGE (Per accident)
							\$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB			46SBMVU4687	3/1/2023	3/1/2024	EACH OCCURRENCE
	<input type="checkbox"/> EXCESS LIAB	<input checked="" type="checkbox"/> OCCUR					AGGREGATE
	<input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000	<input type="checkbox"/> CLAIMS-MADE					\$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			46WECAS7716	2/15/2023	2/15/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	N/A				E.L. EACH ACCIDENT
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE
							E.L. DISEASE - POLICY LIMIT
A	Fidelity Bond 3rd Party BKT			PHSD1752820	11/16/2022	11/16/2023	Each Occurrence
E	Professional Liability (Errors and Omissions)			PHSD1779120	3/1/2023	3/1/2024	Occurrence/Aggregate
F	Cyber Liability			PHSD1795756	6/3/2023	6/3/2024	Each Occurrence

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

CANCELLATION

Insured Copy	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

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Appendix: Sample Resumes

This section contains Sample Resumes of probable candidates for the Jefferson Parish Project

DANIEL JOHN SALUD

SERVER TECHNICIAN

Summary:

Experienced Virtualization and Storage Engineer with certifications in vxblock, EMC storage, and VCP 6.x. Has experience in CI and HCI projects, including vXblock, Cisco Hyperflex, Vxrail, Nutanix, EMC and Netapp storage migration/replication tools, and VMware (HCX). Has 3+ years of VMC and VCF experience, including Cisco UCS and Dell PowerEdge Compute servers. Has experience in on-prem to cloud migration, using VMware VCD and HCX for workload migration.

Certificates:

- EMC ID#: EMC293568
- EMCISA - Information Storage and Management – Symmetrix/VNX/RecoverPoint
- EMCIE - Symmetrix Implementation Engineer
- VCE vBlock Systems Deployment and Implementation (VCE-AZN-EMCVBDIBP)
- DCUFSS Cisco DC Unified Fabric Support Specialist
- DCUCSS Cisco DC Unified Computing Support Specialist
- VCP 4.0 / VCP-DCV 5.5/6.5

Education:

- Bachelor of Science in Business Administration from Eastern University – 1986
- Undergraduate Studies in Information Technology from San Jose State University – 1991

Technical Training:

I have an extensive experience in various IT roles, including Veritas Volume Manager, Solaris 9 Certification, SAP R/3 Basis Admin training, Unix Systems Administration, Shell Programming, and Visual Basic Programming. I have also completed Cisco Certified Network Administrator training, EMC Clarion Host Integration and Management, EMC MDS 9000 Training, Advanced Cisco Storage Networking, and VMware vSphere Installation and Configuration.

Experience:

Boston Scientific (BSCI c/o TCS)

Cloud Migration Architect

August 2022 – Present

Migrated 3000+ workloads to VMC-AWS, Azure/AWS Native, and VCF SDDC infrastructures. Configured Google Cloud Deployment Manager, deployed VMWare HCX 4.4, configured migration jobs, and managed network extensions.

Dell-EMC

Oct 2021 to August 2022

Converged Platform Engineer (State of West Virginia)

Provided Vxblock1000 support, upgraded Vxblock Central, documented operational procedures, deployed VMware HCX 4.3, and provided capacity reports. They also executed a Cisco UCS upgrade, Vxrail deployment for DR, enabled NSX-t firewall feature on VMC-AWS, performed Isilon OneFS upgrade and patching, and performed VCF/vLCM deployment on vxblock 1000. They also deployed VRLL and VRNI for vROPS and NSX-T, and created a Google Cloud VMware Engine private cloud for hybrid migration.

HCL of America (Dell-EMC)

Converged Platform Engineer (Sempra Energy)

July 2019 – Oct. 2021

Provided operational support to Sempra Energy's Vxblock, Vscale, and Vxrack infrastructure, assisting with RCM upgrade remediation, writing an operational run book for Cisco UCS, and assisting with VMware upgrades from 6.0 to 6.5. They

also performed benchmarking and load testing for Oracle RAC running on ESXi/Linux guests. They assisted with deploying vROPS6.7, VM migrations, and supported the VxRail platform for compute and VMware. They also assisted with storage capacity expansion, migrations, and zoning on Cisco MDS switches. They also participated in VCF/vLCM deployments and deployed vRNI and VRLI 6.x for network and operations log analysis.

SSI

Converged Platform Engineer (PNC Bank)

Sept. 2018 – July 2019

Involved in converged platform engineering design for Vblock and Hitachi UCP, working with Dell-EMC and Hitachi teams for new platform deployments, capacity add, and upgrade processes. They lead deployment and upgrade efforts, reviewing logical configurations and writing run books for each deployment. They provide support to VxRail builds and support orchestration/automation of BMCs using Cisco UCS. They have built a VMware 6.7 environment with Dell R930s, HPE, and Dell PE M7000 compute HW, and have experience in storage provisioning and upgrading HW firmware for Cisco UCS and Dell PowerEdge servers.

Sr. Consulting Engineer – Vblock/VMware Architect (JCI)

March 2017 – Sept. 2018

The role involves supporting the integration and consolidation of Tyco Integrated Security's Vblock converged infrastructure to Johnson Control, including VMware vCenter migrations, storage migration, and backup consolidation. The support includes Level 4 day-to-day operation support, as well as assisting with Citrix XenDesktop/XenApp integration for virtual desktops. The role also includes evaluating MS Azure for cloud migration, moving Prod ESXi clusters, and providing technical assistance for VMware upgrades. The role includes managing FlexPod, provisioning NAS storage as NFS datastores, and installing ESXi 6.5 on Dell Poweredge and HPE/Proliant servers.

Molina HealthCare

Dec. 2015 – March 2017

Technical Lead (Consultant)

Provide Level 3 Operations Support for converged infrastructure and non-Vblock Storage, including Vblock740s/540s, Cisco UCS, Nexus 5Ks, Cisco MDS, and EMC XtremIO/VMAX3s. They handle storage provisioning and reporting using VIPR SRM, Unisphere, and cloud automation tools. They perform DR testing, migrate VMs, and assist with VM NetBackup issues. They also manage Citrix XenDesktop/XenApp for VDI deployment and set up Cisco Unified Operations Manager for monitoring CUC.

Hitachi Data System

Feb. 2015 – Dec. 2015

Sr. Consulting Engineer

Installation and deployment of UCP Select for VMware vSphere using Cisco UCS and Cisco Unified Fabric Switching. It also discusses the implementation of HDS UCP Select with VMware VRealize Orchestration and the vSphere Site Recovery Manager for disaster recovery. The text also covers datastore requirements, data protection, and VM spin-off, network aggregation, storage migration, and SAN switch configuration.

VMware, Inc.

Feb. 2014 to Feb. 2015

R & D Technical Engineer

The Technical Design Engineer at VMware supports R&D Engineering by designing, implementing, and troubleshooting complex networked computer clusters. They must possess technical knowledge, organizational skills, and excellent communication to ensure timely completion and customer satisfaction.

SAI VINAY REDDY

NETWORK ADMINISTRATOR/TECHNICIAN

Summary:

With over 8 years of experience in network engineering, including data center refresh, campus redevelopment, firewall installations, load balancers, wireless systems design, administration, and troubleshooting.

Certificates:

- Cisco Certified Network Associate
- CCNP (Routing & Switching)
- PCNSE

Education:

Bachelor of Engineering in Hyderabad

Career Highlights:

Experience in large-scale environments, including troubleshooting, network design, and network security. Expertise in Layer 2 Switching, L3 routing, and load balancing. Proficient in Cisco Switches, Nexus 2k, 3k, 5k, 7k, and 9k, Cisco Meraki wireless infrastructure, IPSEC VPN configuration, and routers. Knowledge of OSPF, EIGRP, RIP, and BGP routing protocols.

Experience:

Farm Credit Financial Partners Inc, Agawam, MA

Dec 2022 – Present

Sr. Network Security Engineer

Responsibilities:

As part of a network team, I managed Solarwinds IPAM, Infoblox DNS, and DHCP servers for a large WAN/LAN network. I also implemented firewall rules, troubleshooted Meraki switches, and used SolarWinds administration for network security monitoring.

