



Jefferson Parish Department of Purchasing

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

Solicitation #: RFP 0464

Technical Proposal

August 25, 2023, 3:30 PM



Submitted To

Jefferson Parish Department of Purchasing

POC: Shanna Folse

Email: sfolse@jeffparish.net

Phone: 504-364-2680



Submitted By

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SIGNATURE PAGE

Request for Proposals #0464

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

SIGNATURE PAGE

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

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

Acknowledge Receipt of Addenda: Number: 1 , August 17, 2023
Number: _____
Number: _____
Number: _____
Number: _____
Number: _____

Name of Proposer: InstantServe LLC

Address: 175 Strafford Avenue, Suite one # 907, Wayne, PA 19087

Phone Number: 267-369-1433 Ext-8007 Fax Number 215-392-8709

Type Name of Person Authorized to Sign: Simratpal K. Khela

Title of Person Authorized to Sign: President

Signature of Person Authorized to Sign: Simratpal K. Khela

Email Address of Person Authorized to Sign: simrat.k@iserveworld.com

Date: Aug 25, 2023

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

A. COVER LETTER

Aug 25, 2023

To,

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

Attn: Shanna Folse, Buyer

Subject: Response to RFP No.: 0464, Information Technology Support Services and Supplemental Staffing

InstantServe is pleased to submit its proposal to the Jefferson Parish (Parish), Department of Electronic Information Systems (EIS) and Telecommunications. for RFP No.: 0464, for Information Technology Support Services and Supplemental Staffing.

Introduction

Established in 2016, InstantServe is a certified Small Business Enterprise (SBE) and Minority Women Owned Small Business Enterprise (M/WBE) headquartered in Wayne, PA. InstantServe has over 7+ years of experience providing IT Support and Supplemental Staffing Services to a diverse base of clients across various domains and locations.

Our Understanding

InstantServe understands that the Parish is seeking to get into a contract with a professional vendor to provide Information Technology Support and Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications. We have provided similar services on several projects to our clients in the Local, State, and Federal verticals. We are fully capable and qualified to fulfill the Parish's needs for IT support and supplemental staff services as a prime contractor on this effort.

Acknowledgments

InstantServe hereby acknowledges and undertakes that we have read and understood the addendums issued and terms and conditions of the RFP issued by the Parish and agree to the same without any exceptions. We affirm to perform the services described in the RFP and are willing to perform those services and negotiate a contract with the Parish.

I Simratpal K. Khela, President of InstantServe undersigned this letter and assures the Parish that this response accurately addresses all terms of the RFP and, meets all stipulated requirements. If you have any questions or further requests regarding our proposed solution, or if we can be of assistance to you in any other way, please do not hesitate to reach me on 267-396-1433 Ext-8007 or via e-mail to simrat.k@iserveworld.com.

Sincerely,

A handwritten signature in blue ink that reads "Simratpal K. Khela".

Simratpal K. Khela,
President
InstantServe, LLC.

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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.)

Response to Section 1.4 – Proposer Minimum Requirement

InstantServe understands the Parish's professional services need and delivery requirements to provide IT support and supplemental staffing services. We are fully capable of supporting, maintaining and enhancing the technology systems, services and applications in use in the five divisions of EIS (Network/Systems, Development, IT Support, GIS, and Telecommunications). We assure the Parish of our ability to provide quality candidates for the requested job positions at highly competitive rates for the staffing services that may be sought. We also offer electronic and automated processes to support recruitment, selection, scheduling, invoicing, and other related processes for the hiring process. We have established ourselves as a leader in providing highly scalable, cost-effective workforce solutions to diverse customers across various industries in the United States.

We acknowledge that we have read all the requirements stated in the solicitation and are fully capable of fulfilling the requirements as may be requested.

InstantServe assists our clients to identify the best talent for their organizations, which begins with us hiring and developing the best internal talent. We employ an expert hiring model to drive our success. Professionals at our branch offices have the expertise in building, leading, and delivering specific project teams, best practices, and staffing programming. Our dedicated Recruiters possess an average of over 5+ years of recruiting experience, bringing skills essential to collaborating and understanding your requirements—and delivering the best candidates to the Parish. Our recruiters take a data-driven approach to talent sourcing, leveraging supply and demand data to analyze market dynamics and identify the most effective strategies for attracting the best candidates. Our internal recruiter communities keep our team abreast of current trends, provide access to resources, and enable immediate problem-solving as well as creative innovation.

