

# HexaCorp LLC

RFP RESPONSE

FOR

RFP No.: 0464

**“TO PROVIDE INFORMATION TECHNOLOGY SUPPORT SERVICES AND  
SUPPLEMENTAL STAFFING”**



**JEFFERSON PARISH  
DEPARTMENT OF PURCHASING**

**Technical Proposal**

**Submitted by**

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Dated: **08/25/2023**

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## 1. COVER LETTER

Dear Shanna Folse,

We are writing to express our interest in bidding for the RFP **Provide Information Technology Support Services and Supplemental Staffing** issued by the **Jefferson Parish Department of Purchasing**. We are confident that our experience and expertise make us an ideal candidate to provide the services outlined in this RFP.

HexaCorp has a long-standing reputation for delivering high-quality solutions to our clients, and we believe that our experience and knowledge will enable us to successfully complete the requirements of this project.

In particular, we are excited about the opportunity to work with the **Jefferson Parish Department of Purchasing** and contribute to its mission. We believe that our experience will be invaluable in helping to achieve the goals outlined in this RFP. We are eager to put our skills and experience to work to create a solution that meets the needs of the agency and its stakeholders.

HexaCorp confirms that we are willing to perform the given services and negotiate a contract with the Parish.

We would be honored to have the opportunity to demonstrate our qualifications and capability further. Please do not hesitate to contact us if you require any additional information or if you would like to schedule a meeting to discuss the proposal in more detail.

Thank you for considering our proposal. We look forward to the opportunity to partner with the **Jefferson Parish Department of Purchasing** on this exciting project.

Sincerely,



**Jayaram Sadasivam**

Chief Financial Officer / Head of Govt Services

**Phone:** (678) 490-8178

**Email:** jai@hexacorp.com

## Ability to perform the services described in the RFP.

HexaCorp is a certified **SBE/MBE firm**, and our primary objective revolves around providing cutting-edge solutions and services, fostering collaboration among customer data and individuals through the integration of the latest technologies and tools. We prioritize establishing customer-friendly business processes and creating cost-effective solutions.

Starting 2001, HexaCorp has been providing Technology Services & Solutions to **Federal, State and Commercial customers** with a combination of Onsite, Outsourced Managed Services in the areas of Content Management, Collaboration, Migration, Cloud & Analytics. For more detailed information, please visit us at [www.hexacorp.com](http://www.hexacorp.com).



### 1.1 Staffing & Consulting Experience

HexaCorp, a Certified Minority Business Enterprise, is headquartered in **New Jersey** and operates a Sales and Delivery center in **Georgia, Washington, Wisconsin, Virginia, California** in the US and having offshore delivery center in **India**. Our company specializes in providing IT T&M Consulting Services, **Onsite & Off-Shore Consulting**, Temporary Staffing, and Staff Augmentation services. Since 2001, we have been delivering tangible results to organizations worldwide, offering "Best Value for Money," "Increased Efficiency," and "Maximum Return on Investment."

Through our team of Expert, Innovative, Efficient, and Competitive technology professionals, we are successfully providing IT Consulting & Supporting services to our clients, enabling them to deliver timely projects to their business. Operating in both the **US and India**, we offer a unique blend of services and operational excellence that ensures our clients receive the "**Best of Both Worlds**" for their business needs.

HexaCorp Consulting Service enables clients to maximize business value from its IT budget leading to improved **project performance and faster delivery**. Our technology resource leverage business

knowledge, process control, technical expertise, and substantial domain experience in most industry verticals.

With over **100+ technology consultants** with rich industry experience, HexaCorp has delivered valuable resources to our client corporation, across the United States by pioneering in various software technologies implementations and cutting-edge technology solutions.

We guarantee our clients in continuous enhancement and improvement to our hiring processes by acquiring best talents from around the globe and effectively absorbing emerging technologies.

## Strengths:

- ❖ 24x7 Global Onsite/Offsite/Offshore Technology Consulting Services.
- ❖ **T&M** On-Site IT Consulting, Staff Augmentation & Recruitment, Temporary Staffing, Resource Management
- ❖ All resources are salaried **W2-Full time employees** with benefits.
- ❖ **Comprehensive Technology Services** - Our technology consulting firm offers comprehensive services, spanning **IT infrastructure, Software Development, and Digital Transformation.**
- ❖ **Experienced TA Team** - Our **Talent Acquisition team** sources **Skilled & Certified professionals** across technologies, while our dedicated Government team fills positions promptly.
- ❖ **Certified Resources** - For niche technologies, we prioritize **candidates with certifications** in our search for suitable talent.
- ❖ **Strategic Partnership** - We foster strong, **long-lasting** client relationships through collaborative consulting. This trust enables us to efficiently **fill urgent positions**, preventing project delays.
- ❖ **Continuous Support** - Our commitment to client success extends beyond project delivery, providing **ongoing support, maintenance, and monitoring services** to ensure optimal performance of our implemented solutions.

## Benefits working with HexaCorp:

1. **Strategic Alignment:** We align our staffing with our client's business goals by understanding the mission, values, and objectives. Our curated team embodies technical prowess and cultural fit. This alignment promotes cross-functional collaboration, maximizing partnership value. Our tailored staffing ensures technology solutions matches our clients' aspirations, driving sustainable success.
2. **Expertise and Knowledge:** Our IT consultants, who possess extensive skills and experience, bring a wealth of knowledge and expertise to the table. Their profound understanding of industry trends, best practices, and emerging technologies empowers organizations to make informed decisions and stay ahead of the competition.
3. **Scalability and Flexibility:** We focus on staffing stability and flexibility. Our approach establishes a robust workforce structure balancing stability with agility. We ensure stability through specialized roles and responsibilities, while a flexible staffing model enables quick resource reallocation for evolving projects. This balance enhances execution and client resilience. Our commitment to a skilled workforce that adapts swiftly is central to effective Technology Consulting.

4. **Competitive Advantage:** Through the utilization of our IT consulting services, our clients can attain a significant competitive advantage in the market. They are empowered to harness technology effectively, enabling them to deliver innovative products and services, enhance customer experiences, and promptly respond to market changes.
5. **End-to-End Services:** From initial assessment to implementation and ongoing support, HexaCorp offers comprehensive end-to-end technology consulting services. This streamlined approach guarantees a smooth transition from concept to execution.
6. **Client Centric Approach:** Your satisfaction is our priority. We dedicate ourselves to understanding your needs and delivering solutions that exceed expectations, all while providing excellent communication and support.
7. **Long-Term Partnership:** When you choose HexaCorp, you're not just getting a one-time service. We aim to build lasting partnerships, providing ongoing support, guidance, and solutions as your technology needs evolve.

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## 1.2 Capabilities, Training, Service Quality and Account Management

1. We're currently engaged in pinpointing potential candidates for forthcoming roles within the Parish. Our initial approach revolves around evaluating individuals from our existing pool of W2 resources. Should none of our present W2 employees align with the requirements, we will engage with the Talent Acquisition team to proactively seek fitting profiles and introduce them for evaluation.
2. The selection of resources undergoes a **stringent** hiring procedure to assess candidates' technical and functional capabilities. Below are the steps/tests conducted by HexaCorp:
  - We carefully review the candidate's resume against the provided job description. If the candidate meets the requirements, we proceed with a technical interview to assess their technical skills, attitude, experience, and educational background.
  - We are using online technical testing platforms such as **DoSelect, Skillet, and CoderPad** to conduct coding test during online interviews to evaluate the technical proficiency of the candidate.
  - In addition, we are administering **Psychometric tests** to evaluate the candidate's **intelligence, abilities, potential, and personality traits**.
  - When it comes to niche technologies, we prioritize **Certified resources** in our search for suitable candidates.
3. We provide an assurance that every resource designated for the Parish demonstrates a high level of strength and consistency in their performance. This is accomplished by ensuring that they consistently fulfil the required delivery metrics, thus ensuring optimal outcomes and operational efficiency.
4. Due to our rigorous recruitment procedures, HexaCorp employees exhibit proficiency in development, deployment, ongoing support, and training. Furthermore, our technical consultants possess extensive expertise in migrating legacy applications to online platforms, application development, and testing. Throughout the implementation phase, we maintain continuous

developmental initiatives across the organization, ensuring that our key resources are consistently engaged in learning and gaining hands-on experience with emerging technologies.