Environment: Cisco Routers (4800, 3800, 3600, 2800, 2600, 2900, 1800, 1700, 800), switches (6500/3750/3550 3500/2950), F5 Load balancing (LTM, GTM, APM, AFM, ASM), EIGRP, RIP, OSPF, Voice Gateways, BGP, VPN, MPLS, Ether Channels, Cisco Catalyst Switches, Fortinet, Fortigate, Cisco Meraki, SD-WAN, Firewalls (Cisco ASA, Palo Alto), Cisco Voice (CCM, UCCE), Shell Scripting.

South Jersey Industries (SJI),

Sr Network Engineer

Feb 2020 –Nov 2022

Responsibilities:

As part of a delivery team, I handled code upgrades, prefix-list addition, and access-list addition using Python scripts and Linux platforms. Utilized Autopilot for automation and supported Fortigate, FortiAP, FortiEMS, Fortimail, FortiAnalyzer, FortiManager, and FortiSandbox devices. Implemented Palo Alto Next-Generation Firewalls, BGP routing protocol, and managed production servers.

Environment: Routers (Nexus 1K, 5K,7K, Juniper MX-960), switches (6500/3750/3550 3500/2950), F5 Load balancing (LTM, GTM, APM, AFM, ASM), EIGRP, RIP, OSPF, BGP, VPN, Unified Contact Center Enterprise (UCCE), MPLS, Cisco Catalyst Switches, Firewalls (Cisco ASA, Palo Alto), Cisco Voice (CCM, UCCE, UCCX), Citrix.

UBS Bank, Princeton, NJ

Oct 2018– Jan 2020

Network/Security Engineer

Responsibilities:

Cisco Palo Alto PA3000 and PA5000 appliances enable firewall, URL, and application inspection, with experience in Cisco WSA proxy configuration and management in enterprise environments.

Cisco, San Jose, CA

Sep 2017 – Aug 2018

Network Engineer

Responsibilities:

Cisco Catalyst switches, Juniper SSG-140, Palo Alto Wildfire, and Nexus 2000 FEX were used in troubleshooting complex LAN/WAN infrastructure. Key contributions included network diagrams, configurations, and security issues. Experience with ACLs, NAT, and VPN configurations was gained.

Wipro, Hyderabad, India

June 2015 – Aug 2017

Network Engineer

Responsibilities:

DMZ Implementation, Firewall migration, CISCO routers, and switches were managed, including hardware upgrades, IOS Security configurations, IPsec VPN implementation, and troubleshooting. Server deployment and VLAN implementation were also performed, utilizing Cisco VPN technologies.

JATINDER SANDHU

ORACLE DATABASE ADMINISTRATOR

Summary:

Oracle technical architect and administrator with over 20 years of experience in relational database installation, configuration, creation, tuning, maintenance, user management, and autonomous databases. Experience includes Lead Oracle Database Administrator, Cloud Architect, Oracle Database Manager, EBS, EBS, e-business suite, performance tuning, and BI tools.

Core Competence:

Databases :Oracle 21c/19c/12c/11g/10g, SQL Server 2012/2014/2016/2019, SQL Server Always-ON

Oracle Tools :Golden Gate, Exadata, OBI, RMAN, RAC, OEM, TOAD, Data Guard, ODI, Erwin.

OS :Linux, Sun Solaris, HP-UX, AIX, Windows

Products :PeopleSoft Financials, HCM, Payroll, Benefits, eRecruit, CRM, Student Administration, Apache, PIA, Tuxedo, Application Servers, IBM WebSphere, WebLogic, PUM Server, Tableau, Integration Broker, Quest STAT, Hadoop, Big data analytics

Component Interface : PeopleTools, SQR, Business Object, Application Engine, Workflow

EDUCATION & PROFESSIONAL DEVELOPMENT

Education BS, Electrical and Electronics Engineering

Certifications PMP, Oracle Certified Professional, PeopleSoft Certified Professional

CAREER HISTORY

Sr. Oracle Cloud DBA/Architect Abercrombie and Fitch 2022 – Present

Sr. Oracle DBA/Architect Academy of Art University 2019 – 2021

Sr. Oracle Cloud Architect IntraSee Inc. 2018 – 2019

Sr. Oracle DBA Tech Lead City of Brampton 2008 – 2018

Oracle DBA Choice Hotels Intl 2004 – 2008

Oracle DBA Computer Science Corporation 1999 – 2004

Oracle DBA Complete Software Solutions 1997 – 1999

Oracle DBA Software Specialist 1996 – 1997

Experience:

Abercrombie and Fitch

01/2022 – Present

Sr. Oracle Cloud DBA/Architect

Oracle RAC/Grid Infrastructure, updating Oracle databases, and managing Oracle Autonomous databases in OCI are all tasks I have experience in. I have automated deployment of Oracle autonomous databases, set up Microservices GoldenGate replication, and provided on-premises support for Oracle EBS. I managed concurrent upgrades of PeopleSoft applications, migrations to Oracle OCI, and implemented Oracle Data Guard. I have experience with Oracle middleware products, performance tuning, and disaster recovery plans for ExaCC databases and OCI.

Academy of Art University

07/2019 – 01/2022

Sr. Oracle DBA/Architect

I was in charge of setting up, maintaining, and providing support for the Oracle RAC/Data Guard/Vault and Oracle Application databases. I have experience setting up, maintaining, and patching Oracle RAC environments, moving Oracle databases to cloud infrastructure like AWS, Azure, and Oracle Cloud, and managing architect teams for database solutions. I have installed Oracle RMAN for database backups and recovery, managed Oracle OEM for database monitoring, and successfully managed a variety of application architects. I also create automation scripts and configure Exadata to meet the security standards of the company.

IntraSee Inc.

09/2018 – 06/2019

Senior Oracle Cloud Architect

I have experience supporting development, test, cooperative, and production systems as an Oracle DBA for SAP. I've managed Spring Boot frameworks, PeopleSoft cloud-hosted solutions, Oracle EBS Financials, Salesforce, and Human Capital Management. Additionally, I have created and managed Oracle databases in Oracle cloud, troubleshooted Oracle DBaaS RAC databases, and managed database migrations from on-premises to cloud-hosted infrastructure. I have knowledge of Elastic Search, HTTPS security, WebLogic administration, Nagios, Oracle Goldengate OGG, Experian data quality, Oracle business intelligence, and system auditing. They have produced numerous database support documents and offer PeopleSoft systems 24x7 support.

City of Brampton

03/2008 – 09/2018

Senior Oracle DBA Lead

Oracle RAC/Data Guard/Vault and Oracle Application databases are familiar to me from my work installing, upgrading, maintaining, and supporting these databases. I have built over 20 production and 40 non-production servers in the cloud and on-premises, and I have successfully upgraded over 30 production applications' Oracle databases to version 12c. Additionally, I've worked on setting up and transferring Oracle databases to cloud services like AWS, Azure, and Oracle Cloud. I've developed and put into practice RMAN backup and recovery plans for business databases, applied patches, and offered round-the-clock production support. I have also set up High Availability Oracle GoldenGate OGG systems on Oracle RAC environments and managed Oracle Exadata Server, Oracle EBS, Financials, and HCM issues. Additionally, I've successfully transferred Oracle databases from private physical data centers to solutions that are vendor hosted, private, IaaS, and PaaS.

Choice Hotels Intl (CHI)

03/2004 – 03/2008

Oracle DBA

PeopleSoft has been successfully implemented on Oracle databases for a variety of clients in Financials, HCM 9, Benefits, Payroll, Pension, Time, and Labor. ASM, RMAN, Data Guard, and Oracle RAC databases must be created, monitored, managed, and patched. In addition to supporting multiple clients with production support and upgrades, I helped with performance tuning, backups, and recovery. I have managed multiple production/test databases, provided round-the-clock on-call support, developed backup plans, and upgraded Oracle databases from 9i to 10g on AIX and Windows environments. I have created troubleshooting documents, automated refresh of non-production databases, and PeopleSoft file systems, and I am very knowledgeable about Autosys. I also supported development databases, implemented Data Guard, managed multiple production/test databases, performed database backups, and recovered lost databases. I have experience creating, partitioning, and performing database backups view manifestations. I am knowledgeable about stored procedures, triggers, and PL/SQL packages. I have experience with performance analysis and optimization, RMAN backup and recovery, and Oracle 10g database performance tuning. Additionally, I created and automated UNIX shell scripts for database refresh, performance monitoring, and backup.

