

PROVIDE INFORMATION TECH SUPPORT SERVICES & SUPPLEMENTAL STAFFING FOR THE DEPARTMENTS OF ELECTRONIC INFO. SYSTEMS (EIS) & TELECOMMUNICATION



Changing TECHNOLOGIES INC

Intelligent Solutions for a Changing Workplace

TECHNICAL PROPOSAL

PROPOSED BY:
CHANGING TECHNOLOGIES INC.
3602 13TH STREET NW UNIT B
WASHINGTON DC, 20010-1409
PHONE: (202) 688-3631
FAX: (202) 688-3632
POC: DANIELLE LOGAN
EMAIL: BIDS@CHANGING.NET
WEBSITE: WWW.CHANGING.NET



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Transmittal Letter

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

SUBJECT: Provide Information Tech Support Services & Supplemental Staffing for the Departments of Electronic Info. Systems (EIS) & Telecommunication

Changing Technologies, Inc. (CTI) is pleased to respond to Provide Information Tech Support Services & Supplemental Staffing for the Departments of Electronic Info. Systems (EIS) & Telecommunication. This letter serves as a notification of admittance of all addenda to the Request for Proposals (RFP) from Jefferson Parish issued before the proposal's due date and time. Our proposal submission includes all the required information and documentation as instructed in the RFP document.

Changing Technologies, Inc. (CTI) is a full-service business support firm headquartered in Washington, DC, founded in 1997 and celebrating its 26th year in business. We specialize in the planning and implementation of alternative practices for supporting the operational needs of public and private sector entities. Whether public or private agency needs short-term or long-term contractual support, CTI is positioned to meet the employer's needs. CTI tracks market trends and creates arrangements to address the contingency needs of Local, State, and Federal Agencies. Thus, CTI offers one-stop services that include Human Resources Consulting, Administrative Management Consulting, Records and Program Management, and Staff Augmentation. We provide highly qualified and dedicated personnel, superior performance and cost-effective results, excellence in quality, and positive solutions for your support requirements. CTI has provided consulting services to commercial and government sectors for several years.

CTI has extensive experience working with state and local government agencies and providing services supporting their business objectives. We have partnered with several agencies to provide services for projects similar in scope and complexity to the current solicitation, making us uniquely positioned to perform the services outlined in the Statement of Work.

Intelligent Solutions for a Changing Workplace

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Danielle Logan
Director, Program Management

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Executive Summary

With our extensive experience in consulting and staffing, we have gained a comprehensive understanding of recruiting strategies and people management required to meet our client's high standards of safety, quality, and exceptional customer service to both employees and clients. Our staffing services comprise contract, contract-to-hire, direct placement, and payrolling services.

Our recruiters and account managers have over 69 years of combined experience supporting staff augmentation needs within the public sector. Compared to our industry as a whole, our firm is exceptionally unique and capable of servicing Jefferson Parish beyond global competition. This proposal will present our plan to enhance staffing experience and provide specific evidence to prove our unique capabilities beneficial to your organization. Our proposed solution aims to improve your experience by providing adequate administrative professional support and services independently. As such, Changing Technologies is fully equipped to fulfill the requirements of this RFP and will not subcontract for this project. We are committed to being a positive force throughout the life of the Jefferson Parish contract, providing valuable employment and supporting economic and cultural development. We look forward to expanding our business relationship with your organization through this procurement process. We are pleased to highlight our qualifications and services that our competition cannot match. We hope to present them to your selection team in a forum where we can further elaborate on our experience and this proposal.

Our team prioritizes quality management and delivers services of the highest caliber to our clients. We bring extensive industry best practices and quality management in critical areas, including Capability Maturity Model Integration (CMMI), the International Organization for Standardization (ISO), and the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK).

About Us

Headquartered in Washington, D.C., Changing Technologies, Inc. (CTI) is a certified minority-owned small business established in 1997 to connect organizations to a broad range of IT solutions and top-tier talent across industries. As part of our commitment to serving our clients' needs, CTI opened an office space in the District of Columbia in 2007 and has a team dedicated to regularly meeting with clients to understand their unique staffing requirements and provide the finest solutions. As of 2020, we have expanded our staffing services to other states in the US, with offices registered in Florida, North Carolina, Delaware, and Minnesota. We specialize in providing comprehensive, adaptable, and innovative staffing solutions for our clients that intend to hire and manage top talent in an ever-changing and competitive workplace. Our proven track record of providing top-notch staffing services to the Federal, State, and Local governments and organizations in the public and private sectors sets us apart in the staffing industry.

Our Mission and Values

Changing Technologies Inc. is dedicated to providing staffing solutions for local, state, and federal government agencies by connecting them with the best professionals in the industry. We aim to improve the communities we serve by assembling a team of exceptional individuals. We aspire to become one of the top staffing agencies in the United States.

Capabilities

CTI's team of staffing professionals has a combined experience of over 25 years in talent acquisition and recruitment, encompassing various aspects such as talent sourcing, screening, interviewing, assessment, selection, promotion, retention, coaching, conflict resolution, workplace incidents, and more. Our extensive expertise and understanding of a comprehensive talent acquisition strategy have enabled us to help government agencies and other organizations recruit highly skilled and capable employees.

- **The number of clients/customers and geographic locations that CTI currently serves:** twenty-three (23) government clients across ten (10) different states.
- **The names and titles of headquarters or regional management personnel who may be involved with supervising the services to be performed under the Contract:** Refer to [Experience and Qualifications of Proposed Staff.](#)

| OFFICES | ADDRESS | PHONE NUMBER |
|--|---|----------------|
| Washington DC Office (Headquarters) | 3602 13th St NW, Unit B, Washington, DC 20010 | (202) 688-3631 |
| Delaware Office | 8 The Green STE A Dover, DE 19901 | (866) 523-8899 |
| Texas Office | 7901 4th St N, STE 300 St. Petersburg, FL 33702 | (866) 523-8899 |
| Florida Office | 202 N Cedar Ave, STE #1 Owatonna, MN 55060 | (866) 523-8899 |
| Minnesota Office | 5900 Balcones Drive, STE 100, Austin, TX 78731 | (866) 523-8899 |

CTI's Experience

Changing Technologies is a prominent provider of temporary staffing services with a proven track record of successfully executing similar large-scale projects. We are fully capable and committed to delivering the services listed in the Scope of Work. Our track record speaks for itself, as we have successfully completed numerous IT, administrative, and healthcare staffing task-based projects for public and private sector clients. Our extensive experience includes providing services to various government clients, including:

| | |
|---|--|
| DC Department of Health Care Finance (DHCF) | DC Department of Human Services (DHS) |
| DC Department of Employment Services (DOES) | DC Department of Energy and Environment (DOEE) |
| DC Homeland Security and Emergency Management Agency (HSEMA) | DC OCTO – Citywide IT Security Services (CWITS) |
| DC OCTO – Network Operations Center (NOC) | DC OCTO – Application Services |
| DC Criminal Justice Coordinating Council (CJCC) | DC Department of Corrections |
| DC Office of the Attorney General | DC Metropolitan Police Department |
| DC Homeland Security & Emergency Management Agency | U.S. Department of State |
| U.S. Department of Housing & Urban Development (HUD) | U.S. General Services Administration (GSA) |
| Assistant Chief of Staff (ACS G6), Marine Corps Installations East (MCIEAST) | Department of Navy – Naval Air Warfare Center Aircraft Division (NAWCAD) |
| DC Office of the Chief Technology Officer (OCTO) / DC-Net | DC Child and Family Services Agency |
| DC Department of Health (DOH), Health Regulations and Licensing Administration (HRLA) | DC Department of Forensic Sciences |
| State of Wyoming, Department of Health | State of North Carolina, Department of Information Technology |
| The State of Florida, Department of Management Services | Florida Department of Transportation (DOT) |

CURRENT ENGAGEMENTS

CTI is currently supporting the below-mentioned clients with similar services:

| | |
|---|---|
| <p style="text-align: center;">Computer Aid (The District of Columbia Strategic Teaming and Resourcing/STaR Contract)</p> | <p>Applications Systems Analyst, Applications Technical Specialist, Business Process Consultant, Business Systems Analyst, Computer Scientist, Computer Forensic & Intrusion Analyst, Configuration Management Specialist, Customer Support, Cyber Security Engineer, Database Administrator, Data Architect, Data Warehousing Specialist, Database Specialist, Disaster Recovery Specialist, Enterprise Architect, Enterprise Resource Planning (ERP) Analyst, ERP Business/Architectural Specialist, Financial Analyst, Geographic Information System (GIS) Analyst/Programmer, Groupware Specialist, Hardware Engineer, Help Desk Specialist, Information Assurance/Security Specialist, Information Specialist/Knowledge Engineer, Infrastructure/Network Architect, Infrastructure Technical Specialist, IT Consultant, Mobile App Developer, Modelling and Simulation Specialist, Network Engineer/Specialist, Program Manager, Project Manager, Quality Assurance Specialist, Research Analyst, Subject Matter Expert - Technology Specific, System Administrator, Systems Engineer, Technical Editor, Technical Writer, Test Engineer, Training Specialist, Voice/Data Communications Engineer, Web Content Analyst, Web Designer and Web Developer.</p> |
| <p style="text-align: center;">State of North Carolina (ITS Contract)</p> | <p>Applications Systems Analyst, Applications Technical Specialist, Business Process Consultant, Business Systems Analyst, Computer Scientist, Computer Forensic & Intrusion Analyst, Configuration Management Specialist, Customer Support, Cyber Security Engineer, Database Administrator, Data Architect, Data Warehousing Specialist, Database Specialist, Disaster Recovery Specialist, Enterprise Architect, Enterprise Resource Planning (ERP) Analyst, ERP Business/Architectural Specialist, Financial Analyst, Geographic Information System (GIS) Analyst/Programmer, Groupware Specialist, Hardware Engineer, Help Desk Specialist, Information Assurance/Security Specialist, Information Specialist/Knowledge Engineer, Infrastructure/Network Architect, Infrastructure Technical Specialist, IT Consultant, Mobile App Developer, Modelling and Simulation Specialist, Network Engineer/Specialist, Program Manager, Project Manager, Quality Assurance Specialist, Research Analyst, Subject Matter Expert - Technology Specific, System Administrator, Systems Engineer, Technical Editor, Technical Writer, Test Engineer, Training Specialist, Voice/Data Communications Engineer, Web Content Analyst, Web Designer and Web Developer.</p> |
| <p style="text-align: center;">The State of Florida, Department of Management Services (Information Technology Staff Augmentation Services Contract)</p> | <p>Systems and Programming Director, Applications Development Manager, Applications Architect, Enterprise Application Integration (EAI) Engineer, Systems Analyst, Applications Development Analyst, Database Manager, Data Architect, Data Modeler, Database Analyst, Database Administrator, Quality Assurance Manager, Quality Engineering Consultant, Quality Assurance Analyst, Technology Research Manager, Technology Research Analyst, Client Technologies Manager, Client Technologies Analyst, Client Technologies Technician, Customer Support Manager, Customer Support Analyst, Customer Support Technician, Network Operations Director, Network Operations Manager, Network Architect, Network Engineer, Network Analyst, Network Administrator, Network Technician, Internet Operations Manager, Internet/Web Architect, Internet/Web Engineer, Web Applications Programmer, Web Designer, Webmaster, Internet/Web Systems Administrator, Web Customer Support Specialist, Data Center Operations Director, Computer Operations Manager, Computer Operations Supervisor, Computer Operator, Capacity Planning Manager, Production Support Manager, Production Support Analyst, Telecommunications Operations Manager, Telecommunications Engineer, Telecommunications Technician, Electronic Commerce Director, Electronic Commerce Manager, Electronic Commerce Analyst, EDI Specialist, Data Warehouse Director, Data Warehouse Manager, Business Intelligence Architect, Data Warehouse Analyst, Data Warehouse Administrator, Decision Support Manager, Decision Support Specialist, Decision Support Administrator, CRM Technology Manager, Knowledge Engineer, ERP Team Lead, ERP Team Member, ERP Configurer, ERP Programmer/Analyst, ERP Systems Administrator, Basis/ALE Technical Consultant, Chief Sourcing Officer, IT Procurement Manager, IT Procurement Specialist, Vendor Relationships Manager, Outsourcing Contracts Manager, Contracts Manager, Finance/Administration Specialist, Technical Advisor, Asset Manager, Asset Management Administrator, HR/IT Director, HR/IT Staffing Manager, Technical Recruiter, HR/IT Generalist, Documentation Specialist/Technical Writer, IT Finance Manager, IT Risk and Compliance Director, IT Audit Manager, IT Auditor, Business Management Specialist, Technical Training Manager, Technical Trainer, Security Manager, Security Analyst, Data Security Specialist, Network Security Specialist, Systems Security Specialist, Web Security Specialist, Business Continuity Manager, Business Continuity Specialist, Product Development Manager, Product Architect, Product Engineer, Product Developer, Systems Software Manager, Systems Architect, Systems Software Programmer, Groupware Specialist, Systems Administrator, UNIX Systems Administrator, Storage Management Specialist, Enterprise Architecture Director, IT Business Planning Manager, Enterprise Architect, Business Process Consultant, IT Business Consultant, Business Analyst, Business Relationships Director, Customer Relations Manager, Configuration Management Analyst, Release/Build Engineer, Program Management Director, Program Manager, Project Manager, Project Leader, Project Management Specialist, Resource Manager, Customer Service Hotline Manager, Customer Service Hotline Representative.</p> |

QUALIFICATIONS OF AGENCY

MANAGEMENT TEAM

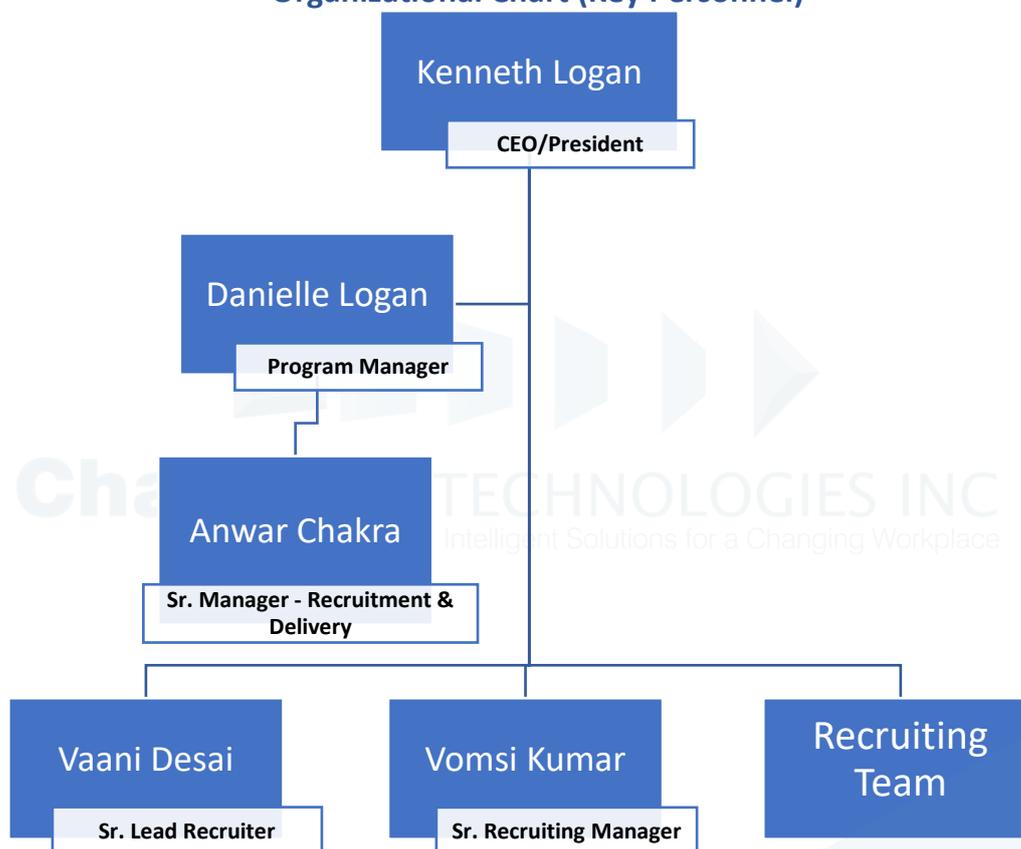
CTI's leadership team consists of experienced professionals with diversified expertise across private and public sectors. Kenneth Logan serves as the CEO and President, leading the company's strategic vision. The program management is handled by Danielle Logan, a seasoned professional with a wealth of experience managing complex projects and programs. Anwar Chakra, the Senior Manager of Recruitment & Delivery, brings over 15 years of experience in human resource management, having completed various contracts for state and local governments throughout the US. Voms Kumar, the Resourcing Manager, ensures the efficient and effective utilization of resources. At the same time, Vaani Desai, the Technical Recruiter Team Lead, oversees the recruitment process to identify top talent. With over 25 years of combined experience, this team has proven track records of delivering exceptional results in project management, compliance, and human resource management.