5. As indicated in our earlier response, we adhere to a stringent hiring procedure to assess each candidate in accordance with the specified criteria. Therefore, we can provide assurance that the resources participating in Parish 's project will not be subpar performers.

In the event that the chosen candidate fails to meet expectations or underperforms, HexaCorp takes a proactive approach by **recruiting 2-3 additional candidates** per position to fill the gap. Our specialized Talent Acquisition team excels in identifying proficient resources skilled in diverse technologies, ensuring that the replacement candidates match or surpass Parish's requirements in terms of technical expertise.

6. Business Development and relationship/account management approach.
  - We have a dedicated Account Manager (Single Point of Contact) who closely works with Parish 's Stakeholders.
  - They supervise our resources' performance, collecting feedback from Parish 's stakeholders to offer improvement suggestions to the candidates.
  - Moreover, we conduct monthly calls with our resources to address their concerns.
  - They supervise the integration of cutting-edge technologies into projects.
  - They manage the expansion of our workforce.
  - They collaborate with the Talent Acquisition and Human Resource teams to ensure efficient delivery.
  - This is an ongoing procedure.
7. One account manager will be responsible for managing 2 or 3 accounts, ensuring a concentrated approach to fulfil client requirements in both technical aspects and resource placement. Our account manager will engage with clients (stakeholders) every month to maintain regular communication.
  - Our account management team is structured with dedicated professionals for each client.
  - Roles are defined based on project complexity and client needs.
  - Senior Account Managers oversee larger accounts, ensuring strategic alignment.
  - Account Executives handle smaller projects, focusing on day-to-day coordination.
  - Roles include client relationship building, project oversight, and issue resolution.
  - Collaboration between Account Managers ensures comprehensive client support.

## Understanding of scope:

As per HexaCorp's understanding, the EIS Department has 28 full-time employees and five contractors in five divisions (Network/Systems, Development, IT Support, GIS, and Telecommunications). These divisions support 3,000 Parish employees and manage tech and facilities.

EIS oversees tech in 100+ sites, with two data centers, 100+ virtual servers, and 2,000 Windows 10/11 endpoints. They manage apps like Oracle and MS SQL, use Fortinet/Cisco networking, and Avaya VoIP.

The selected contractor must do cable installation, GIS dev, digital forensics. The contractors have to manage desktop, database, and network support. Extra PC/help desk support could be added as per budgets.

## Goals and Objectives

This RFP's primary objective is to select a proficient Technology vendor with a proven track record to support the Parish's IT department and its user base. The awarded vendor is expected to provide supplemental staffing at the current operational level and offer on-demand technical assistance for existing hardware and software, strategic planning, product acquisitions, special projects, and any technology-related support needs.

Beyond meeting the current operational demands, the vendor is anticipated to be a collaborative partner, introducing efficiencies and innovative technology solutions that enhance the overall performance of the Parish's operations as technology continues to evolve.

Below is the list of personnel requested by the Parish to support support, maintain, and enhance the systems, services, and applications.

- Server Technician
- Network Administrator/Technician
- Oracle Database Administrator
- Microsoft Support Technician
- Programmer/Analyst
- PC/Help Desk Technician

## Approach to the Project

### 1. Staff Qualifications and Experience

#### a. Employee Management

HexaCorp has been providing Consulting Services to specifically both to **State / Province and Federal** clients in the United States and Canada since 2007. We recognize the importance and value of implementing a robust Succession Plan and Employee Turnover Management as the key component to success as part of our Global HR function and realize it is key to successfully delivering of services to the government.

We believe, HexaCorp has a proven and effective succession planning and resource management protocol in place that helps our organization **Identify, Develop, and Retain Reliable**, capable, and skilled KEY employees while performing an engagement with current and projected business objectives of our clients.

#### **Our Key Principals:**

1. HexaCorp maintains a flat organization with clear and simple HR policies, objectives, and protocol.

2. Align Global HR resource and succession plan that is directly connected to our Employee Annual Performance Review; Training, Development and Delivery; Staffing and Recruitment; Diversity and Equal Employment Opportunities
3. Consider key functions and positions within HexaCorp for an effective business operation.
4. Plan current and future needs across the firm, that require training of employees to develop additional or new skills and competencies to ensure that we have a pool of talent for key roles.
5. HexaCorp's SharePoint Intranet Portal as a single point of collaboration among employees, managers, board of directors for seamless communication that is fair, accessible, and transparent.
6. Establish effective employer–employee relationships to monitor performance and progress in achieving the objectives outlined in both the succession and employees' yearly review learning plans.
7. Our focus has been largely targeted toward effective succession planning and management on key areas and positions, development initiatives occur alongside more broad-based employee training and retooling initiatives.
8. HexaCorp insists that all employees are motivated to follow a learning path and participate in new learning, training, and development opportunities to further improve their careers.

## Our Principal Advantages realized:

- Large **bench** of qualified pool of candidates ready to fill key areas and positions.
- **Improved employer** - employee engagement and resulting in satisfied employee, hence cost/benefits.
- Ability to allow shadowing of Key resource to handle employee turnover.
- Better insight on appreciation of employee accomplishment by managers
- Strategies to transfer employee's corporate knowledge.
- Increased ability to achieve corporate and personal goals.
- Efficient and Effective services to Government
- Succession planning process is transparent and well communicated to all employees.
- Employees / Candidates are assessed objectively, without prejudice.
- Employees that express interest in career advancement are given enough opportunities evaluated based on merit.

## b. Screening/Recruitment Plan

We are conducting several tests to find and assess the candidates before screening the candidates.

1. We are using online technical testing platforms such as **DoSelect, Skillet, and CoderPad** to conduct coding test during online interviews to evaluate the technical proficiency of the candidate.
2. In addition, we are administering **Psychometric tests** to evaluate the candidate's intelligence, abilities, potential, and personality traits.
3. When it comes to niche technologies, we prioritize **Certified** resources in our search for suitable candidates.

After candidate being selected from the existing workforce, Referrals, Use of Online Resources, Job Boards, Social Networking and Social Media Platform are being used for identifying suitable candidate, HexaCorp uses mobile technology to attract, engage and convert candidates. we also use Job Boards

like **Dice**, **Monster**, **Career builder**, **Tech Fetch**, **Zip Recruiter** and Social recruiting with the use of professional networking sites such as **LinkedIn** and **XING** to find and recruit quality candidates.

Resume verification is the process of sorting resumes to disqualify candidates that are not matching the job description and other necessary qualification. The objective is to identify the most qualified candidates for an open job, checking their resume to match contents and work experience in line with their professional networking profiles such as LinkedIn etc.

HexaCorp has a strong panel of Interviewers in major technologies and the accuracy and quality of the Interview is a high standard, we also use third-party interviewing agencies to conduct technical screening.

Following is a list of HexaCorp employees deployed at **Federal / State Agencies** in the last 5+ years. Most of them were via, Primes, as a valuable strategic service provider with niche skill sets for our clients:

## Public Sector

- State of NC - Department of Transportation (NC DOT)
- State of WI – Department of Children and Families
- State of WI – Office of the Commissioner of Insurance
- State of WI - Department of Public Instruction
- State of WI - Department of Financial Institutions
- State of WI - Department of Administration
- WMATA
- State of Maine
- State of GA- Fulton County & Gwinnett County
- State of OH - Dept of Job and Family Services & Dept of Education
- State of NY – Department of Education & DCJS
- National Institute of Health

## Private Sector

- Freddie Mac
- **Pizza Pizza, Canada**
- **MPEX, Montreal, Canada**
- **Linamar Corporation, Canada**
- **University of Calgary, Alberta, Canada**
- Capital One
- Holy Name Medical Center
- Bank of New York
- Bank of America
- Brady Corporation
- Johnson Controls
- T-Mobile
- Tiger Analytics

## Resourcing Team & Capabilities

HexaCorp has hired a Government Resourcing Team consisting of four full-time resources at its corporate headquarters in New Jersey. Additionally, to locate suitable candidates that meet 99% of the job requirements, HexaCorp has employed a recruiting team comprising eight full-time resources to assist the team.

