

# Technical Proposal

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

**RFP No.: 0464**

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**Prepared for and Presented to:**

**Jefferson Parish**

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## COVER LETTER

August 16, 2023

Attn: Jefferson Parish

NenZen LLC (NenZen) is proud to submit this offer to Jefferson Parish for Information Technology Support Services and Supplemental Staffing. We have reviewed the Statement of work (solicitation) and understand the requirements and comment to performing the Work within the time period.

At NenZen we specialize in delivering innovative and tailored IT solutions to meet the unique needs and challenges faced by organizations like Jefferson Parish. We understand the critical role technology plays in driving efficiency, optimizing processes, and achieving strategic goals.

As President of NenZen, I want to convey my commitment to this project. I confirm that I am authorized to negotiate and sign any agreement reached between Jefferson Parish and NenZen, LLC. We look forward to working closely with you, and we are committed to meeting your expectations and continuing to serve your strategic needs. Our Bid is a firm for a period of one-hundred eighty (180) days. We acknowledge all Addendums to this RFQ

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## 1 EXECUTIVE SUMMARY

NenZen LLC (NenZen) is thrilled to announce its partnership with MTNT Intelligence Solutions, LLC (MTNT), and Cirrus 9 Solutions LLC (Cirrus) to offer comprehensive Information Technology (IT) Consulting Services to Jefferson Parish. This executive summary highlights the combined expertise and customized solutions our collaborative team brings to drive Jefferson Parish's technological advancements and enhance its services.

### Our Partnership:

NenZen, MTNT Intelligence Solutions, LLC, and Cirrus 9 Solutions LLC have joined forces to provide a unified and diverse approach to IT consulting services. Leveraging the collective strengths of each organization, we aim to deliver cutting-edge solutions and ensure Jefferson Parish's digital success.

### Our Services:

*IT Strategy and Planning:* Together, our expert consultants collaborate with Jefferson Parish stakeholders to devise tailored IT strategies aligned with the county's unique objectives. We conduct thorough assessments to identify opportunities, enabling us to create strategic roadmaps that maximize the impact of IT investments.

*Digital Transformation:* Our partnership empowers Jefferson Parish to embrace digital innovation confidently. We offer a suite of digital transformation services, including process optimizations, data-driven decision-making, and the implementation of emerging technologies to enhance efficiency and citizen services.

*Cybersecurity Solutions:* Protecting Jefferson Parish's valuable data and IT infrastructure is our top priority. Our comprehensive cybersecurity services include risk assessments, vulnerability management, incident response, and employee training, ensuring robust protection against cyber threats.

*IT Infrastructure and Operations:* Our partnership streamlines Jefferson Parish's IT infrastructure and operations, ensuring seamless integration, enhanced performance, and reliable service delivery.

*Data Analytics and Business Intelligence:* With our combined expertise, we assist Jefferson Parish in harnessing data through advanced analytics and business intelligence tools, empowering informed decision-making and improved service outcomes.

### Why Choose Our Partnership:

- ***Synergistic Approach:*** Our partnership unites diverse skill sets, allowing us to address complex challenges with comprehensive and holistic solutions.
- ***Customer-Centric Focus:*** We prioritize understanding Jefferson Parish's unique requirements, tailoring our offerings to suit the county's specific needs and goals.
- ***Collaborative Engagement:*** Our team collaborates closely with Jefferson Parish, building strong partnerships and fostering a transparent and communicative relationship.
- ***Security and Compliance:*** We collectively enforce robust cybersecurity measures, ensuring Jefferson Parish's IT infrastructure remains secure and compliant with industry regulations.

- **Proven Expertise:** Our combined track record in delivering successful IT consulting services in the public sector demonstrates our ability to drive tangible results and exceed expectations.

The partnership between NenZen, MTNT Intelligence Solutions, LLC, and Cirrus 9 Solutions LLC is built on a shared vision of empowering Jefferson Parish in its digital journey. Our combined expertise and customer-centric approach position us as the ideal partners to support the county's IT transformation initiatives. With our comprehensive suite of IT consulting services, Jefferson Parish can drive innovation, optimize operations, and deliver exceptional services to its residents and stakeholders. We look forward to embarking on this transformative journey together.

## 2 TECHNICAL PROPOSAL ELEMENTS

### 2.1 Company Qualifications

NenZen LLC (NenZen) is Service-Disabled Veteran Owned Small Business. NenZen's vision is to provide on the mark, scalable solutions to all facets of clients' needs and become a reliable, trusted global leader in the IT and engineering industries. We provide services and solutions for cyber security, cloud services, engineering, software development, and managed services. Our company works with the public, private, and commercial sectors to create integrated secure technology for our trusted partners and customers.



#### Our Key Differentiators are:

- Critical thinking & problem solving
- Qualitative and quantitative approaches
- Reliability of services
- Total customer dedication
- Constant infrastructure health assessments
- State of George certified DBE and MBE

NenZen offers reliable staffing solutions that support the ability to build your staff strength and assist your employees during crucial times and keep your projects moving. We are a leading organization offering a full service, cost effective and efficient staffing management services to organizations that may not have the essential infrastructure or inclination to perform resource intensive tasks. We are capable of offering resources to the **Jefferson Parish** the Best Value Team at the least risk, right sized, properly staffed, and competitively priced.

#### Highlights of our staffing services:

- Employees who will stay on our rolls
- Standard contractual procedures that we will handle
- Statutory compliance, remittance of statutory payments and other related administration
- Payroll and personal administration
- Employee registration under various schemes

A Trusted Partner, NenZen has a healthy database of IT professionals who are full-time employees and independent contractors, allowing us the flexibility to fulfill ongoing requirements to the needs of our clients. We can fill all the categories, as we either currently are filling or have filled in the

past each role listed. Based on the requirements of this RFP, which mirror our current and past contracts, we look forward to the possibility of leveraging our experience and expertise to establish a new partnership with the **County of Rockland**.

**For this effort**, NenZen has partnered with **MTNT Intelligence Solutions** and **Cirrus 9 Solutions**.

### **MTNT Intelligence Solutions, LLC**

Established in 1976, MTNT, Ltd. is an Alaska Native Corporation (ANC) owned by more than 465 Shareholders. MTNT is headquartered in Anchorage, Alaska, with bona-fide office also in Georgia. Through its holding company's subsidiaries, MTNT rapidly provides cleared staffing, products, services and technologies to Government and Industry both stateside and abroad. MTNT specializes in delivering information technology (IT), software development, cybersecurity, and data management support services to the Department of Defense (DOD) and other Federal Agencies. MTNT recruits and retains the highest caliber of IT professionals to provide technical and administrative support for rapid management of requirements impacting our national security and other federal government priorities. MTNT was formed to meet an increasing demand from our government customers to provide solutions for professional and technical IT support requirements. MTNT is an SBA certified 8(a) Alaska Native Corporation-owned small disadvantaged business and has grown to include regional offices on the West Coast, Mid-West, and East Coast.