POOJA ARYAL

MICROSOFT SUPPORT TECHNICIAN

Summary:

The individual has extensive experience in Active Directory, Windows Admin, Azure Active Directory, O365, Group Policy settings, DNS, DHCP, IIS, and troubleshooting. They have installed and configured Azure AD, AD Connect, ADFS, and ADFS Proxy components, syncing on-premises Windows Server Active Directory to Azure AD, and managing tickets and expectations for end-users.

TECHNICAL EXPERTISE:

MS Windows Servers	Windows Server 2000/2003/2008/2008R2/2012R2, and 2016
LDAP Directories	Active Directory
Workstations	Windows XP, Windows 7, Windows 10, and Windows 11
Scripting Languages	Power Shell, VB- Scripting, and Bash Scripting
Networking	DNS, WINS, DHCP, and TCP/IP.
Virtualization	Hyper-V, VMware
Ticketing Systems	Service Now, and Remedy

Object, Application Engine, Workflow

EDUCATION:

Master of Business Administration, Bangalore University

Experience:

Delloite, Dallas, TX

Dec 2019 - Present

Azure Active Directory Engineer/O365 Engineer

Successfully integrated Active Directory objects from on-premises AD to Azure AD, became a Technical Lead for Exchange Online support, and managed Microsoft 365 security and compliance. I provided easy-to-deploy cloud computing solutions, managed Azure identity and access management, and provided end-user support. I also managed Azure tenant user objects, managed Exchange online user mailboxes, and securely controlled access to AWS resources.

Xcel Energy, Minneapolis, MN

April 2017 – Oct 2019

Active Directory Engineer

As an Active Directory Engineer, I managed daily helpdesk operations for a fast-scaling startup, including desktop support. Monitored Jira ticketing system, resolved end-user issues, and managed AWS resources securely. Supported 300+ employees in US and remote locations, providing friendly, timely IT support.

Citi Bank, Dallas, TX

Nov 2015 - Mar 2017

Azure Active Directory SME

I developed and enforced security procedures for access in active directory release systems, managed Azure ad environments, and managed Azure AD roles using PowerShell cmdlets in Azure AD Privileged Identity Management. I also understood Azure AD identities, security groups, roles, and assigned users to applications.

All State, Irving TX

Dec 2012 – Sept 2015

Azure Active Directory Engineer

I oversaw the change management processes, assisted in the professional growth of junior engineers, and identified users who required multifactor authentication. I worked on Active Directory forests, supported AD Servers, and created PowerShell automation. I set up and updated PKI software, maintained system integrity and controls for AD/PKI core services, and restored services after outages. For Active Directory domain authentication, I supplied biometric card readers and instructed installation teams. I also made a contribution to security compliance, risk analysis, vulnerability scanning, and PKI-related system authorization and certification.

PARASURAMA
PROGRAMMER/ANALYST

Summary:

Having worked with Microsoft Dot Net technologies for 16 years, I am knowledgeable about software development life cycles, Agile methodologies, ETL design, logger mechanisms, WinForms applications, No-SQL databases, Azure Cloud, and Object-Oriented Programming concepts.

Educational and Certificates:

- Master of Science in Computer Science and Information from Rivier University, 2019.
- Bachelor of Engineering in Computer Science (B.E) from VTU, Belgaum, 2006.
- Azure Solution Architecture - Certified

Technical Proficiency:

Languages	C#, VB.NET, C, C++, Java and Python
Web Technologies	ASP.NET, HTML5, XAML, DHTML, CSS, XML, XSLT, VBScript, JavaScript, jQuery, NodeJS, TypeScript and Angular11 and Angular13
.Net Technologies	ASP.NET, MVC, WCF, ADO.NET, Web Services, WCF, WEB API and REST services, WinForms and WPF
Databases	Azure SQL Server, Cosmos, SQL Server 2017, ESRI's ArcSDE, IBM DB2, Postgres SQL, Oracle 10g and MS Access
Operating Systems	Windows Server 2003, Windows XP/NT/2000/Vista, Windows 7/10
Web Server	Internet Information Service (IIS), APM, Azure FrontDoor
IDE	Visual Studio Code, Visual Studio.NET 2022
Reporting Tools	SQL Server Reporting Services (SSRS), Business Objects XI, Crystal Reports XI
Framework	.Net and .Net Core
Versioning Tools	Visual SourceSafe 6.0(VSS), GIT, Team Foundation Server (TFS) and Accurev.
Cloud Environment	Microsoft Azure and AWS
Messaging system	Azure Service bus, MSMQ, Azure Queue and Kafka

Projects:

ZEAL IT

June 2022 – Present

Role: Azure Consultant (Lead).

Lead Software Developer in Nations Benefits project, implementing Azure key vault, Azure Configuration services, cloud migration, Microsoft Azure functions, Azure cosmos, Azure ADF, deployed applications using Azure DevOps services.

Environment: **.Net core 6** .NET Framework 4.7 C# 8.0, .Net core Web API 2, .Net Core WinForms, SQL Server, Angular 13, Xunit, Microsoft Azure Durable functions, Azure Cosmos DB, Azure ADF, Logic Apps, Azure APIM.

Premera Blue-cross (Cognizant)

August 2021 – May 2022 & May 2019 – February 2020

Role: Senior Software Engineer (Lead offshore and onshore).

Lead Engineer in PDMS project, involved in Premera Blue Cross's integrated health management project Zeo-Mega.

Developed applications using C#, WEB API,.Net core, Azure storage services, and Facet's Data utility management.

Implemented Azure key vault, cloud migration, and Azure functions. Collaborated with development teams, business analysts, and stakeholders to meet customer specifications.

Microsoft (From Infosys)

February 2020 – Aug,2021

Role: Senior Software Engineer (Vendor)

I was responsible for application development and cloud integration of a Customer Master data project, migrating on-premises applications to the Microsoft cloud platform, and managing active on-premises databases in an environment utilizing .NET Framework 4.7 and .Net Core.

McAfee Inc

Aug 2015– May 2018

Role: Tech Lead. (Sr Software Engineer)

Responsibilities:

I have experience leading the Sustenance team, working on full stack development using .Net, C#, MVC front-end, WCF Services, and WEB API, and developing applications using Agile methodology for the McAfee Consumer Platform team. I am skilled at creating responsive web design using a variety of technologies and have experience migrating to the cloud and Microsoft Azure. I have experience building and modifying data warehouses, as well as troubleshooting environment and hosting-related issues.

SLK Software Inc

January, 2015–August, 2015

Role: Team Leader

Responsibilities:

I have an experience in Agile Scrum methodology, leading a team for a DMS project, and has expertise in .Net, C#, MVC, WCF Services, and responsive web design using UI/UX technologies. I have conducted unit testing using N-Unit for backend and end-to-end testing.

KONSBURG Software

December, 2012–December, 2014

Role: GIS Lead

Responsibilities:

I have led a team for an IMS sensor project, led unit testing, and implemented best practices for the programming life cycle. I also have experience with Agile Scrum. I have experience using LINQ to check the availability of databases and using IIS, Windows Server, and SQL to look into related problems.

McAfee, Inc (from HCL)

November 2010 – November 2012

Role: Module Lead

Responsibilities:

Experience in full stack development with .Net, C#, ASP.Net front-end and WCF Services. Conducted unit testing with N-Unit. Troubleshot issues related to IIS, Windows Server, and SQL. Strong critical thinking skills, using SQL Server 2008 as data archive and LINQ for data collection and modification.

Mphasis

April 2010– November 2010

Role: Software engineer

Responsibilities:

Created a Windows-based application using C#.net for various organizational applications, transitioned from 3.5 to 4.0, and created web shapes for client data storage. Tested UI and worked on reports using .NET Framework, C#, HTML, CSS, and ASP.NET.