## Account Manager

- Demonstrate expertise in all matters including escalation and troubleshooting to resolve client issues and maintain working relationships with the Client.
- Manage existing Key accounts and increase the portfolio with help of the recruitment team to ensure timely delivery.
- Conduct staffing strategy meetings to evaluate existing hiring needs and prepare staffing plans to accomplish hiring need.

## **Manager - HR & Compliance**

- Ensure Human Resources practices are met including HR Compliance, Staffing Levels, Retention and Team Member Engagement
- Provide support and guidance on the implementation of new and/or updated projects and programs. Ensure that regulatory policies and procedures have been documented, implemented, and communicated.
- Plan and direct succession planning initiatives. Provide support and guidance through the Talent Management process.

## **Manager – Legal**

- Manage the development and implementation of the Affirmative Action Program to ensure regulatory compliance.
- Ensure that all affirmative action plans are reviewed, tracked, and communicated.
- Conduct periodic internal reviews/audits to ensure compliance with documented processes and procedures.

## **Manager - Payroll & Accounts**

- Generation of Invoices, Generation of AR/AP Reports, Aging Analysis, and subsequent payment follow ups.
- Oversee the revenue, accounts payable, joint interest billing and the treasury functions.
- Maintaining proper documentation for the transactions in accordance with the Policies, Procedures, and Internal Controls.

## **Staffing Manager**

- Anticipates staffing requirements and expectations to develop value-added services for supporting client change needs.
- Coordinates activities to fulfill client needs, includes recruitment, screening, interviewing, and hiring of individuals for staffing engagement.
- Manages the day-to-day interactions, to ensure service level agreements are consistently being met.

## **Lead – Talent Acquisition**

- Maintaining expert knowledge of all current openings and manage capacity as required.
- Leverage metrics to identify best practices and areas of opportunity and lead solutions accordingly.
- Use cost and time effective strategic and recruiting practices that validate successful quality hires.

## **Technical Recruiter**

- Implement creative and targeted search strategies that help the Recruiting team be more successful in hiring candidates.
- Screen candidates resumes and job applications in line with the Job Description
- Ensure candidates are moving through the hiring process in a timely manner.

## Staff Hiring Process:



### Step 1 - Identify Job Requirements

- ❖ Define roles & responsibilities.
- ❖ Identify skills required



### Step 4 - Initial Screening

- ❖ Conduct preliminary interviews to assess candidates' suitability.
- ❖ Evaluate communication, technical skills, attitude, and cultural fit.



### Step 2 - Finding Suitable Candidates

- ❖ Our Bench
- ❖ Internal database
- ❖ Referrals
- ❖ Job portals
- ❖ Advertise



### Step 5 - Skills Assessment

- ❖ Administer tests or practical tasks to evaluate technical abilities by **(DoSelect, Skilllet, CoderPad)**
- ❖ Conduct **psychometric tests** to assess intelligence, abilities, potential, and personality traits



### Step 3 - Resume Screening

- ❖ Review resumes to shortlist potential candidates.

## 2. TECHNICAL PROPOSAL ELEMENTS

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).**

In response to the outlined Scope of Work and Services detailed in Section 2.1 of the RFP, we present our comprehensive technical approach to effectively address various technology systems, services, and applications. Our strategy is based on meticulous planning, skilled professionals, and dedication to best practices across domains.

We're confident due to our methodical planning, certified experts, thorough documentation, strong security measures, collaborative approach, and readiness for emergencies. These elements align seamlessly with the Parish's requirements. Our commitment is to deliver reliable, efficient, and resilient technology solutions that enhance the Parish's operational capabilities.

### **Planning and Implementation Schedule**

HexaCorp initiates its technical approach by embarking on a precise planning phase. This phase entails pinpointing vital milestones, necessary resources, and interdependencies. A comprehensive timetable encompassing implementation, orientation, and installation endeavors will be meticulously devised. This timetable will be tailored to suit the distinct demands of each technology system and service. The foremost objective will be to curtail interruptions to current operations, all the while guaranteeing the prompt and triumphant execution of solutions.

### **Expert Personnel**

To ensure the successful execution of the Scope of Work, we will leverage our team of highly qualified and certified professionals, each possessing an extensive background in their respective domains. Our team includes experts certified in areas such as Oracle Database Administration, Microsoft Server Support, Network Administration, and Programming. The team's diverse skill set enables us to provide comprehensive support across all specified technology systems.

### **Documentation and Compliance**

We understand the significance of thorough documentation to ensure efficient system maintenance and support continuity. Our technical approach includes the creation of detailed documentation for each technology system, encompassing configurations, setups, procedures, and best practices. We are committed to adhering to the mentioned certifications, including **VCP6, MCSE, CCNA**, and Oracle Database Administrator Certified Associate, among others. Our employees will continually maintain these certifications to guarantee ongoing compliance with the RFP's requirements.

### **Security and Disaster Recovery**

Cybersecurity is at the core of our technical approach. We will implement industry-standard security measures, following Oracle's and Microsoft's best practices for security, patching, and maintenance. Our personnel are well-versed in cybersecurity protocols, including awareness training, multifactor authentication, assessments, penetration testing, and incident response. Additionally, we will establish robust disaster recovery procedures to ensure business continuity in the face of unforeseen events.

## Collaboration and Redundancy

Recognizing the importance of collaboration and redundancy, our technicians will work seamlessly alongside Parish employees. This collaborative approach will facilitate knowledge transfer and skill exchange, fostering a redundant support structure that enhances the resilience of the technology ecosystem. We will maintain an open line of communication with the Parish's technical teams to ensure alignment and coordination.

## After-Hours Support and Emergencies

Our commitment extends beyond regular working hours. We acknowledge the criticality of infrastructure maintenance and high-priority issue resolution. Our technicians will be available after hours and on weekends to perform updates, patches, project completions, cutovers, and troubleshooting. In cases of declared emergencies, our designated essential staff will be prepared to provide remote or on-site support to ensure uninterrupted Parish operations.

- 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.**

HexaCorp affirming that we have thoroughly reviewed the Scope of Work, comprehended its essence, and possessed the willingness and capability to deliver the specified services.

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

We are thrilled to present a forward-looking vision that encapsulates both innovative concepts and collaborative terms. Our goal is to not only meet the parish technological needs but to revolutionize the way IT support services and supplemental staffing are delivered. Through these proposed concepts and terms, we envision a partnership that will drive efficiency, agility, and unprecedented value for Jefferson Parish.

- 1. Agile Resource Flexibility:** We suggest an Agile Resource Flexibility model that adjusts staffing levels based on demand fluctuations. This adaptable approach ensures that the Parish can optimize its resource allocation to align with specific project requirements and strategic objectives.
- 2. Enhanced Skills Exchange:** Our terms include establishing a quarterly Skills Exchange initiative where our experts and your IT teams collaboratively share insights, skillsets, and emerging trends. This proactive knowledge exchange will elevate the capabilities of both parties and foster a culture of continuous learning.
- 3. Performance-Driven Incentives:** Our proposed terms encompass a Performance-Driven Incentive structure tied to predefined service levels and outcomes. These incentives will drive exceptional performance, align our goals, and ensure the consistent delivery of high-quality services.

### 3. QUALIFICATIONS AND EXPERIENCE

HexaCorp has successfully demonstrated that it is a Trusted and a Reliable Vendor and a Valuable Strategic Technology Service Partner to vast number of Government agencies which includes HealthCare Industries, Transit Agencies, Schools, and University Clients.