- Danielle is a highly qualified Project Management Professional (PMP) with a wealth of experience and expertise for both public and private sector clients. With a Bachelor of Arts degree in Economics, Danielle brings a unique blend of technical expertise and business acumen to this role. She has a proven track record of success in various leadership roles. She has also provided her expertise to various governmental organizations, including the DC Department of Health Care Finance (DHCF), the US Department of Housing and Urban Development (HUD), the Department of Energy and Environment (DOEE), the Department of Employment Services (DOES), Department of Human Services (DHS), the State of Wyoming, and several others. As Senior Program Manager at CTI, Danielle will serve as the Program Manager and Main Point of Contact for this RFP, bringing her wealth of experience and expertise to the project.
- Anwar Chakra – With seventeen years of experience in recruitment, Anwar is a dynamic and results-driven professional with a track record of success in managing and closing high-level IT, Technical & Executive positions. He specializes in using internet-based recruiting tools and full recruitment process lifecycles to fill difficult-to-find positions. He has worked with various government agencies, including the DC Department of Behavioral Health, Office of the State Superintendent of Education, the Office of Risk Management, the Department of Health Care Finance, and the Office of the Chief Financial Officer. Anwar stays up-to-date with changing and emerging recruiting trends and is a great team player who thrives in fast-paced, rapidly changing environments.
- Voms Kumar – With over seven years of experience as a healthcare and IT recruitment professional, Voms is a strategic planner, innovator, and proven leader. He has worked in corporate settings and excels at communicating and negotiating complex compensation packages. Voms is knowledgeable and skilled in various talent recruitment and management tools, such as Operating Systems (OS), email clients, MS Office

packages, Job Boards, Social Networks, US tax terms, US visa types, and Applicant Tracking Systems (ATS). Currently, he serves as a Recruiting Manager at CTI, functioning as a Resourcing Manager under this RFP. He holds a Bachelor of Technology in Mechanical Engineering from Dr. BC Roy Engineering College.

- Vaani Desai – Vaani holds a Bachelor’s degree in Computer Science and has over seven years of professional work experience in the IT recruitment sector. She is a skilled Technical Recruiter Lead with expertise in using various talent recruitment and management tools, such as Ceipal, Salesforce, Job Diva, Zoho Recruiter, Trello, Bullhorn, and more. Vaani has a proven track record of recruiting top talent for various sectors, including IT, Finance, and Healthcare, and for domain positions such as Business Analyst, Java Developer, Project and Program Manager, Big Data Developer, Network Architect, and more. Currently serving as the Recruiting Manager at CTI, Vaani will function as a Technical Recruiter Lead under this RFP.

Organizational Chart (Key Personnel)



KEY PERSONNEL RESUMES

Dallas, TX
301-358-2589
dlogan@changing.net

DANIELLE LOGAN

OBJECTIVE

A multi-skilled professional with a superb track record of managing complex functional projects in various environments due to a diverse educational background. Experience with leading and managing large projects in the government and private sector from initiation, planning, execution, monitoring, controlling, and closing. Highly motivated and driven, with years of work experience and verifiable expertise in **Project Management, Compliance, and Analytics**. Skilled in collaborating with all team members to achieve business and financial objectives and positively reflect on an organization's values and principles.

SKILLS

- ❖ Project Lifecycle Management
- ❖ Scope Management
- ❖ Cost Management
- ❖ Communications Management
- ❖ Risk & Compliance Management
- ❖ Procurement/Subcontractor Management
- ❖ Team Building, Training & Leadership
- ❖ Change Management
- ❖ Quality Control Management
- ❖ Strategic Planning
- ❖ Stakeholder (internal and external) Management
- ❖ Human Resource/Personnel Management

WORK HISTORY

DIRECTOR, PROGRAM MANAGEMENT, CHANGING TECHNOLOGIES, INC., WASHINGTON, DC

September 2019 — Present

- Ensure Project Management Office (PMO) project management methodology is followed on all client engagements.
- Engage project staff and facilitate discussions with government agencies to make complex decisions.
- Develop, communicate and implement program risk/issue management plans and strategies (i.e., mitigation, avoidance, transfer, acceptance).
- Perform risk management to minimize program risks.
- Coordinate program leads that manage the various project teams and ensure workflows and handoffs are efficient and effective.
- Provide end-to-end Project Management for business initiatives
- Train and assign project staff members to specific tasks.

PROJECT MANAGER, CHANGING TECHNOLOGIES, INC., WASHINGTON, DC

June 2017– September 2019

- Evaluated program effectiveness with ongoing metrics analysis and provided improvement recommendations.
- Planned and controlled the diverse activities required to deliver projects on time, on budget, and with the required quality, despite risks and issues.

Led activities to foresee risks and issues and created the required mitigation plans.
Owned and oversaw the end-to-end management of several projects and programs.
Monitored project risks and scope to identify potential problems and proactively identified solutions.
Ensured sufficient resources and funding were available to execute all project activities.
Trained and assigned project staff members to specific tasks.
Mentored Junior Project Managers as required.

**COMPLIANCE PROGRAM ANALYST, AVP, PNC FINANCIAL SERVICES GROUP, INC.,
PHILADELPHIA, PA**

August 2016 – June 2017

Support key business initiatives of PNC's Capital Markets Risk & Compliance Office by gathering necessary data to identify compliance risks and prepare compliance reports. Independently challenge analyses, suggest resolutions & identify issues illustrated by the reports to escalate risk through proper governance channels as needed.

Assess activity for existing and emerging risks to evaluate the materiality of risks identified. Research current laws, rules, and other regulatory requirements to draft & assess Compliance Manuals, Front Office materials, policies, and procedures to ensure program alignment.

Coordinate compliance monitoring program and review activity to ensure it falls within established risk control limits. Execute the Compliance program objectives for assigned areas, products/services, and applicable regulations. Communicate and socialize compliance program objectives to business partners.

Perform control testing and monitoring of the business unit compliance program to validate the operation & effectiveness of internal controls throughout the year.

Oversee assigned lines of business BSA/AML risk by completing weekly independent Quality Control reviews to determine the frequency of customer due diligence and identify any necessary enhanced due diligence.

**SALES & SERVICE ASSISTANT MANAGER, PNC FINANCIAL SERVICES GROUP, INC.,
WASHINGTON, DC**

June 2015 – August 2016

Managed sales process to proactively achieve sales targets of over 100% and customer loyalty. Grew revenue through acquisition and share-of-wallet growth of consumer and business households.

Acquired and retained talent through coaching and development of 6-8 employees. Coached employees to achieve performance and activity expectations.

Managed operational metrics including but not limited to NAR, Assessments (DCAP), Consumer KYC Errors, BB KYC Errors, Paper Ticket Compliance, Lobby Engagement, NCL form Check Fraud Loss P/HH.

EDUCATION

**BACHELOR OF ARTS IN ECONOMICS, SPELMAN COLLEGE, ATLANTA GA
PROJECT MANAGEMENT PROFESSIONAL (PMP), PROJECT MANAGEMENT INSTITUTE**

CLIENT PORTFOLIO

| | |
|--|---|
| City of Avondale | Events DC (WCSA) |
| Child and Family Services Agency (CFSA) | General Services Administration (GSA) |
| County of Santa Clara | Jeffco Public Schools |
| DC Department of Health Care Finance (DHCF) | North Dakota Department of Human Services (NDDHS) |
| Department of Energy and Environment (DOEE) | State of Florida, Department of Management Services |
| Department of Employment Services (DOES) | State of North Carolina, Department of Information Technology |
| Department of Human Services (DHS) | U.S. Department of Housing and Urban Development (HUD) |
| Department of Youth Rehabilitation Services (DYRS) | Wyoming Department of Health |



Changing TECHNOLOGIES INC
Intelligent Solutions for a Changing Workplace

ANWAR CHAKRA

OBJECTIVE

- A results-oriented US IT Recruitment professional with 17 years of combined experience in US Recruitment, BPO sales, and Product Support (inbound & outbound) for the US market.
- Drive & direct all recruitment efforts & processes; implement strategic hiring procedures & improve overall recruitment measures; create & suggest new & effective interviewing procedures & techniques.
- Responsible for overall India Operations, Business Delivery, Account management, Client Coordination, Recruitment Management, and managing daily recruitment team activities.
- Proven track record of success in Managing, leading, sourcing, and closing high-level IT/ Technical & Executive Level positions and talents, emphasizing difficult-to-fill positions using internet-based recruiting tools and Social Media following a full Recruiting process life cycle.
- Excellent knowledge of changing and emerging Information Technology and Human Resource trends and a team player in fast-paced, rapidly evolving information technology environments.
- Additional experience in management, administration, and customer service with outstanding supervisory and communications skills while maximizing operational efficiency, employee productivity, and company profitability.
- Extremely self-motivated and dedicated to achieving personal and professional goals and skilled at learning new concepts quickly, working well under pressure, and communicating ideas clearly and effectively.

SKILLS

- Leadership, Delivery Management, Account Management, IT Recruitment Process Life Cycle, Team Management, Recruitment Management, Process, and Requirement analysis, Performance Management, Salary/Rate Negotiation, Conduct Interviews, KRA/KPI, Applicant Tracking Systems, Vendor Management, Training and Time management, Customer Service, proficient in Computer operations and extensively used Microsoft Office suite.

WORK HISTORY

SR MANAGER, US IT RECRUITMENT AND DELIVERY, CHANGING TECHNOLOGIES INC., WASHINGTON, DC

Sept 2019 – Present

- Develop insights and recruiting strategies to drive the employer brand and achieve the talent agenda by cultivating strategic relationships and partnerships with internal and external clients.
- Responsible for overall Business Operations & Delivery, Account management, Client Coordination, and daily operations transactions.
- Coordinated, negotiated, and implemented ATS such as Ceipal and Job boards such as Resume Library, Dice.com, Indeed, and ZipRecruiter, which included API integration of these job boards to Ceipal ATS.
- Drive & direct all recruitment efforts & processes; develop strategies and implement strategic hiring procedures, process streamlining, and tactics to achieve goals and interact with Clients and customers.
- Improve recruitment measures and build and maintain strong relationships with client executives to deliver the expected business and for current and future business prospects.

- Responsibility included full RLC process and involved in interview setups/ debriefs, offer initiation, and point of contact for all onboarding documentation.
- Daily interact with client and MSP coordinators on candidates' submission and interview feedback, outreach for additional business, and understanding client's priority requirements.
- Conduct Requirement mapping, analyzed Historical Data, analyzed Performance, and conducted monthly calls with Clients to understand challenges and expectations.
- Track & monitor recruitment metrics (ROI and KPI/KRA). Prepare weekly reports to show tasks in progress; keep track of recruiting metrics; communicate performance reports and recruitment goals & objectives with recruiters.
- Encourage open lines of communication between recruiting team; conduct frequent performance reviews for recruiters; communicate with the team to determine the effectiveness of recruitment plans.
- Analyze individual performance, identify gaps and improvements, and check target achievements.
- Used the following VMS – VectorVMS (formerly PeopleFluent and PeopleClick), DotStaff, and Beeline.
- Responsible for internal hiring and onboarding, training and mentoring new joiners' and setting up milestones.

SENIOR MANAGER - US IT RECRUITMENT AND DELIVERY

Jun 2012 – Sept 2019

- Drive & direct all recruitment efforts & processes; implement strategic hiring procedures & improve recruitment measures; Develop & implement recruitment strategies, & procedures.
 - Account management, Client Coordination, Business Delivery, daily operations, and transactions. Provided solutions for infrastructure & Software development SOW projects & respond to Task Orders (TO), including reviewing RFP/RFQ/RFR proposals and pricing & bidding for Local, State & Federal clients.
 - Work with Proposal teams to identify Government clients' open RFP/RFQ/RFR/RFIs, identify SOWs/ Projects, and identify technologies used by the client and technical staff
 - Demonstrated IT industry expertise by identifying Titles for master contracts and providing the best pricing and project cost solutions with 65% turnaround and award wins.
 - Managing team of 8-10 recruiters & responsible for scheduling and interviews set up, Offer/deliveries, Guide through the onboarding process, Background checks & conduct reference checks.
 - Provide continuous supervision of recruiting team, communicate with the team to streamline processes, solve problems & identify areas needing improvement; create & suggest effective interviewing procedures & techniques.
 - Track & monitor recruitment metrics (ROI and KPI/KRA). Prepared weekly reports for clients to show tasks in progress; kept track of recruiting metrics; communicated performance reports and goals & objectives with recruiters.
 - Point of contact for clients and attend intake calls, discuss clients' priority requirements and understand client dynamics, challenges, and expectations to serve them to the best of our capacity.
 - Demonstrate effective, creative & cost-efficient use of recruiter's resources which include referrals, internet, job postings, & networking & user groups & consistently achieve and/or exceed hiring objectives.
 - Build and maintain client and consultant relationships for current and future business and demonstrate a strong understanding of information technology terminology and concepts.
 - Conduct Client requirement mapping analyzed client historical data, was accountable for client performance, and conducted monthly calls with clients to understand client expectations and dynamics and performance checks.
 - Accountable for team performance and analyzed individual performance, identified gaps and checked target achievements, and identified improvements.
 - Maintain Client and Recruiter scorecard and candidate tracking systems to ensure future searches to pull all data gathered during the process. Encourage open lines of communication between recruiting team; conduct frequent performance reviews for recruiters; communicate with the team to determine the effectiveness of recruitment plans.
 - Used the following VMS – VectorVMS (formerly PeopleFluent and PeopleClick), DotStaff, Flextrack, Beeline, IQN, Fieldglass, Taleo.
-

LEAD IT RECRUITER

Jul 2015 – Dec 2016

- Led, mentored, and trained recruiters to perform requirement analysis, Keyword identification and Key string creation, resume searches on external databases (e.g., Monster, CareerBuilder, etc.), and manage recruitment databases.
- Accountable for team performance and targets, conducted weekly meetings with the team member, identified gaps, and addressed the issues with the best possible solutions.
- Following the full Recruitment life cycle, specialized in identifying, evaluating, and delivering qualified IT, software engineering, Non-IT, and "C" Level professionals and responsible for the full lifecycle search and recruitment of high-level candidates within the Information Technology industry.
- Recruit IT professionals using recruiting & screening methodologies that give access to a wide range of technology skill sets & contacting candidates, following up with candidates & managing candidate pipeline.
- Trained and mentored a team of 4, primarily freshers/juniors, and provided training on requirement analysis, identifying keywords, Key string creation, Call flow, Closing candidates, and IT Technologies.
- As a lead, optimize bandwidth & assign positions, conduct quality checks & 2nd level closing & provide feedback to recruiters on candidates' qualifications, submit candidates in the client portal, stay in touch with candidates & build rapport while fulfilling own targets.
- Acted as initial Point of contact for clients and attended intake calls, discussed clients' priority requirements, and understood client challenges and expectations to serve them to the best of our capacity.
- Follow up with clients on submissions and interviews, conduct pre-closing for interviews, set up interviews, take interview debriefs, the initial point of contact for delivery, and initiate Offers.
- Worked with Proposal teams to support RFP/RFQ/RFR/RFIs, supported SOWs, and provided pricing and project costs.