### **MTNT Capabilities**

- Intelligence Analysis & Fusion
- Open Source Intelligence Analysis
- Cyber & Electronic Warfare Analysis
- SIGINT Collection, Processing and Exploitation
- Geospatial Analysis and Full Motion Video
- Cyber Security, IT Support and Systems Engineering
- Secure SCIF Construction and Renovation
- Data Science Solutions
- Emergent Technology Delivery and Implementation
- Technical Training and Advising
- Instructor and Role Player Support
- Exercise Scenario Development
- Training Data Collection and Analysis

### **Cirrus 9 Solutions LLC**

Cirrus 9 Solutions LLC is a network engineering company with technical experts possessing over a decade of experience designing, building, implementing, and managing small, medium, and large enterprise networks, we are committed to innovation and excellence. Our expertise includes Next-generation Wi-Fi, Cloud solution architectures, Advanced



network analytics, Network security, Software-defined networking, and Automation.

**OWNERSHIP STRUCTURE:** NenZen is an LLC partnership. Our organizational structure is designed to be lean, efficient, and responsive. Our corporate officers are involved in day-to-day operations, meet with our Program Managers regularly, and remain involved in and informed of the status of all project activities from inception. They are also directly accessible and maintain regular communications with clients to ensure their overall satisfaction with the quality and timeliness of our team’s deliverables. Our reporting structure provides the Program Manager with direct access to Team-level corporate owners/officers. The Program Support roles are also accessible through well-defined line of communication, to facilitate contractual, finance, timekeeping, payroll, and IT functions for the project.



## 2.2 Demonstrated ability to On-site Staff to meet the Scope of Work

With technology serving as a fundamental component in business success, organizations today require access to top technical talent. NenZen’s flexible and scalable solutions address the complexities of each client’s needs, whether the requirement is for a single contract consultant, a niche talent for an open full-time position or a large team of IT professionals for a long-term project. As part of our consultative process, NenZen learns the objectives of both the project and client environment in order to deploy the ideal solutions and top professionals for the requirement. The following represents our onsite labor categories our team has staff in the federal government environments.

## ARCHITECTURE

### Enterprise Architect

**Experience:** Conceptualize, design, and develop total system or product solutions for enterprise-wide information technology or engineering/manufacturing processes. Translate customer and organizational objectives and critical success factors into actionable business, organization, and technology strategies. Create Information Technology (IT) plans based on an understanding of the

customer's organization, strategic direction, technology context, and business needs. Lead and work in a collaborative effort to conceptualize total systems and product solutions. Architect, design, and develop integrated business or engineering systems and products to support the achievement of the customer's business goals. Leads others in the definition of project scope, plans, and deliverables including cost projections and proposed implementation dates. Control project requirements, scope, and change management issues. Assist leadership in determining tactical and strategic direction of the division/organization. Work with others to develop and propose new business and technical opportunities to leadership and the customer. Research, evaluate, and stay current on emerging tools, techniques, and technologies.

Minimum Education: Bachelor's Degree

Years' Experience: Five (5) years

## **BUSINESS ANALYSIS**

### System Analyst

Experience: Perform a variety of professional, technical and analytical duties in the operation of enterprise, client/server and desktop computer systems and networks. The duties include work in the areas of user and systems requirements and analysis, applications development and maintenance, computer systems support, network design and maintenance, and data/database analysis/administration. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation.

Minimum Education: Bachelor's Degree

Years' Experience: Five (5) years

### Network Engineer

Experience: Performs a variety of network engineering tasks which focuses on the design, integration, and implementation of LAN and/or WAN including hardware, software and support facilities and/or equipment. Performs design, installation, troubleshooting, and support of LAN/MAN/WAN hardware, software and applications. Installs and configures hardware such as routers, switches, hubs and network monitoring devices. Responsible for implementation and maintaining cable plants and architecture, communications transmission lines and all other attached devices. Responsible for the technical/engineering part of a major project or a project of lesser complexity than those normally assigned to a higher-level engineer. Coordinates the activities of Network Technicians assigned to specific network engineering projects. Provides technical support to end users. May perform other duties as assigned.

Minimum Education: Bachelor's Degree

Years' Experience: Two (2) years

## **CYBER SECURITY**

### Cyber Security Engineer

Experience: Performs a variety of routine project tasks applied to specialized technology problems. Tasks involve integration of electronic processes or methodologies to resolve total system

problems, or technology problems as they relate to Information Assurance requirements. Conducts security assessments and security consulting services. Analyzes information security requirements. Applies operating system security configuration. Applies analytical and systematic approaches in the resolution of problems of work flow, organization, and planning. Conducts security certification and accreditation for information technologies.

Minimum Education: Bachelor's Degree

Years' Experience: Seven (7) years

## **DATABASE EXPERTISE**

### Database Administrator

Experience: Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end /back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Experienced with MSSQL, MySQL, Mongo, PostGRES, and Oracle Solutions. Acts as database lead and provide guidance to junior administrators.

Minimum Education: Bachelor's Degree

Years' Experience: Five (5) years

## **EXECUTIVE and PROJECT MANAGEMENT**

### Project Manager

Experience: Organizes, directs, and manages contract operation support functions, involving multiple complex and inter-related project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Leads team on large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. (h) Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of projects.

Minimum Education: Bachelor's Degree

Years' Experience: Five (5) years

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## FRONT END/WEB DEVELOPMENT

### SharePoint Developer

Experience: Responsible for supporting the development and deployment of coded solutions for SharePoint on premise infrastructure and SharePoint Online (SPO). Develops and deploys SharePoint solutions. Assists and advises site administrators in pre and post migration preparedness and activities. Documents all configurations for future support purposes and Disaster Recovery. Provides SharePoint Administration and User Support as needed. Possesses a proven track record of leading technical design in collaboration with business and other technologists. Works with design and build components of enterprise applications and provides consultative guidance on all project assignments for our clients. Works as part of a project team to ensure that the business and technical architecture of the delivered solution matches customer requirements.

Minimum Education: Bachelor's Degree

Years' Experience: Seven (7) years

## HARDWARE AND HELP DESK

### IT Help Desk (Tier I-III and Manager)

Experience: Manages a team of support personnel who troubleshoot and resolve IT issues. Ensure the help desk staff uses the required tools and software to identify, document, track and resolve reported problems. Plan, prioritize and schedule help desk activities to ensure maximum issue resolutions in minimum time. Develop and train help desk staff. Analyze help desk activities and develop tools and process improvements to optimize service and staff performance. Provide daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

Minimum Education: Bachelor's Degree

Years' Experience: Five (5) years

## QUALITY ASSURANCE

### Software Tester/Analyst

Experience: Responsible for leading all aspects of functional and/or load and stress testing. Knowledgeable in the areas of project planning, technical assessment, tool selection, installation, and configuration. Ultimately responsible for the test plan, the design and development of testware, execution of tests, and presentation of test results. Highly proficient in the use of software testing and profiling tools.