#### Reference 1:

<b>Company Name</b>	<b>Sempra Energy</b>
Contact Name	Jeff Zarse
Phone	(619) 696-2000
Email Address	jzarse@semprautilities.com
<b>Services Provided:</b>	
Provided IT Project Manager, Senior Solutions Architect, Software/Application Developer, Programmer Analyst, System/Business Analyst, Data Analyst, IT(Database) Analyst, Lead Developer, QA/Testing Analyst, UI/UX designer, Data Modeler.	

#### Reference 2:

<b>Company Name</b>	<b>State of Wisconsin</b>
Contact Name	Pamela White-Northey
Phone	(608) 497-3233
Email Address	pam@synergyconsortium.com
<b>Services Provided:</b>	
HexaCorp has provided Senior .Net Developer, Application Developer, Senior SharePoint Developer, Help Desk/IT Support Analyst, Technical Lead, System/Business Analyst through Synergy Consortium to multiple departments within the State of Wisconsin, namely.	
<ul style="list-style-type: none"> <li>• Department of Administration</li> <li>• Department of Public Instruction</li> <li>• Department of Financial Institutions</li> <li>• Office of the Commissioner of Insurance</li> <li>• Department of Workforce Development</li> </ul>	

#### Reference 3:

<b>Company Name</b>	<b>Capital One</b>
Contact Name	Chandrika Pant
Phone	(214) 306-6623
Email Address	chandrika.pant@disys.com
<b>Services Provided:</b>	
Provided multiple resources such as Data Analyst, Senior Data Analyst, Data Architect, Data warehouse Specialist, Business Analyst, Senior Java Developer, Full stack Developer, Software/Application Developer, AWS Architect, DevOps Developer, Senior Python Developer, SharePoint Developer through Disys.	

## High – level Professional Summary for the resources

### 1. Account Manager

- Diligent customer service representative with a proven track record of delivering exceptional support and assistance to clients.
- Excellent interpersonal and communication skills, adept at understanding customer needs and providing effective solutions.
- Skilled in managing high call volumes, ensuring prompt and courteous handling of inquiries and concerns.
- Proficient in using CRM software to document interactions, track issues, and maintain accurate customer records.
- Strong problem-solving abilities, capable of resolving customer complaints and diffusing tense situations.
- Detail-oriented and organized, consistently following up on customer inquiries and ensuring timely resolutions.
- Collaborative team player, capable of working with cross-functional teams to address customer needs.
- Knowledgeable about products/services, capable of providing product information and guiding customers through purchasing decisions.
- Adaptable and quick to learn, able to grasp new information and procedures to better serve customers.
- Committed to upholding company values and always maintaining a positive customer experience.
- Proven ability to handle a diverse range of customer personalities, adapting communication styles to effectively connect with different individuals.
- Consistently meet or exceed set targets for customer satisfaction, call resolution, and response times.
- Skilled in empathetic listening, ensuring customers feel heard and understood while addressing their concerns.
- Experience in providing technical assistance and troubleshooting, aiding customers in navigating software or resolving technical issues.
- Proficient in upselling and cross-selling strategies, contributing to increased revenue and customer engagement.
- Well-versed in managing escalations, collaborating with supervisors to find solutions for complex customer issues.
- Adept at handling irate customers with patience and professionalism, turning negative experiences into positive ones.
- Continuously seek opportunities for process improvement within the customer service department to enhance overall efficiency.
- Act as a reliable source of feedback, providing insights from customer interactions that contribute to product/service enhancements.
- Demonstrated ability to work effectively under pressure, maintaining a calm and composed demeanor during peak periods.
- Strong time management skills, ensuring efficient handling of customer inquiries while maintaining quality service.

## 2. Server Technician

- Experienced Server Technician with a strong skill set in Windows Server operations.
- Expertise in MS Exchange, VMware management, and configuration and maintenance of geo-redundant data centers.
- Proficient in restoring backup data and skilled in data replication to and from cloud services.
- Holds VCP6 or higher VMware certification, showcasing a solid technical background.
- Possesses MCSE Windows Server 2016 or newer and MCSE Exchange 2012 or newer certifications.
- Dedicated to ensuring smooth server functionality, maintaining data integrity, and optimizing performance.
- Experienced in troubleshooting server issues and resolving technical challenges promptly.
- Proficient in implementing security measures to safeguard server infrastructure and data.
- Familiarity with disaster recovery strategies and practices to minimize downtime and data loss.
- Collaborates effectively with cross-functional teams to address complex server-related projects.
- Strong communication skills for conveying technical information to non-technical stakeholders.
- Committed to staying updated with emerging server technologies and industry best practices.
- Proven ability to adapt to evolving IT landscapes and effectively manage changing priorities.

## 3. Network Administrator/Technician

- Adept problem solver, proficient in addressing issues both remotely and in person.
- Consistently surpasses expectations by offering guidance, extensive knowledge, and a genuine passion for technology.
- Demonstrates exceptional verbal and written communication skills for effective interaction with clients and colleagues.
- Highly skilled in software installation, upgrades, updates, and hardware replacement.
- Specializes in virus removal and performance optimization, enhancing system functionality.
- Well-versed in troubleshooting and repairing malfunctioning hardware and software components.
- Develops innovative strategies to effectively resolve recurring computer and network problems.
- Desktop Support Technician with a decade of experience, delivering swift, client-centric technical support.
- Expert in identifying root causes of technical issues, ensuring accurate and lasting solutions.
- Dedicated IT professional with a proven track record of maintaining and installing software and hardware for laptops and desktop computers.
- Aspires to contribute to a role that provides opportunities for long-term professional growth and development.
- Self-motivated Computer Technician with a decade of experience in remote and on-site computer repairs.
- Proficient in diagnosing and resolving hardware and software problems, ensuring system efficiency.

## 4. Oracle Database Administrator

**ORACLE**

**Certified Professional**

Oracle Database 12c  
Administrator

Over **8+ years** of experience as an **Oracle Database Administrator /AWS** (4 years)having hands on experience in database administration and performed different tasks like installation, configuration, upgrades, patches, performance tuning, backup and recovery, production support, cloning, space management, database security, implementing TDE, writing stored procedures and providing 24\*7 support for multiple OLTP database and data ware housing environments on various platforms Experience on high volume databases with sizes varying from 50 GB to 200+ TBs of data on various version of ORACLE 19c/18c/12c/11g/10g/9i.

- Experience in Installation, Configuration and Monitoring of Oracle Server on UNIX, Linux, AIX and Windows Environments.
- Migrated of databases to Oracle 18c with very minimum downtime using high availability solutions like Oracle Golden gate.
- Hands on experience in upgrading databases from Oracle 12c to Oracle 18c and from Oracle 12c to Oracle 19c.
- Automated RMAN Backups, Data pump, cloning, space management, database security, cloning, migration, AWS DMS, AWS KMS, AWS IAM, AWS ADG, AWS RAC, AWS RDS, AWS EC2 and documentation. Proficient in supporting databases running on AIX, O.E.L, R.H.E.L, Sun-Solaris and windows platforms.
- Worked on AWS DMS for Migrating Oracle databases.
- Worked on S3 buckets and Cloud trails to monitor logs and backups.
- Supported and maintained EBS application databases which supports NYC benefits issuance systems.
- Experience in Installation and Configuring of Oracle Real Application Cluster (RAC) with ASM and manage RAC instances using CRSCTL and SRVCTL Utility.
- Performed the 12c Upgrade of RAC cluster ware from 11g.
- Configure high availability systems like Data Guard and RAC environments.
- Installed and Administered Oracle 12c, 11g ASM& 10g RAC with ASM& Oracle Clustureware File System (OCFS2).
- Configured and installed, involved using AWS services such as EC2, Data Pipeline, S3, RDS and EMR. Architecting new DBA solutions in AWS.
- Provide domain expertise of open-source and commercial relational DBMS products and services (Oracle 11g/12c, SQL Server, PostgreSQL, AWS RDS) and NoSQL databases (e.g. MongoDB, Cassandra) databases.
- Defined AWS Security Groups, which acted as virtual firewalls that controlled the traffic, allowed reaching one or more AWS EC2 instances.
- Installed the application on AWS EC2 instances and configured the storage on S3 buckets.
- Worked on migrating Oracle databases to AWS RDS using utility AWS Database Migration Service (DMS).
- Installation, Configuration and Maintenance of Logical/Physical standby databases in Data guard.