InstantServe works with over 125+ customers across various industry verticals, we have provided details of this extensive customer base broken into segments as required under this RFP and is very confident that it exceeds the expectations under this effort. We have also provided detailed information on the company size, organization, industry track record, years in business, and financial stability etc. and are confident that our credentials will be liked by the selection committee. **In addition, InstantServe affirms to provide consistent on-site team members to provide supplemental staffing support. We will assist in acquiring all products and services as needed to meet the requirements of the Parish and create support tickets using Parish's IT ticketing system.**

InstantServe has over 7+ years of experience in providing IT Support and Supplemental staffing for technical, professional and IT occupational categories with Job Categories comparable to those of the Parish such as Data Center Support/Services, Network Support, Database Support, Microsoft, Application Support (Development & Maintenance), Telecommunications, GIS, Cybersecurity, As Needed Ancillary Services and key roles like Server Technician, Network Administrator/Technician, Oracle Database Administrator, Microsoft Support Technician, Programmer/Analyst, and PC/Help Desk Technician etc.

We have over **8 million profiles segregated according to industries**, skills, experience and locations that matching to the Parish's requirements, and thousands of pre-vetted candidates that match the skill sets required by the Parish in our resume pool. We have accumulated these resources by working with several public sector clients including local government customers.

Having vast experience in staffing clients with Information Technology Support and Supplemental Staffing needs that match the size and scope of the Parish's staffing program. InstantServe clearly understands the General and specific requirements associated with the SOW. Our resources have also performed a wide variety of consultant tasks based on combinations of roles similar to the Parish's requirements. This helps InstantServe to handle all kinds of challenges in the most efficient manner with long-term relationships.

Personnel Qualifications

The pool of candidates available for Jefferson Parish can be summarized as under:

Labor Category	Number of Resources available
Data Center Support/Services	154
Network Support	225
Database Support	198
Microsoft Support Technician	356
Application Support (Development & Maintenance)	255
Telecommunications	560
GIS	950
Cybersecurity	265
As Needed Ancillary Services	2000+

InstantServe is proposing not only supporting the technology target areas listed above but is also offering Staff Augmentation Services based on one or more of the positions/skill sets listed herein. In furtherance of this objective InstantServe is submitting Key Employee resumes of our personnel for each of these positions listed as under:

1.	Server Technician	Michael Borco
2.	Network Administrator/Technician	John Shuler
3.	Oracle Database Administrator	Donna L. Zarzycki
4.	Microsoft Support Technician	Edward Barbuto
5.	Programmer/Analyst	Rosa I. Reinhardt
6.	PC/Help Desk Technician	Keenan Williams
7.	Project Manager	Harshdeep Bhasin

Below are the resumes of the proposed personnel:

1. Michael Borco – Server Technician

Summary

Michael is a skilled and certified professional having over 15 years of experience working as a Server Technician and providing technical support for up to 7700 users. **He has been working with InstantServe at Raytheon Technologies/ Artech since Feb 2023.** Has experience in MS Exchange Server Infrastructure, Engineering, Design and Administration functions. Has hands-on experience with VMware, administration, and troubleshooting. Skilled in identifying and solving problems maintaining data center flow of information and working with management on upgrade projects. Skilled in coordinating functions and activities between primary Data Center and remote Data Center facilities. Experience using Active Directory, VPN, and Group Policy. Extensive experience with Windows Enterprise and all Windows Operating Systems. Proven ability to provide effective support via telephone and in person.

Education & Certifications

- Microsoft Certified System Engineer (MCSE), New Horizon Computer Center, Windsor, CT
- A+ Certification, New Horizon Computer Center, Windsor, CT
- Microsoft Certified Professional (MCP), New Horizon Computer Center, Windsor, CT

Technical Skills:

DOS, Win 9x, Win NT, Win 2000, Win XP, Win Vista Business, Windows 7, SCCM, Win 2003 Server, Active Directory, VMware, vSphere, Citrix ICA clients, & Thin Clients, MS Office 2003, MS Office 2007, MS O365, MS Exchange Server 2007, MS Outlook, Lotus Notes, JD Edwards, Remedy, SQL, VPN Cisco VPN, Cisco AnyConnect, PC, Mac, Alteris, Cisco Enterprise Routers, and Audio/Video Teleconferencing sessions and equipment.

