

Technical Proposal

RFP 0464

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

**Issued by:
Jefferson Parish Government
State of Louisiana**

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Contract

Submitted By:

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Submitted To:

Jefferson Parish
Department of Purchasing
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COVER LETTER

August 25, 2023

Attn: Shanna Folse

Jefferson Parish
Department of Purchasing
200 Derbigny Street, Suite 4400
Gretna, LA 70053
(504) 364-2678

Sub: Response to **RFP 0464-To Provide Information Technology Support Services and Supplemental Staffing**

Dear **Shanna**,

Thank you for the opportunity to present Exclusive Network Enterprises ENE's proposal **To Provide Information Technology Support Services and Supplemental Staffing** in response to **RFP No. 0464**

Our Understanding of the requested services:

After a thorough reading of the RFP issued by the Jefferson Parish, Exclusive Network Enterprises (ENE) understands the goal of this contract is to provide **technology-focused staffing services** with a strong understanding of technology systems to support, maintain, and enhance the network and applications of Jefferson Parish IT environment. Working hand-in-hand with Parish, ENE's has strong capability with 25+ years of experiences in providing well-qualified IT resources with in-depth experience in installation, maintenance, upgradation, and fixes **IT infrastructure, systems software/ application, computers and network equipment's**. Our qualified application and infrastructure team maintains, resolve, and supervise the use of network devices, applications and IT Infrastructure.

Our Approach to accomplished SOW requirements:-

Our systematic and flexible Staffing methodology ensures that our clients can hire the right candidates, for the right projects, at the right time. We follow streamlined process for IT professional recruitment, and ensure that the procedure is smooth, transparent and productive. Here are the steps we follow for IT staffing services:

- ▶ **Understanding the client staffing needs** (Job Description received from client)
- ▶ **Search Internal & External Database** (Internal vetted resumes database, Job portals, employee referrals and many more!
- ▶ **Candidate screening & Interview** (Skill based, soft skills and technical skills)
- ▶ **Candidate shortlisting**
- ▶ **Hire Candidate**
- ▶ **Background checks**
- ▶ **Deploy on Project**
- ▶ **Performance monitoring**

Firm's relevant qualifications for performing the similar services:

ENE is an IT Professional Services company that augments customers in emerging technology domain such as **Software engineering, IT infrastructure, IT security, Modern SDLC, Software Defined Networking/Data Center, and Helpdesk support**. Since 1997, ENE has successfully delivered technical recruitment services projects over the last 25 years across various state agencies with several project directives on firm-fixed pricing. Our track record of delivering technology-driven performance-focused technology staffing services, combined with our dedication and commitment to our clients, is illustrated by strong client relationships and consistent business growth. ENE's holistic staffing methodology provides cleared, qualified, and skilled personnel and brings stability across the projects ensuring confidence and reliability.

Our staff has over 25 years combined IT senior recruiting experience and have developed a deep pipeline with candidate control second to none. Our proprietary database and extensive network of technology experts allows us to deliver a quality candidate for your business needs. In addition, our certified recruiters ensure training of up-to-date best practices.

We have strong capabilities and experiences to provide technical recruitment services to all below categories mentioned below:

- ▶ **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

We don't have any problem(s) that they envision to be associated with achieving the SOW. We have strong capability to provide **technology-focused staffing services** to Parish within given time frame.

The undersigned confirms that we do not have any exceptions to the requirements and agree with all the terms & conditions of the Parish's Contract and insurance requirements.

We don't have any civil litigation, settlement, arbitration, or proceeding against us in present or in past.

Please contact me at (903)-455-8500 or exclusivenet@earthlink.net if you have any questions regarding our submission. We acknowledge and accept all the terms and conditions herein outlined in this RFP.

Sincerely,



James Mosby (CEO)
Exclusive Network Enterprises
PO-8753, Greenville, TX 75404
Phone: (903) 455-8500
exclusivenet@earthlink.net
<https://www.enestaffing.com/>

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Scope of Work, emphasis on responses to sections 1.4 and 2.1

- **Technical**

Illustrating and describing compliance with the RFP requirements defined in the Scope of Work/Services (Part II) and Scope of Work/Services. (See Section 2.7.A for further details.)

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 implementation).

Scope of Work/Services:

Exclusive Network Enterprises has **over 25+ years** of experience in providing technology staffing services and has strong expertise in resourcing, researching, and delivering the best qualified and certified technology candidates to Parish. We have built an outstanding reputation for matching skilled consultants to a variety of organizations in different industries across the United States, including but not limited to private and public sectors. Our technical staff provides the services that include: - Project management, IT infrastructure, Application Software Development, CyberSecurity Support, Systems upgrades/integrations, Microsoft Office 365 development related to SharePoint, Teams, Power Platform, power automate, etc., telecommunications auditing, disaster recovery planning & testing, graphic design, IT training, project management, data analytics, and indoor & outdoor Wi-Fi projects and Helpdesk Support.

Our Work plan to meet the temporary IT staffing requirement: -

To deliver compliant and timely services, ENE will use a customized recruiting strategy for the Parish that will be utilized by all branches where we support the Parish's contract staffing requirements. Our recruiting strategy for the Parish will be to proactively source candidates that possess both the technical and soft skills necessary to work in the Parish. This strategy will maximize our job fill rate and increase both performance and retention once onsite at the Parish.

Identify Need

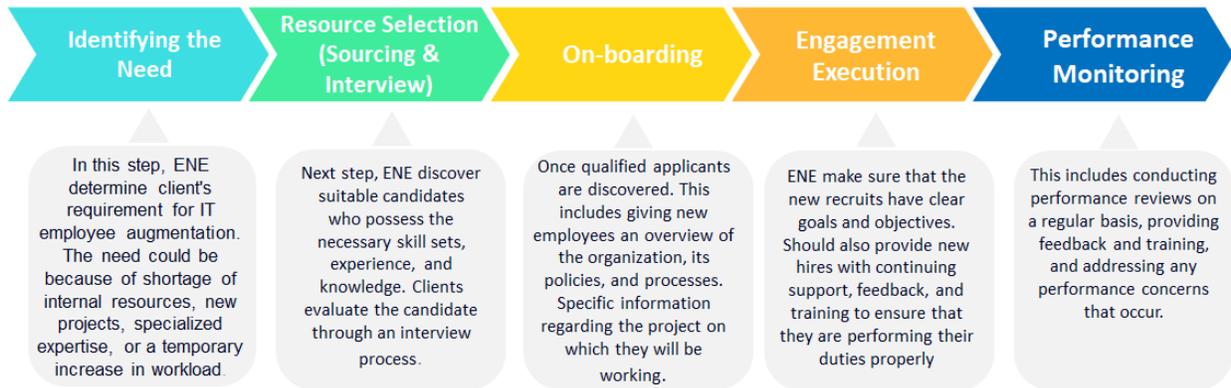
Once Project Manager James Mosby receives a Parish requisition, he disseminates the job description, environment, contract length, and budget to the Parish Project and Delivery Team. ENE' staffing process is designed to provide qualified candidates in a timely manner. On average, candidates are submitted to Parish within 2 to 4 days.

Sourcing

ENE's skill-based recruiter sources custom-fit candidates utilizing a variety of sourcing strategies, such as our **ATS database (JobDiva)** of over one million candidates nationwide, referrals, open houses/networking, social networking, and diversity-based job fairs to ensure that we have sufficient professionals available to rapidly respond to the Parish's requirements. We will also use these sourcing tools to develop and maintain the "Pipeline" of pre-screened candidates.