SENIOR IT RECRUITER

Jan 2014 – Jun 2015

- Recruited IT professionals for multiple domains such as Federal, State & Local Government, Défense, Manufacturing, Healthcare, banking and finance, and Clearance positions.
- Created resume database/ candidate pools and worked on numerous challenging opportunities available across all areas of IT.
- Responsibilities included building rapport with the candidates, conducting periodic follow-ups and initial contact or interview confirmations, and submitting candidates in specific client portals.
- Was involved in screening resumes of junior recruiters and assisting juniors in improving their skills.

IT RECRUITER

Jun 2012 – Dec 2013

- Following full RLC process such as analysis of requirements, identifying keywords, creating key strings – Open and Boolean (OR/AND/*), screen resumes, and negotiating and closing potential candidates.
- Used various job portals such as Monster.com, CareerBuilder.com, Dice, and social platform such as LinkedIn to find best-fit candidates.
- Utilized internet-based traditional recruiting tools & job boards such as Monster, CareerBuilder, TechFetch, Dice, Indeed.com, TheLadders.com & non- traditional methods like LinkedIn, Twitter, etc., as well as database searching & networking to recruit new candidates.

ASSISTANT EDP – IT DEPARTMENT, CCE (CITY CENTER ERBIL)

Jul 2009 – Aug 2010

- Worked with a large retail hypermarket as an Assistant Electronic Data Processor (EDP) & responsible for daily Day ends, transactions upload, sales postings & interfacing to accounts & data transfer from corporate to branch servers.
- Involved in pricing, updating cost, and selling prices of products daily and documenting the process to communicate accurately with the management.
- Supervised and participated in inventory checks and stock adjustments on Oracle systems and had access to Oracle backend application and edited product conversion type on Oracle backend forms.
- Communicated effectively and was involved in meetings with the senior management like General Manager, Operations Manager, and Department managers to decide on profit percentages and pricing of products and generated reports & suggested improvements.
- Used IBM POS & Oracle VISION 2000 database to create & register new suppliers, develop new products to generate internal barcodes, adjust Stocks & prepare Goods Receipt Note (GRN) & Purchase Returns Note (PRN) for local & international suppliers & verify reports before approving.
- Troubleshoot POS machines and systems on fundamental issues & assisted in resolving Oracle database & system-related issues; provided training to new receiving staff, overall guidance about the system/ software, and an objective overview of situations.

SENIOR CSR/PRODUCT SUPPORT, ACC (USA)

Oct 2006 – Sept 2008

- Worked as a Senior Customer support & Product Support representative for Simple Network Inc at the offshore office.
- Provided website and product support and advice to present or prospective customers by answering incoming calls and who apply through websites daily.
- Trained new employees on processes, websites & products. Handled Customer queries, acquainted customers with upcoming products & services & handled technical queries related to international calls & the company websites.
- Help customers renew their services through websites and assist with user accounts and passwords, including password resets and documented transactions by completing forms and record logs.
- Worked with carriers like Sprint, Novatel, AT&T, Reliance & MCI to resolve connectivity issues to international & long-distance calls & raised tickets against carriers & made
- appropriate route changes to particular countries.
- Used IP phones, automatic dialing systems & other phone systems technologies for incoming calls & outgoing calls.

SENIOR TELEMARKETING REPRESENTATIVE, FCC (Futura Convergence Center)

Aug 2004 – Nov 2005

- Worked in sales of Telecom products and mortgage lead generations for clients in the US, UK, Canada, and Australia in a customer-focused environment.
- Used outbound automatic dialler system & custom software for mortgage campaigns like BAY mortgage, AMLEND mortgage, MEMORIAL mortgage & mobile campaigns like 3G, T-Mobile & Vodafone for US, UK, and Australia clients.
- Negotiated with new customers, followed up with prospective customers, converted prospective customers into actual customers & discussed the complete process & completed customer verification forms & forwarded the same to clients.
- Maintains quality service by following organization standards & contributes to team effort by accomplishing related results as needed & demonstrated excellent communication skills.

| MSP/VMS - Government Clients | |
|---|--|
| Chicago Public Schools - IL | State of Florida |
| Commonwealth of Massachusetts | State of Georgia |
| Commonwealth of Pennsylvania | State of Iowa |
| Commonwealth of Virginia | State of Maine |
| District of Columbia Government | State of Mississippi |
| George Washington Hospital | State of Montana |
| Government of Alberta - Canada | State of New Jersey |
| Province of British Columbia - Canada | State of North Carolina |
| Province of Nova Scotia - Canada | State of Ohio |
| State of Arizona | State of Utah |
| State of Arkansas | State of Washington |
| State of Delaware | University of Maine |
| Government Clients | |
| DC Department of Behavioral Health (DBH) | DC Office of the Chief Financial Officer (OCFO) |
| DC Office of the State Superintendent of Education (OSSE) | DC Department of Health Care Finance (DHCF) |
| DC Department of Employment Services (DOES) | DC Department of Health (DOH) |
| Baltimore County Public Schools (BCPS) | DC Office of Risk Management (ORM) |
| DC Water & Sewer Authority (WASA) | Metropolitan Washington Airport Authority (MWAA) |
| Washington Metropolitan Area Transit Authority (WMATA) | Credence Management (Federal) |
| Hennepin County - MN | XCorp Solutions (Federal) |
| MD Health Benefit Exchange (MHBE) | University of Massachusetts |
| City of West Palm Beach - FL | Regional Transportation Authority - IL |
| City of Cincinnati - OH | City of Newark - DE |
| Events DC (WCSA) - DC | CapMetro Transportation Authority - TX |
| MD Department of Transportation (MDOT) | MD Department of Human Services (MDDHS) |
| County of Miami-Dade - FL | Clark County - NV |
| Commercial Clients (MSP/VMS) | |
| Citi Group | State Street |
| Magellan Health | EMC Corporation |
| Teradata | Voya |
| Guggenheim Partners | ExxonMobil |
| CVS Pharmacy | SAIC |
| Purdue Pharma | Orbital ATK |
| Verizon Wireless | MTS Systems Corporation |
| Infosys | Johnson Controls |
| PepsiCo | Raytheon |
| Rockwell Collins | AARP |

VOMSI KUMAR

OBJECTIVE

Healthcare and IT Recruitment Professional with an experience of over seven years and a demonstrated history of working in corporate settings, results-driven with a history of surpassing set quotas and quickly developing rapport and trust. Impeccable work ethic; able to work effectively independently or as part of a highly functioning team. Skilled in strategic planning, process improvement, and innovation; track record of seeking new ways to improve processes and effectively achieving efficiency and cost savings. Quick learner; able to assimilate and utilize new information to the benefit of an organization. A proven leader, communicator, and negotiator. Experience working with candidates at multiple levels and negotiating complex compensation packages. Proficient in MS Word, Medefis, Stafferlink, Vizient, Vector VMS, Fieldglass, IQ Navigator, Healthtrust, Salesforce, Ceipal, Bullhorn, Zoho-Recruiter, Bamboo HR, Breezy HR, Job-Diva, Recruiter flow, and Outlook email.

SKILLS

- OS : Windows XP/7/10.
- Email : Microsoft Outlook, Gmail, Yahoo.
- MS Office : Word, Excel, PowerPoint.
- Job Boards : Indeed, Career Builder, Monster, LinkedIn, Doc-Cafe
- Social Media : LinkedIn, Facebook, Twitter.
- US Tax Terms : W2, 1099, C2C.
- US Visa Types : H1B, GC, US Citizen, TN
- ATS : Ceipal, Salesforce (Staffbot), Bullhorn, Zoho, Job- Diva, Trello, Doximity, Hubspot

WORK HISTORY

RECRUITING MANAGER, CHANGING TECHNOLOGIES, INC.

WASHINGTON, DC

December 2021 — Present

- Designs, develops, and maintain the recruitment process in the organization (including its description, recruitment measurement definitions, regular measurement reporting, and taking proper actions to close gaps)
- Designs the selection matrix for choosing the optimum recruitment channel and recruitment source
- Explores the market best practices in recruitment and staffing and implements appropriate best practices in the organization
- Recruiting for various domain positions including (but not limited to) Business Analyst, Java Developer, Tech Lead &Architects, Salesforce System Analyst, Salesforce Developer, Salesforce Admin, Salesforce Architect, Project Manager, DevOps Engineer, Mobile (10S OR Android)Developer, Project and Program Manager, BA & BSA, Cloud Services Architect — Azure, UX/UI Designer, Front End Developer, Big Data Developer, Unix /Linux Engineer, Sap(HANA,FI/CO,ABAP),QA Engineer, Network Engineers, Cyber security Analyst, Network Architect, Data Analyst, Data Engineer, Data Architect, Full Stack Software Engineer
- Builds a quality relationship with internal customers and external recruitment agencies
- Monitors and constantly reduces the costs of the recruitment process
- Sets the social media communication strategy for different job profiles and functions in the organization
- Conducts job interviews for managerial job positions (or critical jobs in the organization)

- Monitors the labor legislation and implements required changes to keep the process compliant
- Manages and develops the team of HR Recruiters
- Acts as a single point of contact for managers regarding recruitment topics
- Designs training recruitment for HR Recruiters and line managers.

SR. HEALTHCARE RECRUITER, GLOCAL RPO

July 2014 — November 2021

- Looking after end-to-end recruitment & staffing activities.
- More than seven years of experience in recruiting and doing compliance work with clients in VMS like MEDEFIS, FieldGlass, STAFFERLINK, IQ Navigator, VIZIENT, HEALTHTRUST, and AMN HEALTHCARE KAISER PERMANENTE MSP, Vector VMS.
- Also have extensive experience working in some referral platforms such as Top Echelon, Bountyjobs, Reflik, and NPA.
- Interact with Client's Hiring manager/ Account manager to gain a good understanding of their requirements and then provide highly screened, selected candidates to the hiring teams for review.
- Ensure quality, quantity & turnaround time with the business momentum through follow-up.
- Executed full life cycle staffing & recruiting services, including screening, interviewing, salary negotiations, and coordinating employment offers.
- Searching and identifying potential candidates as per the specifications of the client from job boards (like Indeed, Zip-Recruiter, Monster, Career Builder, LinkedIn, groups, references, etc.).
- I have worked with various clients like Sava Senior Care Administrative Services LLC (SNFs), Catawba Hospital, South Sound Behavioral Health, Ameri Health, Stanford Healthcare, OPIUM Serve, HRHA Inc. (Home Recovery Home Aide), CVS Health, St. Joseph Healthcare, Northern Navajo Indian Health Service, Edinburg Regional Medical Center, Wellington Regional Medical Center, Atrium Health, Citadel Care Center, Good Shepherd Medical Center, VA Hospital, Kaiser Permanente, Midland Memorial Hospital, Baptist Health, Mount Sinai Health System and many more.
- The requirements I have assisted in filling are: Psychiatrists, Adult Psychiatrist, Neurologist, Pulmonologists, Chiropractors, Internal Medicine Physician, Family Medicine Physician, Physical Therapists, Occupational Therapists, Home Health Aides, CNA/LVN/Registered Nurses/Nurse Practitioner roles (Specialization in OR, Home Health, ICU, Oncology, Pediatric, Emergency Room, OB/GYN and many more), Clinical Research Associate, Clinical Research Coordinator, Behavior Interventionist, Speech Language Pathologists, Ultrasound Technician, Surgical Technicians, Sterile Processing Techs, Radiology Techs, MRI Techs, etc.
- During the pandemic, I have also worked on filling the vast volume of Covid-19 vaccination support requirements of RN, LPN, C.N.A, Pharmacists, and Pharmacy Technicians all over the United States for CVS.
- Interviewed/ Pre-screened various candidates, evaluating candidates' strengths and skills and comparing them with the client's requirements.
- Responsible for salary negotiation and follow-up of candidates and connecting the candidates with hiring teams.
- Conduct regular follow-ups with hiring teams to determine the effectiveness of recruiting plans and implementation.
- Build networks to find qualified passive candidates.
- Have coordinated with candidates for interview scheduling and follow-up with the client regarding the feedback of the interview.
- Developed a pipeline of quality candidates to fill current and future needs.

EDUCATION

BACHELOR OF TECHNOLOGY IN MECHANICAL ENGINEERING, DR BC ROY ENGINEERING COLLEGE, 2014

VAANI DESAI

SKILLS

7+ years of professional experience in U.S. IT Recruitment with multiple implementation partners and direct clients.

- Well-versed in recruiting for various domains like IT, Finance, and Healthcare.
- Proven experience with US Citizens, Green Card Holders, EAD, and H1 Consultants.
- Experienced with various applicant tracking systems (ATS) like Ceipal, Salesforce, Job Diva, Zoho Recruiter, Doximity, Trello, Recruiter-Flow, and Bullhorn. Well-versed in working on Technical Skills.
- Good Negotiation and closure skills with a strong emphasis on Client/Candidate relationship management.
- Good experience in end-to-end recruitment process.
- Experience on portals like Dice, Monster, Career Builder, Indeed, LinkedIn, Big Hotlist, etc.

WORK HISTORY

RECRUITING MANAGER, CHANGING TECHNOLOGIES, INC., WASHINGTON, DC November 2021- Present

- Designs, develops, and maintain the recruitment process in the organization (including its description, recruitment measurement definitions, regular measurement reporting, and taking proper actions to close gaps)
- Designs the selection matrix for choosing the optimum recruitment channel and recruitment source
- Explores the market best practices in recruitment and staffing and implements appropriate best practices in the organization
- Recruiting for various domain positions including (but not limited to) Business Analyst, Java Developer, Tech Lead & Architects, Salesforce System Analyst, Salesforce Developer, Salesforce Admin, Salesforce Architect, Project Manager, DevOps Engineer, Mobile (iOS OR Android) Developer, Project, and Program Manager, BA & BSA, Cloud Services Architect — Azure, UX/UI Designer, Front End Developer, Big Data Developer, Unix /Linux Engineer, Sap(HANA,FI/CO,ABAP), QA Engineer, Network Engineers, Cyber Security Analyst, Network Architects, Data Analyst, Data Engineer, Data Architect, Full Stack Software Engineer.
- Builds a quality relationship with internal customers and external recruitment agencies
- Monitors and constantly reduces the costs of the recruitment process
- Sets the social media communication strategy for different job profiles and functions in the organization
- Conducts job interviews for managerial job positions (or key jobs in the organization)

- Monitors the labor legislation and implements required changes to keep the process compliant
- Manages and develops the team of HR Recruiters
- Acts as a single point of contact for managers regarding recruitment topics
- Designs training recruitment for HR Recruiters and line managers.