- Providing DBA support to multiple Cluster, Non-Cluster and ASM Database in production, development and Testing Servers in UNIX, AIX & Windows Environments.
- Experience in monitoring and managing of Oracle instances using Enterprise Manager Grid Control (OEM Grid).
- Installation and configuration of Recovery Catalog for multiple Databases.
- Experience in taking logical backup of the database using DATAPUMP (Expdp/Impdp).
- Configured Oracle Golden Gate for bi-directional replication and migrated databases with ZERO downtime.
- Sound knowledge on OEM, SQL\*Plus, Export, Import and SQL\*Loader as well as traditional UNIX command that requires for Oracle/ Exadata DBA.
- Participated in implementation and maintenance of Golden Gate replication and troubleshooting the GGabends.
- Extensive troubleshooting of typical Oracle Golden gate technical issues: such as differences in the rows count from source to target, column mismatch errors, unique key violation by using ggsci / log dump/discard file & ggserr.log analysis.
- Minimized downtime, installation errors, and ensured standards of conformity by performing DBA consultation and tasks for software installation, upgrades, and production support for applications like Banner, ProSam into Oracle RDBMS databases.
- Performance tuning of the database - SQL Tuning, Used Tuning utilities like STATSPACK, UTLESTAT, AWR, ADDM and Tuning of SGA, Distribution of disk I/O, Sizing of tables and indexes.
- Expertise in Using EXPLAIN PLAN for query optimization and Performance diagnostic tools like SQL Trace and TKPROF.
- Generate and interpret Automatic Workload Repository (AWR), Active Session History (ASH) and Automatic Database Diagnostic Monitor (ADDM) reports.
- Attended Developer's code review meetings and made recommendations to improve Efficiencies.
- Supported development teams by providing SQL statement Tuning and removing load and query performance bottlenecks by using tools EXPLAIN PLAN, STATSPACK, and TKPROF.
- Proficient in SQL, PL/SQL, Perl Scripting, Shell Scripting, ERwin Data modeling, OLAP, Oracle Data Dictionary – metadata, Logical and Physical Database Design.
- Expertise in developing various Database objects like Triggers, Stored procedures, Functions, Sequences, Views etc.
- Responsible 24x7 production operations (incident break/fix, change, service requests, management) and On-Call rotation.
- Install, configure, administrate, manage, and support Azure compute instances, Azure Backup, Azure Storage Monitor, snapshot, Azure Storage, VNet, Load Balancers and RBAC.
- experience of system administration of Windows server-side infrastructure, virtual machines, and associated technologies on physical servers.
- Design, implement and troubleshoot Azure Site Recovery, Active Directory Federation Services (ADFS), Express Route, automation of deployment using PowerShell and/or JavaScript Object Notation (JSON).

## 5. Microsoft Support Technician

- 8+ Years of IT Professional Experience with extensive technical experience in all facets of IT consulting, cloud administration, infrastructure management, technical support, networking, software & systems.
- Administration, and organizational expansion. In-depth knowledge and understanding of numerous software packages, operating systems, and ITIL standards. Skilled in identifying and resolving technical.
- Administer Microsoft 365 as a platform. Create custom solutions leveraging the Microsoft 365 stack. Lead the deployment of new cloud implementations across hybrid environments, including Azure, OneDrive, SharePoint, and Office 365. Provide Tier 2 support within the Microsoft 365 cloud environment, Teams, OneDrive, and SharePoint.
- Have been working on SharePoint and O365 technologies for more than seven years. I am Microsoft Expert. Specialist in Microsoft Office SharePoint Server 2007, Microsoft SharePoint Server 2010, 2013, 2016, and SharePoint Online (Office 365). Web part development based on Microsoft SharePoint technology, Integrating any application to SharePoint or Office 365.
- Migrate clients from per-user multi-factor authentication to conditional access-based MFA. Create Kusto (KQL) scripts in log analytics to filter reports from user and sign-in logs.
- Deploy Azure AD App Proxy with Kerberos constrained delegation for single sign-on (SSO). Utilize Quest on Demand Migration tool to perform on-prem AD to Azure AD cutovers.
- Perform Azure AD security assessments to identify which conditional access policies to create and create proof-of-concept work to present to internal stakeholders.

## 6. Programmer/Analyst

Overall, 13 years of experience in IT industry comprising of Web API's, Web Application design, development, maintenance & support involving all SDLC activities like requirements analysis, design, implementation, reviews, unit testing, integration testing and production deployments. Preparing the necessary documents like Technical Design documents, GoLive Run books, Deployment check lists, etc.

- Experience in Web Application development, Window Services, Web services using C#.net, Asp.Net, .Net Core, Web API's, MVC, WCF, ADO.Net, Entity framework, ReactJs, Microsoft Azure, Angular10 and with Databases SQL Server, Oracle.
- Agile Methodologies: Experienced in the use of agile approaches, including Test-Driven Development and Scrum.
- Follow Agile methodology with daily scrum meetings and providing user story updates.
- Experience in Client-side technology: JavaScript, jQuery, HTML5, CSS3, Bootstrap.
- Experience in working with versions of .NET Framework 3.5/4.0/4.5,4.6.
- Experience in developing applications using ASP.Net MVC, .Net Core MVC.
- Experience in developing Windows Communication Foundation (WCF) services and Language Integrated Query (LINQ).
- Experience in developing Web API's using .Net Core.
- Experience in database connectivity programming using ADO.NET with Entity Framework and ODBC.
- Experience in connecting to the Datalake using Cloudera ODBC Driver For Impala.

- Analyze and resolve user reported issues / queries on user acceptance and production environments – application change requests, work requests, problem tickets and JIRA requests
- Good knowledge and experience in Database Modeling Concepts, RDBMS concepts and Query Building.
- Expertise in database design and database programming using SQL Server 2016/2012/2010/2008, Oracle.
- Good experience in creating Tables, Complex Views, Stored Procedures and Triggers and experience in data loads, database integration/conversions, performance tuning and optimization.
- Experience in reporting and analysis using Crystal Reports, SQL Server Reporting Services (SSRS).
- Good experience in SQL Server Integration Services (SSIS) for creating packages and deploying on the SQL Server.
- Experience in creating CICD Pipeline for SSIS packages and .Net applications in Azure DevOps.
- Experience in creating reusable components in React.
- 3 years of experience in developing Single Page Applications using React, Angular10.
- 2 years of experience with Mule ESB, Mule API, Mule Anypoint Studio and Mule Cloudhub.
- Expertise in working with Mule API manager and RAML over Anypoint Studio, Anypoint Cloud-Hub, and API Gateway and Management.
- Experience in Securing the API using different policies like Client Id Enforcement and SLA based policies.
- Experience in Batch processing in Mule for Bulk Data (Extracting Transforming and Loading).
- Good experience in using Transformers, Filters, Flow Control, Scatter- Gather etc.
- Expertise in using Mule Data Weave in Data transformations for in Mule Flow.
- Extensively used ApiKitRouter, Expression, Flow Reference, Invoke, Java, Logger, Transform Message
- Worked on Mule flow variables, record variables, MEL (Mule expression language), various connectors like (File, HTTP, My SQL database, Salesforce, web service consumer etc), flow references and exception strategies.
- Experience in deployment of Mule ESB applications using Cloud Hub and Strong experience in Integration using Mule ESB in integrating various third-party solutions.