Nobel Systems

November 2006– March 2010

Role: GIS Analyst

Responsibilities:

I have an experience in feature implementation, enhancement, code refactoring, and defect fixing, and has expertise in ESRI's ArcGIS framework applications. I also have strong knowledge of UI/UX technologies, troubleshooting environment and hosting-related issues, and have used SQL Server 2005 for data capture and modification.

GEORGE LUCKETT
PC/HELP DESK TECHNICIAN

Summary:

To obtain a management position, in which I am given the opportunity to play a direct role in the unlimited growth and success of a solid organization. Highly trained and experienced IT support professional with proven experience in putting expertise to practice, having outstanding communication skills to interact both with clients and company. Having the willingness to learn and grow personally and professionally, I am looking for a position in the company that needs and values quality customer service and system maintenance.

Education:

- Bachelor of Art Information Technology from Columbia Southern University, Orange Beach, AL

Certification:

- Azure
- MCSA
- CompTIA Security+
- PMP
- VMware VCP6.5
- ITIL V4
- Microsoft O365

Experience:

Heartland Business System, Little Chute, WI
March 2022 – Present
Desktop Support Engineer

The role involves troubleshooting end user clients' PCs, servers, and network infrastructure, including remote control, training, and documenting in the HBS ticket tracking system. Essential functions include troubleshooting Windows and Mac computers, mobile devices, patch management, anti-virus management, password resets, network connectivity issues, Windows applications, virus and malware attacks, Active Directory management, Office 365 provisioning, monitoring alerting software applications, backup job monitoring, and basic network issues.

Army Corp Of Engineer, Vicksburg MS
June 2020 – March 2022
IT Support Consultant

The role involves receiving and managing incident and request management tickets, diagnosing problems, recommending solutions, and escalating trouble tickets. It involves providing phone and email support to users, resolving issues with Windows and Microsoft Office, and serving as the point of contact for IT operations. The role also involves configuration management, technology projects, Active Directory support, and password resets. The role also involves assisting with special projects, issuing SIPRNET PKI tokens, and troubleshooting VPN settings.

Army Corp of Engineer, Vicksburg MS
October 2018 – June2020
IT Support Supervisor

The role involves daily supervision and direction for phone support staff, overseeing work schedules, and providing general guidance for ESD customers. It also involves providing annual evaluations and career path guidance. The role serves as the liaison for IT Service Desk, updating position descriptions, and reporting to managers and directors. Staff take ownership of user problems, document all contacts, and provide reset passwords. The role involves providing effective feedback, identifying technical issues, directing procedural questions, facilitating collaborative issue resolution, managing customer escalations, prioritizing incidents, creating procedures, and coordinating infrastructure issues. The role also involves conducting staff quality checks, managing pending tickets, and providing on-call support.

Joint Forces Headquarter, Jackson, MS
Aug 2006 – October 2018
System Support Specialist

Maintaining the SharePoint platform, collaborating closely with management to increase data utilization, and integrating it with legacy network components for research projects were all tasks I was in charge of. I have experience setting up new sites, creating personalized site templates, implementing document management, and validating SharePoint 2010. I also manage Active Directory applications, help customers with first-tier technical support, and troubleshoot Windows Active Directory and networking issues. I assisted with standard procedures, tested infrastructure components, and managed and maintained servers for the virtualization infrastructure. I advise clients on desktop-based software and end-user computing, work autonomously on troubleshooting, uphold data integrity, password security, and system security, and offer technical support and direction.

Barrister Global Services, Hammond, LA
April 2006 – March 2020
IT/Printer Field Technician

With a focus on client/server hardware issues, the lawyer provides multi-vendor hardware computer services. I have experience maintaining office equipment, strong analytical and troubleshooting skills, and outstanding communication and customer service abilities. I evaluate client requirements, spot business opportunities, and interact professionally with clients, field staff, salespeople, management staff, and administrative staff.

Product Improvement Center, Canton, MS
Feb 2002 – Aug 2006
Helpdesk Analyst

In charge of responding to questions and requests for help with the organization's computer system or PCs. Locates, evaluates, troubleshoots, and fixes issues with the goal of preventing recurrences and lowering help desk calls. If necessary, coordinates with other information technology departments to solve issues. Coordinates with the vendor in charge of support to perform major system maintenance events on a regular basis, such as software/hardware systems. Perform requirement analysis and specification; convert functional requirements into technical and programming specifications by translating and architecting them.

Appendix: Resumes of Key Personnel

This section contains Resumes of SystemDomain's Key Personnel, for the Jefferson Parish Project

SHUBHI J. GARG

(630) 544-4180

SGARG@SYSTEMDOMAININC.COM

PROFESSIONAL SUMMARY

Results-driven and innovative leader with over 15 years of experience as a technical professional with refined leadership skills; an extensive background in Information Technology across the following broad-based competencies:

PROFESSIONAL EXPERIENCE

SystemDomain Inc., Naperville, IL (2013 – current) President & CEO

- Provide strategic leadership and vision to guide the company's growth and profitability.
- Develop and execute the company's strategic plans and initiatives.
- Identify new business opportunities and forge strategic partnerships to expand market presence.
- Lead and motivate a high-performing executive team to drive operational excellence.
- Ensure effective financial management and resource allocation to optimize financial performance.
- Oversee risk management strategies and ensure compliance with regulatory requirements.
- Foster a culture of innovation, collaboration, and continuous improvement.
- Represent the company to stakeholders, including the board, investors, customers, and the public.
- Monitor key performance indicators and metrics to assess the company's performance and take corrective actions when necessary.

Core Uganda (2014 – Present)

Board Member of the non-profit organization

Core Uganda is a non-profit Organization, working to provide for the educational and welfare needs for the children of the Ongutoi village in Uganda. Current projects include providing educational materials, shoes, rainwater collection units, and expanding the micro-finance organization to help people in the village to become more self-sustaining.

<http://www.coreuganda.org/>

LeadSoft Inc., Naperville, IL (2008 – 2009)

Role: Business Development Manager

Océ North America, Chicago IL (Mar 2007 – Oct 2007)

Role Team Lead / Business Analyst

Platform SQL SERVER 2005/2000, Oracle 10g, Reporting Services, Saratoga CRM, Blue Martini, SAP, ETL, MS Project, Melissa Data, DB Artisan, MS Excel, MS Access, ERWIN

Cole Taylor Bank, Rosemont, IL (Oct 2003 – Feb 2007)

Role Business System Data Analyst

Platform SQL SERVER 2005 / 2000, Saratoga CRM (iAvenue), Great Plains, Reporting Services, SQL, PL/SQL, Oracle 10g, Brio 6, Crystal Reports, Sonic ESB, VB, MS Excel, MS Access

eMac Digital, Oak Brook Terrace, IL (Oct 2001 – Sep 2003)

Role Senior Database Consultant

Platform Oracle 8i, PL/SQL, Java, ERWIN, Visio, UNIX Shell Script, Cognos - Power Play and Impromptu, OWB, Informatica ETL Tools

Client McDonald's Corp.

Xpedior Inc., Chicago, IL (Apr 2000 – Sep 2001)

Role Senior Software Consultant

Platform UNIX, Windows, Broadvision, Oracle 8i, SQL, PL/SQL, Homesite 4.0, HTML, JavaScript, ASP.

Client Grainger Inc.

USATWORK.COM, Rolling Meadows, IL (Oct 1999 – Mar 2000)

Role Programmer Analyst

Platform Windows NT, Homesite 4.0, HTML, XML, Dreamweaver, Fireworks, Photoshop, Java Script, VB Script, ASP, Flash, Front Page2000, Oracle 8x, SQL Server 7.0, ERWIN

Metamor Technologies, Chicago, IL (Jan 1998 – Sep 1999)

Role Programmer Analyst Consultant

Platform UNIX, Oracle 8.x, SQL*PLUS, PL/SQL, C, Developer 2000, SAS Access 8.0, Ingres, DB2, Ingres Report Writer, SQL, DEC, VAX/VMS, Visio

Client United Health Care of Illinois (UHCI)

EDUCATION

Bachelor of Science

P.G. Diploma in Computer Applications

ANIL GARG

(630) 544-4181 agarg@systemdomaininc.com

SUMMARY OF QUALIFICATIONS

Senior Delivery Executive with extensive experience in program management, talent planning, human capital development, Integration of processes, recruiting, screening of candidates, assessment, requirement analysis, functional design, technical design, full lifecycle (SDLC) implementation of identity and access management applications, Cyber Security & IT solutions and experience and competencies in multiple domains.