Minimum Education: Bachelor's Degree

Years' Experience: Three (3) years

## SOFTWARE DEVELOPMENT

### .NET Developer

Experience: Collaborate with architects, developers and business partners to develop enterprise applications. Develop UI components using variety of Microsoft technologies including .NET,

JavaScript, JQuery, AJAX, etc. -Perform business analysis / requirements analysis with the help of end-users Develop prototypes and architectures for new concepts and technologies. Create conceptual data models for database interaction. Perform implementations and support for higher and lower-level environments and other duties as assigned.

Minimum Education: Bachelor's Degree

Years' Experience: Five (5) years

## SYSTEM ADMINISTRATION

### Network Administrator

Experience: Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including: day-to-day operations, monitoring and problem resolution client Networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices.

Minimum Education: Bachelor's Degree

Years' Experience: Three (3) years

## 2.3 Staffing Approach and Methodology

When **incumbent personnel are not available**, we utilize our first-hand knowledge of labor markets, and any available pre-screened candidates, for staffing whenever possible. As the result of previous and ongoing contract activity, we already have an established presence and candidate pools in a majority of the labor markets in Jefferson Parish. Our databases include thousands of candidates which, coupled with our ever-expanding network of contacts within the administrative and professional support services field, has enabled us to rapidly respond to very demanding requirements. This has included staffing remote or hard-to-fill locations as well as quick-turn requirements within 48-72 hours following initial notice under specific circumstances. In addition, we have developed a sourcing strategy that includes 24/7 online recruiting through Avionte, our cloud-based recruiting and staffing solution which provides integrated support between front office, back office, and web portals. This solution ensures a well-rounded set of candidates by identifying candidates through a comprehensive search of online job boards and resume distribution sites for the most efficient, accurate identification of candidates according to our defined criteria.

By synergizing our recruitment activities, Jefferson Parish will be provided with additional cost-benefit through recruiting efficiencies. We will deliver candidates that meet the minimum requirements for their proposed positions 100 percent of the time with a 90 percent or better retention rate. We will accomplish this using our time-tested recruitment approach, detailed below, which has produced these results for over years on staffing contracts for administrative and professional support services. The strength of our recruitment approach lies in its requirement that our recruiting staff adheres to very specific guidelines that are tied directly to the Performance Work Statement (PWS). To ensure 100 percent of our candidates meet the minimum requirements,

our Recruiter will create a candidate checklist for each position that contains each position's key duties, requisite qualifications, and credentials drawn directly from the task order.

During our recruiting process, each candidate will be evaluated using these checklists to ensure they are able to perform all contract-required duties and tasks. The process for the creation of these important checklists is depicted in the figure below.



### **Pre-Screening Checklists expedite Recruitment & Onboarding**

Once we identify a qualified and available candidate, we enter relevant recruiting information, including geographical work preferences, into our applicant tracking system. The most qualified and experienced candidates are matched to immediate staffing needs while additional qualified staff are banked within our active inventory for use as substitutes and relief staffing, or to be used at other sites. Once identified for specific staffing needs, the hiring process begins.

### ***Selection***

We will review all candidates who apply to each posted requisition, to ensure that all minimum qualifications have been met. Selection objectives will be designed to select the most competitive candidates among those that meet the minimum qualifications as stated in the official position description. Phone screens are also performed as part of the application process. Phone screen questions provide assurance that the applicant is eligible to work in the USA as well as additional insight to their work experience, compensation, and qualifications.

- **Employment Suitability Screening:** Our pre-employment screening processes are designed to support the requirement for individuals suitable for employment within the U.S. Government environment. During the sourcing process, we ensure that potential candidates are aware of the employment suitability requirement for positions and that only those individuals who are confident of favorable background screening and clearance adjudication should apply. All applicants are screened for, **at a minimum**, I-9 employment eligibility verification, proof of required certifications, and favorable reference checks (employment, education, and personal references).

### ***Interview and Offer***

Our target is always that multiple candidates should be considered and interviewed when feasible. Our recruiter team will conduct interviews with all final candidates. Although in-person interviews are preferred, interviews are sometimes conducted via phone or Skype. Offers will be made contingent upon the award of contract work and new hires will be on-boarded in a timely manner so as to facilitate orientation, timely submittal of clearance paperwork, and training prior to reporting to their assignment.

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### *Recruitment Methodology*

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We take a **four-point approach** to maintaining a 100% fill rate, 100% of the time:

- **Cross Training:** To ensure 100% coverage for call-outs or same-day substitution emergencies, we cross-train employees within labor categories so that the absent employees' daily duties can be accomplished in the event of their absence. Every employee is assigned an alternate point of contact in case of absence.
- **Backup Candidates and Float Pool:** During the sourcing and recruitment process, a backup candidate is identified for each employee. These backup candidates are screened and interviewed and if qualified, are made contingent offers for temporary employment. Extended absences can be filled by the backup candidate on a temporary employee basis.
- **Continuous Recruiting and Screening:** Our continuous, web-based, 24/7 recruiting process ensures that our qualified candidate pool stays robust during contract performance, to support backfill requirements due to normal attrition.
- **Quality Control:** On the first day of the assignment, a member of the account management team will conduct a quality control call to the candidate's supervisor. At the end of the first week, another quality control check will be completed. Afterward, the team will conduct ongoing quality checks to ensure that the candidate is performing up to, or better than, the client's expectation.

NenZen understands that employee retention is more complex than simply providing benefits. Our three-point retention strategy is based on:

- **Competitive pay and benefits**
- **Career Development:** Investment in our employees through ongoing training and development. Additionally, we provide our employees with an annual Employee Development Plan, which outlines specific goals and milestones to be achieved for **advancement in their careers** with Hosted Records on this and future contracts.
- **Recognition and Reward:** Our managers make a diligent effort to **recognize and reward** the important role that our employees play in our customers' success. Managers and supervisors are proactive and accessible. Day-to-day interactions with supervisors and managers make employees feel their contributions are appreciated, and that their unique qualities are recognized.

We find that conscious and consistent application of these principles results in high levels of employee job satisfaction and effective skill retention through minimal turnover and a **commitment to the heart of the customer's mission.**

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### *Staffing Replacement/Substitution*

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NenZen understands that the services performed by our employees under this contract are vital to day-to-day operations and of the importance of covering personnel absences. A staffing management plan contains a plan for addressing all the aspects of manpower and will include below information:

- Identification of human resources
- How the human resources will be acquired

- Criteria to be used for how the human resources will be selected
- From where the human resources will be acquired
- How to acquire resources from within the organization
- Resource loading table depicting the total number of resources needed at different points in the project
- Safety and security guidelines for the human resources
- Identification of training needs and plan for fulfilling the training needs of the team
- Rewards and recognition plan for the team
- How to build the team and enhance team performance
- How to monitor the performance of each team member and help keeping them motivated

We will provide Jefferson Parish with leading staff augmentation services with demonstrated technical expertise, competence in maintaining qualified staff, proven and verifiable experience, and professional management to fully satisfy the technical performance and quality standards requirements of the RFP. We recruit for your specific needs: Our proven and time-tested recruitment process allows us to select the right candidate for your company. With a vast professional network, we have access to a huge base of resources. Our staffing services allow your company to scale up or down based on the needs of your current business cycle. This allows you to bring down your costs on hiring, training, and providing benefits to new employees together with the administrative costs of the human resource department.