## 7. PC/Help Desk Technician

- PC/Help Desk Technician with a strong command of contemporary Microsoft Windows desktop operating systems and associated software.
- Proficient in utilizing Remote Desktop software to provide efficient technical assistance.
- Experienced in imaging, configuring, and troubleshooting Windows operating systems to ensure optimal performance.
- Skilled in the installation of Ethernet wiring, contributing to seamless network connectivity.
- Possesses the essential A+ certification, showcasing a solid foundation in IT hardware and software.
- Preferred proficiency in Network+ certification, indicating a strong grasp of networking concepts.
- Dedicated to delivering high-quality technical support, enhancing user experience and productivity.
- Effective problem solver, adept at diagnosing and resolving issues promptly.

- Strong interpersonal skills, enabling clear communication with users of varying technical backgrounds.
- Detail-oriented and organized, ensuring accurate documentation of troubleshooting steps and solutions.
- Collaborative team player, able to work effectively in a fast-paced, dynamic environment.
- Committed to continuous learning and staying updated with industry trends and best practices.
- Proficient in managing and maintaining Active Directory user accounts and permissions, ensuring secure access to network resources.
- Skilled in hardware repairs and upgrades, including RAM, hard drives, and peripherals, optimizing system performance.
- Familiarity with antivirus and security software, adept at implementing measures to safeguard systems from cyber threats.
- Knowledgeable in mobile device management, assisting users with setup, synchronization, and troubleshooting.
- Experienced in conducting system audits and assessments, identifying vulnerabilities and recommending solutions.
- Capable of providing remote technical support through various channels, ensuring swift issue resolution.
- Effective time management skills, capable of prioritizing tasks to meet service level agreements and minimize downtime.
- Customer-focused approach, consistently striving to exceed user expectations and build positive relationships.
- Proficient in utilizing help desk ticketing systems to track, manage, and resolve user issues systematically.
- Skilled in offering user training and workshops to enhance technology proficiency and adoption.
- Strong understanding of ITIL principles, contributing to efficient incident and problem management processes.
- Experienced in coordinating with vendors and suppliers for equipment procurement and warranty support.
- Adaptable and resourceful, capable of finding creative solutions to complex technical challenges.

## 4. INNOVATIVE CONCEPTS

### Market Differentiator

1. **Strategic Partnership** - Our collaborative consulting approach strengthens **lasting client relationships**. This trust allows us to efficiently **address urgent staffing needs**, avoiding project delays. By prioritizing open communication and understanding client requirements, we quickly place skilled professionals, ensuring projects proceed smoothly. This proactive strategy enhances partnerships and emphasizes our commitment to dependable and timely solutions.
2. **Continuous Support-** Beyond project completion, we're devoted to client success. We provide **ongoing maintenance and monitoring** to ensure optimal solution performance. Our team stays attentive, identifying and addressing issues proactively. This commitment ensures sustained system excellence, enhancing client satisfaction and success.
3. **Certified Resources** - For niche technologies, we prioritize candidates with certifications in our search for suitable talent. This approach ensures that our team is composed of highly qualified professionals who possess validated expertise in specialized areas, promoting excellence in the services we deliver.
4. **Comprehensive Technology Services** - At our technology consulting firm, we provide an all-encompassing range of services that cover IT infrastructure, Software Development, and Digital Transformation. This holistic approach enables us to address diverse client needs and deliver integrated solutions that drive innovation and sustainable growth.
5. **Employee Retention:**
  - We currently maintain a **90%** retention rate.
  - In some special cases, we offer a lucrative Sign on bonus to our employees to attract new talents and to retain them.
  - We offer retention bonuses to our employees as an incentive to keep them on board.
  - Quarterly and Annual Performance Reviews & Appraisal to help the employees work on their carrier goals and achieve success.
  - Employee recognition and promotion at regular intervals.
  - Employee Welfare and Benefit Schemes to cover employee & family members.
  - Health, Dental, Vision & Life Insurance coverage for employee and family.
  - Events & programmes with active participation from employees.
  - Identification of skill gap and focused individual upskilling training programmes.
  - Opportunity to mentor freshers
  - Constant communication from the top management on the organization's strategy and growth plans.
  - Encourage our resources to pursue the Technical Certification exam, and HexaCorp will reimburse the associated costs.
  - Daily/weekly Scrum meetings to collaborate with the team and sort out the issues, if any, immediately.

## 6. Employee Management:

- We use HRMS tool that automates and streamlines employee onboarding and offboarding, centralizing employee data, documentation, and workflows. This creates a seamless and organized experience for new hires and departing employees.
- HexaCorp employees submit weekly timesheets through our HRMS tool for accurate project tracking and management of working hours. This streamlined process records and documents time and attendance, ensuring timely payroll processing and compliance with labor regulations.
- Our employee engagement & management plan is aligned & directly connected to our employee's quarterly, annual Performance Review, Training, Development and Delivery, Staffing and Recruitment, Diversity and Equal Employment Opportunities.

## 7. Trained on protection of client information - The protection of client information is of paramount importance to us. We have established a comprehensive **training program** that ensures both employees and subcontractors are well-versed in safeguarding client information and maintaining the highest standards of confidentiality and data security.

## 8. Background Checks - We conduct extensive background checks for all the employees.

### ❖ Reference Check

- Contact provided references to verify the candidate's work history and performance.

### ❖ Employment Verification

- Confirm previous employment details, positions held, and job duration.

### ❖ Criminal Background Check

- Conduct a thorough background check to ensure a clean record.
- Collect required information for **general & FBI Fingerprint** Background Check, wherever applicable.
- Sensitive information is treated with confidentiality.
- Background checks are performed through trusted providers like **Quest Diagnostics, Sterling, and InfoCubic.**

### ❖ Education Verification

- Validate educational qualifications and certifications (both domestic & international, if applicable).

### ❖ Drug Test

- As a final evaluation step, candidates who pass assessments undergo a drug test with Quest Diagnostics, ensuring safety and compliance in our drug-free work environment.