SR. IT RECRUITER, US TECH SOLUTIONS PVT. LTD.,

June 2015 – August 2021

- Responsible for the full hiring cycle, including sourcing; pre-screening candidates.
- Extensive experience in recruiting and doing compliance work with clients in VMS/MSP systems like MEDEFIS, Vector VMS, FieldGlass, Beeline, STAFFERLINK, IQ Navigator, VIZIENT, HEALTHTRUST, and AMN HEALTHCARE KAISER PERMANENTE MSP.
- Supported Account Managers in Recruiting Corp-to-Corp/W2/1099 consultants and negotiating and resolving vendor and client issues.
- Finalized the Pay rate formalities with the Vendors and Consultants.
- Coordinated and interacted with clients for all activities of recruitment for existing as well as new ones.
- Developed interview schedules and acted as the first point of contact with potential candidates for phone screen setup and coordination of interviews till final feedback from the client's side.
- Searched various technology-based requirements, getting the positions from the clients, and also submitting suitable profiles obtained from searching multiple job boards or receiving resumes from trusted vendors.
- Recruiting for various domain positions including (but not limited to) Business Analyst, Java
- Developer, Tech Lead & Architects, Salesforce System Analyst, Salesforce Developer, Salesforce
- Admin, Salesforce Architect, Project Manager, DevOps Engineer, Mobile (IOS OR Android) Developer,
- Project and Program Manager, BA & BSA, Cloud Services Architect — Azure, UX/UI Designer, Front End Developer, Big Data Developer, Unix /Linux Engineer, Sap (HANA, FI/CO, ABAP), QA Engineer, Network Engineers, Cyber Security Analyst, Network Architects, Data Analyst, Data Engineer, Data Architect, Full Stack Software Engineer
- Worked on different Job portals like LinkedIn Recruiter, Indeed, Monster, Career Builder, Dice,
- LinkedIn, Big Hotlist, etc. Utilized other tools such as Facebook and Google.

EDUCATION

BACHELOR OF COMPUTER SCIENCE (B-TECH), DELHI UNIVERSITY, 2015

PROJECT APPROACH

Changing Technologies, Inc. (CTI) is committed to catering to the requirements of Jefferson Parish by offering unparalleled recruitment strategies and implementation to all its departments. We strive to provide best-in-class services to exceed your expectations and deliver the desired outcomes. Our primary focus is on continuous enhancement to ensure optimal results that align with your expectations.

RECRUITMENT PROCESS

Changing Technologies, Inc. (CTI) is committed to providing an efficient and effective recruitment process to meet Jefferson Parish's staffing requirements. Our recruiting team diligently reviews each job in order to identify the most suitable candidates based on the current pipeline and unique skillsets required for the job roles. To ensure the best fit, each employee is screened and interviewed before they are presented to Jefferson Parish. We work closely with your team to clarify doubts and discuss screening and interviewing points.

Our team tailors each test to match the job role requirements, and we only submit candidates who have demonstrated their abilities through experience or testing. We utilize IBM Assess, a leading online software that offers professional assessments of office skills, accounting, and other capabilities to assess the candidates' skills. Additionally, if allowed, our PM can arrange a call with your hiring manager to review the skill set requirements and the culture fit, ensuring that we get the right fit the first time.

At Changing Technologies, we understand the importance of matching candidates' interests, motivators, and education with Jefferson Parish's job roles and needs. Our selection and screening standards are high, ensuring that only the most qualified applicants are presented for employment consideration. Our experienced recruiters conduct a thorough screening process that includes interviews, skills testing, background checks, and reference checks. We also offer our customized training and orientation program to ensure that candidates are well-equipped to perform their job roles effectively.

To further enhance our recruitment process, we utilize Ceipal, an applicant tracking system that stores information for over 6,000 pre-vetted employees. Each employee's resume is retained in their file, along with their skill sets, completed assignments, and availability. By maintaining an active pipeline of candidates and regularly reviewing and maintaining reports of active, proven employees that are available and ready to begin projects immediately, we keep a strong bench for deployment to clients like Jefferson Parish.

At CTI, we strive to meet and exceed our clients' and candidates' requirements in an ever-changing market. We are committed to providing the best recruitment solutions to ensure optimal results that align with Jefferson Parish's expectations.

Our priority is finding the right candidate for your organization. We recognize the importance of understanding your unique needs and requirements, so we work closely with Jefferson Parish to develop a functional job profile that includes vital success milestones and attributes. This helps us match skills, experience, and elements such as fit with the managerial style and corporate culture.

To ensure the success of our recruitment strategy, we conduct a thorough analysis of the local labor market. This includes examining demographics, labor conditions, unemployment rates, and statistical workforce projections. Based on this analysis, we identify the highest-yield target groups and determine an appropriate strategy to attract talent from those areas. This includes selecting relevant sources for talent, isolating the most effective tactics to penetrate these sources, and creating an overall market approach.

We understand that candidates use an average of 15 resources when searching for a job, which is why we have launched several large-scale sourcing initiatives to increase our company's visibility across various mediums. This provides us with the resources we need to effectively market our clients' jobs and recruit the best technology talent. Our recruiting methods fall into several categories, including online job boards, social media platforms, professional networks, and direct sourcing. By leveraging a diverse range of recruiting mediums, we ensure that we have access to the broadest possible pool of qualified candidates.

VIP candidate pool: Our VIP candidate pool consists of a hand-selected group of highly skilled and experienced technology professionals who have worked with Changing Technologies for years. These individuals have a proven track record of success and have earned their way into our exclusive pool through their dedication and commitment to excellence. By tapping into this pool first, we can ensure that our clients receive the highest level of quality and customer satisfaction possible.

Referrals: Our most successful means of sourcing candidates is through referrals from our extensive network of talent, clients, and industry partners. We believe that great talent knows great talent, and we rely heavily on these referrals to identify the best candidates for our clients.

Proprietary database: Our proprietary talent database contains over 2,000,000 qualified technology professionals whom our team of experts has thoroughly vetted. We utilize sophisticated applicant tracking and customer relationship management systems to identify and engage with top talent matching our client's needs and requirements.

Job boards: We have access to a wide range of external, national, and vertical job boards to supplement our customized recruitment methods. Our recruiters carefully select job boards aligning with our client's needs and target markets, ensuring we reach the most qualified and relevant candidates.

Advertising approach: We take a multi-faceted approach to advertising job openings for our clients, which includes posting job listings on our website and various job boards such as Monster.com, Career Builder, Indeed, and Dice. We

also utilize traditional advertising methods such as local newspapers, as well as attending job fairs and networking events. Additionally, we leverage the power of social media platforms such as LinkedIn, Facebook, and Twitter to expand our reach and tap into potential referrals. Finally, we work closely with top universities, posting job openings and attending job fairs to attract the best and brightest talent.

Candidate Screening: Changing Technologies recognizes the importance of finding the right fit for Jefferson Parish. We work closely with you to develop a tailored screening process that meets your unique needs. Our screening process includes the following customized elements:

Pre-Qualification and Phone Interviews: We conduct initial pre-screening to evaluate candidates' communication, technical, and interpersonal skills, as well as their work history. Our Recruitment Team starts by assessing each candidate's resume, following a comprehensive approach to source the best resumes for the positions. We then conduct phone interviews with qualified candidates to assess their fit for the role further.

Resume Evaluation: Our Recruitment Team follows a structured evaluation process to assess candidates' qualifications and experience. We examine key elements of the candidate's resume, including their education, work history, and relevant certifications. We also review their snapshot, highlighting their strengths, areas of expertise, and accomplishments.

Skills Assessment: Depending on the position's technical requirements, we may conduct skills assessments to evaluate candidates' proficiency in specific areas. These assessments may include coding challenges, technical writing samples, or other exercises to assess the candidate's skills and knowledge.

Background and Reference Checks: We conduct thorough background and reference checks to ensure candidates meet Jefferson Parish's hiring criteria. This includes verifying their employment history, education, and relevant licenses or certifications. We also contact references to gain insights into the candidate's performance and work style.

By employing a comprehensive screening process tailored to your needs, Changing Technologies ensures we identify the best-fit candidates for Jefferson Parish.

HIRING AND RECRUITMENT CRITERIA

To further enhance our recruitment process, CTI utilizes a comprehensive set of hiring and recruitment criteria to ensure we find the best candidates for our clients in Jefferson Parish. In addition to the attributes mentioned above, we also prioritize candidates who demonstrate the following:

- Experience working in a similar environment or industry
- A strong track record of meeting and exceeding performance metrics
- Excellent problem-solving and decision-making abilities
- Leadership and management skills
- Ability to learn and adapt quickly

- Positive attitude and passion for their work

Our interview methodology starts with a thorough screening process by our Technical Recruiters and a comprehensive Technical Interview by our experts. We conduct reference checks and HR pre-screening to verify the resume's contents and the authenticity of the information provided. Our Resourcing Managers then conduct candidate assessments to ensure that they meet the client's specific requirements.

Once the Technical Screening Experts have cleared the candidate, the Account Manager assesses the candidate based on the client's feedback and requirements. We document all feedback from each stage of the hiring process to ensure that we make informed decisions and present only the most qualified candidates to our clients.

After the resume evaluation process, our recruitment team will initiate an initial screening process with the candidate to validate the information provided in their resumes. Our hiring and recruitment criteria and thorough interview methodology allow us to identify the best candidates for our clients in Jefferson Parish.

Our virtual interview process is designed to thoroughly screen candidates for technical, communication, and interpersonal skills and other essential attributes such as location preferences and work history. During the interview, we will ask comprehensive questions to assess the candidate's suitability for the role and ensure a good fit.

Our technical interview is conducted by subject matter experts who rate the candidate's technical skill proficiency. Additionally, we conduct a soft skills interview to assess the candidate's interpersonal and communication skills and their preferences for location, environment, and business sector. We also use a behavioral event interview to elicit open-ended responses based on prior employment history.

Credential and education verification checks are conducted if applicable to the specific position. We also use professionally developed and validated tests to measure a candidate's skill proficiency, aptitude, and motivation. Our skill assessment process includes document checks to verify the authenticity of the candidate's submitted documents, resume checks to evaluate the match between the candidate's skills and the position requirements, and telephone interviews with technical experts to further assess the candidate's qualifications.

When a candidate has successfully passed all screening processes, their resume is submitted to the client for consideration. We are committed to ensuring that we find the right candidate for the job and use a range of rigorous screening methods to achieve this.

Once the Hiring Manager has approved the candidate, Changing Technologies will initiate the pre-employment verification process to ensure that the candidate meets all hiring requirements. This process includes the following:

Authorization Verification: Changing Technologies will verify the candidate's legal authorization to work in the US by completing the necessary I-9 and W-4 forms and running them through E-Verify.

Background Screening: We understand the importance of thorough background checks in hiring. Changing Technologies will work with Jefferson Parish to customize a background check process that aligns with your requirements. We have established partnerships with trusted companies that provide various background check services at the local, county, and state levels. These services may include social security verification, criminal records check, motor vehicle report (if applicable), civil records check, credit reports, and customized background checks based on your unique needs.

Drug Screening: Upon request, Changing Technologies will coordinate and conduct drug screenings for candidates. We work with industry-leading drug screening providers to ensure fast, accurate, and confidential results.

Reference Checks: Changing Technologies will also conduct thorough reference checks to verify the candidate's previous employment history and performance. We will contact former employers and colleagues to gather feedback on the candidate's work ethic, communication skills, and overall performance.

By completing these final steps in the hiring process, Changing Technologies ensures that the candidate is fully vetted and ready to join your team. We take pride in our commitment to providing top-quality staffing solutions and will work tirelessly to ensure your satisfaction with the hiring process.

PRE-EMPLOYMENT CHECKS

At Changing Technologies, we prioritize maintaining a safe and trustworthy workplace for all our employees. As such, we conduct thorough investigations into an applicant's employment history, personal references, educational background, and license verification, among other relevant information. We also reserve the right to review an applicant or employee's criminal conviction record and related information, but only to the extent permissible under applicable law.

We understand the importance of conducting background checks fairly and legally, and we comply with all federal, state, and local laws related to using background checks and inquiries into criminal history for employment purposes. To ensure the accuracy and completeness of our background checks, we partner with Global Investigative Services, Inc. Our criminal history screening includes a social security trace for the past seven years, an unlimited real-time county criminal check, and a national criminal multi-jurisdictional search.

We strive to meet all background check requirements set forth by Jefferson Parish and strongly emphasize ensuring that the resources we provide to our clients are legitimate in all aspects, allowing for risk-free service delivery. At Changing Technologies, we are committed to creating a safe and secure workplace for all.

PROBLEM ESCALATION PROCEDURE (PEP)

At Changing Technologies, we understand that issues may arise during the contract period, so we have implemented a Problem Escalation Procedure (PEP) to identify, track, and resolve any issues that may arise promptly. Our primary goal is communicating effectively with Jefferson Parish and providing the best possible service.

To ensure seamless coordination, we will provide a designated contact person(s) who will coordinate requests under this contract. Our 24-hour guarantee of no charge is designed to ensure the County's satisfaction with our employees' job performance. If an employee's work has been declared unsatisfactory, the County may request a replacement within the first 24 hours.

We understand the importance of easy access to the contact person(s), which is why our Program Manager, Danielle Logan, will be the main point of contact. She will be available 24 hours a day, seven days a week, via email and phone to address any placement needs or concerns with assigned workers.

If an issue cannot be resolved promptly, it will be escalated to our senior management team, who will work diligently to fix and prevent its reoccurrence. Our team is committed to maintaining transparency and informing the County throughout the escalation process.

At Changing Technologies, we believe prompt communication and swift resolution are crucial to maintaining a healthy business relationship with our clients. We are committed to providing high-quality service and support to Jefferson Parish and ensuring that any issues that may arise are addressed promptly and efficiently.

REFERENCES

| Company Name | Contract | Contact Information |
|---|---|--|
| State of North Carolina, Department of Information Technology Statewide IT Procurement Office | Information Technology Services (ITS) | Kristen Burnette, Contract and Vendor Manager 4105 Mail Service Center, Raleigh, NC 27699-4105 kristen.burnette@nc.gov (919) 754-6678 |
| Computer Aid, Inc. | The District of Columbia's IT Pipeline / STaR Contracts | Krystal McGraw, Lead Business Analyst 1390 Ridgeview Drive, Allentown, Pennsylvania, 18104 krystal.mcgraw@cai.io (717) 802-5743 |
| The Washington Convention and Sports Authority t/a Events DC | Temporary Support Services | Albert DeGregorio, Chief Technology Officer 801 Mount Vernon Place NW, Washington, DC 20001 adegregorio@eventsdc.com (202) 249-3222 |
| The Department of Human Services (DHS) | Temporary Staffing Services | George Shepard, Policy Analyst and Contract Administrator 64 New York Ave NE #6, Washington, DC 20002 george.shepard@dc.gov (202) 299-2152 |
| The Department of Health Care Finance (DHCF) | Temporary Staffing Services | Jordan Kiszla, Project Manager 441 4 th St NW, Washington, DC 20001 jordan.kiszla@dc.gov (202) 442-9055 |



Changing TECHNOLOGIES INC
 Intelligent Solutions for a Changing Workplace

INNOVATIVE CONCEPTS

At Changing Technologies, we take pride in setting ourselves apart from the rest of the staffing industry with our unparalleled approach and cutting-edge solutions. We are fully committed to sourcing top-tier talent for our clients while fostering long-term partnerships that transcend traditional boundaries.

1. Tailored Solutions: Our solutions are customized to precisely align with the unique culture, industry, and needs of every client.

2. Relationship-Driven: At our core, we prioritize building lasting relationships with our clients that are built on trust and transparency. Our approach is centered around fostering growth and success together, rather than simply addressing immediate needs. This focused dedication allows us to confidently deliver results and exceed expectations.

3. Technology Integration: Our cutting-edge technology is revolutionizing our processes. We utilize AI-powered candidate matching and client portals to optimize both efficiency and effectiveness.

4. Predictive Analytics: Our use of data enables us to confidently predict industry trends and discover emerging talent. This empowers us to offer proactive solutions that anticipate future demands and keep our clients ahead of the curve.