**Highlights of our staffing services:**

- Employees who will stay on our rolls
- Standard contractual procedures that we will handle
- Statutory compliance, remittance of statutory payments and other related administration
- Payroll and personal administration
- Employee registration under various schemes

### 3 PROPOSER QUALIFICATIONS AND EXPERIENCE

#### 3.1.1 Project 1#: IT Consulting Services

Offeror's Name	NenZen LLC
Project Title	Sr. Network Engineering Enterprise Operations for C9S
Contract Number	CSA-119-0922
Agency/ Customer:	Cirrus 9 Solutions LLC
Dollar Value:	\$83,000
Period of Performance:	09/2022 – 02/2023
POC Details:	Will Williams 888-CIRRUS9/Email: will.williams@cirrus9solutions.com
<b>Brief Description of Services Provided</b>	
Senior Network Engineering Services and support for Cirrus 9 Solutions LLC. Providing day to day managed services, engineering design and solutions for clients of Cirrus 9, as Subcontract holder for the City of Brownsville Texas.	

#### 3.1.2 Project 2#: IT Consulting Services

Offeror's Name	NenZen LLC
Project Title	Managed IT Services
Contract Number	RBP-01-2021-01
Agency/ Customer:	RBP Management & Services LLC
Dollar Value:	\$25,000
Period of Performance:	01/2021 – 01/2022
POC Details:	Gerard Pugh 843-364-0844/Email: jyronpugh@gmail.com
<b>Brief Description of Services Provided</b>	
Provided managed IT Services for RBP Management & Services LLC in the nature of on call/as needed IT support for technical issues arising within the company.	

#### 3.1.3 Project 3#: Information Technology Support Services (ITSS)

Offeror's Name	MTNT Intelligence Solutions, LLC
Project Title	Information Technology Support Services (ITSS)
Contract Number	W15QKN19C1010
Agency/ Customer:	US Department of Army
Dollar Value:	\$8,355,812.59
Period of Performance:	8/1/2019 – 9/24/2024
POC Details:	Mark Anderson, COR (80th G6 SIMO) 80th Training Command (TASS) 6700 Strathmore Road

North Chesterfield, VA 23237  
Phone: (910) 656-0905  
Email: [mark.s.anderson7.civ@mail.mil](mailto:mark.s.anderson7.civ@mail.mil)

**Brief Description of Services Provided**

MTNT provides the 80th Training Command (80th) with IT/AV support for 197 classrooms and an average of 60,000 students per year, which encapsulates more than 15,000 Troop Program Unit and Active Guard Reserve classes conducted annually at eight (8) separate training locations across the country including the 83rd U.S. Army Reserve Readiness Training Center (ARRTC)'s four (4) Non-commissioned Officer Academies and main training center at Fort Knox, Kentucky. The 80th Training Command provides a training infrastructure supporting standardization, compatibility, interoperability, scalability, accountability, and sustainability of classrooms across the 80th Army Reserve training enterprise on the Army Reserve Network.

**End User and Help Desk Support:**

MTNT provides onsite and remote support services and completes all requests within 72hrs of being received. MTNT supports end user devices, users and equipment management for local faculty & staff using the resident classrooms.

MTNT develops, integrates, fields, and supports the core mission command computing environments and applications for the Army's operating forces to provide a user-defined common operational picture (COP) and real-time situational awareness. MTNT supports the Warfighter for garrison, exercise, combat operations and contingencies. We support pre-deployment exercises with field software engineering, over the shoulder technical assistance, providing on-site diagnostic and corrective actions, and capturing and reporting requirements. We configure, repair, troubleshoot and possess a working knowledge of either CPOF, SharePoint, Command Web or Common Tactical Viewer (CTV). MTNT installed, configured, repaired, and troubleshoot networks, Windows Operating System, Microsoft Office, Command Post of Future (CPOF) Repository, CPOF Data Bridge, and CPOF Mid-Tier.

MTNT supports exercises with field software engineering, over the shoulder technical assistance, providing on-site diagnostic and corrective actions, and capturing and reporting requirements. We configure, repair, troubleshoot and possess a working knowledge of Command Post of the Future (CPOF).

**Cyber Security Administration:**

MTNT provides Network Share Management Support services and security controls for all Mission related Training site locations. We provide onsite and remote support services for this, and they are completed within 72 hours of being received via the ESD helpdesk portal.

MTNT provides Information Assurance Support Services for Computer Network Defense and Cyber Security Incident response support and reporting. We provide immediate onsite and remote support services. We are responsible for Computer Network Defense (CND) and other cyber and security related training to remain proficient and current on ever emerging technologies that may be implemented within the Enterprise.

**Server/Network Administration and Hosting:**

MTNT supports associated hardware and software components of servers and workstations necessary for the 80th to meet its mission including desktop computers, mobile devices and peripherals operating in classroom, stand-alone, and various network configurations.

MTNT provides system maintenance and administrative functions including system configuration and modifications; adding, removing, and replacing hardware and software items; system start up, shut down, backup and restore; database administration and maintenance; and system user access control. MTNT installs, configures, repairs, and troubleshoots, Enterprise Services including Microsoft SQL Server, Microsoft Exchange Server, Virtual Servers, Microsoft Windows Server, and SharePoint Server, IAW the TMC Battlefield Command and Control Servers (BCCS) documentation.

MTNT possesses a working knowledge in performing analysis of systems' operation. We are proficient in installing, configuring, repairing, and troubleshooting networks, Windows Operating System, Microsoft Office, CPOF Repository. Knowledge of and experience in the utilization of operating systems and database management systems. We provide system maintenance and administrative functions including system configuration and modifications; adding, removing, and replacing hardware and software items; system start up, shut down, backup and restore; database administration and maintenance; and system user access control. We install, configure, repair, and troubleshoot Enterprise Services including Microsoft SQL Server, Microsoft Exchange Server, Virtual Servers, Microsoft Windows Server, VMWare Infrastructure underlying the system, Basic configuring of CISCO switch's IAW the TMC Battlefield Command and Control Servers (BCCS) documentation

**Classified Video Teleconferencing:**

MTNT focuses on a variety of automation environments to support classroom IT and AV requirements enabling instructors to access digitized courses, POIs, and other training materials and products available through DoD networks or over the Internet in a variety of training environments. The MTNT team is responsible for ensuring compatibility of the hardware with VTC programs, projectors, microphones, printers, and other equipment used for the training classes. MTNT specialists are required to provide operational user/customer support, technical support, and knowledge transfer as required for resident and virtual classrooms.