**Note:** Background checks are performed with the candidate's consent and in compliance with legal regulations.

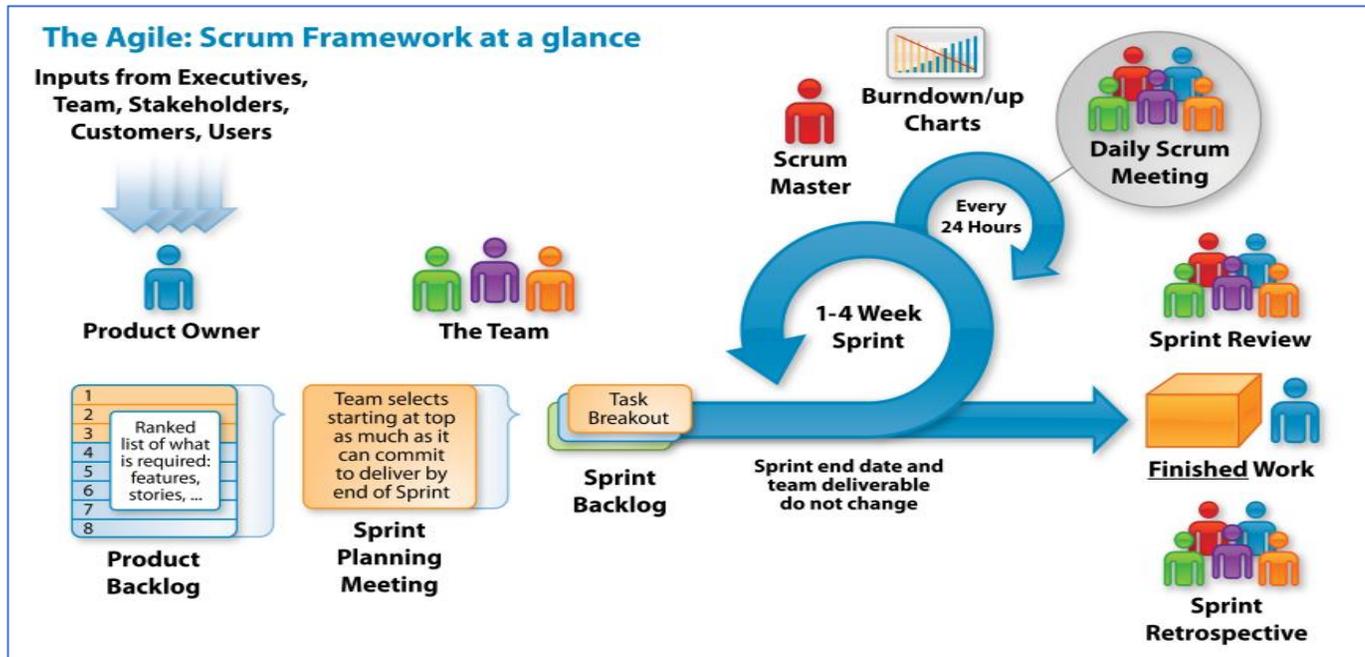
## 5. PROJECT SCHEDULE

### HexaCorp Approach to Projects:

HexaCorp not only provides resources for Project Management to clients, but we also leverage project management tools to effectively manage projects.

### Project Management Approach for Structured Projects

HexaCorp is following Agile development methodology to execute the project through which all planned tasks are closely monitored day by day and hour by hour to resolve project constrains and to ensure project completion dates as per plan within budget with the expected quality.



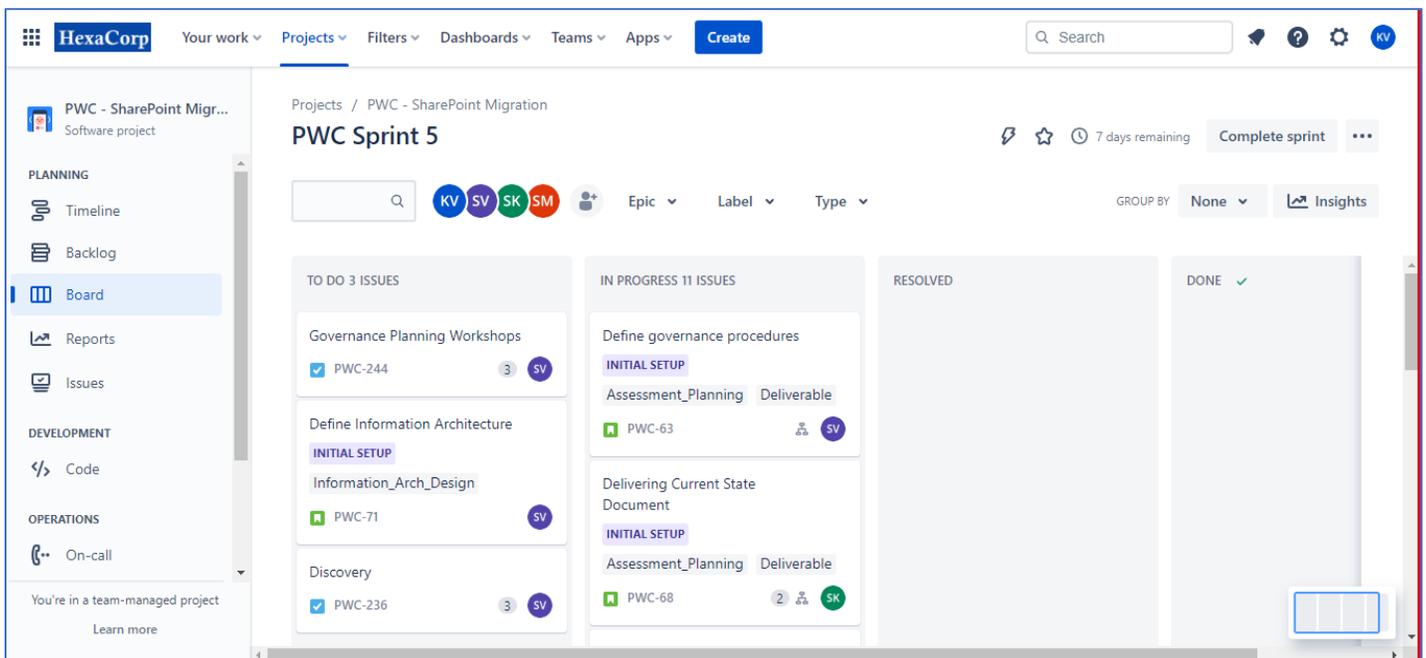
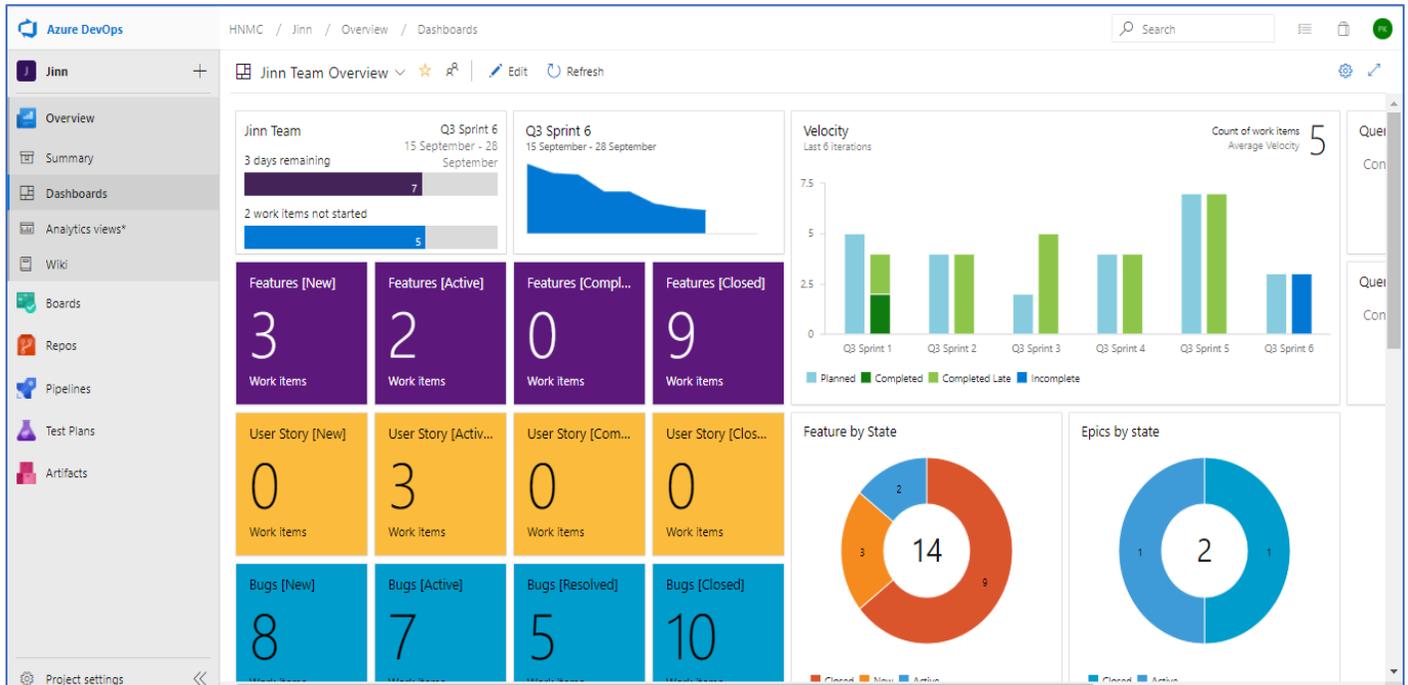
- Daily Stand-up Meet with team.
  - Closely tracking daily development activities, refactoring
  - Integrations and collaborations
- Reduced development costs and risks
  - minimize defects induced during design and development phase.
  - eliminate high development cost and risk of all: the failed application.
- Improved software reliability
  - reduce potential development errors occurring in a module.
  - provide constant testing that locates errors quickly.
- Accelerated time to Market and Increased ROI
  - Provide incremental deployments and hence Incremental business value.
- Ensures customer satisfaction with a minimal defect solution.
  - provide user friendly applications to value add to the business.
  - Involve users early in the development process.
- More transparency and Visibility on Project Progress
  - Continuous Sharing Burndown charts, Sprint metrics to stakeholders
  - One team contains product owner, Scrum master, developers, leads, testers.