Professional Experience

Raytheon Technologies/ Artech – Farmington, CT/ InstantServe LLC	Feb 2023 - Present
Desktop Services Technician	
<ul style="list-style-type: none"> • Responsible for all aspects of installation, configuration, maintenance, and delivery of all standard new user hardware and software, including Windows and MacOS devices. • Maintain accurate inventory, assign asset tags, and maintain asset management data for all end-user hardware and peripherals. • Maintain and track tickets via ServiceNow. Respond to daily calls and emails. Assist with new pc build requests. Maintain all MacBook inventory. Build new MacBooks by enrolling them into JAMF/MDM. 	
SS&C Technologies – Windsor, CT	
Field Services/Helpdesk Technician	
<ul style="list-style-type: none"> • Responsible for all aspects of installation, configuration, maintenance, and delivery of all standard end-user hardware and software, including Windows and MacOS devices. • Maintain accurate inventory, assign asset tags, and maintain asset management data for all end user hardware and peripherals. • Provide frontline customer service in complex/high-profile work areas, either remotely or at the end user's location, using troubleshooting and technical skills to resolve complex problems and perform maintenance tasks. • Works proficiently with hardware and software testing tools and techniques and possesses a strong knowledge of PC/LAN communications hardware/software in a multi-protocol environment. • Regularly serve as a technical resource for others within the organization. Perform password resets and administer users in an active directory environment. • Monitor/update ticketing system and making sure tickets are addressed in a timely fashion. Remotely troubleshoot technical issues over the phone or through email. • Assist supervisor to streamline daily support procedures. Assist with the upgrade and maintenance of software, as needed. Maintain and execute project plans. • Document changes in procedures and in automation of both daily support and maintenance of systems. Gain experience, understanding, and expertise necessary to complete assigned tasks. • Demonstrate the ability to research and resolve customer issues in a timely and accurate manner with minimal guidance. Provide regular status and progress towards milestones with one's supervisor. 	
Harford Steam Boiler – Edge Technologies, Hartford, CT	
Helpdesk /Service Desk Specialist	
Jan 2014 - Oct 2020	

- Responding to all service desk calls from inception to closure while providing documented, reportable data for each via ServiceNow.
- Resolved complex problems related to computer hardware and software. Assist end-users with All VPN cisco AnyConnect, Citrix Access Gateway, and juniper network connect issues.
- Train all new users on all company-provided mobile devices, i.e., Citrix Secure Mail. Installed, maintained, and upgraded software applications related to hardware deployment or upgrades.
- Provide basic training on claims software (Guidewire). Created troubleshooting documentation of solutions to known problems.
- Responsible for password reset and user verification for Active Directory and other secure applications as required. Reset Password, and Create new accounts for new users, (On-Boarding Requests).

State of CT Judicial Branch, Resource Group, East Hartford, CT
Help Desk Technician

Feb 2013 - Nov 2013

- Responding to Helpdesk calls from inception to closure while providing documented, reportable data for each. Resolved complex problems related to computer hardware and software.
- Deleted former employees from Active Directory groups which they were no longer a part of. Responsible for troubleshooting and resolving technical issues relating to custom-built or purchased software including MS.
- Installed, maintained and upgraded software applications related to hardware deployment or upgrades. Provided basic user training for supported software.
- Created troubleshooting documentation of solutions on known problems. Responsible for password reset and user verification for Active Directory and other secure applications as required.
- Acted as liaison between Information Technology Division and PC users in the clients' company. Provided technical support via phone and remote assistance. Tracked all calls via BMC Remedy.

Johnson Controls, Windsor, CT
Desktop Support Engineer

Oct 2012 - Feb 2013

- Responsible for training employees on operation/ Programming of new Avaya phone systems. Assisted employees with day –to-day computer technical issues. Cisco VPN, AnyConnect, Office 2003, Office 2007, and Office 2010.
- Responsible for upgrading employees from Windows XP to Windows 7, and installing new software via SCCM.
- Observed network and server monitoring systems, machine operations, system consoles and error lights within the Data Center environment.
- Responsible for detecting system malfunctions and abnormal operations, and initiating appropriate corrective actions/procedures as required.
- Provides first level network and server support in the problem resolution process within the Data Center, diagnosing the nature of problems and initiating documented actions.
- Coordinates problem escalation and resolutions to second and third level network system support personnel and/or outside support service providers, executing corrective actions as directed.
- Logged and tracked network and server production problems in accordance with the problem management system. Performs file and disk restorations as required/requested from back-ups.
- Answered Controls Business Help Desk phone outside normal business hours. Determined nature, priority, and support responsibility of the call, and provides requested support if within operational scope.