**3.1.4 Project 4#: Automated InterSite Gateway (AISG) and Corporate Data Repository System (CDRS) and Joint Deficiency Reporting System (JDRS)**

Offeror's Name	MTNT Intelligence Solutions, LLC
Project Title	Automated Intersite Gateway (AISG) and Corporate Data Repository System (CDRS) and Joint Deficiency Reporting System (JDRS)
Contract Number	FA877019D0506
Agency/ Customer:	US Department of Air Force
Dollar Value:	\$8,168,493.59
Period of Performance:	8/1/2019 – 8/31/2024
POC Details:	Grant T. Hutchinson, Contracting Officer AFLCMC HIK W BES 4225 Logistics Ave, Rm A208

Wright-Paterson AFB, OH 45433  
Phone: 937-475-3543  
Fax: 937-904-3765  
Email: [grant.hutchinson@us.af.mil](mailto:grant.hutchinson@us.af.mil)

**Brief Description of Services Provided**

**Hardware Platforms:**

MTNT supports dedicated LINUX, intel, and HP-UX workstations which are utilized to manage, maintain, and develop required software. We provide hardware and software maintenance services to the government provided hardware and software.

MTNT supports AISG's 50 systems, 130 interfaces and 1,100 inbound and outbound files by translating logistics data from one format to another as each logistics system has its own data format. There are 361 data systems registered in CDRS with interfaces containing file and records layouts, all conforming to AFMC standards with 500+ users in which MTNT supports. MTNT also supports JDRS which is a web-based automated system designed to initiate, process and track deficiency reports from submission and through the investigative process and supports over 3,000 users.

**End User and Help Desk Support:**

MTNT provides a seasoned team for the delivery of technical IT support services supporting the Automated InterSite Gateway System (AISG), Corporate Data Repository System (CDRS), and the Joint Deficiency Reporting System (JDRS) programs located at Wright-Patterson AFB. MTNT provides on-site technical support since 2014 providing 14 FTEs to deliver IT technical expertise for the Levels I, II, & III service help desk, user training, and technical/system interface management support to the Air Force Management Center and DoD Logistics Investment DataSystems. We provide NIPR and SIPR (Secret Clearance Required for SIPR Service Desk support) Level I and II Service Desk support at a state of readiness, defined as operational from 0800 to 1700 EST, Monday through Friday.

The service desk support provides trouble ticket response, connectivity verification, net-level troubleshooting, enrollment, and other support functions. MTNT provides systems engineering for each infrastructure structure to support current and future Air Force systems and varying levels of software maintenance/sustainment, modification, testing, implementation, and documentation. MTNT delivers direct on-site support for sustainment, system documentation, specific system software and hardware support, system administration, configuration management, and project management. MTNT employees support Interface Control Documentation, development, and definition as well as Security Certification and Accreditation, updates to the Information Support Plan, and evaluation of new Commercial Off the Shelf (COTS) software.

**Cyber Security Administration:**

MTNT's personnel identify, manage, and verify Cybersecurity requirements, to include monitoring, evaluating, and maintaining systems, policy, and procedures to protect the Air Force networks, data/voice systems, and databases from unauthorized activity. Support includes identifying potential cybersecurity threats and managing security violations. Cybersecurity requirements are integrated into the overall Test and Evaluation (T&E) process. Cybersecurity

risks are identified and managed as part of the overall program risk management process (consisting of cost/schedule/ performance risks). MTNT provides an Information System Security Officer (ISSO) to oversee Cybersecurity implementation. MTNT develops Systems Security Plans using Risk Management Framework (RMF) for DoD Information Technology (IT).

MTNT’s personnel provide design and implementation information for the controls to be employed that includes security-relevant external system interfaces, high-level design, low-level design, source code and/or hardware schematics. Baseline security controls include, but are not limited to, a significant and often underestimated requirement to conduct initial and periodic analysis and secure configuration of any COTS and/or non-developmental items (NDI) to ensure these are appropriately configured, software/hardware/ firmware is controlled, and any unique risks posed are mitigated. MTNT implements all DISA Security Technical Implementation Guides (STIG) and Security Requirements Guides (SRG) applicable to any system IA enabled components and produces the results of the security testing/evaluation. The DISA Information Assurance Support Environment (IASE). MTNT also supports DoD I 8520.02, Public Key Infrastructure (PKI) and Public Key (PK) Enabling, to achieve standardized, PKI- supported capabilities for biometrics, digital signatures, encryption, identification, and authentication.

**Server/Network Administration and Hosting:**

MTNT provides System Administration support for the servers and System Analyst support of the AISG/M024B application production software. Administration coverage is provided to support twenty-four (24) hour operations by being on call. We also provide ORACLE database administration support including creating databases, building schemas and associated structures, ensuring connectivity, installing software, performance tuning, as well as other necessary support pertaining to the ORACLE database. For any system or database administration, MTNT provides notices of down time, submits trouble tickets for any work being performed, and provides Level II and III Service Desk Support for the applications.

AISG may require a hosting alternative to an environment such as Defense Information Support Agency (DISA) MilCloud or a similar hosting environment in which MTNT will provide this service. The migration will include code refactoring, design, development, and testing.

**3.1.5 Project 5#: Desktop IT Support**

Offeror’s Name	MTNT Intelligence Solutions, LLC
Project Title	Desktop IT Support
Contract Number	W91QF420C0005
Agency/ Customer:	US Department of Army
Dollar Value:	\$4,645,000.00
Period of Performance:	09/14/2020 – 09/13/2025
POC Details:	Harold Reeve, COR Army G6, Desktop Support Supervisor 100 Stimson Avenue, Bldg 127 Fort Leavenworth, KS 66027 Phone: 913-684-1627 Fax: N/A Email: <a href="mailto:Harold.j.reeve.civ@army.mil">Harold.j.reeve.civ@army.mil</a>

### Brief Description of Services Provided

MTNT provides eight (8) cleared information technology specialists to provide installation, maintenance, removal, and information assurance support requirements on all IT Automation equipment located in Academic and Technology Support Division (ATSD) supported directorates, ATSD supported classrooms, and common area IT Automation equipment supported by ATSD. MTNT supports 3000 NIPR workstations, 1300 Mission Command Network systems, 150 commercial systems, 626 NIPR printers, 180 MCNET printers, 170 classrooms and their associated educational technology, 1200 students, and 940 faculty across Army University's seven-building campus. MTNT supports four (4) separate networks within the local Fort Leavenworth campus of Army. These networks (NIPR, SIPR, Closed Restricted Mission Command Network, and Commercial Wireless Network) all vary in scope and level of Information Assurance requirements and automation available for administration. MTNT supports systems requiring monthly touch labor maintenance, reimaging, and security patching remediation exceeding 300 systems due to failed automation push attempts through the Fort Leavenworth NEC, or based on changing Risk Management Framework (RMF) guidelines/reporting requirements.