5. Skill Mapping: Our methodology for skill mapping is unmatched. We conduct a thorough analysis of candidates' proficiency to ensure that they are perfectly matched to client requirements. This guarantees a seamless fit between the candidate and the client, leaving no room for error.

6. Flexible Workforce Solutions: We recognize the evolving landscape of work. Our offerings include not only traditional permanent placements but also flexible workforce solutions, including temporary staffing, contract-to-hire, and project-based talent acquisition.

7. Rapid Adaptation: We thrive in dynamic environments. Our agility allows us to swiftly adapt to market shifts and provide timely solutions that keep our clients ahead of the curve.

8. Diverse Talent Pool: Embracing diversity fuels our success. We actively source talent from diverse backgrounds, fostering inclusivity and bringing a wide range of perspectives to the table.

Our commitment to innovation sets us apart. We explore new avenues and use cutting-edge technologies to meet the needs of our clients and candidates. Our focus is to become a strategic partner in achieving lasting success, not just fulfilling staffing requirements.

TRANSITION PLAN

Transition Approach:

Our comprehensive transition plan encompasses a series of carefully planned phases that aim to facilitate a seamless shift in operations and client services. These phases include the transfer of knowledge in a phased manner, integration of our workforce, efficient management of network accounts, preservation of intellectual property, and transfer of equipment. Our ultimate goal is to ensure a smooth and efficient transition that minimizes any disruption to our clients.

Transition Team:

The Transition Team consists of seasoned professionals hailing from diverse departments such as Operations, IT, HR, and Client Services. Together, they possess a wealth of knowledge and skills, guaranteeing a seamless and efficient transition process.

Workforce Transition:

Comprehensive training will be provided to the existing staff members to ensure that they seamlessly incorporate themselves into the newly implemented system. Moreover, highly effective communication and engagement strategies will be employed to guarantee that the workforce is aligned with the transition goals.

Network User Accounts and Passwords:

To ensure a smooth transition to the new system, we will implement comprehensive security measures and conduct thorough testing to ensure uninterrupted access to vital systems.

Knowledge & Intellectual Property Transfer:

In order to ensure that all important operational procedures and intellectual property are captured, a detailed documentation process will be implemented. Additionally, the incoming team will be provided with comprehensive insights into the processes through knowledge transfer sessions. This will help to ensure a smooth transition and maintain continuity of operations.

Client and Company Equipment Transition:

Our upcoming infrastructure will fully assess, integrate, and improve your equipment. Additionally, we will relocate your company's equipment systematically and with minimal disruptions, ensuring a seamless transition.

Client Expectations for a Smooth Transition:

It is imperative that all relevant data and information necessary for the project are provided to us. We require a liaison to be appointed to aid us in coordination efforts, and we expect regular collaboration with our Transition Team to guarantee a seamless and triumphant transition process.

Our plan for transitioning is designed to ensure that our clients experience zero disruptions in services, and business operations continue without any hiccups. The Transition Team will be actively involved throughout the process to guarantee a smooth and efficient transition that not only meets expectations but also improves operational efficiency, ultimately resulting in enhanced client experiences.

FINANCIAL PROFILE

Please find a copy of our most recent financial reports and statements starting from the next page. This is considered highly confidential information, and we request the State to not share it publicly or with another vendor.

CTI is a growing company; our revenues have increased year after year, and we expect steady growth in the future. CTI is financially stable and has never been through bankruptcy, litigation or mergers and acquisitions. We have the financial capacity necessary to provide the services requested without any financial liabilities which may affect this contract. We have enough resources to carry out the capital, operating, and planning activities listed in our proposal without assistance from any external source.

Changing Technologies, Inc.

Profit and Loss

January 1 - August 25, 2022

| | TOTAL |
|--------------------------------------|-----------------------|
| Income | |
| 4000 REVENUE | |
| 4024 Services | 1,852,036.06 |
| Total 4000 REVENUE | 1,852,036.06 |
| Total Income | \$1,852,036.06 |
| Cost of Goods Sold | |
| 5000 Cost of Goods Sold | |
| 5100 Federal COGS | |
| 5104 Contractor Services - Federal | 151,525.00 |
| 5106 Other Direct Cost - Federal | 50,840.00 |
| Total 5100 Federal COGS | 202,365.00 |
| 5200 Commercial COGS | |
| 5202 Direct Labor - Commercial | 64,000.00 |
| 5204 Other Direct Costs | 22,903.26 |
| Total 5200 Commercial COGS | 86,903.26 |
| 5300 1099 Contract Labor | 802,543.23 |
| 5400 Purchases | 121,415.07 |
| Total 5000 Cost of Goods Sold | 1,213,226.56 |
| Total Cost of Goods Sold | \$1,213,226.56 |
| GROSS PROFIT | \$638,809.50 |
| Expenses | |
| 6000 FRINGE | |
| 6400 Salaries PTO, Holiday, Vacation | -145.34 |
| 6520 Health, Dental Insurance | 18,677.75 |
| 6550 Payroll Taxes | 15,025.90 |
| 6680 401K Contribution ER | 50.00 |
| Total 6000 FRINGE | 33,608.31 |
| 7000 OVERHEADS | |
| 7010 Automobile Expense | 1,364.38 |
| 7011 Gas | 1,745.28 |
| Total 7010 Automobile Expense | 3,109.66 |
| 7014 Computers & Software | 97,676.30 |
| 7020 Depreciation Expense | 3,776.15 |
| 7022 Dues & Subscriptions | 3,894.97 |
| 7027 Insurance | 19,354.15 |
| 7029 Office Expense | 23,700.08 |
| 7031 Office Supplies | 3,297.33 |
| 7040 Repair & Maintenance | 4,789.39 |
| 7041 Telephone/Internet Expense | 5,578.18 |
| 7042 Rent & Lease | 18,885.22 |
| 7043 Utilities | 3,474.72 |

Changing Technologies, Inc.

Profit and Loss

January 1 - August 25, 2022

| | TOTAL |
|--|---------------------|
| 7075 Travel Expense | 389.25 |
| Total 7000 OVERHEADS | 187,925.40 |
| 8000 GENERAL & ADMINISTRATIVE | |
| 8420 Bank Charges & Fees | 5,200.86 |
| 8424 Postage & Shipping | 109.43 |
| 8665 Meals & Entertainment | 891.46 |
| 8690 Consulting Fees | 106,939.86 |
| 8692 Recruiting | 2,618.05 |
| 8695 Legal & Professional | 9,961.50 |
| 8750 Salaries - G&A | 73,220.29 |
| 8755 Taxes & Licenses | 4,719.93 |
| 8900 Sales & Marketing | 993.21 |
| Total 8000 GENERAL & ADMINISTRATIVE | 204,654.59 |
| 9000 UNALLOWABLES | |
| 9030 Interest Expenses | 7,828.07 |
| Total 9000 UNALLOWABLES | 7,828.07 |
| Payroll Expenses (deleted-1) | |
| Wages (deleted) | 7,365.18 |
| Total Payroll Expenses (deleted-1) | 7,365.18 |
| Total Expenses | \$441,381.55 |
| NET OPERATING INCOME | \$197,427.95 |
| Other Income | |
| 4520 Interest Income | 1,370.80 |
| 9050 Gain or Loss on Sale | 29,821.09 |
| Total Other Income | \$31,191.89 |
| NET OTHER INCOME | \$31,191.89 |
| NET INCOME | \$228,619.84 |

Changing Technologies, Inc.

Profit and Loss

January 1 - August 25, 2021

| | TOTAL |
|--------------------------------------|-----------------------|
| Income | |
| 4000 REVENUE | |
| 4024 Services | 1,279,148.58 |
| Total 4000 REVENUE | 1,279,148.58 |
| Total Income | \$1,279,148.58 |
| Cost of Goods Sold | |
| 5000 Cost of Goods Sold | |
| 5100 Federal COGS | |
| 5104 Contractor Services - Federal | 184,435.32 |
| Total 5100 Federal COGS | 184,435.32 |
| 5200 Commercial COGS | |
| 5202 Direct Labor - Commercial | 15,000.00 |
| 5204 Other Direct Costs | 65,115.70 |
| Total 5200 Commercial COGS | 80,115.70 |
| 5400 Purchases | 153,088.96 |
| Total 5000 Cost of Goods Sold | 417,639.98 |
| Total Cost of Goods Sold | \$417,639.98 |
| GROSS PROFIT | \$861,508.60 |
| Expenses | |
| 6000 FRINGE | |
| 6400 Salaries PTO, Holiday, Vacation | 10,880.00 |
| 6520 Health, Dental Insurance | 1,796.99 |
| 6550 Payroll Taxes | 18,510.61 |
| 6650 Reimbursements | 1,200.01 |
| Total 6000 FRINGE | 32,387.61 |
| 7000 OVERHEADS | |
| 7010 Automobile Expense | 1,517.16 |
| 7011 Gas | 297.61 |
| 7012 Maintenance | 30.00 |
| Total 7010 Automobile Expense | 1,844.77 |
| 7014 Computers & Software | 16,791.38 |
| 7022 Dues & Subscriptions | 38,892.43 |
| 7027 Insurance | 9,937.03 |
| 7029 Office Expense | 8,292.36 |
| 7031 Office Supplies | 7,868.41 |
| 7040 Repair & Maintainance | 2,542.15 |
| 7041 Telephone/Internet Expense | 4,761.46 |
| 7042 Rent & Lease | 14,000.00 |
| 7043 Utilities | 4,479.03 |
| 7075 Travel Expense | 1,194.95 |
| Total 7000 OVERHEADS | 110,603.97 |

Changing Technologies, Inc.

Profit and Loss

January 1 - August 25, 2021

| | TOTAL |
|--|----------------------|
| 8000 GENERAL & ADMINISTRATIVE | |
| 8420 Bank Charges & Fees | 3,340.18 |
| 8424 Postage & Shipping | 234.18 |
| 8426 Local Parking, Fees & Tolls | 44.95 |
| 8665 Meals & Entertainment | 4,139.65 |
| 8690 Consulting Fees | 72,995.96 |
| 8695 Legal & Professional | 2,799.50 |
| 8750 Salaries - G&A | 626,332.30 |
| 8755 Taxes & Licenses | 11,719.51 |
| 8756 Fines & Penalties | 100.00 |
| 8900 Sales & Marketing | 832.77 |
| Total 8000 GENERAL & ADMINISTRATIVE | 722,539.00 |
| 9000 UNALLOWABLES | |
| 9030 Interest Expenses | 5,805.44 |
| Total 9000 UNALLOWABLES | 5,805.44 |
| Total Expenses | \$871,336.02 |
| NET OPERATING INCOME | \$ -9,827.42 |
| Other Income | |
| 4520 Interest Income | 4.32 |
| 9090 Other Income (expense) | -2,000.00 |
| Total Other Income | \$ -1,995.68 |
| NET OTHER INCOME | \$ -1,995.68 |
| NET INCOME | \$ -11,823.10 |

Changing Technologies, Inc.

Profit and Loss

January 1 - August 25, 2020

| | TOTAL |
|--------------------------------------|---------------------|
| Income | |
| 4000 REVENUE | |
| 4024 Services | 407,295.15 |
| Total 4000 REVENUE | 407,295.15 |
| Total Income | \$407,295.15 |
| Cost of Goods Sold | |
| 5000 Cost of Goods Sold | |
| 5100 Federal COGS | |
| 5102 Direct Labor - Federal | 175.00 |
| 5104 Contractor Services - Federal | 12,497.79 |
| Total 5100 Federal COGS | 12,672.79 |
| 5200 Commercial COGS | |
| 5204 Other Direct Costs | 7,062.88 |
| Total 5200 Commercial COGS | 7,062.88 |
| 5400 Purchases | 215,350.16 |
| Total 5000 Cost of Goods Sold | 235,085.83 |
| Total Cost of Goods Sold | \$235,085.83 |
| GROSS PROFIT | \$172,209.32 |
| Expenses | |
| 6000 FRINGE | |
| 6550 Payroll Taxes | 3,873.17 |
| Total 6000 FRINGE | 3,873.17 |
| 7000 OVERHEADS | |
| 7010 Automobile Expense | 3,236.77 |
| 7011 Gas | 198.45 |
| Total 7010 Automobile Expense | 3,435.22 |
| 7014 Computers & Software | 4,409.56 |
| 7022 Dues & Subscriptions | 1,375.79 |
| 7027 Insurance | 14,765.92 |
| 7029 Office Expense | 9,257.14 |
| 7031 Office Supplies | 7,832.09 |
| 7040 Repair & Maintenance | 3,680.00 |
| 7041 Telephone/Internet Expense | 2,876.15 |
| 7043 Utilities | 4,038.16 |
| 7075 Travel Expense | 5,700.92 |
| Total 7000 OVERHEADS | 57,370.95 |
| 8000 GENERAL & ADMINISTRATIVE | |
| 8420 Bank Charges & Fees | 5,220.73 |
| 8424 Postage & Shipping | 496.69 |
| 8426 Local Parking, Fees & Tolls | 137.95 |
| 8665 Meals & Entertainment | 3,368.65 |

Changing Technologies, Inc.

Profit and Loss

January 1 - August 25, 2020

| | TOTAL |
|--|---------------------|
| 8690 Consulting Fees | 5,161.25 |
| 8695 Legal & Professional | 885.73 |
| 8750 Salaries - G&A | 68,222.55 |
| 8755 Taxes & Licenses | 1,884.34 |
| 8900 Sales & Marketing | 1,367.28 |
| Total 8000 GENERAL & ADMINISTRATIVE | 86,745.17 |
| 9000 UNALLOWABLES | |
| 9030 Interest Expenses | 7,614.82 |
| Total 9000 UNALLOWABLES | 7,614.82 |
| PayPal Fees (deleted) | 67.68 |
| Purchases (deleted) | 4,530.35 |
| Total Expenses | \$160,202.14 |
| NET OPERATING INCOME | \$12,007.18 |
| Other Income | |
| 4520 Interest Income | 18.34 |
| Total Other Income | \$18.34 |
| NET OTHER INCOME | \$18.34 |
| NET INCOME | \$12,025.52 |

REQUEST FOR PROPOSAL

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



RFP No.: 0464

Proposal Receipt Date: August 25, 2023

Proposal Receipt Time: 3:30 p.m.

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

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- ATTACHMENT – Request for Proposal Affidavit

REQUEST FOR PROPOSAL FOR

Information Technology support services and supplemental staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications

1.1 Background

The Electronic Information Systems Department includes 28 full-time employees and five full-time contractors supporting the five divisions of EIS (Network/Systems, Development, IT Support, GIS, and Telecommunications) responsible for supporting a range of technology resources used by 3,000 Parish employees and the public. In addition, Parish EIS staff supports two data centers, hosting over 100 virtual servers running Windows and Linux operating systems on HPE hardware, HPE SANs, and backup appliances. We support 2,000 Windows 10 and 11 endpoints, running the latest version of Microsoft Office Suite of applications across 100+ connected facilities.

Custom-written and third-party software applications run the latest Oracle and MS SQL versions. The GIS division uses the latest ESRI suite of applications stored in an Oracle database. The wide area network is primarily comprised of Fortinet networking equipment and Cisco. The Telecommunications division supports an on-premises Avaya VoIP solution.

The current contractors have subcontracted with an electrical and cable installation company, a GIS development company, and a digital forensics company for use as needed. The cable installation company handles fiber optic cable installation, repair, and installation of copper cable for large jobs, including drilling and boring. They are also certified to perform electrical work. The digital forensics company shall be used as needed for investigations involving computer equipment and files. The GIS development subcontractor may be used for GIS/ESRI development. The Parish must maintain the availability of such services as part of a contract.