ENE follows a systematic process to identify, recruit, and acquire additional resources to augment your current staff.

Our schedule of implementation consists of the following steps:



Recruitment Deliverables	Methodology of Engagement
Identify the need	Based on the technology staffing requirement analysis, the recruitment team determines the required information including the job description, project description, skills, certifications, technical requirements, education, clearance requirements, and a salary range based upon compensation survey information. We will immediately begin the process of finding the IT staffing who are qualified to fulfill the sow requirements.
Resource Selection (Sourcing & Interview)	<p>Applicants will go through a series of qualifying questions, including key questions targeted to Software/ application development environment and technical skills, and as applicable - situation and behavioral based questions to assist in our assessment of the applicant's character and work ethic.</p> <p>Our Sr. application developers and Network specialists meet with each candidate and go through a series of technical questions and problems. Because our application system solution's team delivers projects using a wide range of technologies including <u>Oracle, MS SQL Server 2016, Fortinet (NG Fortigates, FortiManager, VPN), Ruckus & Fortinet Access Points, Cisco routers, switches & Meraki, SD-WAN technology, Layer 2 & 3 routing, BGP protocol, GIS applications, Data Center systems, MS exchange, Third party applications, Telecommunications, CyberSecurity and video & access control; SQL Administration; Agile software development life cycle; and Project management best practices</u>, etc. Our technical interviews not only cover programming knowledge and experience but also look at problem-solving aptitude and the ability to handle difficult challenges.</p> <p>List of Duties Perform:</p> <ul style="list-style-type: none"> • ENE uses professionally developed and

	<p>validated tests not only to measure a candidate's skill proficiency, but also aptitude and motivation.</p> <p>Presentation and Submittals Submit candidate for approval. Credentialing prior to start. Furnish completed I-9, W2, background checks, access cards and/or other forms/badging as required, prior to hire.</p> <p>List of Duties Perform:</p> <ul style="list-style-type: none"> • Provide short list of candidates for consideration to State. • Manage communication with State to provide real-time updates. • Provide research and data to State that supports recruiting activity. <p>Interview Coordination/Administration</p> <ul style="list-style-type: none"> • Schedule all phone and in-person interviews with State Team • Manage all travel and logistics for in-person interviews <p>Offer Management</p> <ul style="list-style-type: none"> • Verbal offer notification to selected candidate. • Creation of written offer letter to be approved by State • Manage the communication between candidate and HR and Hiring Manager of all offer negotiation <p>Reference/Drug/Background Screening</p> <ul style="list-style-type: none"> • Perform pre-employment reference checking using agreed upon format. • Facilitate drug and background checks. • Drug Screen Consent and Results
On-boarding	<p>The on boarding process begins once qualified applicants are discovered. This includes giving new employees an overview of the organization, its policies, and processes. Specific information regarding the project on which they will be working.</p>
Engagement Execution	<p>Make certain that the new recruits have clear goals and objectives. Should also provide new hires with continuing support, feedback, and training to ensure that they are performing their duties properly</p>
Performance Monitoring	<p>This includes conducting performance reviews on a regular basis, providing feedback and coaching, and addressing any performance concerns that occur</p> <ul style="list-style-type: none"> • Provide real time reporting and metrics, as requested, concerning the sourcing and recruitment lifecycle. • Additional reviews to include candidate and requisition data, key messaging and highlights, and recommendations for program enhancement

Timeline:

After receiving a request from the Parish, the turnaround time to place a qualified IT staff is typically **2- 4 days**.

Sample secure technical staff interview process for a Software Engineer: -

- ▶ **Recruiter Phone Screen:** Initial screening based on resume and team fit.
 - ▶ **1-2 Online Assessments by Recruiter:** Algorithm and coding questions
 - ▶ **Technical phone interview by SME-** Candidate interviewed either in person or via telephone with the technical manager.
 - Coding questions related to data structures and algorithms and other technical questions from the resume.
 - Algorithm, System Design or Object-Oriented Design, Behavioral questions
 - Object Oriented Design questions
 - Behavioral questions
 - ▶ Present to client for interview.
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.

Our Training in IT support involves equipping IT experts with the knowledge and skills needed to provide technical assistance and resolve issues related to **application systems, software, hardware, and networks**. Below is our approach for IT supports training:

1. Assess Training Needs:

- Determine the skill level of trainees. Are they beginners or do they have some prior knowledge?
- Identify the specific areas of IT support they need training in, such as hardware, software, networking, troubleshooting, customer service, etc.

2. Develop a Curriculum:

- Divide the training into modules or topics based on the identified needs.
- Create detailed training materials, including presentations, guides, videos, and interactive exercises.

3. Cover Fundamental Concepts:

- Introduce trainees to the basics of computer hardware, software, operating systems, and networking.
- Explain common technical terms and concepts.

4. Technical Skills Training:

- Provide hands-on training for tasks such as troubleshooting hardware and software issues, installing software, configuring devices, and setting up networks.
- Offer practical exercises and simulations to allow trainees to practice their skills.

5. Customer Service Skills:

- Emphasize the importance of effective communication and customer service in IT support.

- Train on active listening, empathy, clear communication, and managing customer expectations.

6. Problem-Solving Techniques:

- Teach systematic approaches to problem-solving, including identifying symptoms, isolating issues, and finding solutions.
- Share techniques for researching solutions online, using knowledge bases, and consulting documentation.

7. Security Awareness:

- Educate trainees about CyberSecurity best practices, including recognizing phishing attacks, using strong passwords, and protecting sensitive data.

8. Remote Support Tools:

- Introduce tools for remote desktop support, which allow technicians to assist users remotely.

9. Hands-On Practice:

- Provide practical scenarios and exercises where trainees can apply their skills in a controlled environment.
- Use real-life examples and case studies for realistic training.

10. Certifications and Assessments:

- Consider offering certifications such as CompTIA A+ or Microsoft Certified: Modern Desktop Administrator Associate to validate trainees' skills.
- Conduct assessments or quizzes to gauge trainees' understanding and progress.

3. Proposer shall likewise include any information concerning any innovative 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

We will implement the Innovative plans for necessary system application training can enhance the learning experience and equip participants with the skills they need to effectively use and manage software applications. Here are some creative ideas for designing innovative system application training:

1. Interactive Tutorials and Walkthroughs:

- Develop interactive tutorials that guide users step by step through the application's features.
- Use tooltips, animations, and interactive elements to highlight key functions.

2. Simulation-Based Learning:

- Create realistic simulations of the application environment, allowing users to practice using the software in a safe space.
- Include scenarios that mirror real-world tasks and challenges.

3. Virtual Sandbox Environments:

- Provide trainees with access to virtual sandbox environments where they can experiment with the application without affecting the live system.

- Encourage exploration and self-discovery.

4. Role-Based Training Modules:

- Customize training modules based on users' roles within the organization. Tailor the content to their specific tasks and responsibilities.

5. Peer Learning Workshops:

- Organize workshops where users can share their experiences, tips, and best practices for using the application effectively.
- Encourage collaboration and knowledge sharing.

6. Continuous Learning Challenges:

- Launch periodic challenges that encourage users to explore advanced features or discover hidden functionalities within the application.
- Offer rewards or recognition for successful participation.