#### **Hardware Platforms:**

MTNT performs all tasks associated with hardware deployment, including receipt, staging, installation, recovery, and turn-in of failed and life-cycled systems. We verify that hardware, operating system, and base applications are fully operational, without errors, and successfully connects to the network during installation. We ensure all hardware devices (i.e., computers, MFD's, printers, etc.) are properly labeled IAW established TTPs and SOPs.

#### **End User and Help Desk Support:**

MTNT staffs the ATSD User Support Helpdesk. We assist staff, faculty, and students with remediation techniques and instructions through verbal and written communications. We document support requests for trend tracking analysis. We input, monitor, and close requests for support or remediation within the government provided ticketing system. MTNT ensures data input for ticketed support requests are clear, concise, timely, and in a standardized format. We escalate service requests to the Army Enterprise Support Desk as required. We complete processing sheets for Staff and Faculty equipment requests regarding hardware and software service requests. MTNT assists with service requests for user account generation to include, but not limited to, Active Directory group membership changes, and verification of user system DHCP configurations using remote administration tools and government provided administration tools. We execute closure of assigned or self-generated tickets within the government provided ticketing system. Through staffing of ATSD Helpdesk, MTNT assists in guidance and dissemination of information regarding approved processes for end users. MTNT helpdesk employees assist in guidance and dissemination of SAAR (DD2875) documentation for submittal to ATSD IA operations.

MTNT performs execution of IT automation imaging for ATSD on supported networks. We perform installation of imaged systems for users and directorates on ATSD supported networks. Performance of imaging and installation of systems includes, but is not limited to, data backup, data restoration, system configurations, and documentation for ATSD inventory tracking and reporting. We perform Life Cycle Replacement (LCR) for ATSD IT automation equipment

consisting of equipment and system removal. MTNT performs updates to or generates TTPs and SOPs for execution of imaging tasks when not available through coordination between COR and Site Lead/Assistant Site Lead. We perform user data backups upon request (as identified within ticket). We perform execution of user data restoration to existing and new computing systems to include validation and documentation of successful restoration. We provide desk side installation of imaged systems, executed for users as determined through coordination with Site Lead/Assistant Site Lead and COR.

**Cyber Security Administration:**

MTNT executes established procedures for identified noncompliant systems regarding OS vulnerabilities identified through IA scans provided by NEC/ARCYBER/ATSD IA, and coordinated through COR, Site Lead, or Assistant Site Lead. We update documented data call documentation reporting on execution of OPORD/ IA task initiatives as coordinated/ prioritized through the COR and Site Lead. We update TTPs and SOPs as needed for authorized IA remediation techniques. MTNT updates, patches, and maintains installed OS software per assigned tickets on user IT automation systems. We update ATSD maintained documentation ensuring proper OPORD and IA remediation tracking for staff, faculty, and classroom IT automation systems. We update and report on the status of requested IA remediation tickets assigned. We troubleshoot, review, and update TTPs and SOPs for OS software remediation and patching, ensuring efficient practices are documented. We update and close tickets regarding OS software remediation and patching.

**Server/Network Administration and Hosting:**

MTNT performs installation and removal of Uninterrupted Power Source (UPS) and Multi-Functional Devices (MFD)/Printer equipment in supported classrooms, and supported ArmyU directorates on supported networks. We provide manual patching of network drops for approved Army University supported networks. We provide identification, documentation, remediation, and moves of data and voice cabling for classroom, staff, and faculty systems. MTNT updates and assists in maintaining appropriate documentation utilized for equipment inventory and purchasing.

**Classified Video Teleconferencing:**

MTNT is dedicated to ensuring the utmost performance of Video Teleconferencing equipment. Our highly skilled team takes charge of verifying the functionality and power status of the equipment. They promptly respond to trouble tickets and conduct proficient troubleshooting procedures to address any issues that may arise. If basic troubleshooting is unsuccessful, our team efficiently escalates the tickets to the specialized technicians of the Enterprise Classroom Program. This seamless collaboration guarantees that any complex technical challenges are swiftly resolved, ensuring uninterrupted and optimal teleconferencing experiences.

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## KEY PERSONNEL

### **Shequila S Hunter** **Account/Program Manager**

#### **Career Objective:**

An accomplished Communications & Information Systems Analyst with a proven record of providing reliable technical expertise, and development of innovative new processes. Motivated with solid experience in SharePoint, human resource management, systems security, assets controlling, budgeting, staffing, time management, risk assessments, employee relations, and organizational skills. A dependable leader with outstanding interpersonal communication skills driven to achieve, set goals, navigate ambiguity and prioritize tasks. Promotes interaction among individuals encompassing a variety of behaviors, including communication, information sharing, coordination, cooperation, problem-solving and negotiation. Strong verbal and written communication skills. Ready to offer my leadership skills and customer service experience to a challenging position with room for advancement. Have a current, active Top-Secret clearance.

#### **Core Skills and Knowledge:**

Data Management Leadership Acquisition processing Multi-tasker Ticket Management Risk Assessments Manager Safety Manager Benefits Administration Training/Development Project Management Employee Relations Remote Desktop Results Driven Voice Support Quality Assurance Trusted Agent Victim Advocate Staff Recruiting Active Role Server Organizational Skills Assets Management Security Management Records Management Microsoft Office Suite SharePoint Administrator Server Configuration Remote Access Tools Interpersonal Skills Onboarding Hires Strategy/Planning Marketing Server Management Self-Motivated Procurements Systems Administrator Problem Solving Message/Mail Handling Attention to Detail

#### **Experience:**

**Abacus Technology Corporation (FA4890-20-F-0024) AFCENT**

**May 22 - Present**

**Sumter, South Carolina**

**Configuration Manager**

- Perform configuration, knowledge transfer for all supported functions, documentation, change and release management, and support functions for all networks and systems
- Coordinate and administer all Configuration Management activities
- Draft procedures and execute the introduction of changes to engineering documents
- Oversee the review of released engineering change data and change documentation activities to ensure adherence to configuration management procedures and policies
- Maintain media control, which includes but not limited to inventories, accuracies, versions, and licenses for USAFCENT software.
- Deliver and maintain continuity binder, hardware and software license tracking reports

**ISHPI Core IT Services USARCENT Sumter, South Carolina**

**Jan 22 – May 22**

**SharePoint Administrator**

- Manage and perform SharePoint editorial activities in gathering information/researching to enhance value of site
- Delivers enterprise level support for USARCENT Microsoft SharePoint servers and applications System Administrator of 350 team sites, physical/virtual servers, configure services/ settings
- Maintains Disaster Recovery Plan, and server backups Provided support for SharePoint migration for Customer Support Systems Performs systems security, patching, and upgrades
- Manages security baselines and aide government in Risk Management Framework policies Provides Tier 1 support for users and SharePoint 2013 site owners
- Support and maintain SharePoint configuration, permissions and passwords, F5, VMware and, Central Administration; assigning permission levels and manage content types, site columns, lookups and templates
- Provides load balancing, optimization, maintain user profile services, web front and back ends, application serve, office web apps and third-party software