PROFESSIONAL EXPERIENCE

SYSTEMDOMAIN INC. – Naperville, IL
Account Executive

09/16 – Present

SystemDomain is an IT consulting based in Naperville IL. As an Account Executive responsibility includes program management, client services and organizational effectiveness, talent planning, human capital development and integrating people, processes into the business strategy. Having expansive experience in process development and improvement and day-to-day service delivery.

Overall responsibility for the company's human resource functions as well as client service resources. Strategic human resources leader with proven capabilities to effectively partner with senior executives, communicate effectively with diverse audiences at all levels and navigate organizational complexity.

PEOPLE (Human Capital and Talent Management lifecycle consulting, including program management, supplier engagement, organizational effectiveness, and transition), PROCESSES (onboarding, offboarding, IT/Technology Systems), and PERFORMANCE (monitoring performance and metrics/reporting)

Client(s): Utilities and Public Sector (State and City Clients)

HTS, INC. – Naperville, IL

09/11 – 06/16

Lead/Senior Architect for Identity & Access Management Program

As a Senior Architect responsibility includes to provide technical leadership and subject matter expertise for the Identity and Access Management and Cyber Security Solutions. Provide consultation to peers, end users and management. Establish Client Relationships in Identity and Access Management technology implementation.

Client(s):

ComEd, Peco Energy, Constellation and BGE and Exelon. Exelon is the provider of energy services with an electric and natural gas distribution and is the largest nuclear operator in the world with over 50,000 employees and revenue over \$24B. As a Lead for Identity & Access Management responsibilities includes leading the effort in Requirement Analysis, Functional, Technical and Integration Design Specifications and support of the solution.

FERMI RESEARCH ALLIANCE (FRA) – Chicago, IL

2/01 – 09/2011

FRA is the world's leading international research organization in high energy and nuclear physics, hosting 3,000 leading scientists from 259 institutions in 32 countries. As a Senior IT Services Executive responsibilities included leading the efforts in Product Management, IT solutions Architecture, Define IT Strategies. As IT Services Executive with an operating budget of \$50M, responsibilities included leading the efforts in IT solutions Architecture, Define IT Services Strategies and perform Gap Analysis. As Program Manager, managing a staff of 15 database specialists and application developers, responsibility included deploying the deploying database technology solutions.

Senior IT Services Executive

02/01- 06/11

Key Engagements

KULJIAN/DC Group of Companies – Philadelphia, PA

08/94 – 02/01

Kuljian Corp. founded in 1930 is a multinational conglomerate providing management consulting in architecture, engineering, construction, healthcare and software engineering. As a Senior Managing Consultant, played key role in planning and executing strategic IT projects for leading financial and insurance firms.

Sr. Managing Consultant

EDUCATION AND TRAINING

Northern Illinois University

MBA

Thapar Institute of Engineering & Technology

M.S. in Computer Science

PROFESSIONAL TRAINING PROGRAMS / COURSES

Certification in Cyber Security: Technology, Application & Policy from **Massachusetts Institute of Technology - MIT**

Certified in Systems Management and Project Management, **Member of Project Management Institute (PMI)**. Inducted into International Who's Who of Professional Management.

Oracle Certified Professional (OCP). Professional Trainings by Oracle Corp: OIM, Real Application Clustering (RAC), Tuning, DBA I, DBA II, Oracle Application R11i Administration, Oracle Warehouse Builder and Service Oriented Architecture (SOA) & Oracle Fusion Middleware

ITIL by ITSM Academy

Project Management by Third Generation, Inc.

Piyush Pandit

Summary:

- Over 7+ years of Full-Life cycle recruiting experience sourcing to contract.
- Serviced various state government direct clients, managed channel sales, done extensive vendor management, develop agency relationships.
- Specialist in recruiting for Technical, IT, Telecom, Call Center/Customer Service/Sales, Retails, Hospitality, Healthcare, Financial/Banking and Security, functional and techno-functional needs.
- Comprehensive experience on Structured and Unstructured recruiting processes, define loop holes and structures new strategies.

TECHNICAL SKILLS:

OPERATING SYSTEMS: Windows XP, Win95/ 98/ 2000/ XP/2011

APPLICATION PACKAGE: MS Office , Internet Explorer, Microsoft Outlook & Outlook Express

VMS: PeopleSoft, People fluent, Compass, Beeline, Field glass, Vector VMS

ATS: Job Diva, Bullhorn, Vertical Response Professional, Oorwin

EMPLOYMENT HISTORY

System Domain Inc.

Sep 2020 to Present

Talent Acquisition Manager.

Roles and responsibilities

- Managing the team of 5 excellent recruiters who are passionate and motivated to work.
- Training recruiters with process of the company and helping them to use the tools for the recruitment.
- Scheduling the meeting and assigning the priorities to the team
- Quality check the resume of the recruiters before submitting to the client.
- Creating and maintaining the reports.
- Handling 4-5 clients in government and commercial sector.
- Keep the team engaged with the work and keep them motivates.

Dream Job Pvt Ltd. (Bhopal. MP)

Sep 2017 to Sep 2020

Sr. Recruitment Manager (Remote)

- Service Delivery & Client Communication
- Client Relationship Management
- Strategic Account Management
- Performance Management
- Operational Excellence
- Planning and Implementation of operational strategies
- Team Building and Mentoring new leaders
- Process Improvement
- Process Re-engineering

EDUCATION:

- Bachelors in Information Technology from RGPV University, Bhopal, MP 2012

Appendix: Client Projects

This section contains a summary of all projects executed by SystemDomain over the years.

PROFILE

SystemDomain Inc. (SDI), established in 1999, is a consulting and technology services firm that is providing resources and services to their commercial and public sector clients. We are enabling next-gen technology solutions and services for fortune 500 Companies.

Our team of professionals provides exceptional service to our ever-growing list of clients. We pride ourselves on delivering services that are second to none, providing on-time results, and exceeding client expectations. We are a DBE, MBE, SBE, WBE, WOSB Certified Company with extensive experience working with Commercial and Government/Municipalities Clients. We are leading provider of consulting services in Cybersecurity, Digital Innovation, Technology development and support services.

KEY TEAM MEMBERS

Shubhi J. Garg

CEO, SystemDomain, Inc.

MBE, WBE, WOSB and DBE Certified Firm

Shubhi has been the CEO since 2016 under her leadership the company has made remarkable growth and awarded Systemdomain as the Fastest growing top 50 MBE's in 2022 and Shubhi has been awarded the Enterprising Women of the Year Award in 2023. She also serves on the board as Director for Core Uganda & Account Director with Taproot Foundation, as she strongly believes in giving back to the community. She holds a Bachelor's Degree & certified in Cybersecurity Technology, Application & Policy, at MIT.

Anil K Garg

EVP, & Government Account Manager,

Anil has over three decades of experience in Information Technology and holds a Master's in computer application and a Master's in Business Administration. Anil manages the delivery for federal and State Clients and also leads the CyberSecurity Practice. He is on the board of the Chicago Chapter of Akshaya Patra, which is the world's largest NGO that provides meals to children in India.

Peeyush Pandit

Talent Acquisition Manager

Peeyush joined Sytemdomain in 2021, He has a Bachelor in Information Technology and over 12 years of experience. He excels in aligning recruitment strategies with the organization's long-term goals and effectively promoting the organization's employer brand and enhancing the candidate experience.

Government/Municipalities Projects



Data Models and Database Solutions

Lansing, MI (May 2023 - Current)

Contract Value: \$585,728

Analyze the current design, operational procedures and analyze current requirements. Develop Technical and functional specifications. Design Data Models for various applications. Design and Develop database stored procedures, packages and functions. Design and Develop Client-Service applications.



Modernization of Websites

Hartford, CT (Apr 2023 - Current)

Contract Value: \$195,672

Support the mission by assessing customer needs and creating content for websites, knowledgebase hubs, chatbots, and digital applications. Creating high quality content pieces that can also be used for content marketing needs, including advertising, social media, and email campaigns.