Qualifications & ability to provide required services & personnel

- 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.

Exclusive Network Enterprises has **over 25+ years** of experience in providing Technical Recruitment Services and has strong expertise in resourcing, researching, and delivering the best qualified and certified candidates for our clients in the government and federal sector.

We have built an outstanding reputation for matching skilled consultants to a variety of organizations in different industries across the United States, including but not limited to private and public sectors. Our technical staff provides the services that include: - **Project management, IT infrastructure, Application Software Development, Information Security Support, Business Analysis, System Enhancements, Change and Release Management, and Technical Support.**

Project Experiences

Project #1	
Customer Name/ Project Name	City of Los Angeles/ Dept. of Building and safety/ Professional IT Professional Services
<p>Short Description of work performed: We are providing all three (3) IT job classifications under this contract: <u>IT infrastructure, Software/ Application, and IT security.</u></p> <p>We provide IT staffing for following positions: Software Developer, Project manager, Application Developer, Data Analyst, Network specialist, IT security analyst, QA Analyst, ServiceDesk specialist, Database administrator, and Business analyst.</p> <p>APPLICATIONS DESCRIPTION</p> <ul style="list-style-type: none"> • General description of the application: The Application Services Division of the Technology Services Bureau, Los Angeles Department of Building and Safety (LADBS), intends to solicit for a contract PL/SQL developer to work full-time for up to 12 months with the Los Angeles Department of Building and Safety’s development team, and assist the City of Los Angeles in the design, development and contribution to the following application development projects using Oracle / SQL Server databases: <ul style="list-style-type: none"> ○ ePlanLA application: allows customer to submit and pay for plans online ○ Inspection Case Management System (ICMS): Allows Inspection Case Managers (ICM) and the customer to track and update their cases ○ Materials Control application tracks Testing Agency and Fabricator licenses for LADBS • Size of the application: Three (3) application system • Feature-set: Financial Services System: Advanced Payment, Interdepartmental Order (IDO), and Claim for Refund and PCIS (Plan Check and Inspection System) including Non-Ductile, Soft-Story, Grading, EBEWE and Case Management. • Number of end users: 9000 Approx. • Number of screens: 12 Screens 	
Project #2	
Customer Name/ Project Name	County of Los Angeles-ISD/ IT professional services

We are providing all levels of IT professional services: We are providing three (3) IT job classifications under this contract: Software/ Application, IT infrastructure, and IT security. We are providing IT professional for following positions: Sr.Application Developer, Application Developer, Project manager, IT security analyst, DBA, Business Analyst, Network Engineer, & System Engineer.

APPLICATIONS DESCRIPTION

- **General description of the application:** Our Sr. Application Developer assisted the Los Angeles County (County) Internal Services Department (ISO) General Government Systems Division (GGSD) to provide support for the design and development of a new system that replaced the existing Manager Profile Survey (MPS) application. This system use to define the employee-supervisor relationship. It also allow to create custom approver relationships that could be used by multiple applications for workflow purposes
- **Size of the application:** 2 enterprise applications (e-HR and Epar)
- **Feature-set:** Allow departmental administrators to define custom approver relationships that could be leveraged in the business processes of other applications. Developed a user friendly interface with role based access to control security and governance.
- **Number of end users:** 2500 Approx.
- **Number of screens:** 8

Project #3	
Customer Name/ No. of Employees/Project Name	County of Orange/ Technology Professional services

Short Description of work performed: We are providing two (2) IT job classifications under this contract: Software/ Application, and IT security. We are providing IT staffing for following positions: Application programmer, Project manager, System programmer, Database administrator, Business analyst, and Information security analyst.

APPLICATIONS DESCRIPTION

- **General description of the application:** Accountability & Reporting System (ARS) is used to track subsidized meals provided by approved organizations (“Customers”) to qualified participants. More than 850 users, where the majority are sponsoring agencies for up to five USDA programs; access ARS internally and externally to track all aspects of nutrition program applications and claims for reimbursement. With the implementation of ARS, ENE application development team has streamlined many processes with a common Internet tool and has eliminated all legacy and paper driven processes. We developed the business software using Microsoft Visual Studio 200S12010 with technologies such as.NET 3.5+, ASP.NET 2.0+, C# 3.0+, VB.NET, HTML, CSS, JavaScript,jQuery, and web services.
- **Size of the application:** One (1) application system
- **Feature-set:** Mapping , text services , Logging and auditing features
- **Number of end users:** 850 Users
- **Number of screens:** 9

ENE team implements a management plan, creates an infrastructure maintenance strategy, and establishes a workflow in a timely manner. Our experts monitor incomprehensible interference in your infrastructure and build a protective policy against all possible attacks.

- ▶ Network Administration – Users PCs, Linux Servers, Windows Servers
- ▶ Network Engineering – LAN, VPN, Internet/WAN
- ▶ Monitoring & IT Security – Firewalls, Antivirus systems, Infrastructure monitoring, vulnerability checks

- ▶ Services Management – Database design & administration, Backup solution set-up, Virtualization, Cloud computing, Management of MS products such as Exchange and SharePoint

Our experts providing the comprehensive services like 24/7 proactive monitoring (quickly and effectively identifying issues and substantially reducing costs associated with downtime through rapid resolutions and problem prevention), preventative maintenance (correcting problems, detecting trends and implementing scripts to prevent problems), traffic analysis and resource management, among others. Our infrastructure services are designed to support Linux, Windows, VMware, network, storage, backup, and Unix and can increase clients.

<i>ENE experience in Infrastructure support</i>		
<i>Agencies</i>	<i>Services Provided</i>	<i>Work Performed</i>
▶ County of Orange	▶ Professional Staffing Services	<p>We are providing the Tier 1, Tier 2 and Tier 3 helpdesk specialists to the county.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Network Administration – Users PCs, Linux Servers, Windows Servers • Network Engineering – LAN, VPN, Internet/WAN • Monitoring & IT Security – Firewalls, Antivirus systems, Infrastructure monitoring, vulnerability checks <p>Project Deadline:</p> <ul style="list-style-type: none"> • We meet with all contractual deadlines and objectives
▶ City of Los Angeles/ Dept. of Building and Safety	▶ IT staffing services	<p>We are providing the Tier 1, Tier 2 and Tier 3 helpdesk specialists to the city.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Network Administration – Users PCs, Linux Servers, Windows Servers • Network Engineering – LAN, VPN, Internet/WAN • Monitoring & IT Security – Firewalls, Antivirus systems, Infrastructure monitoring, vulnerability checks <p>Project Deadline:</p> <ul style="list-style-type: none"> • We meet with all contractual deadlines and objectives
▶ County of San Bernardino	▶ IT Staffing Services	<p>We provided the Tier 1, Tier 2 and Tier 3 helpdesk specialists to the county.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Network Administration – Users PCs, Linux Servers, Windows Servers

		<ul style="list-style-type: none"> • Network Engineering – LAN, VPN, Internet/WAN • Monitoring & IT Security – Firewalls, Antivirus systems, Infrastructure monitoring, vulnerability checks <p>Project Deadline:</p> <ul style="list-style-type: none"> • We meet with all contractual deadlines and objectives
<p>▶ County of Los Angeles ISD</p>	<p>▶ Technology Staff Augmentation</p>	<p>We are providing the Tier 1, Tier 2 and Tier 3 helpdesk specialists to the county.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Network Administration – Users PCs, Linux Servers, Windows Servers • Network Engineering – LAN, VPN, Internet/WAN • Monitoring & IT Security – Firewalls, Antivirus systems, Infrastructure monitoring, vulnerability checks <p>Project Deadline:</p> <ul style="list-style-type: none"> • We meet with all contractual deadlines and objectives

ENE is providing Application Development, Implementation and Programming services for mobile, digital display, kiosk, web applications build on a variety of Information Technology (IT) platforms. These platforms include multiple technologies such as web-based enhancements, Facilities Automated Management Information System (FAMIS), Oracle’s Planning and Budgeting Cloud Service (PBCS) software, and Data Management components.