## **U.S. Air Force / AFCENT Sumter, South Carolina**

**Feb 18 Dec 21**

### **Cyber Operations Manager**

- Installed equipment, connect peripherals, testing, configure/delete client level software, modify software, configuration functions, patches, and security upgrades
- Served as focal point for STIGs, RMF, ASIs, time change orders for (NOTAMs, TCOs, TCTOs, TCNO, MTO, and CTO) managed, processed, tracked, and prepared status reporting across multi-network enclaves; performed weekly preventative maintenance on servers and network devices
- Supported company by implementing SharePoint solutions within environment through workflows, lists, dashboards, designing, tagging and testing
- Migrated content of annual audits from file shares to SharePoint to conduct server clean-ups and efficiency in data management on multiple networks Provided development processes for Exchange, Lync, Skype, MS Teams, Office, McAfee, Java and various web services by standardizing information on SharePoint site
- Delivered full Communications Focal Point Help Desk support on \$77M network to 1.8K customers for all AFCENT/AOC networks client equipment, software and services; Provided tier I and II support (trouble tickets/call prioritizing, diagnosis, analysis, troubleshooting and resolution of hardware and software issues)
- Created and updated Active Directory accounts on NIPR/SIPR/BICES/CPNX/ISAF/TNE; managed security groups, folders, mailboxes, permissions and created work order templates
- Provided supervision, oversight and accountability of 4 work centers with 40 personnel conducting IT and knowledge operation duties and responsibilities Streamlined Disaster Recovery program for emergency management (natural disasters, peacetime and wartime); fixed 5-year deficit in 1 month involving resolving inspections and audit findings
- Developed and improved processes to maintain compliance within government guidelines and prepared reports for stakeholders and executive leadership

- Conducted risk assessments and reduced vulnerabilities to satisfy the Security Technical Implementation Guide standards for the Risk Management Framework polices
- Created SharePoint web pages, navigation links, customized sites for 5 organizations, controlled SharePoint permission access to site security groups, and permissions for 130+ personnel
- Squadron Security Manager; coordinated with OPM in regard to personnel investigations for completion of security clearance processing; Initiated, processed & submitted eQIP and SF86 forms and security paperwork to OPM; Opened investigation for employees requiring initial and Periodic Re-investigations
- Provided guidance to employees and candidates with security paperwork, security clearance process and administered fingerprint process. Reviewed JPAS, DISS, and eQIP forms for completeness, accuracy, discrepancies as well as presence or absence of derogatory information
- Maintained employee security documentation in accordance with government and company guidelines.
- Maintained and updated Security Clearance Access Rosters for entire company
- Conducted security briefings and debriefings; established & maintained security education program and briefings Oversaw and implemented DoD/SOP policies for the classification and protection of classified nation defense and other sensitive information
- Screened & issued visitor and employee security badges
- Provided travel briefings to government/company employees as necessary
- Responded to agency inquiries regarding completed and pending security Clearances
- Maintained and updated filing system and maintained personnel security records for over 200 personnel
- Interacted and collaborated with other departmental program offices, Senior Management, and other agencies regarding security matters 30+ a day resolving issues with employee records

**U.S. Air Force / Korea / Japan / Belgium**

**Jun 09 Feb 18**

**Quality Assurance Evaluator / Assets/Communications Supervisor**

- Prepared, processed resources for military purchase orders, scheduled and verified deliverables
- Maintained electronic records of all purchase transactions, receipts, and payments; monitored bench stock of assets and performed data analysis on annual quantities
- Conducted research on goods, services, and cost comparisons; provided information to leadership on data analyzed for planned purchases
- Configured and managed multiple IT services, SharePoint, settings, searches, storage with backups, provisioning, and monitoring
- Created and submitted POAMs for Risk Migration Framework for compliancy of networks Provided support for SharePoint migration for Customer Support Systems Troubleshoot Domain Controllers, DHCP, DNS, Print Servers, Application servers, and resolved complex issues through independent research
- Provided efficient Tier II level support and resolution strategies to all NATO customers

- Created and maintained databases, network accounts and programs for department needs and Strategies; identified processes, functionality, and reliability of policies and procedures within DoD guidelines
- Hosted meetings to communicate with team members on reports, projects, customer issues, and standardization Configured, deleted, edited, and provided SharePoint permissions to users; supported and maintained design and documentation
- Performed evaluations on 260 personnel and 150 IT equipment; Inspected 10 agencies processes, tracked \$59M dollar assets and documented discrepancies
- Organization Equipment custodian; Managed largest Personal Wireless Communication System assets in the Pacific region; coordinated maintenance and accountability for 2.5K wireless devices worth \$10M
- Directed/trained 70+ personnel on multiple accountability information systems; trained 100+ personnel on record's management security, storage, destruction, and dissemination
- Agency advisor on personnel and administrative matters for over 200 personnel. Prepared and maintained new employee packages and personnel files; appraised, processed travel orders, staff reports, programs administrator, procurement, and professional development Audited 15 work centers, ensured accuracy of processes, legal, and statutory requirements

### **Education**

Bachelor of Art in Human Resource Management (University of Arizona Global Campus)  
Associates of Science in Information Systems Technology (Community College of Air Force)

### **Certifications / Training**

ITIL 2011 Foundation Certified / CompTIA Security + / CompTIA A + / Supervisor Development Course / Quality Assurance Evaluator / Security Manager / Senior Enlisted Professional Development Course / Basic Leadership Management Course / Train the trainer Course / Information Awareness Course / Defense Travel System Administrator / Sexual Assault Prevention Readiness / Safety and First Aid / Suicide Prevention / Security Identification Display Area Training / Badge Holder Training / Authorized Signer Training / Microsoft SharePoint Server 2013 Training / Microsoft Azure Administrator (In progress)

### **Awards**

Joint Service Commendation Medal / Air Force Commendation Medal (2) / Air Force Achievement Medal (3) AF Good Conduct Medal (6) / National Defense Service Medal / Global War on Terrorism Service Medal / Korean Defense Service Medal / AF Longevity Medal (4) / Joint Meritorious Unit Award / Meritorious Unit Award / AF Outstanding Unit Award

REFERENCES WILL BE PROVIDED UPON REQUEST

#### 4 PROJECT SCHEDULE

Our typical transition timeline for transition is presented in the following table. **This timeline can be accelerated to meet Task Order requirements, if necessary.**

Task	Days from Notice to Proceed
Identify and position Account Manager or Program Manager	PRE-AWARD
Source, screen, and recruit candidates for replacement of departing incumbent staff and contingent offers extended	PRE-AWARD
<b>Contract Award Announced (Notice to Proceed)</b>	<b>+0</b>
Contract Award teleconference with CO, COTR, and outgoing contractor	+1
Incumbent employee contact information provided to Hosted Records	+2
Incumbent employees provided with offers, transition timelines and expectations	+3
In-person contract kickoff meeting with CO, COTR, and outgoing contractor	+5
Incumbent employees offer acceptance and hire processing	+5 - +15
New Hire onboarding (replacement of departing incumbents)	+10- +20
Submit requests for physical and network access at work location, security IDs, site access, and other items requiring govt response (new hires)	+10- +25
All positions filled and transition complete	30 days after Award