Of the five full-time contractors, two provide desktop support, two are responsible for database administration, and one is for network administration. Depending on budgetary constraints, an additional employee could be used for PC/help desk support. Full-time contract employees are expected to work on-site.

A list of systems, services, and applications for which technical assistance may be needed for day-to-day support, or for special projects is listed in section 2.1.

At times, the Jefferson Parish Library (JPL) will use this contract's supplemental staffing and technical support services. JPL operates a separate network with its support team.

If the Jefferson Parish Council approves, the Parish will offer a two-year contract. The contract will have an annual cap, which will be negotiated in contract discussions with the selected proposer. It should be understood that a cap is the maximum annual value of the contract unless the Council approves an increase during the contract term. The actual work awarded is based on need and the annual budget, which does not guarantee that the annual cap will be reached.

1.2 Purpose

The purpose of this Request for Proposal (RFP) is to obtain competitive proposals as allowed by Jefferson Parish Code of Ordinances Section 2-895 et. seq. from bona fide, qualified Proposers who are interested in providing Scope of Work as defined in Part II hereof. By submitting a proposal, the proposer agrees to comply with all provisions of Louisiana law as well as compliance with the Jefferson Parish Code of Ordinances, Louisiana Code of Ethics, applicable Jefferson Parish ethical standards, and Jefferson Parish (hereinafter sometimes referred to as the "Parish") standard terms and conditions as adopted by Jefferson Parish Council Resolution.

1.3 Goals and Objectives

This RFP intends to select a Technology firm with proven experience and expertise to support the Parish IT department and our users. In addition to providing supplemental staffing at our current level, the Parish expects responding firms to provide as-needed technical assistance for existing hardware and software, strategic planning, product acquisitions, special projects, and any other technology-based support.

The vendor is expected to be the Parish's partner in introducing new efficiencies and innovation as technology evolves to enhance the overall operation of the Parish.

1.4 Proposer Minimum Requirements

Proposers must have four or more years of verifiable paid experience supporting the various systems listed in Section 2.1. Certification requirements are also listed therein.

The provider must have the ability to provide consistent on-site team members to provide supplemental staffing support.

The provider shall provide a support escalation path contact list with phone numbers and email addresses of supervisors, directors, and CEOs.

Providers shall assist, upon request, with acquiring all products and services as needed to meet the requirements of the Parish. The Parish will utilize State of Louisiana contracts for said purchases whenever possible. Any services or equipment provided by the contractor to the Parish must be registered to the Parish.

If the provider cannot provide any of the requested services listed herein or only wants to support selected services, it shall be clearly noted in the proposers' response.

Support tickets must be created for all requested work using Parish's IT ticketing system. Additionally, invoices will not be paid without a referenced ticket number.

The proposer may satisfy the minimum requirements with subcontractors.

References:

Proposers must provide a minimum of three (3) references (governmental and/or private) for whom equal or larger scope of services are either currently being provided or have been provided in the recent past two years. Contact person(s) addresses and telephone numbers for each reference shall be included.

1.5 Schedule of Events

| | <u>Date</u> | <u>Time (CST)</u> |
|---|-------------|--|
| A. RFP posted online @ www.jeffparishbids.net | 7/26/2023 | At least 30 days prior to the last day that proposals will be accepted |
| B. Pre-Proposal Conference (if required) | N/A | 10-14 days after RFP mailed |
| C. Deadline to receive written inquiries | 8/16/2023 | By 4:30 p.m. |
| D. Proposal Receipt Date and Time | 8/25/2023 | By 3:30 p.m. |
| E. RFP Evaluation Committee Meeting | | TBD |

Proposers are encouraged to check the general information board in the General Government Building located at 200 Derbigny St., Gretna and the Joseph S. Yenni Building located at 1221 Elmwood Park Blvd., Jefferson. Additionally, proposers may check for meeting information posted on the Jefferson Parish website, www.jeffparish.net.

| | | |
|---|--|-----------------|
| F. Council Selection via resolution | | to be scheduled |
| G. Contract Ratification via resolution | | to be scheduled |

NOTE: The Parish of Jefferson reserves the right to deviate from these dates.

1.6 Proposal Submittal

All proposals in accordance with Section 2-895 of the Jefferson Parish Code of Ordinances shall be received by the Jefferson Parish Purchasing Department **no later than date and time shown in the Schedule of Events in order to be considered responsive.**

Important – Clearly mark outside of electronic envelope, with the following information and format:

- Proposal Name: **Information Technology Support Services and Supplemental Staffing**
- Proposal No. **0464**
- Proposal Receipt Date and Time: **August 25, 2023 3:30 PM**

Proposals will only be received online through the Jefferson Parish e-Procurement site, Central Bidding. Central Bidding can be accessed by visiting either www.jeffparishbids.net or www.centralbidding.com. Registration is required and free for Jefferson Parish Proposers by accessing the following link: www.centralauctionhouse.com/registration.php.

Proposer is solely responsible for the **timely submission** of its proposal. Late proposals will not be accepted.

Price Proposals and/or price schedules shall be submitted in a separate electronic sealed envelope as notated on the Central Bidding page as "**Pricing Attachments**". Price Proposals will remain sealed and shall not be read until the completion of the scoring of the Technical Proposal Evaluation during the RFP Evaluation Committee Meeting. Once read, the Price Proposals will be evaluated and scored in accordance with Section 1.31. Price Proposals shall be worth twenty-five percent (25%) of the total scoring points assigned.

RFP Evaluation Committee Meetings are open to the public.

1.7 Proposal Response Format

Proposals submitted for consideration should follow the format and order of presentation described below:

Technical Proposals:

- A. **Cover Letter:** Containing a summary of the proposer's ability to perform the services described in the RFP and confirms that the proposer is willing to perform those services and negotiate a contract with the Parish. The letter shall be signed by someone with the authority to negotiate and commit the proposer to a contract. If the proposer is a sole proprietor, the proposer must include a statement that the company is a sole proprietorship signed by the owner. If the proposer is an agency, corporation, partnership or other legal entity, the president, vice-president, secretary or treasurer, or an authorized agent shall sign the proposal, **and** satisfactory evidence of the authority of the person signing for the agency, corporation, partnership or other legal entity shall be attached to the proposal. A sample corporate resolution may be downloaded from the Purchasing Department webpage of the Jefferson Parish website.

Proposers should exhibit their understanding and approach to the project and address how each element will be accomplished. Proposers are advised that except as otherwise provided by law, all documents submitted to the Parish under this RFP are subject to the Louisiana Public Records Act, LSA-R.S. 44:1 et seq., and may be released when a public records request is made in accordance with the law.

- B. Table of Contents: Organized in the order cited in the format contained herein.
- C. Technical Proposal Elements: Illustrating and describing compliance with the RFP requirements defined in the Scope of Work/Services (Part II) and Proposer Qualifications. (See Section 2.7.A for further details.)
- D. Proposer Qualifications and Experience: History and background of proposer, including but not limited to status with related services to government entities existing customer satisfaction, demonstrated volume of merchants, etc. (See Section 2.7.B for further details.)
- E. Innovative Concepts: Present innovative concepts, if any, not discussed above for consideration. How is the responding firm uniquely different from other firms? What new innovations can you offer?
- F. Project Schedule: Detailed methodology/approach to project management.
- G. Financial Profile: Proposers must submit documentation from the past three (3) years demonstrating the proposer's financial stability. Documentation may include audited financial statements, including balance sheets, income statements, and documentation regarding retained earnings, assets, liabilities, etc. Such information should be included in the technical portion of the proposal submission and MUST NOT be included with the cost proposals and/or price schedules.
- H. Transition Plan: To ensure business continuity and no disruption to Jefferson Parish operations, the proposer shall submit a detailed Transition Plan. At a minimum, the plan should include the new contractor's transition approach, a description of the Transition Team, how the workforce will transition (including subcontractors), how network user accounts and passwords will be transitioned, knowledge & intellectual property transfer, and how Parish equipment and Contractor equipment be transitioned. In addition, proposers shall indicate what is expected of the Parish to ensure a successful transition.

Price Proposal:

Proposer's fees and other costs shall be submitted **in a separate electronic envelope (named "Pricing Attachments")** with proposal submission.

This Price Proposal shall include any and all costs the proposer wishes to have considered in the proposed contractual arrangement with the Parish of Jefferson. The Price Proposal shall be worth twenty-five percent (25%) of the total scoring points assigned. The maximum price proposal points shall be calculated by multiplying the number of price proposal points assigned to price in the evaluation criterion multiplied by the number of evaluators scoring the proposal. Evaluation of Price Proposal shall take place after Technical Proposal Evaluation has been completed.

1.8 Number of Response Copies

Each proposer shall submit one (1) original **electronic** signed proposal. PDF files are preferred. Price Proposals **shall not** be included in the Technical Proposal of the proposal.

1.9 Legibility/Clarity

Proposals submitted in response to the requirements of this RFP in the formats requested are desirable with all questions answered in as much detail as practicable. The proposal shall demonstrate an understanding of the requirements. Proposals shall be prepared simply and economically, providing straightforward, concise descriptions of the proposer's ability to meet the requirements of the RFP. Each proposer is solely responsible for the accuracy and completeness of its proposal.

1.10 Pre-proposal Conference

Not Required for this RFP.

1.11 Written Inquiries

The Parish shall only consider written and timely communications from Prospective Proposers. No negotiations, decisions, or actions shall be binding as a result of any oral discussions with any Parish employee or Parish consultant. Answers to questions that materially change or substantially clarify the RFP shall be addressed by addendum and provided to all Prospective Proposers.

1.12 Inquiry Periods

An initial inquiry period is hereby firmly set for all Prospective Proposers to perform a detailed review of the RFP documents and to submit any written questions relative thereto. **Without exception, all questions MUST be in writing** (even if an answer has already been given to an oral question during the pre-proposal conference) and received by the close of business on the Inquiry Deadline date set forth in the Schedule of Events. Initial inquiries shall not be entertained thereafter. All official responses to inquiries will be communicated in the form of an addendum.

The Parish of Jefferson shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operations of our agency and departments.

The Parish of Jefferson reasonably expects and requires responsible and Prospective Proposers to conduct their in-depth proposal review and submit initial inquiries in a timely manner.

A final 3-day inquiry period may be granted, if additional questions or requests for clarification are received as a result of an addendum. Questions relative to the addendum shall be submitted no later than 3:30 p.m., three (3) full business days from the date the addendum is posted. If necessary, another addendum will be issued to address any final questions received. Thereafter, all proposal documents, including but not limited to the specifications, terms, conditions, plans, etc., will stand as written and/or amended clarified by any addendum issued as a result of the final inquiry period.

Said written inquiries submitted by the Prospective Proposer shall clearly cross-reference the relevant RFP section. The Parish shall only respond to those inquiries received by the established deadline. Answers to questions that change or substantially clarify the solicitation shall be issued by addendum and provided to all Prospective Proposers.

Inquiries in accordance with this section may be delivered by email or **posted on the Central Bidding site**:

Phone: **(504) 364-2680**

Buyer Email: **sfolve@jeffparish.net**

Buyer Name: **Shanna Folve**

1.13 Required Signed and Notarized Affidavits

Affidavits must be completed, signed, properly notarized and submitted in its original format prior to contract approval in accordance with Section 2-895 et. seq. of the Jefferson Parish Code of Ordinances. For the convenience of proposers, these affidavits have been combined into one form entitled, *Request for Proposal Affidavit*.

All Proposers who submit a proposal with Jefferson Parish or with any of its agencies, divisions or special districts must identify all subcontractors and persons, excluding full time employees of the proposer, who would assist in providing services or materials under the proposal or who would share in any fees, commissions or other remuneration under the proposal. Substitutions or subsequent addition of subcontractor(s) or other persons to this RFP and any ensuing contract must be requested in writing and approved by Council Resolution. Said written request shall provide the detailed justification of the compelling need for such additional substitution.

1.14 Proposal Guarantee

Not required for this RFP

1.15 Performance Bond

Not required for this RFP.

1.16 Fidelity Bond Requirements

Not required for this RFP.

1.17 Proposal Validity

All proposals shall be irrevocable and considered valid from the receipt date for acceptance until such time a contract is executed.

1.18 Revisions, Withdrawals, Protest Procedures

Changes or revisions may be made to submitted proposals, prior to the Proposal Receipt Date and Time, through the Jefferson Parish e-Procurement System. All addenda and changes must cross-reference the relevant RFP section.

Proposer(s) request(s) for withdrawal of proposal(s) to this RFP must be submitted in writing and received prior to the Proposal Receipt Date and Time as set forth in Section 1.5, Schedule of Events.

Any Proposer that submitted a proposal in response to this Requests for Proposals may protest in writing to the Director of Purchasing within 48 hours of the evaluation committee meeting. The Purchasing Director will review the complaint in conjunction with the Parish Attorney's Office who will then respond as soon as possible in writing to the proposer.

1.19 Cost of Offer Preparation

All proposals submitted in response to this RFP shall be at the sole cost and expense of the proposer and shall not be subject to reimbursement by the Parish of Jefferson.

1.20 Acceptance of Proposal Content

Proposer's submission to this RFP shall be construed as an acceptance to be bound by the terms and conditions stated herein. Any action in contradiction of this acceptance may result in rejection by the Council.

1.21 Written or Oral Discussions/Presentations

The Parish may conduct written or oral discussions with proposer (s) to clarify and/or enhance the Parish's understanding of submitted material. Any commitments or representations made during these discussions, if conducted, may become formally recorded in the final contract. Conversely, the Parish may make awards based on initial offers. Neither negotiations nor changes to proposals will be allowed during these discussions.

1.22 Standard Terms and Conditions and Non-negotiable Contract Terms

- A. The standard general terms and conditions used by the Parish of Jefferson may be found in Resolution No. 136353. A copy may be obtained from the Parish

Clerk's Office, 6th Floor, General Government Building, 200 Derbigny Street, Gretna, LA 70053, (504) 364-2626. A copy of the resolution may also be downloaded by viewing the Purchasing Department webpage of Jefferson Parish's website, www.jeffparish.net/departments/purchasing/forms.

- B. Non-negotiable contract terms include but are not limited to taxes, assignment of contract, audit of records, EEOC and ADA compliance, record retention, content of contract/order of precedence, contract changes, force majeure, governing law, including ethics statements, claims or controversies, and termination based on contingency of appropriation of funds.
- C. It shall be the duty of every Parish officer, employee, department, agency, special district, board, and commission; and the duty of every contractor, subcontractor, and licensee of the Parish and the duty of every applicant for certification of eligibility for a Parish contract or program, to cooperate with the Inspector General in any investigation, audit, inspection, performance review, or hearing pursuant to Jefferson Parish Code of Ordinances Section 2-155.10 (19). By submitting a proposal, proposer acknowledges this and will abide by all provisions of the referenced Jefferson Parish Code of Ordinances.
- D. **Inspector General:** It shall be the duty of every parish officer, employee, department, agency, special district, board, and commission and the duty of every contractor, subcontractor, and licensee of the Parish, and the duty of every applicant for certification of eligibility for a parish contract or program, to cooperate with the inspector general in any investigation, audit, inspection, performance review, or hearing pursuant to JPCO 2-155.10(19). By signing this document, every corporation, partnership, or person contracting with PARISH, whether by cooperative endeavor, intergovernmental agreement, bid, proposal, application or solicitation for a parish contract, and every application for certification of eligibility for a parish contract or program, attests that it understands and will abide by all provisions of JPCO 2-155.10.

1.23 Taxes

Jefferson Parish is exempt from paying sales taxes under Louisiana State Revised Statute 47:301(8)(c). All prices for purchases of supplies and materials by Jefferson Parish shall be quoted exclusive of State and Parish taxes.