ENE brings more than 15 years of experience in the IT industry focusing on business analysis, application development, object-oriented design and development, database design, performance tuning, testing, documenting and implementation to several clients like County of Los Angeles ISD, City of Los Angeles LABDS, County of Orange, and many more!

ENE brings more than 15 years of experience in the IT industry with a focus on system development, implementation, programming, quality assurance, and process improvement. Our work includes system analysis and programming experience on mid-level-scale systems, including working directly with customers to define their needs and producing outputs satisfying those needs in a pre- determined time frame. We have more than 20+ years of application development experience where we were involved in the full SDLC of a project starting with creating business requirement documents and functional specification documents through interacting with the business owners directly. We have experience in designing, documenting, and communicating technical architecture for enterprise application development projects.

ENE is adept at system development life cycle (SDLC) development, with experience in all phases of development from requirements gathering, business application development, implementation, integration and maintenance, and defining strategic solutions to meet business needs. We bring experience with the Rational Unified processing (RUP), Waterfall, and Agile methodologies.

ENE experience in software/ application Projects		
Agencies	Services Provided	Work Performed
▶ County of Orange	▶ Technology Staffing Services	<p>We have provided the candidates to the county for the positions including but not limited to Application Developer, Database Administrator, System Analyst, Data Architect, Mobile Platform Developer.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Build and maintain web applications. • Database Management • Network support • Mobile application development <p>Project Deadline:</p> <ul style="list-style-type: none"> • We meet with all contractual deadlines and objectives
▶ City of Los Angeles/ Dept. of Building and Safety	▶ IT Staffing services	<p>We have provided the candidates to the city for the positions including but not limited to Application Developer, Database Administrator, System Analyst, Data Architect, Mobile Platform Developer.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Build and maintain web applications. • Database Management • Network support • Mobile application development • Security Support • Business Analysis support <p>Project Deadline:</p> <ul style="list-style-type: none"> • We meet with all contractual deadlines and objectives
▶ County of San Bernardino	▶ IT Staffing Services	<p>We have provided the candidates to the County for the positions including, but not limited to Agile Application Developer, Database Administrator, Business analyst, Software Developer, System Analyst, Data Architect, Project Manager, ServiceDesk technician, and Technical Writer</p> <p>Duties:</p>

		<ul style="list-style-type: none"> • Build and maintain web applications. • Database Management • Network support • Mobile application development • Security Support • Business Analysis support <p>Project Deadline:</p> <ul style="list-style-type: none"> • We meet with all contractual deadlines and objectives
<p>▶ County of Los Angeles ISD</p>	<p>▶ Technology Staff Augmentation</p>	<p>We are providing all levels of IT professional services: Project Manager, Mobile Platform Developer, Software developers, DBA, Business Analyst, Network Engineer, Cybersecurity etc.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Build and maintain web applications. • Database Management • Network support • Mobile application development • Security Support • Business Analysis support <p>Project Deadline:</p> <ul style="list-style-type: none"> • We meet with all contractual deadlines and objectives
<p>▶ Baltimore County Public Schools</p>	<p>▶ Temporary IT staffing Services</p>	<p>We have provided the candidates to the BCPS for the positions including, but not limited to Application Developer, Business analyst, System Analyst, Mobile Platform Developer, Application architect, and Web developer.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Build and maintain web applications. • Database Management • Network support • Mobile application development • Security Support • Business Analysis support <p>Project Deadline:</p> <ul style="list-style-type: none"> • We meet with all contractual

		deadlines and objectives.
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Other Similar Past Experience

Agencies	Services Provided	Work Performed
▶ City of Los Angeles Police City	▶ Professional IT Staffing Services	We have provided the candidates to the city for the positions including but not limited to Application Developer, Database Administrator, System Analyst, Data Architect, Mobile Platform Developer, GIS Technician, Project Manager, and Network Engineer
▶ City of Los Angeles Planning Dept.	▶ Professional Staffing Services	We have provided the candidates to the city for the positions including, but not limited to Software Developer, Database Administrator, Business analyst, Mobile Platform Developer, GIS Technician, Architect, System Administrator, Data Architect, Project Manager, ServiceDesk technician, and Security Engineer
▶ County of Los Angeles Sheriff Dept.	▶ Technology Staff Augmentation	We have provided the candidates to the County for the positions including, but not limited to Web Developer, Database Administrator, Mobile Platform Developer, GIS Technician, Business analyst, Application Architect, Desktop Technician, Network Engineer, System Analyst, and Security engineer.
▶ County of Los Angeles Dept. Health Services	▶ IT Labor Staffing Services	We have provided the candidates to the County for the positions including, but not limited to Agile Application Developer, Mobile Platform Developer, GIS Technician, Database Administrator, Business analyst, Software Developer, System Analyst, Data architect, Project Manager, ServiceDesk technician, and Technical Writer

▶ County of Los Angeles Dept. Mental Health	▶ Professional IT Staffing Services	We have provided the candidates to the County for the positions including, but not limited to Agile Application Developer, Database, Mobile Platform Developer, GIS Technician, Administrator, Business analyst, Software Developer, System Analyst, Data architect, Project Manager, ServiceDesk technician, and Technical Writer
▶ State of Florida	▶ Technology Augmentation Services	We have provided the candidates to City for the positions including, but not limited to Software Developer, Database Administrator, Mobile Platform Developer, GIS Technician, Business analyst, Web developer, System Analyst, Application Architect, Network engineer, and ServiceDesk technician
▶ State of North Carolina	▶ Temporary Staffing Services	We provided the City with all levels of IT professional services: Project Manager, Software developers, DBA, Business Analyst, Desktop Technician, Network Engineer, Mobile Platform Developer, GIS Technician, etc
▶ Broward City Transit (Florida)	▶ Professional Staffing Services	We have provided the candidates to the City for the positions including, but not limited to Agile Application Developer, Database Administrator, Mobile Platform Developer, GIS Technician, Business analyst, Software Developer, System Analyst, Application Architect, Project Manager, Network technician

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.

Task Level: To deliver compliant and timely services, ENE will use a customized recruiting strategy, which includes all activities necessary for a successful project where we support the Parish Information Technology Support Services and Supplemental Staffing requirements. Our recruiting strategy for the Parish will be to proactively source candidates that possess both the technical and soft skills necessary to work with the Parish. This strategy will maximize our job fill rate and increase both performance and retention rate.