- Ensured all safety and security policies and procedures are adhered to within the Data Center, providing for and enforcing the physical security requirements of the space.
- Coordinated functions and activities between primary Data Center and remote Data Center facilities.
- Assisted in site preparations, installation, and set-up of computer systems and Data Center equipment.

Aetna Insurance, Hartford, CT
Help Desk Support Specialist

Feb 2011 - Jun 2012

- Answering calls from internal Healthcare employees with Infrastructure related issues. Resolve 97% of calls. Calls range from password issues, Virtual Machines/VMware, Citrix, file restore/ disaster recovery, using the CA Arcserve Replication tool.
- Troubleshoot Win 7 and Microsoft Office products to Cisco VPN/Cisco AnyConnect issues. Responsibilities also include all training new employees located in the field office.

The Hartford Financial Group, Simsbury, CT
Lexmark Senior Onsite Technician

Jan 2010 - Dec 2010

- Provides on-site software and/or hardware operations tasks for customers. Maintenance of printer firmware upgrades. Assistance in providing maintenance service and site management support -Day to day problem solving.
- Experienced in customer relations -Delivering and installing consumables at customer locations. Performed end-user training as required.
- Ordered consumables for customers -Providing second-level help desk support on Lexmark printers. Utilized customer's internal help desk system - Remedy.
- Support customer installation and moving of printers within the building. Maintained and updated website documentation.
- Applied firmware upgrades and operating system patches. Knowledge of all Lexmark printers break/fix experience with printers.

Alstom Power, Windsor, CT
Desktop Support Technician

Aug 2008 - Jan 2010

- Working in a Windows Enterprise environment, and using desktop tools, Altiris Deployment Console, Active Directory.
- Responsible for setting up new hires with proper IT credentials. Closed tickets created by helpdesk analyst in Remedy Action Request. Deployed computers to new and existing users (lease renewals).
- Responsibilities also include helpdesk phone support, resetting JD Edwards passwords, setting up Audio/Video Teleconferencing equipment, Mac support/configuration in an OS. X environment. Configuring MS Outlook/ Exchange, and creating lotus notes accounts.
- Created instructional courses for Administrative Assistants on the basics of MS Office 2003, and 2007.

Boys & Girls Club of Hartford, Hartford, CT
Director of Information Technology

May 2003 - Jan 2008

- Responsible for adding deleting new hires and former employees into Active Directory groups. Responsible for setting up new hires with proper IT credentials.
- Maintained LAN/WAN network stability. Created and deleting network user accounts, via Windows server 2003. Trained staff on PC and MAC operations, and security access. Maintained/repaired all desktops, and laptops throughout 7 different sites.

- Responsible for maintaining all licenses for hardware and software. Managed security audits, system backup procedures, other recovery processes in compliance with the organization's disaster recovery and business continuity strategy.
- Maintained and updated website using pre-made templates, Microsoft front page, Swish, Adobe Dreamweaver, and Adobe Flash. Responsible for the programming of Blackberries and pda's, and the purchasing of all technology equipment, and cellular phones.

Nextel: The Customer Center, West Hartford, CT
Assistant Manager/ Technician

Nov 2001 - May 2003

(Concurrent project working part time/evenings)

- Created new government accounts by introducing Nextel products to CT State employees, Town employees, and Government employees.
- Responsibilities also include opening and closing the office, restocking supplies, evaluating hourly employees, making bank deposits, issuing payroll checks, and repairing all Nextel phones.

Judge Technical Service, Simsbury, CT
Call Center / Helpdesk Support

May 2001 - Mar 2002

- Acted as first contact support for end users. Functioned in a Win 9x, Win NT, Win2000, and Win XP and Citrix Environment. Responsible for resetting user passwords.
- Executed for troubleshooting user application problems pertaining to; Microsoft Office, MVS, TSO, AS/400, and Lotus Notes.
- Responsible for troubleshooting user pc problems over the phone before contacting technician.