1.24 Selected Proposer's Responsibilities

The Selected Proposer shall be required to provide all items and services offered in their proposal. The Selected Proposer shall be the sole point of contact for all contractual matters, including payment of any and all charges resulting under the contract.

1.25 Sub-Contractor Requirements

If the proposer intends to subcontract portions of the work or to satisfy any of the Proposer Requirements and/or Scope of Work through the use of a subcontractor, the proposer

shall include the name of the subcontractor and specific designations of the tasks to be performed or Proposer Requirements to be met by respective subcontractor(s). Unless specifically permitted in the contract with the Parish of Jefferson, the Selected Proposer(s) shall not contract with any other party for furnishing any of the work herein requested in the Scope of Work without the ratification by Jefferson Parish Council Resolution.

1.26 Insurance Requirements

Selected proposer shall furnish the Parish with certificates of insurance evidencing mandated coverage(s) pursuant to Resolution No. 136353, as amended, and Attachment "A". A copy of Resolution No. 136353 may be downloaded from the Purchasing Department webpage on the Jefferson Parish website, www.jeffparish.net/departments/purchasing/forms.

1.27 Subcontractor Insurance

The Selected Proposer shall include all subcontractors as named insured under its policies or shall furnish separate certificates for each subcontractor. All coverages for subcontractors shall be in conformity with Resolution No. 136353, as amended. A copy of Resolution No. 136353 may be downloaded from the Purchasing Department webpage on the Jefferson Parish website, www.jeffparish.net/departments/purchasing/forms.

1.28 No Guarantee of Quantities

The Parish of Jefferson does not guaranty quantity or services required in the Scope of Work defined in Part II. The proposer shall provide all materials, labor, and equipment, whether specified or not, to provide a complete working system.

The quantities of items or extent of Scope of Work are estimated values. In the event a greater or lesser quantity is required, the Parish reserves the right to increase or decrease said values in accordance with the Price Proposal.

1.29 Contract Negotiations

The Parish administration shall negotiate the details of service delivery, the terms of the contract, and the contract price most advantageous to the Parish with the proposer (s) selected by the Jefferson Parish Council (sometimes referred to throughout this document as the "Council") and submit the contract, in final form, to the Council for award. Contract negotiations are limited by Section 1.22(B) Non-negotiable Contract Terms in this RFP. In the event a contract cannot be successfully negotiated, the RFP Evaluation Committee shall seek authorization from the Council to negotiate a contract with another Proposer under this RFP.

1.30 Cancellation of RFP or Rejection of Proposals

In accordance with Section 2-895 of the Parish of Jefferson Code of Ordinances, the Parish through its Council may reject any or all proposals received in response to this

RFP, or cancel this RFP prior to proposal Receipt Date and Time if in the best interest of the Parish.

1.31 Evaluation and Selection

In conformity with Section 2-895 of the Jefferson Parish Code of Ordinances, all proposals will be evaluated by the RFP Evaluation Committee. Before beginning the evaluation process, the Evaluation Committee must review the RFP concerning not only the task of description but also the qualifications and the evaluation criteria. The Evaluation Committee shall be comprised of a representative from the requesting department(s), a representative from the Council Research and Budget Office, a representative from the Purchasing Department, a representative from the Finance Department, and a representative from the Parish Attorney's Office, who will be a non-evaluating member and shall act as secretary of the Evaluation Committee and is solely responsible for disseminating all information received during the review process. Also, if deemed necessary and duly authorized by Council Resolution, additional employees of Jefferson Parish may be appointed as members of the RFP Evaluation Committee. The maximum Technical Proposal points shall be calculated by multiplying the number of Technical Proposal points assigned to the technical criterion multiplied by the number of evaluators scoring the proposal. After completion and tallying of the Technical Proposal Evaluation scores, each RFP Evaluation Committee member shall sign and date his/her individual score sheet. After the secretary of the Evaluation Committee collects all individual technical score sheets, the Purchasing Department representative and the representative of the requesting department(s) shall tally the individual scores to obtain a total Technical Proposal evaluation score for each proposer. Following the tabulation of Technical Proposal scores, the Purchasing Department representative shall open the sealed Price Proposals, and shall read the pertinent portions of those Price Proposals aloud. To the extent necessary, the Evaluation Committee may further review and analyze the Price Proposals and/or request and receive clarification of the pricing information provided by the Proposers for submission to the Council. After discussion of all Price Proposals, the Finance Department representative shall calculate the price proposal evaluation portion of the scoring sheet, using the Price Proposals submitted by Proposers and the formula below. The Price Proposal evaluation shall constitute twenty-five percent (25%) of the total scoring points assigned. The maximum Price Proposal points shall be calculated by multiplying the number of cost points assigned to price in the evaluation criterion multiplied by the number of evaluators scoring the proposal. The proposer with the lowest price shall receive the highest Price Proposal evaluation score.

Other Proposers will receive a cost evaluation score computed as follows:

$$CS = (LPC/PC * X)$$

Where:

CS = Computed cost score for proposer

LPC = Lowest proposed cost submitted

PC = proposer's cost

X = Maximum combined cost points available.

After the Finance Department representative completes the cost evaluation scores, the Purchasing Department representative and the requesting department representative shall each add the cost evaluation scores for each proposer to the tabulated technical scores of each proposer, totaling the final number of points assigned to each proposer. The tabulated score sheet shall be signed and dated by the Purchasing Department representative, the Finance Department representative and the requesting department representative. The secretary of the Evaluation Committee shall collect all individual and tabulated score sheets and deliver them to the Council Clerk. The Evaluation Committee shall prepare and forward to the Council a memorandum identifying the qualified Proposers and explaining their rationale. Attached to the memorandum shall be copies of the Price Proposals received in accordance with the RFP, along with any analysis or clarification completed regarding those Price Proposals. A list of names of the responsive and responsible Proposers shall be submitted to the Council along with a list of the non-responsive and non-responsible Proposers. Responsibility of a Proposer shall be determined in accordance with competitive sealed bids in the Revised Statutes of the State of Louisiana. Responsiveness shall be determined considering the materials that the proposer has submitted and the core requirements of the RFP. Proposers are invited to attend the Evaluation Committee Meeting(s) and are encouraged to check the Jefferson Parish website, www.jeffparish.net, for meeting details.

Upon completion of its analysis, the Council may either (i) adopt the resolution selecting the proposer (s) to supply the non-standard item(s) or perform the statement of work or scope of services; or (ii) reject all proposals. The Council shall select the proposal which received the highest cumulative score from the Evaluation Committee; except that the Council may select a Proposer or multiple Proposers other than the highest-ranked proposer provided that proposer selected has been given a cumulative score by the committee that received a total maximum score of at least eighty percent (80%). There are times when selection of multiple Proposers to provide the same services in in the best interest of the Parish. If multiple Proposers are selected, the Parish administration is to negotiate favorable contract terms which are to include identical pricing for all Selected Proposers.

Award of the contract may be made without discussions after proposals are received and evaluated. Proposals should, therefore, be submitted on the most favorable terms which the proposer can submit, from a technical standpoint; and from a price standpoint. If the Evaluation Committee determines that discussions are necessary, written submissions or oral discussions/presentations may be required from all Proposers.

1.32 Indemnification

Selected proposer shall agree to indemnify and hold harmless the Parish of Jefferson, its departments, agencies, boards and commissions, officers, agents, servants and employees, including volunteers, against any and all claims, demands, suits, costs, liabilities or judgments for sums of money, and fines or penalties asserted by any party, firm or organization for loss of life or injury or damages to person or property, growing out of, resulting from, or by reason of any negligent acts, errors, and/or omissions by Selected Proposer, its agents, servants or employees, while engaged upon or in connection with the services required to be performed by Selected Proposer under this RFP.

Further, Selected Proposer shall agree to indemnify the Parish of Jefferson, its departments, agencies, boards and commissions, officers, agents, servants and employees, including volunteers for all reasonable expenses and attorney's fees incurred by or imposed in connection therewith for any loss, damage, injury or other casualty pursuant to the services required to be performed by Selected Proposer under this RFP. Selected proposer additionally shall agree to pay all reasonable expenses and attorney's fees incurred by the Parish of Jefferson, its departments, agencies, boards and commissions, officers, agents, servants and employees, including volunteers in establishing the right to indemnity pursuant to the provisions stated herein.

1.33 Payment for Services

The Selected Proposer shall address and send the invoice to the Department of Electronic Information Systems pursuant to the payment terms negotiated in the contract. Payments will be made by the Department of Electronic Information Systems no earlier than thirty (30) days after receipt of a properly executed invoice, and approval by the Department of Electronic Information Systems. Invoices shall include the contract and order number, using department and product or service purchased. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided.

With each invoice submitted, the Selected Proposer holding said non-bid contract shall acknowledge that no subcontractors or other persons have been added to the contract without prior Council approval by resolution. Failure to comply with this section shall result in penalties imposed upon the Selected Proposer under contract as set forth in section 2-935.1 of the Code of Ordinances for professional service providers.

1.34 Termination

The proposer affirmatively acknowledges and agrees that the terms of any ensuing contract shall be binding upon the parties thereto until the work has been completed and accepted by the Parish; but said contract may be terminated under any or all of the following conditions:

- A. By mutual agreement and consent of the parties thereto.
- B. By the Parish as a consequence of the failure of Selected Proposer(s) to comply with the terms or quality of work in a satisfactory manner, proper allowance being made for circumstances beyond the control of Selected Proposer(s) provided the Parish will give Selected Proposer(s) written notice of any such failure and ten (10) days (or more if authorized in writing by the Parish) to cure any such failure.
- C. By either party upon failure of the other party to fulfill its obligation as set forth in the contract.

- D. By the Parish for convenience by issuing Selected Proposer(s) thirty (30) days written notice.
- E. By the Parish for any act of discrimination committed by the proposer, or failure to comply with the statutory obligations, when applicable, of Title VI and VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistant Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination in Employment Act of 1972, and the Contracting Party agrees to abide by the requirements of the American with Disabilities Act of 1990.

The continuance of the contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the Council. If the Council fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Parish President to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

1.35 Assignment

The proposer affirmatively acknowledges and agrees that any ensuing contract shall be binding upon the successors and assigns for the parties thereto. The ensuing contract being for the personal services of the Selected Proposer(s) shall not be assigned or subcontracted in whole or in part by said Selected Proposer(s) as to the services to be performed hereunder without the written consent of the Parish by Council Resolution, in the Parish's sole discretion.

1.36 EEOC and ADA Compliance

The proposer agrees to abide by the requirements of the following as applicable: Title VI and VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistant Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination in Employment Act of 1972, and the Contracting Party agrees to abide by the requirements of the American with Disabilities Act of 1990.

The proposer shall keep informed of and comply with all federal, state and local laws, ordinances and regulations which affect their employees or prospective employees.

Any act of discrimination committed by the proposer, or failure to comply with these statutory obligations, when applicable, shall be grounds for termination of the contract.

1.37 Audit of Records

- A. Proposer(s) affirmatively acknowledges and agrees that pursuant to any ensuing contract, Selected Proposer shall maintain adequate books of account with respect to its services, in accordance with generally accepted accounting principles (GAAP) in a form and method acceptable to the Parish. Selected proposer (s) shall permit Parish and Parish's agents from time-to-time within forty-eight (48) hours written notice, to inspect, copy and audit during Selected Proposer(s) normal business office hours, the books and records pertaining to the services provided under the contract. Parish's right to audit, inspect, and make copies of Selected Proposer's records shall be at the sole expense of Parish.
- B. Periodic and/or Annual Reports. At any time, the Parish may request that the Selected Proposer(s) with the minimum of thirty (30) days written notice, prepare and/or produce a report of the results of operations, as it pertains to any ensuing contract, in the previous fiscal year prepared in accordance with generally accepted accounting principles (GAAP). The report must be prepared and certified by an independent certified public accounting firm. (For purposes of said contract, each "fiscal year" begins on January 1 and ends on December 31 of the same year.)

1.38 Record Retention

The Selected Proposer shall maintain all records in relation to the proposed contract at its location for a period of at least five (5) years upon expiration or earlier termination of the contract or for a period stipulated by the governing State and Federal regulations, whichever is longer.

1.39 Record Ownership

The proposer acknowledges and agrees that all records, reports, documents, or other material(s) developed or resulting from this RFP shall be the sole property of the Parish of Jefferson, and shall be returned to the Parish by Proposer upon request at expiration or earlier termination of a contract.

1.40 Content of Contract/Order of Precedence

In the event of a conflict among documents, the order of precedence which shall govern is as follows: 1) the final contract; and, 2) the Request for Proposal (RFP) and addenda (if any); and, 3) the proposer's proposal; and, 4) Resolution No. 136353 and any amendments thereto.

1.41 Contract Changes

Upon negotiation of a bona-fide contract between the parties, no additional changes, amendments, or modifications may be completed without the prior ratification of the Council.

1.42 Substitution of Personnel

Substitution of personnel shall be approved by the Council, prior to any replacements. In addition to the foregoing, if during the term of the contract, the Selected Proposer cannot provide the personnel or subcontractor as stated in its proposal, Selected Proposer shall submit a written request for substitution supported by resume of qualifications and written certification that said substitution shall meet or exceed the requirements stated herein. Said substitution shall be at the Parish's sole discretion.

1.43 Force Majeure

The Selected Proposer or Parish of Jefferson shall be exempted from performance under the terms and conditions of the negotiated contract if the Selected Proposer or Parish is prevented from performing any services in whole or in part as a result of any act of God, strike, war, civil disturbance, or court order; provided the Selected Proposer or Parish of Jefferson has prudently and promptly acted to undertake any and all corrective steps that the respective parties can perform. Subject to this provision, such nonperformance shall not be construed as cause or grounds for early termination of the contract.

1.44 Governing Law

All activities associated with this RFP process shall be interpreted under the laws of the State of Louisiana. All proposal submissions shall be governed in accordance with provisions of Louisiana State laws and Jefferson Parish Code of Ordinances; standard terms and conditions; Resolution No. 136353.

1.45 Claims or Controversies

Proposer, as evidenced by his/her signature, agrees that the ensuing contract shall be made in accordance with the laws of the State of Louisiana. The proposer hereby agrees to the exclusive jurisdiction and venue of the 24th Judicial District Court for the Parish of Jefferson, State of Louisiana.

PART II – SCOPE OF WORK/SERVICES

2.1 Scope of Work/Services

Below is a list of technology systems, services, and applications in use, which the proposers shall be qualified to support, maintain, and enhance.

- Oracle - 19c and newer database administration (application server, RAC, WebLogic, 12.2.2 Enterprise Manager, Forms)
- MS SQL Server 2016 and newer
- Network - Fortinet (NG Fortigates, FortiManager, VPN), Ruckus & Fortinet Access Points, Cisco routers, switches & Meraki, SD-WAN technology, Layer 2 & 3 routing, BGP protocol

- GIS - ArcGIS Enterprise 10.9 and newer, ArcGIS Server 10.9.1 and newer, ArcGIS Portal Server 10.9.1 and newer, ArcGIS Online 4.24 and newer, ArcGIS Administrator
- Data Center/Systems – VMware, veeam, HPE Synergy, 3PAR, Nimble, StoreOnce, Windows Server 2016 and newer, Linux 9
- Microsoft – Exchange 2016 (relay), Office 365 (including eDiscovery, Exchange, Defender, Teams, SharePoint), Active Directory and related domain services, WSUS, Azure, file server support
- Third-party Applications – OpenText document management & workflow, DBVisit 11, NextRequest, NetDocs, NeoGov
- In-house Applications (.net & Oracle) – Juvenile Justice Case Management, JumpStart Jefferson, Code Enforcement Reporting and Violations System, Legislative Portal
- Cybersecurity – awareness training, multifactor authentication, OT SCADA, assessments, penetration testing, incident response, forensics investigations
- Telecommunications – Avaya on-premises call manager, SIP trunking, session border controllers
- Video & Access Control – Genetec, Avigilon

Proposers should detail how they are qualified to support each service listed herein, documenting prior experience, employee resumes, references, etc.