Identify All Resources: Below are key staff resources that will be involved with or have the responsibility to manage Parish’s account:

Name/Role	Experience & Qualifications	Roles and responsibilities
James Mosby, Project Manager	<ul style="list-style-type: none"> ▶ 25+ years of Project Management Experience ▶ Project Scheduling ▶ Risk Management ▶ Excellent at liaising between business and technical areas to achieve on-time and on-budget project completions ▶ Experience in managing and tracking contract deliverables requirements 	<ul style="list-style-type: none"> ▶ James will have responsibility to keep the Parish Project Manager informed about our services. ▶ Responsible for all communication and interaction with the Parish. That communication will be done via email, telephone, and face-to-face visits. In essence, he has the overall responsibility for the business relationship between ENE and the Parish ▶ Monitor performance, manage risk, respond to questions or requests from the Parish.
Ryan, Recruitment Manager	<ul style="list-style-type: none"> ▶ 12+ years of rich experience in the Recruitment Life Cycle (requirement distributing/understanding, sourcing, calling, screening, negotiation, review, submission, follow-up, feedback, and delivery) with Job Postings, Interview Scheduling, Job Offers, and Background Checks. 	<ul style="list-style-type: none"> ▶ Ensure that qualified IT staffs are provided to Parish in a timely and cost-effective manner at their requisite Locations. ▶ Involve in the Recruitment Life Cycle (requirement distributing/understanding, sourcing, calling, screening, negotiation, review, submission, follow-up, feedback, and delivery) with Job Postings, Interview Scheduling, Job Offers, and Background Checks. ▶ Maintain a pro-active pool of candidates ready to be deployed for vacancies within the Parish. ▶ Manage the applicant tracking system implementation and providing input into changes that will improve efficiency and candidate pool track. ▶ Replace, within 24 hours of notification, at no expense to Parish, any IT staff that is not performing satisfactorily.
Vikas, Delivery Manager	<ul style="list-style-type: none"> ▶ 15+ years of experience in Recruitment, Leadership Hiring, Business Development, Account Management, service delivery operations. 	<ul style="list-style-type: none"> ▶ Provide supervision/monitoring of assigned IT staffing as necessary ▶ Handle IT staff disputes as necessary. ▶ Ensure that all of Parish's needs for resources are met within the timeline provided and within budget.

Resumes for the Proposed Key Staff Members: -

JAMES MOSBY

Project Manager

Professional Experience: 25+ Years

Qualification Summary

An experienced Project manager with 25+ years of experience, including 15 years of leading and managing staffing projects. A strategic, analytical, focused, and results-driven professional with extensive experience in requirements gathering, process analysis, and project management. Regularly manages multiple projects under tight deadlines. His demonstrated capabilities include streamlining processes to increase efficiencies and build business, analyzing complex requirements, and solving problems.

Professional Skills

- ▶ Strong leadership, communication, and social skills
- ▶ New Business Development
- ▶ Project Scheduling, planning, and development
- ▶ Account Management
- ▶ Issues, risk, and mitigation management
- ▶ Meeting facilitation
- ▶ MS Project
- ▶ Agile (Scrum) & Waterfall Methodology
- ▶ Requirements gathering

PROFESSIONAL EXPERIENCE

1995 – Present /Sr. Project Manager, Exclusive Network Enterprises

Responsibilities in this position include:

- ▶ Manages and tracks development projects, and creates cost estimates for proposed projects.
- ▶ Serves as the main client interface for communicating the status of current projects, gathering new requirements, and understanding and documenting system issues.
- ▶ Responsible for meeting the day to day needs of government customers.
- ▶ Building relationships and interfacing with all levels of management. Some examples of government organizations served County of Los Angeles, Baltimore County Public Schools, County of Orange, County of Fresno and Broward County Florida Responsible for seeking new business as well as maintaining existing accounts Account management, cold calling, prospecting, following up on leads, contractor supervision and problem resolution.
- ▶ Placed high-end technical professionals in the area of Information Technology Industry in contract and full-time positions. Specialized in Software Engineers / Architects (Distributed and Mainframe), Oracle Administrators, ETL tools, Database, Architects/Developers/Administrators, Technicians/Network/system/Security Engineers. Web Developers, Quality Assurance/Test Engineers Technical Program/Product/Project Managers, Development Managers, and Business Analysts.
- ▶ Effectively recruited candidates through Internet research, internal database, referrals, networking, job fairs, and other strategies. Responsible for checking references, negotiating terms and rates for each project, coordinating the interview process, extending offers, and closing candidates.
- ▶ Worked as per US taxation terms to negotiate the candidates pay rates.
- ▶ Handle 10 Job requisitions at once conducting candidate searches, phone screens, and conduct (salary/rate) negotiations to ensure margins were maintained.

- ▶ Interacting with the client managers. Performed 30-60 outbound calls on a daily basis.
- ▶ Handled 5-8 technical requirements at one go.
- ▶ Gave a daily update about the enquiry status. Extensively used Microsoft Excel and some features of Microsoft Office tools like, MS-Outlook, MS-Word, Utilized Dice, Monster, Hot Jobs and Career Builder to source qualified candidates submitted minimum 3-5 qualified Candidates per requirement per day with ongoing changing priorities of job requisitions while maintaining a sense of urgency for each.
- ▶ Updated and utilized a self-developed applicant Tracking System (ATS) to ensure proper candidate submittals.
- ▶ A daily report of the submittals was sent to the Management, ensure adequate follow up for each job requisitions / Candidate and close the deal with end clients / account managers

RYAN MOSBY

Account Manager/ Sr. Technical Recruiter

Professional Experience: 10+ Years

Qualification Summary

Dynamic, results-oriented recruiting professional with 10+years of industry experience as an Account Manager with a demonstrated history of working in Account management process. He focuses on the engagement of strategic, innovative technology solutions using highly effective leadership practices and deep, trusted client relationships.

Professional Skills

Technical Recruiting	Staffing Services
Strong Relationship Building Skills	Strategic Planning
Project Management	Client Satisfaction
Excellent Training Skills	MS Office Applications (Excel, Word, PowerPoint, and Outlook)
New Business Development	Contract Deadline Compliance (Tracking, Monitoring, Editing, and Reporting)
Build a High-Performance team	Mentoring and Problem Solving

PROFESSIONAL EXPERIENCE

June 2011 – Present / Account Manager, Exclusive Network Enterprises

Responsibilities in this position include:

- ▶ Responsible for account management, execution, receiving the requirement, recruiting, submitting profiles, managing the resources working on projects, Billing, Invoicing, and supervising them.
- ▶ Extensive experience in IT Recruitment, client relationship, leadership and strong management aptitude in IT industry
- ▶ Manage a team including; Recruitment Manager, Recruiters, and a HR Manager to support our clients in the area of technical staffing solutions.
- ▶ Responsible for market strategy, account saturation, account penetration, and the overall customer/contractor experience.
- ▶ Manage Recruiting manager and a team of 15 recruiters and 8 Account Managers.
- ▶ Responsible to recruit and hire a national sales team, recruiting team.
- ▶ Worked with the HR department to ensure a reduction in employee turnover.
- ▶ Perform new hire training and orientation.
- ▶ Act as a business partner and subject matter expert to Director and C-Level client managers with the objective of achieving a best-in-class staffing solution for Information Technology Departments.
- ▶ Partner with procurement executives to acquire Tier I vendor status
- ▶ Develop and maintain VP and other key client relationships to ensure account the strategy is effectively communicated to all local branches and stakeholder
- ▶ Mentor, the coach, develop and drive a network of Account executives to exceed existing sales goals and help identify new opportunities
- ▶ Strong customer service background
- ▶ Proficient in the development of a sales and recruiting team
- ▶ Experienced in developing and executing a strategic business plan
- ▶ Maintained high employee satisfaction and low turnover through “Team Oriented Management”, stressing performance recognition, team decision involvement, and excellence by example.