Processes and Governance

Lansing, MI (Mar 2023 - Current)

Contract Value: \$552,000

Document the existing business processes, data mapping and System Integration points. Perform requirement workshops with stakeholders and formalize the requirements for new systems. Define the resolutions for critical IT issues and perform impact analysis of proposed changes to project scope, timeline and budget.



Agile Project Management - Digital Team

Hartford, CT (Dec 2022 - Current)

Contract Value: \$189,280

Support of a cross-functional project team focused on driving the end-to-end digital product lifecycle for features and products improving the overall online experience for the state. The Agile Project Manager will develop new process and methodologies for the product development leadership, consistent with the goals and objectives of the new Connecticut Digital Service.

Government/Municipalities Projects



Application Support

Hartford, CT (Nov 2022 - Current)

Contract Value: \$192,096

Provide support across various cross-functional project teams focused on driving the end-to-end digital product lifecycle for features and products improving the overall online experience for the state. Establish best practices to streamline the scrum processes and standards, coach teams across the organization and create a consistent method of work estimation/story point calculations.



Digital Government Services

Hartford, CT (Nov 2022 - Current)

Contract Value: \$180,612

Develop and implement service design, graphic design, and website design with new and ongoing projects. Implement user-centric analysis and testing methodologies to improve each digital product in an agile environment.



Next Generation Eligibility Applications using Modern Technologies

Jackson, MS (Nov 2022 - Current)

Contract Value: \$759,000

Design and develop the eligibility applications. Design and Develop Server crafting robust Web APIs with extensible application tier. Develop the JSON RESTful APIs using ASP.NET Web API2 and NET 4.5. Develop browser technologies to produce applications.



Modernize the User Interfaces

Los Angeles, CA (Nov 2022 – Dec 2022)

Contract Value: \$14,280

Design the prototype for Web Interfaces framework using UI/UX technology Framework, using latest UI/UX technologies.

Government/Municipalities Projects



Maintain Statewide Death Information and Certification

Lansing, MI (Nov 2022 - Current)

Contract Value: \$485,460

Provide ongoing maintenance and support EDRS, VERA and other vital records Client applications supported within our department. EDRS is a Red card machine critical system that processes the statewide death information and certification. supporting and improving Client automated processes, streamlining critical business processes, data integrity, SEM/SUITE compliance, and securing the applications .



Maintain Statewide Death Information and Certification

Denver, CO (Aug 2022 - Current)

Contract Value: \$160,000

Develop automation regression testing on multiple different environments and databases depending on the needs of the product owners and release managers.



Software Applications Quality Analysis

Hartford, CT (Aug 2022 – Jan 2023)

Contract Value: \$69,634

Performed evaluations of capabilities of our custom software applications and determine what functionality should have manual test scripts created and/or updated. Identify, record and track enhancements and bugs in Jira associated with the development and testing of our custom software applications.

Technology Strategies & Platform Configurations Enhancements

Los Angeles, CA (May 2022 – Current)

Contract Value: \$462,509

Services include working on technology solutions definitions and deployment management, proactively crafting and proposing customer facing solutions that bring value to address critical business challenges faced by City staff and customers, defining and delivering technology strategies, providing platform, configuration guidance and best practices to customers, presenting technical demonstrations/ training to various levels of staff with various levels of technical understanding. Technology solutions include creating new applications or support to existing applications related to the Development Service Permitting process in the City of LA.



Government/Municipalities Projects

Azure DevOps Support

Jackson, MS (May 2022 – Current)

Contract Value: \$720,000

Create workflows, Approval Process, Notifications for tasks in Azure DevOps environment. Integrate automated processes into workflows. Customize Scrum and Kanban boards for work item templates. Design and develop reports for project risks and resource utilization. Design the access model for Azure DevOps.



Design and Architect the Web Systems

Jackson, MS (Apr 2022 – Current)

Contract Value: \$594,000

Develop Web Applications using Angular and Java. Modernize the Authentication Framework using OAuth2 authentication framework using OpenID Connect and JWT.



Permit Support and Work Plan Development

Los Angeles, CA (Mar 2022 – Current)

Contract Value: \$294.345

Provide Technology solutions that include creating new applications or support to existing applications related to the Development Service Permitting process in the City of LA.



Digital Transformation

Hartford, CT (Jan 2022 - Current)

Contract Value: \$321,165

Enhance Salesforce platform, gather requirement, design scalable best practice solutions and manage the product roadmap. Deploy Configuration Changes, Workflows, Process Builder, assignment rules and approval processes. Customize the software to support the mobile accessibility, develop dashboards and provide the business intelligence. Develop the interface to support security reviews, and improve user adoption. Integrate the platform with MuleSoft, IBM FileNet, Box, Payment platforms and Antivirus solutions.



Government/Municipalities Projects

Manage Public cloud Infrastructure

Jackson, MS (Dec 2021 – Feb 2023)

Contract Value: \$268,320

Implement new and enhance existing security protocols in the public cloud space. Implement certificates, encryption of data at-rest and in-transit. Provision compute, database, network, and storage resources in the public cloud. Integrate any new developments with Azure Active Directory for identity management.



Support Services

Jackson, MS (Nov 2021 – Apr 2023)

Contract Value: \$280,803

Provide contracting services to MDEK-12 to document business requirement, perform analysis on existing IT systems. Update internal and external documentation, Improve systems by studying and documenting current state and business rules. Construct workflow charts and diagrams; studying system capabilities; writing specification. Deliver high-quality business requirement documentation for business manuals, new development, training manuals, user guide, and system guide.



Develop Microservices & Web Applications

Salt Lake City, UT (Oct 2021 – Current)

Contract Value: \$570,000

Provide contracting services to develop Microservices including domain modeling and Web Applications using the modern software technology such as .Net, C#, CSS, Angular, Azure, Kubernetes and Cosmos DB, Selenium framework.



CHATBOT - Natural Language Processing

Jackson, MS (Jun 2021 - Current)

Contract Value: \$588,000

Configure Natural Language Processing Engine and expand Chatbot to different social media and mobile applications. Generalize the Chatbot to optimize the code changes for new use cases. Extract Chatbot data and creating Chatbot analytics reports. Update Chatbot User Interface with new cards and templates using ReactJS.



Government/Municipalities Projects

Department of Human Services Trails Product

Denver, CO (Apr 2021 - Current)

Contract Value: \$326,000

Develop Client Server applications, processes and libraries for the Department of Human Services utilizing Azure DevOps, Oracle and Visual Studio. Implement bug fixes and enhancements. Develop .Net Solutions to enhance web enabled modernized environment.



Modernize the Student Information System

Jackson, MS (Mar 2021 - Current)

Contract Value: \$270,000

Develop Client Server applications, processes and libraries for the Department of Human Services utilizing Azure DevOps, Oracle and Visual Studio. Implement bug fixes and enhancements. Develop .Net Solutions to enhance web enabled modernized environment.



Connecticut Digital Service

Hartford, CT (Jan 2021 – Jan 2022)

Contract Value: \$167,040

Developed new process and methodologies for the product development leadership, consistent with the goals and objectives of the new Connecticut Digital Service. Provided support to the Product Managers in managing project scope and schedule, project status report, change management, governance, role identification, and business communication with the stakeholders.



Health and Child Support Enforcement System

Jackson, MS (Nov 2019 – Nov 2022)

Contract Value: \$602,686

Design and develop the IT systems to support Child Support Enforcement and Human Services for state of MS. Develop the normalized database design, perform automated unit and integration testing.



Commercial Projects



DELTA DENTAL

Advisory for Data Privacy and Management of System Accounts

Oak Brook, IL (Dec 2022 - Current)

Contract Value: \$155,000

Performed and documented the assessment of Data Privacy Vulnerabilities for sensitive across the enterprise to comply with HIPAA rules and automation of management and control of System Accounts managing the application operations for critical applications.

Architect and Design the Identity and Access Management System

Greenwood Village, CO (Sep 2022 – Current)

Contract Value: \$65,200

Contracted to analyze, architect and design to automate the provisioning of access and review of access for critical banking applications using web services framework.