- Iteration wise plan and review and releases
  - Backlogs and estimates
  - Review, and Retrospective and rectification of errors then and there

## Tool for Project Execution.

HexaCorp is currently using TFS/JIRA for end-to-end Project Management.

## Sample Dashboard - TFS



HexaCorp's proven project management methodology is the key for our success in supporting variety of any environments and applications. The program management model covers all critical activities for a successful environment support starting with analysis and planning and finishing with production go-live and maintenance.

Key features of our project execution methodology include:

**Proactive Communication** – One of the key tenets of the HexaCorp delivery model is consistent and clear communications. This helps avoid misunderstandings and keeps the entire project team aligned over the course of the project. This is accomplished through a series of meetings starting with the project kick-off meeting and ends with the Project Completion meeting. In addition, the use of the HexaCorp Project management system and supporting collaboration systems ensure that all team members are up to date on project progress and their tasks.

**Detailed analysis and planning** – A detailed plan are defined that identifies the different tasks to be performed and the expected schedule and milestones.

**Proactive Solution Management** – All project activities will be allocated into the project backlog and subsequently assigned to sprints based on sprint planning meetings. Daily scrum meetings will be conducted with the entire delivery team and each attendee will report on the following for the current sprint – Tasks Completed, Tasks in progress and to be started, Task Blockers. This ensures very timely reporting and resolution if issues that arise that will impact progress and project timeframes.

**Proactive risk and issue management** - Identify issues and risks early in the project along with related mitigations.

**User Enablement** –HexaCorp's delivery methodology ensures that end users are properly trained to understand and take advantage of the new application features through a comprehensive User Guide and hands-on training.

## Project Management Approach for Smaller / Adhoc Projects

### **Kanban Project Management:**

HexaCorp is following Agile development methodology to execute the project through which all planned tasks are closely monitored day by day and hour by hour to resolve project constrains and to ensure project completion dates as per plan within budget with the expected quality. Kanban is a popular framework used to implement agile, Using Kanban, Hexacorp can do small releases and adapt to changing priorities for small scale projects.

1. The Kanban framework are timeless and applicable to almost any industry, software development teams have found success with the agile practice.
2. The work of all Kanban projects revolves around a Kanban board, a tool used to visualize work and optimize the flow of the work among the team.
3. The Kanban methodology relies upon full transparency of work and real-time communication of capacity. Therefore, the Kanban board should be seen as the single source of truth for the team's work.

- 4. Strategic Level Planning:** On a Strategic level, you can plan strategic projects/initiatives with the Initiatives workflow.
- 5. Team Level Planning:** On a team level, you can use the Timeline workflow for team project planning to make it easier for teams to acquire a better understanding of the current situation at any time.
- 6. Prioritizing:** work items should be ordered by importance. The higher the card on the board, the higher the priority
- 7. Tracking and Forecasting:** monitor all your finished work items, inspect their cycle time, and spot trends regarding your team's performance over time.

Projects / AHF Project / AHF board

### Kanban board

Search this board  DB SV Only My Issues Recently Updated Insights

**TO DO 9**

- Data migration on other facilities.  
Data Migration Process  
None  
AHF-239
- BENNU Facility Data Migration  
Data Migration Process  
None  
AHF-250
- Data Analyzation on existing architecture to current and clarifications  
None  
AHF-251

**IN PROGRESS 3**

- ARAMBRA Facility Data Migration  
Data Migration Process  
None  
AHF-242
- AHF Anambra NDR Report Preparation  
None  
AHF-262
- Project closure document submission - AHF  
None  
AHF-264

**CODE REVIEW 0**

**COMPLETED 0**

We're only showing recently modified issues.  
[Looking for an older issue?](#)

PLANNING  
AHF board  
Board  
Kanban board  
Reports  
Issues  
Components

DEVELOPMENT  
Releases

OPERATIONS  
On-call  
Project pages

You're in a company-managed project

## 6. FINANCIAL PROFILE

Following are the evidence for the financial capacity of HexaCorp to provide the goods and/or services, as described in its proposal, via Revenue and profit.

Year	Revenue	Profit
2023 (Till July)	\$4,191,557	\$196,540
2022	\$8,246,950	\$258,692
2021	\$7,016,869	\$216,986

**Growth Rate considered as 20% for every year.**

## 7. TRANSITION PLAN

HexaCorp introduces our thorough Transition Plan, designed to ensure continuous operations, and facilitate seamless service and staff integration. Emphasizing clarity, collaboration, and a shared vision, our plan guarantees a smooth transition that prioritizes the Parish's business continuity.

### 1. New Contractor's Transition Approach

We will introduce a systematic approach to transitioning, encompassing a meticulous assessment of the existing IT ecosystem, identification of critical touchpoints, and alignment with the Parish's goals. Our transition approach prioritizes minimal disruption and maximizes the utilization of current assets and resources.

### 2. Transition Team Description

Our Transition Team, composed of experienced project managers, IT experts, and domain specialists, will be responsible for orchestrating a seamless transition. Their roles and responsibilities will cover all aspects of the transition process, from knowledge transfer to user onboarding.

### 3. Workforce Transition

Our workforce transition strategy encompasses a comprehensive onboarding process for our team members and subcontractors. It involves a thorough orientation to Parish's operations, protocols, and expectations. This approach ensures a cohesive integration of skills and resources into the existing IT ecosystem.

### 4. Network User Accounts and Passwords

Our plan includes a secure and controlled transition of network user accounts and passwords. This involves a secure migration process that guarantees seamless user access while maintaining data integrity and compliance with cybersecurity standards.

### 5. Knowledge & Intellectual Property Transfer

We emphasize the importance of knowledge continuity. Our Transition Plan includes a structured knowledge transfer mechanism, ensuring that critical information, procedures, and best practices are seamlessly transferred from the outgoing contractor to our team.

### 6. Parish and Contractor Equipment Transition

Our Transition Plan outlines a meticulous process for transitioning Parish and Contractor equipment. This includes inventory verification, asset tracking, equipment validation, and an efficient migration strategy that minimizes downtime and ensures optimal functionality.

### 7. Expectations from the Parish

We believe that a collaborative effort is key to a successful transition. Our plan specifies clear expectations from the Parish, including cooperation during the knowledge transfer phase, provision of access to relevant systems and data, and active participation in the onboarding process.

## 8. CONCLUSION

In conclusion, our response to the Information Technology Support Services and Supplemental Staffing Request for Proposal (RFP) underscores our unwavering commitment to delivering comprehensive and innovative solutions tailored to your organization's unique needs. Our deep expertise, proven track record, and dedication to excellence position us as the ideal partner to address the parish IT support and staffing requirements.

With a robust team of highly skilled professionals, a proactive approach to problem-solving, and a comprehensive suite of services, we are poised to ensure the seamless operation of your technology infrastructure. Our focus on efficiency, satisfaction, and fostering long-term partnerships aligns perfectly with the objectives outlined in the RFP.

Furthermore, our emphasis on employee welfare, professional growth, and the pursuit of excellence not only benefits our team members but also translates into the superior quality of service we provide. We understand the critical role technology plays in driving business success, and we are committed to being your reliable and responsive partner in this endeavor.

Thank you for considering our response. We look forward to the opportunity to collaborate closely, leveraging our expertise to empower parish's growth and success in the realm of Information Technology Support Services and Supplemental Staffing.