- ▶ Maintain vendor relations by providing ongoing communication and problem resolution for internal and external employee conflicts and deficiencies.
- ▶ Work closely with Delivery (Recruiting) Team to identify, screen and place technical resources at clients throughout the state of PA.
- ▶ Consistently evaluate client base and future business opportunities to ensure and validate an efficient strategy, growth, and profitability.

Vikas Pathania

Service Delivery Manager

Professional Experience: 15+ Years

Qualification Summary

15+ years of progressive experience with a proven and consistent track record of professional and academic achievements. Strong understanding and background in Recruiting, Staffing, and Resource Management functions. Good understanding of the business model- Process and measurement-driven approach to management with strong relationship and team skills. Leader of ideas and people, with performance consistently rated as "Significantly Exceeds Expectations" My main focus has been on leading the Talent Acquisition team, redesigning processes, and Referral process management. Experienced in Team Management, providing leadership, motivating, and guiding towards optimal performance. Analyze work processes to maximize efficiency, effectiveness, and adaptability. Work closely with the leadership team to evaluate processes and workflows, propose process improvements projects in Recruiting and Staffing

Professional Skills

IT Recruitment, Campus recruitment, Account Management, Client Acquisition Planning, Talent Acquisition, Team Management, Recruitment Process Training, Forecasting Resume Screening/formatting, Scheduling interviews, Candidate Management, Rate/Salary Negotiation, Offer Management, Difficult Conversations, Team Leading, Community Service, Referral, Process Re-engineering, Senior-level Recruitment, Application Tracking System; LinkedIn Corporate Recruiter Expert, Staffing partner, Bench management.

PROFESSIONAL EXPERIENCE

2019 – Present /Senior Service Delivery Manager, Exclusive Network Enterprises

Responsibilities in this position include:

- ▶ Administer and maintain effective relationships with key Client Recruitment Stakeholders.
- ▶ Interacting with the client on regular basis.
- ▶ Understanding the priority roles from client and act accordingly.
- ▶ Assigning roles to around 8-10 team members, as per priority.
- ▶ Keep the track on priority roles and ensure coverage.
- ▶ Coordinating with the team and share challenges on the non-coverage roles and arrange call with client to check the key alternative skills.
- ▶ Responsible for maintaining overall quality in hiring IT resources for our direct clients resulting in attainment of annual Head Count Targets.
- ▶ Hiring "right fit" resources as documented by Client's unique 'cultural' and other (soft) requirements, such as team orientation, human resource policies, communication skills.
- ▶ Partners with Onsite Hiring Managers, Portfolio Leaders and HR for new and upcoming business requirements and is involved in qualifying resources, successful hiring and delivery of IT professionals on new/ ongoing project.
- ▶ Work with sales/ Internal business unit head to prioritize hiring requirements.
- ▶ Work with recruiting team to ensure recruiters and their Managers clearly understand the customer job requisition.
- ▶ Screen IT Staffing Requirements - Ascertain whether requirement is workable or not based on the details provided.
- ▶ Have also been responsible for Recruitment Management, Performance and Team Management and trainings for our Recruitment team's
- ▶ Strong knowledge and hands-on with The US tax terms (W2, 1099, C2C), Work Visas (H1, GC, OPT EAD etc) and employment types, immigration process.
- ▶ Have a strong recruiting background for IT needs.

May 2016- Mar 2019 –Service Delivery Manager, International Software Systems, Inc.

- ▶ Managing US recruiting teams to define & allocate requirements and implementing recruiting strategy to ensure meeting speed, quality and success in fulfilling client's need.
- ▶ Sourced potential candidates through job portals, networking, staffing companies, employee referrals and head hunting in target software companies.
- ▶ Researches new technologies and makes recommendations on additional candidate pools and recruiting techniques, after evaluating market conditions.
- ▶ Involved in recruiting passive candidates, through phone calls, emails and general relationship-building.
- ▶ Was responsible for maintaining a record of their activities and different reports that track effort, productivity and results.
- ▶ Extensive experience in Training & Development of New team members.
- ▶ Trained Veterans recruiters on the whole recruitment process (Boolean search, how to source resumes in portals (Active/Passive)

May 2009- Apr 2016 – Sr. Recruiter, Ohm Systems, Inc.

- ▶ Achieves staffing objectives by recruiting and evaluating job candidates and responsible for the end to end recruitment process.
- ▶ Builds applicant sources by researching and contacting community services, colleges, employment agencies, recruiters, internet sites; providing organization information.
- ▶ Determines the applicant requirements by studying job descriptions and job qualifications.
- ▶ Attracts applicants by placing job advertisements; contacting recruiters, using newsgroup and jobsites.
- ▶ Determines applicant qualifications by interviewing applicants, analyzing responses and assessments, verifying references; comparing qualifications to job requirements.
- ▶ Arranges management interviews by coordinating schedules.
- ▶ Improves organization attractiveness by recommending new policies and practices, conducting job offers; emphasizing benefits.
- ▶ Manages on the job training program by conducting orientations; scheduling and assignments.
- ▶ Extensive experience in building a new team from scratch.
- ▶ Extensive experience in Training & Development of New team members.

Past Performance

Past Performance #1				
Customer Name	Time period	Project Name	Dollar Value	Client project manager name and telephone number.
Baltimore County Public School	2018-Present	IT support Services	\$2 Million	Name: Melody Ashburne-Payton Email: mashburnepayton@bcps.org Phone:443-809-9876
<p>Short Description of work performed: ENE is currently providing the similar services (IT support contract) to Baltimore County Public Schools in District. We have currently (15) fifteen resources managing the Desktop and network infrastructure and providing the helpdesk agent to support the operational requirements. We provide IT staffing for following positions: <u>Project manager, Network specialist, Desktop technicians, and Business analysts</u></p>				
Past Performance #2				
Customer Name	Time period	Project Name	Dollar Value	Client project manager name and telephone number.
City of Los Angeles/ Dept. of Building and safety	Nov 2013-Apr 2023	IT support Services	\$2 Million	Jeanne LY Jeanne.ly@lacounty.org Tele: 213-482-0046
<p>Short Description of work performed: We are providing all three (3) IT job classifications under this contract: <u>IT infrastructure, Software/ Application, and IT security.</u> We provide IT staffing for following positions: <u>Senior Software Developer, Project manager, Application Architect, Application Developer, Data Analyst, Network specialist, Desktop support, IT security analyst, CyberSecurity, Mobile Platform Developer, QA Analyst, Administrative Analyst, Software developer, ServiceDesk specialists, Database administrator, Telecommunication Engineer, Business analysts, Information Architect etc.</u></p>				
Past Performance #3				
Customer Name	Time period	Project Name	Dollar Value	Client project manager name and telephone number.
County of Orange	2007-Present	IT support Services	\$2 Million	Clyde Gamboa Clyde.gamboa@ocit.ocgov.com Tele: 714-834-4627
<p>Short Description of work performed: We are providing all three (3) IT job classifications under this contract: <u>IT infrastructure, Software/ Application, and IT security.</u> We are providing IT staffing for following positions: Senior Software Developer, Project manager, Application Architect, Mobile Platform Developer, QA Technician, IT security analyst, software developer, Data Analyst, Network Technician, Desktop support, Administrative Analyst, Telecommunication Engineer, Database administrator, Business analysts, ServiceDesk specialists and CyberSecurity analyst.</p>				
Past Performance#4				

| RFP 0464 | Provide Information Technology Support Services and Supplemental Staffing | Aug 25, 2023, at 03:30 PM