Architect and Design the Identity and Access Management System

Denver, CO (Jan 2023 – Mar 2023)

Contract Value: \$120,000

Contracted to provide IT professional Services for develop the Identity and Access Management System to support provisioning of access to gateway applications to control of application access across the enterprise and provisioning of google workspace for users.

Assessment for Identity & Access Governance Program

Jersey City, NJ (Aug, 2022 – Dec 2022)

Contract Value: \$47,000

Performed and documented the assessment of Identity & Access Management Program (IAM) for a big pharmaceutical company. Documented the current state, developed the future state and reference architecture and recommendations to comply with Capability Maturity Model.

Commercial Projects



System ID Generator and Testing Strategy

Los Angeles, CA (Aug 2022 – Nov 2023)

Contract Value: \$33,000

Develop the interface to automate the assign the unique id for a user across the enterprise applications and developed the test strategy and testing scenarios to test the Identity and Access Management Program.



Architect Identity and Access Management System

Los Angeles, CA (Oct 2021 – Dec 2021)

Contract Value: \$20,680

Contracted to architect and design to upgrade the Identity and Access Management System to modern system. Provided the best practices to optimize and standardized code repositories.



Architect & Design Identity and Access Management System

West Chester, PA (Jan 2021 - Jun 2021)

Contract Value: \$101,460

Contracted to provide IT professional Services for develop the IAM System to support provisioning of access to gateway applications to control of application access across the enterprise and provisioning of google workspace for users. Developed the Automation for Role Based Access Control from enterprise applications and Systems.



Architect & Design Access Control System

Brent Wood, TN (Oct 2020 - May 2021)

Contract Value: \$210,000

Contracted to Architect, Design and implement the Identity and Access Management Solution using SailPoint Software for Healthcare Applications. Deployed the solution successfully to automate the provisioning of access to 14 critical health care applications, automated the periodic reviews of access for users across enterprise applications and developed the business intelligence framework for access provisioning to manage the Life Cycle States of users with in HR applications.

Commercial Projects

Data Privacy Vulnerability Detection and Mitigation

Phoenix, AZ (Sep 2020 – Jan 2021)

Contract Value: \$69,600

Contracted to Architect, Design and implement the File Access Manager to automate the detection of vulnerability and exposure of sensitive data for users and financial information across enterprise and automate the mitigation and business intelligence reporting to alert the vulnerability and mitigation controls.



Advisory Services for Identity and Access Management

Nashville, TN (Apr 2020 – Mar 2021)

Contract Value: \$189,120

Provided the Advisory services to architect and design the Cloud Solutions to manage and automate the access control for various clients of Morgan Franklin Consulting Groups.



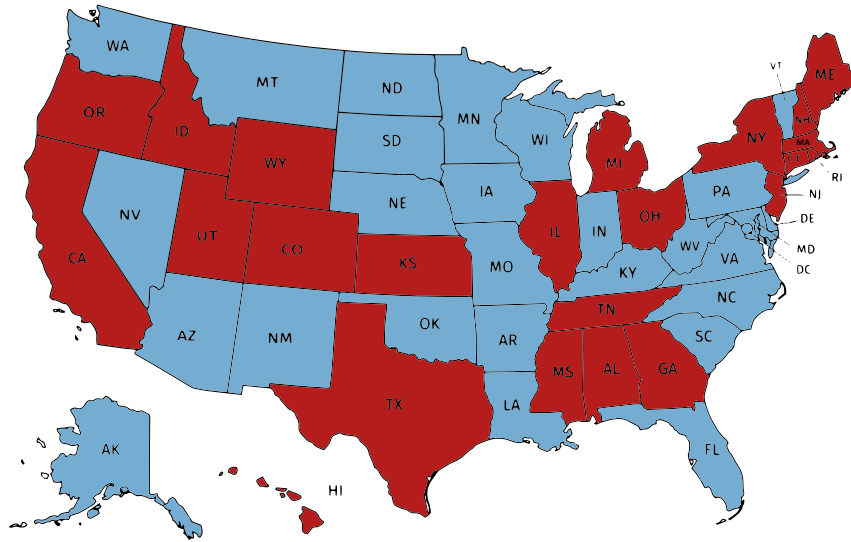
Cyber Security, Audit & Compliance Solutions

Kansas City, MO (Jan 2020 – Feb 2021)

Contract Value: \$598,750

Contracted to provide IT professional Services for develop the Identity and Access Management System to support the Audit for access and control for critical assets supporting the Power Grid Systems. This project led to streamlined Access and Audit Process. Reduced the audit process from seven weeks to one week. Ensured the compliance with applicable SOX and Critical Infrastructure Protection (CIP) programs.





NAICS

511210	Software Publishers
541511	Custom Computer Programming
541512	Computer System Design
541513	Computer Facilities Management
541519	Computer Related Services
541611	Admin/General Management Consulting
541618	Management Consulting Services
541990	Professional, Scientific, Technical Services
561320	Temporary Help Services
611420	Computer Training
611430	Professional & Management Development Training

CONTACT INFORMATION

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Anil Garg | EVP | agarg@systemdomaininc.com | (630) 544-4181

4320 Winfield Rd. Suite 200 Warrenville, IL 60555 | www.systemdomaininc.com

Appendix: Financial Profile

This section contains SystemDomain's Financial Profile, as required for this submission.



FIFTH THIRD BANK

Fifth Third Bank
2998 Ogden Avenue
Q24551
Aurora IL 60504

Systemdomain Inc
3747 High Knob Circle
Naperville, IL 60563

Date: February 17, 2023

Your Active Fifth Third Accounts

Dear Systmdomain Inc:

You are important to us, and we value our relationship with you. In response to your recent request, we've prepared a list of your open Fifth Third accounts.

As of February 17, 2023, these accounts are active:

Account Number: x1860 Account Type: Business line of credit 250K

We're here to help

If you have any questions, please call us at 800-972-3030, Monday through Friday, 8 a.m. to 6 p.m.; Saturday, 10 a.m. to 4 p.m., ET. Or you can send us a message any time through the mobile app or online banking at 53.com.

Thank you again for banking with us.

A handwritten signature in black ink, appearing to be 'Jm' followed by a long horizontal stroke.

LIDN 2384

Fifth Third Bank, National Association. Member FDIC. Equal Housing Lender. Fifth Third and Fifth Third Bank are registered service marks of Fifth Third Bancorp.

SystemDomain, Inc

Profit and Loss

January - December 2022

	TOTAL
Income	
Interest Income	10.88
Services	2,700,098.54
Total Income	\$2,700,109.42
Cost of Goods Sold	
1099 - Nazim	84,564.00
1099 - Nik	2,800.00
1099 - Rajkumar	46,904.00
1099 - Uriah	158,080.00
Consulting Expense	1,511,303.78
Recruitment Expense	93,912.20
Total Cost of Goods Sold	\$1,897,563.98
GROSS PROFIT	\$802,545.44
Expenses	
Advertisement Expense	399.00
Automobile Expense	8,816.33
Background Check	1,023.04
Bank Service Charges	847.00
Business Meetings	9,026.42
Cab Expense	669.24
Cleaning Expense	1,405.00
Computer and Internet Expenses	3,013.73
Donation Expense	1,870.00
Dues & Subs	1,413.56
Estimated Tax payment (CA)	3,847.00
Franchise Tax	1,036.64
Gifts	454.08
IL State Tax	6,237.50
Insurance Expense	11,134.41
Interest Expense	1,503.14
Legal & Prof Fee	4,909.95
License & Permits	324.11
Life insurance	217.50
Meals and Entertainment	5,007.95
Office Expense	8,598.10
Office Supplies	4,257.49
Payroll & Accounting Fee	2,150.02
Payroll Expenses	
Payroll Taxes.	25,503.23
Salary - Others	273,154.35

SystemDomain, Inc

Profit and Loss

January - December 2022

	TOTAL
Salary - Owner	31,200.00
Total Payroll Expenses	329,857.58
Postage	171.22
Printing Expense	24.39
Professional Fees	7,105.66
Rent Expense	474.00
Repairs and Maintenance	2,279.84
Security Service	618.05
Seminars	959.11
Software Expense	1,782.86
Telephone Expense	3,893.70
Toll & Parking	374.75
Travel Expense	17,386.05
Utilities	4,153.02
Total Expenses	\$447,241.44
NET OPERATING INCOME	\$355,394.66
Other Expenses	
Comprehensive Income/Loss	123,455.32
Total Other Expenses	\$123,455.32
NET OTHER INCOME	\$ (123,455.32)
NET INCOME	\$231,848.68