Supplemental Staffing Positions and Requirements

The level of contractor staffing varies depending on the needs of the Parish. Proposers must submit employee resumes of their personnel for each position. Some positions require verifiable certifications, as indicated. Proposers are responsible for ensuring employees maintain the requirements throughout the term of the agreement. Below are the minimum qualifications needed to support each position.

- Server Technician - Strong knowledge of Windows Server operations; knowledge of MS Exchange; VMware management software; configuring and maintaining geo-redundant data centers; restoring backup data; data replication to and from cloud services. Technicians should have the following certifications: VCP6 or better for VMware; MCSE Windows Server 2016 or newer; MCSE Exchange 2012 or newer. The proposed contractor must supply a server tech with a Hewlett Packard Enterprise Master Accredited Solutions Expert (Master ASE) certificate.
- Network Administrator/Technician – strong knowledge of Fortinet & Cisco routers, switches, firewalls, and Avaya VoIP services; VPN, Ruckus & Fortinet access points, Ubiquiti, and 802.1x wireless. Verifiable recent experience managing a similar-sized network is required. Network Admin/Technician should have the following certifications: CCNA or higher or Fortinet equivalent.
- Oracle Database Administrator – strong knowledge of Oracle database setup, configuration, patching, upgrading, tuning/optimizing version 19c RAC/standalone databases; strong knowledge of Linux OS as a host for Oracle database including

shell scripting, file system maintenance, and setup, system monitoring, and upgrades; experience with using Oracle to maintain ESRI GIS data; strong knowledge of Oracle RMAN backup/restore procedures and synchronization; experience with Oracle Cloud and MS Azure; ability to troubleshoot database, network and operating systems for performance problems or enhancements. Follow Oracles best practices for security, patching, setup, and maintenance; experience with Enterprise Manager setup, configuration, and database management; Experience with virtualization setup and maintenance; work with users to provide access to the database and support for both homegrown and COTS applications; experience with Oracle Web Logic management, configuration, and maintenance; ability to manage and perform disaster recovery procedures; knowledge of Oracle security management; knowledge of Maintaining a 24/7 high availability database; knowledge of database programming for application enhancements; expertise and administration of Oracle Mobile Server; knowledge of Oracle forms and reports running on Weblogic; knowledge of Oracle licensing; manage the use of database memory. Technicians should have the following certifications: Oracle Database Administrator Certified Associate.

- Microsoft Support Technician – strong knowledge of Microsoft servers and networking, including Domain Controllers, DNS, Active Directory, Group Policy, Windows Updating Services, Server Failover Clustering; Distributed File Systems; Exchange 2016 and newer; Office365. Technicians should have the following certifications: MCSE. MCSE Exchange 2016 and MCSE Server 2016 or better are preferred.
- Programmer/Analyst - extensive experience designing, writing, and updating source code using Visual Basic, C#, HTML, and SWIFT. Strong SQL, PL/SQL development experience. Knowledge of JDBC and ODBC; experience with HTML programming.
- PC/Help Desk Technician – strong knowledge of current Microsoft Windows desktop OS and related software; experience with Remote Desktop software; imaging, configuring, and troubleshooting Windows OS; experience installing Ethernet wiring. Technician(s) should have the following certifications: A+ required, and Network+ is preferred.

All Technicians will be expected to work alongside Parish employees so that layers of redundancies can be developed between Parish and Contract staff. Contract employees will primarily work from the Joseph S. Yenni Building. The EIS Director shall, at his discretion, approve any requests to work remotely. Contracted technicians will be expected to work as needed after hours and/or weekends to update and patch infrastructure, complete projects, participate in cutovers, and to troubleshoot any high-priority issues. Contract employees may flex weekday hours to compensate for planned after hours assignments. During declared emergencies, key contract employees will be considered essential staff and expected to remain in Jefferson Parish or remain available remotely to support Parish operations if instructed by the EIS Director.

All work performed by contracted Technicians must be documented and recorded in the Parish help desk ticketing software. Help desk software ticket numbers must be associated with and correspond to daily activity logs submitted with monthly invoices/reports.

Project Support

The Parish may require assistance from the contractor for traditional projects, including application upgrades/integrations, Microsoft Office 365 development related to SharePoint, Teams, Power Platform, power automate, etc., telecommunications auditing, disaster recovery planning & testing, graphic design, IT training, project management, data analytics, and indoor & outdoor Wi-Fi projects.

The successful proposer will be expected to support the Parish with future non-traditional IT-related projects that support technology infrastructure, including electrical, copper & fiber wiring, directional drilling & boring, backup UPS devices, backup generators, data center HVAC & environmental controls. Any electrical, copper, or fiber jobs must be documented with the latest CAD software and provided to the Parish upon completion.

Projects may be billed hourly or priced based on the SOW. The Parish maintains the right to use alternate contracts, such as Louisiana State Contracts/NASPO, or direct expenditures with other vendors not listed within this future agreement.

2.2 Period of Agreement

The term of any resulting contract shall be for two years, with an option to renew, commencing on the date of execution or signing of the contract.

If the scope of work as described in Section 2.1 of this RFP pertains to an emergency pre-placed contract and if Jefferson Parish has not entered into a new contract for the same scope of work prior to May 1st of the year in which the contract is set to expire, then the contract shall be automatically extended until the end of the calendar year of the same year that the contract is set to expire.

2.3 Price Proposal (Price Schedule)

Price proposals and/or price schedules shall be submitted in a separate electronically sealed envelope as notated on the Central Bidding page as "**Price Attachment**". Price Proposals will remain sealed and shall not be read until the completion of the scoring of the Technical Proposal Evaluation during the RFP Evaluation Committee Meeting. Price Proposals shall not be included in the Technical Proposal evaluation criteria. Once read, the Price Proposals will be evaluated and scored in accordance with Section 1.31. Price Proposals shall be worth twenty-five percent (25%) of the total scoring points assigned.

Pricing **must** be submitted on the Price Proposal (Price Schedule) furnished in Attachment "B." All proposed pricing shall be inclusive of all additional costs and

expenses, including shipment. Prices submitted shall remain firm for the term of the contract, unless otherwise negotiated.

2.4 Deliverables

Every proposer must describe what deliverables will be provided per their proposal, and how the proposed deliverables will be provided.

2.5 Location

The locations where services are to be performed are primarily at the Joseph S. Yenni Building and the General Government Building, but also at any location within Jefferson Parish as deemed necessary by the work to be performed.

2.6 Financial Profile

Proposers are requested to submit documentation from the past three (3) years demonstrating proposer's financial stability. Documentation may include audited financial statements including balance sheets, income statements, documentation regarding retained earnings, assets, liabilities, etc.

Proposer must include information demonstrating the proposer's financial stability and ability to obtain and maintain bonding and insurance requirements in order to be eligible to be assigned a higher score. Proposals which lack the description of the proposer's financial status or the required certification of bonding and insurance requirements may be assigned a lower score.

2.7 Technical Proposal Elements

A. Technical

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).
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.
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.

B. Qualifications and Experience

1. Proposers shall provide a detailed statement of related services to government entities or private entities which identifies customer satisfaction, demonstrated volume of merchants, etc. Proposer must provide a detailed description of customer service capabilities, including resumes of personnel assigned, total number of personnel and timeline of customer inquiries and complaints, as applicable.
2. Proposer shall provide resumes for account manager(s), designated customer service representative(s) and any and all key personnel anticipated to be assigned to this project, in addition to resumes of any and all subcontractors.

PART III – FEDERAL CONTRACT PROVISIONS

3.1 Federal Contract Provisions

Not applicable

PART IV – EVALUATION

4.1 Evaluation Criteria

The proposed evaluation criteria shall be looked upon as standards which measure how well a Proposer's approach meets desired performance requirements, and which permit an evaluation of the differences between desired performance characteristics and what the proposer proposes to do.

The proposed evaluation criteria shall measure how well a Proposer's approach meets desired minimum performance standards defined in the RFP, and shall allow for the quantification of the differences between those stated minimum standards and what the proposer intends to do. In accordance with Section 2-895 of the Code of Ordinances for Jefferson Parish a scoring system must be devised and impartially applied to each proposal to assure objectivity and thoroughness in comparative analysis.

Price Proposal Evaluation shall constitute twenty-five percent (25%) of the total scoring points assigned. Price Proposal Evaluation shall take place after Technical Proposal Evaluation has been completed.

A. TECHNICAL PROPOSAL (Maximum of 75 Points per Evaluator)

The following criteria shall measure the qualifications, technical capabilities and core competency of the proposers and their submissions:

1. Scope of Work, emphasis on responses to sections 1.4 and 2.1. **20 Points**
Clearly written proposal, which indicates an understanding of the key issues, clearly defines deliverables and the respondents' ability to exceed the requirements outlined herein. Indicates their position to support future projects and innovation.
2. Qualifications & ability to provide required services & personnel **15 Points**
Firms' qualifications and experience that uniquely positions them for selection over other respondents. Resumes, qualifications, and **required certifications** of respondents' proposed personnel supporting Jefferson Parish.
3. Past Performance **10 Points**
Demonstrated experience (i.e., proven record of accomplishments) of positive references indicating successful past performance for private firms or **government agencies** of similar size and scope as requested in this response.
4. Transition Plan **5 Points**
Proposers ability to successfully transition between IT support contractors all while ensuring complete continuity of operations to Jefferson Parish Government.
5. Past work performance with Jefferson Parish **5 Points**
The nature, quantity, quality, and value of IT-related work previously performed for Jefferson Parish by proposing firm.
6. Financial Proposal **5 Points**
Provide an adequate financial history as required
7. Innovative Concepts **10 Points**
Firms' proposed strategy to work with EIS to implement new technologies that will improve efficiencies and deliver new capabilities.
8. RFP Responsiveness **5 Points**

B. PRICE PROPOSAL

The proposer with the lowest price shall receive the highest Price Proposal Evaluation score (twenty-five (25) points per member)

Other proposers will receive a cost score computed as follows:

$$CS = (LPC/PC * X)$$

Where:

CS = Computed cost score for proposer

LPC = Lowest proposed cost submitted

PC = proposer's cost

X = Maximum combined cost points available

Maximum # of
Points 25 per
Evaluator

TOTAL MAXIMUM POINTS FOR THIS RFP 100 PER EVALUATOR.

PART V – PERFORMANCE STANDARDS

5.1 Performance Requirements

- Proposer's ability to provide key personnel with knowledge and technical expertise when needed
- Proposer's timely submission of reports, such as project planning details, information requested by the Council or administration, and the documentation in the help desk ticket system.
- Proposer's submission of accurate and itemized invoices.
- Proposer's adherence to project schedules and completion dates.

5.2 Performance Measurement/Evaluation

- Staffs ability to perform required tasks timely and expertly.
- Ability to support parish technical environment immediately and without interruption for the term of the contract.
- Introduction of new technology and concepts that make parish operations more efficient.
- Cooperation and communication with parish management and parish technical staff.
- Was the final product usable for the purpose intended?
- Completion of projects within agreed time and budget

PART VI - APPENDICIES

ATTACHMENT "A"

INSURANCE REQUIREMENTS

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

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

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

WORKER'S COMPENSATION INSURANCE

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

COMMERCIAL GENERAL LIABILITY

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

COMPREHENSIVE AUTOMOBILE LIABILITY

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

DEDUCTIBLES

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

UMBRELLA LIABILITY COVERAGE

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

ATTACHMENT "B"
Cost Proposal
Anticipated Staffing

Responding Firm Changing Technologies, Inc.

The requested staff pricing on this form will be used to compare the cost of competing submittals. The hours suggested on this form do not guarantee that these hours will be assigned to vendor staff. The hours are indicated to allow for a comparison of price proposals. All work is assigned on an as-needed basis. Descriptions for job titles can be found in Section II. It is acceptable for one person to perform more than one role, for example Oracle Database Administrator and Programmer/Analyst.

Position

| | |
|-------------------------|---|
| Network Tech | \$ <u>45.75</u> /Hour x 170 Hours/Month = \$ <u>7,777.50</u> |
| Server Tech | \$ <u>35.83</u> /Hour x 170 Hours/Month = \$ <u>6,091.10</u> |
| Microsoft Tech | \$ <u>84.04</u> /Hour x 170 Hours/Month = \$ <u>14,286.80</u> |
| PC/Help Desk Tech | \$ <u>30.44</u> /Hour x 170 Hours/Month = \$ <u>5,174.80</u> |
| Oracle DB Administrator | \$ <u>56.67</u> /Hour x 170 Hours/Month = \$ <u>9,633.90</u> |
| Programmer/Analyst | \$ <u>46.80</u> /Hour x 170 Hours/Month = \$ <u>7,956.00</u> |
| Project Manager | \$ <u>57.69</u> /Hour x 170 Hours/Month = \$ <u>9,807.30</u> |

Total Price \$ 60,727.40

Request for Proposals #0464

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

SIGNATURE PAGE

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

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

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

Name of Proposer: Changing Technologies, Inc.

Address: 3602 13th St NW, Unit B,
Washington, DC 20010

Phone Number: (202) 688-3631 Fax Number (202) 688-3632

Type Name of Person Authorized to Sign: Danielle Logan

Title of Person Authorized to Sign: Program Manager

Signature of Person Authorized to Sign: *D. Logan*

Email Address of Person Authorized to Sign: dlogan@changing.net

Date: 8/25/23

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

CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF

INCORPORATED.

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

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

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

SECRETARY-TREASURER

DATE

Request for Proposal Affidavit Instructions

- **Affidavit is supplied as a courtesy to Affiants, but it is the responsibility of the affiant to insure the affidavit they submit to Jefferson Parish complies, in both form and content, with federal, state and Parish laws.**
- **Affidavit must be signed by an authorized representative of the entity or the affidavit will not be accepted.**
- **Affidavit must be notarized or the affidavit will not be accepted.**
- **Notary must sign name, print name, and include bar/notary number, or the affidavit will not be accepted.**
- **Affiant MUST select either A or B when required or the affidavit will not be accepted.**
- **Affiants who select choice A must include an attachment or the affidavit will not be accepted.**
- **If both choice A and B are selected, the affidavit will not be accepted.**
- **Affidavit marked N/A will not be accepted.**
- **It is the responsibility of the Affiant to submit a new affidavit if any additional campaign contributions are made after the affidavit is executed but prior to the time the Council acts on the matter.**
- **RFP Affidavit must be submitted in its original format prior to approval in accordance with Sec. 2-895(b) of the Jefferson Parish Code of Ordinances.**

Instruction sheet may be omitted when submitting the affidavit.

Request for Proposal

AFFIDAVIT

STATE OF _____

PARISH/COUNTY OF JEFFERSON

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

Affiant further said:

Campaign Contribution Disclosures

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

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

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

Affiant further said:

Debt Disclosures

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

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

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

Affiant further said:

Solicitation of Campaign Contribution Disclosures

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

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

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

Affiant further said:

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

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

Affiant further said:

Subcontractor Disclosures

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

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

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



Signature of Affiant

Danielle Logan

Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME
ON THE 25 DAY OF August, 2023



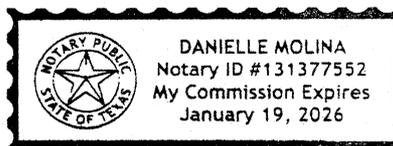
Notary Public

Danielle Molina

Printed Name of Notary

131377552

Notary/Bar Roll Number



My commission expires 1-19-26.