County of Los Angeles-ISD	2006-Present	IT support Services	\$14 Million	Christie Carr, Division Manager Office: (323) 267-3101 Cell: (562) 419-4490 ccarr@isd.lacounty.gov Crystal Leyden cleyden@isd.lacounty.gov Tele: 714-322-7044
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We are providing all levels of IT professional services: We are providing all three (3) IT job classifications under this contract: **IT infrastructure, Software/ Application, and IT security**. We are providing IT staffing for following positions: **Senior Software Developer, Project manager, Application Architect**, Project Manager, Application Architect, IT security analyst, DBA, QA Analyst, Business Analyst, System Analyst, Network Engineer, Technical writer, Security specialist, ServiceDesk specialist, System Engineer etc.

Transition Plan

We initiate our transition plan with careful planning, effective communication, and seamless execution to ensure a smooth transfer of responsibilities and minimal disruption to operations. Below is our step-by-step process to navigate our transition process:

1. Initiation and Planning:

- **Gather Information:** Collect comprehensive information about the current IT environment, systems, processes, and on-going projects.
- **Define Scope:** Determine the scope of the transition, including the specific tasks, responsibilities, and timelines.
- **Create a Transition Plan:** Develop a detailed transition plan outlining tasks, milestones, roles, and resources required for a successful transition.

2. Communication:

- **Notify Stakeholders:** Inform key stakeholders, including internal teams and Parish, about the transition. Be transparent about the reasons and assure them of a smooth transition.
- **Meet with Current Contractor:** Discuss the transition plan with the current IT support contractor and gain their insights and cooperation.
- **Introduce New Contractor:** Introduce the new IT support contractor to stakeholders and provide them with essential information about the organization and the on-going IT landscape.

3. Knowledge Transfer:

- **Document Processes:** Document existing processes, configurations, and procedures thoroughly. This documentation will be crucial for the new contractor to understand the systems.
- **Training Sessions:** Arrange training sessions where the outgoing contractor trains the incoming contractor on the systems, tools, and unique aspects of the IT environment.
- **Shadowing and Mentoring:** Facilitate a period of shadowing and mentoring, where the new contractor can observe and learn from the outgoing contractor.

4. Testing and Validation:

- **Testing Environments:** Set up testing environments where the new contractor can practice and validate their understanding without affecting the live systems.
- **Mock Scenarios:** Run mock scenarios or simulations to ensure the new contractor is confident in handling various situations.

5. Risk Mitigation:

- **Contingency Planning:** Identify potential risks and develop contingency plans to address them. This could include unexpected system failures or operational challenges during the transition.

- **Overlap Period:** Plan for a temporary overlap period where both the outgoing and incoming contractors work together. This provides an extra layer of support during the transition.

6. Execution:

- **Gradual Transition:** Gradually transition responsibilities, starting with less critical tasks and gradually moving to more complex ones.
- **Constant Monitoring:** Monitor the transition closely, regularly reviewing progress and addressing any issues that arise.

7. Feedback and Continuous Improvement

- **Collect Feedback:** Gather feedback from stakeholders, both internal and external, about the transition process and the performance of the new contractor.
- **Review and Adjust:** Review the transition process post-implementation and make any necessary adjustments to improve future transitions.

8. Completion and Handover:

- **Confirmation:** Once the new contractor has demonstrated competence and confidence in handling all tasks, confirm the successful completion of the transition.
- **Document Updates:** Update the documentation with any changes made during the transition and ensures it's readily available for future reference.

By following these steps, we can navigate the transition with the new contractor smoothly, ensuring that the new contractor is well-equipped to take over responsibilities effectively.

Innovative Concepts

Firms' proposed strategy to work with EIS to implement new technologies that will improve efficiencies and deliver new capabilities

ENE strategy to implement new technologies for improved efficiencies and new capabilities cover both the technical aspects and the needs of the EIS. Here's a step-by-step strategy to work with EIS and successfully implement new technologies:

1. Understand EIS Objectives:

- Begin by thoroughly understanding the EIS's business goals, pain points, and strategic objectives.
- Identify areas where technology can make a significant impact on efficiency, productivity, and innovation.

2. Assess Current State:

- Conduct a comprehensive assessment of the EIS's existing IT infrastructure, application systems, and processes.
- Identify bottlenecks, gaps, and areas where outdated technology is hindering progress.

3. Define Technology Goals:

- Collaborate with the EIS to define clear and specific goals for the new technology implementation.
- Align these goals with the broader business objectives to ensure a strategic fit.

4. Research and Recommendations:

- Research and evaluate available technologies that align with the EIS's goals.
- Present recommendations that showcase how these technologies can address specific challenges and create new capabilities.

5. Business Case Development:

- Create a compelling business case that outlines the benefits, ROI, and expected outcomes of the technology implementation.
- Highlight cost savings, efficiency improvements, competitive advantages, and potential revenue growth.

6. Collaborative Planning:

- Work closely with the EIS's team to develop a detailed implementation plan.
- Define milestones, timelines, resource allocation, and key performance indicators (KPIs) for success.

7. Risk Assessment and Mitigation:

- Identify potential risks and challenges associated with the implementation.
- Develop strategies to mitigate these risks and ensure smooth progress.

8. Engage Stakeholders:

- Involve key stakeholders from various departments to gather input and ensure alignment.

- Address concerns, answer questions, and communicate the value of the new technologies.

9. Pilot or Proof of Concept (PoC):

- Consider starting with a pilot or PoC to test the technology's viability in a controlled environment.
- Use the pilot phase to gather feedback, refine processes, and make necessary adjustments.

10. Training and Change Management:

- Develop a comprehensive training plan to ensure all stakeholders can effectively use the new technologies.
- Implement change management strategies to address any resistance and promote adoption.

11. Deployment and Integration:

- Execute the deployment of the new technologies following the agreed-upon plan.
- Ensure seamless integration with existing systems and processes.

12. Continuous Monitoring and Optimization:

- Monitor the performance and impact of the new technologies after deployment.
- Continuously optimize and fine-tune the solutions to maximize benefits.

13. Regular Communication:

- Maintain open and transparent communication with the EIS throughout the implementation process.
- Provide updates, share progress, and address any concerns promptly.

14. Measure Success:

- Regularly assess the technology's impact on efficiency, productivity, and the achievement of business goals.
- Compare actual results against the anticipated benefits outlined in the business case.

15. Feedback and Iteration:

- Collect feedback from end-users and stakeholders to identify areas for improvement.
- Use feedback to make iterative enhancements and adjustments to the technology implementation.

By following this strategic approach, we can work collaboratively with Parish to successfully implement new technologies that improve efficiencies and deliver new capabilities, while ensuring that the implementation aligns with their business objectives and goals.

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.