SystemDomain, Inc

Balance Sheet

As of December 31, 2022

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
DCU Bank	5.20
Fidelity	133,216.62
Fifth Third - Checking	374,775.17
Fifth Third - Savings	5.76
Total Bank Accounts	\$508,002.75
Total Current Assets	\$508,002.75
Fixed Assets	
Accumulated Depreciation	(24,885.00)
Automobile	32,288.00
Furniture and Equipment	1,825.00
Laptop	1,185.24
Laptop - Apple	988.41
Laptop - HP	690.61
MB GLE - 2022	70,077.44
Total Fixed Assets	\$82,169.70
TOTAL ASSETS	\$590,172.45
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Credit Cards	
Capital One Credit Card - Adhoc	9,899.96
Credit Card at Capital One	686.64
Total Credit Cards	\$10,586.60
Other Current Liabilities	
Loan - Auto	60,907.34
Payroll Taxes	3,050.11
State Income Tax Payable	9,371.00
Total Other Current Liabilities	\$73,328.45
Total Current Liabilities	\$83,915.05
Total Liabilities	\$83,915.05
Equity	
Capital Stock	1,000.00
Retained Earnings	841,812.30
Shareholder Distributions	(568,403.58)
Net Income	231,848.68
Total Equity	\$506,257.40
TOTAL LIABILITIES AND EQUITY	\$590,172.45

SystemDomain, Inc

Profit and Loss

January - December 2021

	TOTAL
Income	
Income	1,901,699.69
Interest Income	0.97
Total Income	\$1,901,700.66
Cost of Goods Sold	
1099 - Diane	288.00
1099 - Mark	11,400.00
1099 - Rajkumar	5,248.00
1099 - Richard	1,800.00
1099 - Sandra	40,565.00
1099 - Uriah	15,360.00
Consulting Expense	622,206.10
Recruitment Expense	53,268.09
Total Cost of Goods Sold	\$750,135.19
GROSS PROFIT	\$1,151,565.47
Expenses	
Advertisement Expense	380.63
Automobile Expense	1,610.53
Background Check	230.39
Bank Service Charges	409.13
Business Meetings	1,365.50
Cab Expense	204.50
Cleaning Expense	770.00
Computer and Internet Expenses	243.87
Donation Expense	1,577.50
Dues & Subs	2,256.71
Franchise Tax	800.00
Gifts	1,200.88
IL State Tax	9,700.00
Insurance Expense	9,764.18
License & Permits	155.03
Life insurance	217.50
Meals and Entertainment	5,272.87
Office Expense	2,905.99
Office Supplies	3,832.69
Payroll & Accounting Fee	1,825.00
Payroll Expenses	
Payroll Taxes.	36,795.88
Salary - Others	449,445.16
Salary - Owner	67,650.00
Total Payroll Expenses	553,891.04

SystemDomain, Inc

Profit and Loss

January - December 2021

	TOTAL
Postage	127.55
Printing Expense	60.45
Professional Fees	17,543.85
Rent Expense	948.00
Repairs and Maintenance	3,944.74
Security Service	523.23
Software Expense	2,735.43
Telephone Expense	6,461.85
Toll & Parking	56.00
Training	180.00
Travel Expense	6,628.77
Utilities	5,072.10
Website Charges	1,125.00
Total Expenses	\$644,020.91
NET OPERATING INCOME	\$507,544.56
Other Expenses	
Comprehensive Income/Loss	-60,774.50
Total Other Expenses	\$-60,774.50
NET OTHER INCOME	\$60,774.50
NET INCOME	\$568,319.06

SystemDomain, Inc

Balance Sheet As of December 31, 2021

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Fidelity	610,173.69
Fifth Third - Checking	94,381.66
Fifth Third - Savings	0.31
Total Bank Accounts	\$704,555.66
Total Current Assets	\$704,555.66
Fixed Assets	
Accumulated Depreciation	(24,885.00)
Automobile	36,883.00
Furniture and Equipment	1,825.00
Laptop - Apple	988.41
Laptop - HP	690.61
Total Fixed Assets	\$15,502.02
TOTAL ASSETS	\$720,057.68
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Credit Cards	
Credit Card at Capital One	682.52
Total Credit Cards	\$682.52
Other Current Liabilities	
Accounts Payable	28,632.00
Loan - Auto	9,699.94
Loan - Other	16,936.00
Payroll Taxes	1,802.12
Total Other Current Liabilities	\$57,070.06
Total Current Liabilities	\$57,752.58
Total Liabilities	\$57,752.58
Equity	
Capital Stock	1,000.00
Retained Earnings	92,986.04
Net Income	568,319.06
Total Equity	\$662,305.10
TOTAL LIABILITIES AND EQUITY	\$720,057.68

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08/28/21
Cash Basis

SYSTEMDOMAIN, INC.
Profit & Loss
January through December 2020

	Jan - Dec 20
Ordinary Income/Expense	
Income	
Income	1,121,533.00
Interest Income	220.00
Other Income	6,728.00
	<hr/>
Total Income	1,128,481.00
Cost of Goods Sold	
Consulting Expense	418,181.00
	<hr/>
Total COGS	418,181.00
	<hr/>
Gross Profit	710,300.00
Expense	
Advertisement Expense	3,700.00
Bank Service Charges	30.00
Cleaning Expense	1,422.00
Computer and Internet Expenses	1,676.00
Depreciation Expense	3,857.00
Dues & Subs	2,635.00
Franchise Tax	940.00
Insurance Expense	9,418.00
Interest Expense	58.00
Legal & Prof Fee	9,683.00
License & Permits	25.00
Meals and Entertainment	6,079.00
Office Expense	9,186.00
Payroll Fee	2,020.00
Payroll Expenses	
Payroll Taxes.	37,115.00
Salary - Others	491,620.00
Salary - Owner	6,600.00
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Total Payroll Expenses	535,335.00
Postage	192.00
Professional Fees	13.00
Recruitment Expense	21,470.00
Rent Expense	1,663.00
Repairs and Maintenance	3,746.00
Security Service	542.00
Seminars	132.00
Small Tools & Equipment	5,842.00
Software Expense	3,445.00
Storage Fee	85.00
Telephone Expense	2,138.00
Toll & Parking	99.00
Training	692.00
Travel Expense	1,209.00
Utilities	4,278.00
Website Charges	4,587.00
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08/28/21
Cash Basis

SYSTEMDOMAIN, INC.
Profit & Loss
January through December 2020

	Jan - Dec 20
Total Expense	636,197.00
Net Ordinary Income	74,103.00
Net Income	74,103.00

11:48 AM
08/28/21
Cash Basis

SYSTEMDOMAIN, INC.
Balance Sheet
As of December 31, 2020

	<u>Dec 31, 20</u>
ASSETS	
Current Assets	
Checking/Savings	
Checking at Fifth Third Bank C	54,797.00
Fidelity	89,397.69
Total Checking/Savings	<u>144,194.69</u>
Total Current Assets	<u>144,194.69</u>
Fixed Assets	
Accumulated Depreciation	(24,885.00)
Automobile	36,883.00
Furniture and Equipment	1,825.00
Total Fixed Assets	<u>13,823.00</u>
TOTAL ASSETS	<u>158,017.69</u>
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Credit Cards	
Credit Card at Capital One Car	510.00
Total Credit Cards	<u>510.00</u>
Other Current Liabilities	
EIDL	7,000.00
Loan - Auto	10,721.00
Loan - PPP	52,500.00
Payroll Taxes	1,062.00
Total Other Current Liabilities	<u>71,283.00</u>
Total Current Liabilities	<u>71,793.00</u>
Total Liabilities	<u>71,793.00</u>
Equity	
Capital Stock	1,000.00
Retained Earnings	11,121.69
Net Income	74,103.00
Total Equity	<u>86,224.69</u>
TOTAL LIABILITIES & EQUITY	<u>158,017.69</u>