#### Handover & Acceptance

When an employee is transferred or replaced, there is a need to have a proper handover takeover. The employee who leaves a position should be able to properly hand over his or her previous duties and responsibilities to the new employee. The following is a brief checklist of what is included in our sample checklist for formal transition sign-off:

- documented day-to-day activities and responsibilities
- details on ongoing projects, project owners, status updates and project deadlines
- list of software that incumbent or new employee should have access to
- access to important documents
- a list of key contacts and emails of customers, clients, colleagues, stakeholders and managers



## 5 TRANSITION PLAN

NenZen is committed to providing immediate and continuous communication throughout the transition period. Our Transition Oversight Committee (TOC) and their roles and responsibilities illustrates the communications expected to occur between the NenZen and Jefferson Parish stakeholders. NenZen will also ensure a low-risk transition through extensive communication with the incumbent contractor. Frequent, effective communication ensures that we will fully understand Jefferson Parish's needs and defines an effective transition plan based on accurate, up-to-date information. It also ensures that the customer and end users understand all transition activities and address their concerns.

Because NenZen is a Service Disabled Small Business, we have direct lines of open communication with technical, contract, and human resource personnel. During meetings, we will provide phone numbers, email addresses, and alternate communication methods. Our direct, hands-on approach provides a rapid response capability for any questions or problems that may arise.

The TOC is available to Jefferson Parish at any time to discuss the transition status. We also propose regularly scheduled meetings discuss progress and resolve transition challenges. In addition to regular meetings, we propose an electronically submitted weekly report summarizing progress over the past week.

NenZen is available to Jefferson Parish for kickoff meetings in order to establish key points of contact, discuss rules of engagement, and review transition plans. NenZen TOC, with approval of Jefferson Parish, will also perform one-on-one meetings with stakeholders and other Third-Party vendors to gain a better understanding of the desired transition approach. All meetings will be documented and reported to the Jefferson Parish Transition Lead through weekly status reports. At the initial kickoff meeting, team meetings with incumbents, vendors, and other stakeholder staff, will be determined and set up with the option of changes when needed.

### TRANSITION APPROACH

Foremost in providing contract support will be a successful transition. Our Transition In approach emphasizes continuity of operations, capturing historical knowledge and transferring functional activities to NenZen staff. One of our first tasks will be to finalize the Transition Schedule with Jefferson Parish Transition Lead and program staff to outline the milestones and deliverables for the transition period. NenZen will develop a draft Transition Schedule that outlines daily tasks, activities, and resources required for transition. Upon client approval, we begin transition activities to minimize risk for least impact on client operations. A sufficient time overlap with the incumbent contractor is critical to allow a thorough and complete transfer of knowledge and operational responsibilities to the incoming management staff. As knowledge transfer and communications takes place between the incumbent contractor and NenZen, we will maintain an environment of professional cooperation to maximize efficient transition overlap. We will work with Jefferson Parish during the transition period to ensure delivery of services that meet client approval and expectations. Any issues or delays will be communicated to the Jefferson Parish Transition Lead.

## Transition Workforce

NenZen values the incumbent staff and the domain knowledge they bear in supporting the Jefferson Parish. When incumbent staff are present, NenZen focus during the transition will be to retain domain knowledge and skills through maximum incumbent staff retention. *We are committed to giving all qualified incumbent personnel the first right of refusal to their current positions.* As an experienced government contractor, our staffing approach provides the most efficient organization possible given the diversity, operating hours, complexity, workload, environment, acceptable levels of performance, and statement of work requirements. For H-1B Transfers, NenZen will petition for the transfer by filing an I-129, Petition for a Nonimmigrant Worker, before the current employment period ends. The visa holder can start working for NenZen once we receive the USCIS receipt.

NenZen is proud of its ability to retain an experienced, motivated, and stable workforce. This is paramount to meeting the schedule and performance objectives of the program because unplanned turnovers—with resulting losses in productivity and institutional knowledge and the necessity of training new personnel—can be detrimental to mission success. Our uncompromising commitment to our employees assures Jefferson Parish access to highly qualified, capable, and dedicated personnel for all labor categories and skill sets, while promoting employee retention and minimizing employee turnover during the period of contract performance.

Two factors have been proven to have the most significant influence on our employee retention: the workplace environment and technical growth opportunities afforded to all employees. Our ongoing and evolving employee training process ensures that our clients' needs are incorporated into our employees' training plans. Our training plan applies a structured process based on ISO 9001 quality standard and uses internal resources to achieve a comprehensive solution to each client's needs. Individual career development for our employees encompasses much more than training.

NenZen leadership uses more than salary and benefits to achieve employee retention. People desire autonomy commensurate with their abilities and the authority to execute the tasks for which they are responsible. We work to respect the expertise of our employees by giving them the responsibility and authority they require to get a job done. Our leadership encourages training at every level to ensure a constantly improving team. Certifications and degrees cover all aspects of program execution including accounting, project management, and technical certifications. NenZen encourages and sometimes requires cross-training to broaden the range of employee capabilities and enable valuable employees to remain relevant when some skills become depreciated. We believe that fostering loyalty comes through fairness and open communication. Our managers meet regularly with employees in open forums to solicit feedback, recognize achievements, and build awareness. This open communication with our staff includes the following five strategies designed to reduce turn-over:

- Present a clear message on what our team stands for and our role in supporting Jefferson Parish's mission and vision. When an employee realizes, and takes ownership of their role supporting the mission, job satisfaction significantly increases and turn-over declines.

- Communicate well and often – on a continuous basis – about how the individual and NenZen is performing.
- Understand generational differences – NenZen expects to get the best out of all our employees, knowing what motivates different generations is critical.
- Regularly query NenZen employees about what resources or support they need to improve quality, productivity and job satisfaction.
- Empower all employees to do their best and provide the leadership, resources, and training they need to realize their potential.

Through ongoing interaction with our staff and continued assessment of our rewards package, we will continue to build on our successes. By focusing on our people and our customer, NenZen will provide Jefferson Parish and its stakeholders a capable, professional, and stable contracted workforce.

NenZen understands that in today’s market, cost-effective staff retention requires more than just providing a salary. Our retention plan ensures minimal turnover by providing competitive compensation and benefits, but we go further, by making a diligent effort to recognize and reward the important role that employee recognition and reward our employees on a job well done. Day-to-day interactions with supervisors and managers make employees feel their contributions are appreciated, and that their unique qualities are recognized. Last, we provide our employees with an annual Employee Development Plan, which outlines specific goals and milestones to be achieved for advancement in their careers with NenZen on this, and future contracts.