December 07, 2022

Re:

The Little Group LTD CO
2916 Cr 3115
Greenville, TX 75402

To Whom It May Concern:

The Little Group LTD CO has a good standing business account and line of credit with Comerica Bank. The retail banking center address is as follows:

Comerica Bank
5201 E R L Thornton Fwy
Dallas, TX 75223
(214)823-5972

Client has deposit funds and line of credit availability in the amount \$679,051.80.

If you have any further questions, please do not hesitate to contact me or my relationship assistant, **Adriana Najera**, (214)890-4609.

With Best Regards,

COMERICA BANK

Jerry Collazo
Relationship Manager III
Vice President
(214)890-4309

Comerica Bank

MC 6523 • 5201 E. RL Thornton Fwy, Dallas, Texas 75223 • Office:214.890.4309 • Comerica.com

THE LITTLE GROUP LTD, CO.
Exclusive Network Enterprises
Income Statement
From:01/01/2021 To:12/31/2021

Revenues	\$	2,085,471
Advertising Expense	\$	24,319
Payroll	\$	1,354,188
Car & Truck Expenses	\$	58,065
Cleaning & Maintenance	\$	431
Employee Benefits	\$	15,093
Insurances	\$	16,232
Web Hosting & Domains	\$	320
Operating Income	\$	1,468,648
Interest Expense	\$	82,450
Income Before Taxes	\$	1,386,198
Taxes	\$	158,175
Net Income	\$	1,228,023

THE LITTLE GROUP LTD, CO.
 Exclusive Network Enterprises
 Balance Sheet
 31-Dec-21

Assets		Liabilities	
Current Assets		Current Liabilities	
Cash	\$ 550,000	Accounts Payable	\$ 126,059
Accounts Receivable	\$ 204,234	Accrued Income Taxes	\$ 62,841
Total Current Assets	\$ 754,234	Accrued Liabilities	\$ 324,135
Long-Term Assets	\$ -	Total Current Liabilities	\$ 513,035
Total Assets	\$ 754,234	Long-Term Liabilities	\$ -
		Total Liabilities	\$ 513,035
		Equity	
		Retained Earnings	\$ 565,034
		Net Income	\$ 1,228,023
		Total Equity	\$ 1,793,057
		Total Liabilities + Equity	\$ 2,306,092

THE LITTLE GROUP LTD, CO.
Exclusive Network Enterprises
Income Statement
From 01/01/2020 To: 12/31/2020

Revenues	\$	1,848,765
Advertising Expense	\$	21,564
Payroll	\$	1,394,126
Car & Truck Expenses	\$	32,054
Cleaning & Maintenance	\$	937
Employee Benefits	\$	15,632
Insurances	\$	14,238
Web Hosting & Domains	\$	352
Operating Income	\$	1,478,903
Interest Expense	\$	72,941
Income Before Taxes	\$	1,405,962
Taxes	\$	68,924
Net Income	\$	1,337,038

Angela Mosby

THE LITTLE GROUP LTD, CO.
 Exclusive Network Enterprises
 Balance Sheet
 As Of 15, July 2020

Assets		Liabilities	
Current Assets		Current Liabilities	
Cash	\$ 321,056	Accounts Payable	\$ 102,456
Accounts Receivable	\$ 120,416	Accrued Income Taxes	\$ 28,417
Total Current Assets	\$ 441,472	Accrued Liabilities	\$ 298,561
Long-Term Assets	\$ -	Total Current Liabilities	\$ 429,434
Total Assets	\$ 441,472	Long-Term Liabilities	\$ -
		Total Liabilities	\$ 429,434
		Equity	
		Retained Earnings	\$ 175,462
		Net Income	\$ 1,337,038
		Total Equity	\$ 1,512,500
		Total Liabilities + Equity	\$ 1,941,934

THE LITTLE GROUP LTD, CO.
Exclusive Network Enterprises
Income Statement
For Year Ended 31 December 2019

Revenues	\$	2,367,451
Advertising Expense	\$	28,705
Payroll	\$	2,154,212
Car & Truck Expenses	\$	48,500
Cleanng & Maintenance	\$	260
Employee Benefits	\$	13,587
Insurances	\$	15,881
Web Hosting & Domains	\$	320
Operating Income	\$	2,261,465
Interest Expense	\$	128,751
Income Before Taxes	\$	2,132,714
Taxes	\$	250,861
Net Income	\$	1,881,853

THE LITTLE GROUP LTD, CO.
Exclusive Network Enterprises
Balance Sheet
31-Dec-19

Assets		Liabilities	
Current Assets		Current Liabilities	
Cash	\$ 425,100	Accounts Payable	\$ 94,706
Accounts Receivable	\$ 205,431	Accrued Liabilities	\$ 286,540
Total Current Assets	\$ 630,531	Accrued Income Taxes	\$ 56,342
		Total Current Liabilities	\$ 437,588
Long-Term Assets	\$ -		
		Long-Term Liabilities	\$ -
Total Assets	\$ 630,531	Total Liabilities	\$ 437,588
		Equity	
		Retained Earnings	\$ 325,041
		Net Income	\$ 1,881,853
		Total Equity	\$ 2,206,894
		Total Liabilities + Equity	\$ 2,644,482

Affidavit

Request for Proposal

AFFIDAVIT

STATE OF Texas

PARISH/COUNTY OF Shert

BEFORE ME, the undersigned authority, personally came and appeared: James Masby, (Affiant) who after being by me duly sworn, deposed and said that he/she is the fully authorized CEO of Exclusive Network Enterprises (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 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 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 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 There are **NO** subcontractors which would require disclosure under Choice A of this section.

James Mosby
Signature of Affiant

JAMES MOSBY
Printed Name of Affiant

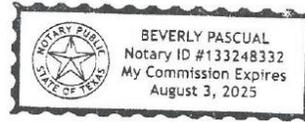
SWORN AND SUBSCRIBED TO BEFORE ME
ON THE 23rd DAY OF August, 2023.

Beverly Pascual
Notary Public

Beverly Pascual
Printed Name of Notary

#133248332
Notary/Bar Roll Number

My commission expires 08/03/2025



Signature Page

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: _____
Number: _____
Number: _____
Number: _____
Number: _____

Name of Proposer: Exclusive Network Enterprises

Address: PO-8753, Greenville, TX 75404

Phone Number: (903) 455-8500 Fax Number (903) 454-8513

Type Name of Person Authorized to Sign: James Mosby

Title of Person Authorized to Sign: CEO

Signature of Person Authorized to Sign: *James Mosby*

Email Address of Person Authorized to Sign: exclusivenet@earthlink.net

Date: 08/24/2023

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.

Corporate Resolution

CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF
The Little Group LTD Co DBA Exclusive Network Enterprises
INCORPORATED.

AT THE MEETING OF DIRECTORS OF The Little Group LTD Co DBA Exclusive Network Enterprises
INCORPORATED, DULY NOTICED AND HELD ON 08/23/2023,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

RESOLVED THAT James Mosby, 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.

Angela Mosby

SECRETARY-TREASURER

08/23/2023

DATE

ENE Guarantee

We have an enviable reputation in the staffing industry— one of honesty and solid ethics. We promise only what we can deliver, and we back up our promises. **The ENE guarantee supports every order placed by Jefferson Parish:**

ENE guarantees that ENE IT staff assigned to Jefferson Parish will satisfactorily perform the services ordered by Parish. Upon reasonable notice from Parish, ENE will arrange for an immediate replacement candidate.