Computer Sciences Corp, Norwich, CT
Desktop Support/Helpdesk

Jan 2000 - May 2001

- Functioned in a Win NT/ Win2000 and Citrix environment. Created user profile via User Manager for NT. Tracked all calls through Remedy Action Request System version 3.0. Assisted users with all Microsoft Office, MVS, TSO, AS/400, and Lotus Notes issues.
- Assisted remote users with Pal dialer and VPN connection and configuration problems. Responsible for administration of operating systems. Performed hardware and software upgrades to user desktops and laptops.

Raytel Medical Corp, Windsor, CT
2nd Shift Lead Computer Operator

Oct 1997 - Dec 1999

- Provided 7x24 service commitment (alternating weeks) via pager. Installed and supported operating systems (Win 9x, and Win NT.)
- Scheduled and submitted nightly tape backups for a variety of servers (UNIX, Lotus Notes, AS/400, Novell, NT, RS6000, and Exchange).
- Restored data from tape (Disaster Recovery), using Utility tool Arch Serve. Reset user passwords, and created profiles in a Novell environment using Netware administrative tools.
- Performed IPLs, and server maintenance. Submitted and printed all nightly print jobs via (Xerox 4050 Production Printer).

2. John Shuler – Network Administrator/Technician

Summary

John skilled and certified professional having over 11 years of experience in network planning/implementation and fault resolution in multi-Vendor environments, and across different teams and business units. **John has been working with InstantServe at MasTech since Jun 2022.** Skilled in answering phone calls, creating, working, and closing of tickets. Responsible for desktop/laptop environment primarily performing software standards and configuration; installation, maintenance, and support of PCs, tablets, smartphones, and other computing devices; phone support for resolution of end-user problems, requests, and issues; and troubleshooting issues to root cause for constantly improving the stability of computing devices. Proficient in creating, modifying, and maintaining desktop images for standardized hardware builds. Collaborate with Cisco customers, partners, account teams, and other TAC engineers to troubleshoot & debug hardware, software, and configuration issues. Skilled in task prioritization, project delivery, problem resolution and vendor management. Upskilling in Cloud networking to include Multicloud Bootcamp building real-world solutions and earning AWS Advanced Networking Specialty certification.

Education & Certification:

- Associate Degree
- AWS Certified Advanced Networking – Specialty (2022)
- CCNP R&S (2018)
- CCNA R&S (2018)

Technical Skills:

- On-Prem to Cloud Migration
- Direct Connect
- Route53
- ELB, CloudFront
- Transit Gateway
- AWS EC2, S3, IAM, & VPC, Terraform
- Autoscaling Groups

Professional Experience

MasTech, Atlanta, GA/ InstantServe LLC

Jun 2022 - Present

Cloud Network Engineer

- Troubleshoot network connectivity issues. Maintain Route53 DNS records and responsible for AWS Service implementation.

Protocols used: BGP, HSRP, OSPF.

Technologies used: 4351/4451 routers & Cat 6500, 9300, 9400 switches. InfoBlox. ServiceNow. KanbanFlow

Oscar Technologies, Charlotte, NC

Feb 2020 – Jun 2022

Network Engineer 3

- Evaluated, developed, and implemented hardware and software solutions to ensure data and system integrity and business continuity.

- Merged global networks in a financial services environment. Serve as escalation point for operations teams. Create low and high-level designs, hardware selection and BOM creation. Documented migration process.

Protocols used: BGP, HSRP, OSPF

Technologies used: 4351/4451 routers & Cat 6500, 9300, 9400 switches. InfoBlox. ServiceNow. KanbanFlow

The Select Group, Raleigh, NC

Apr 2019 – Feb 2020

TAC Engineer 3

- Collaborate with Cisco customers, partners, account teams, and other TAC engineers to troubleshoot & debug hardware, software, and configuration issues.
- Recreate customer's topology in a lab environment to reproduce issues observed on their networks. Serve as escalation point for offshore TAC teams. Provide configuration assistance according to Cisco best practices.

Protocols used: BGP, HSRP, OSPF, vPC, OTV, Fabric Path, IS-IS, EIGRP

Technologies used: Nexus 2k, 3k, 7k, 9k

Paya, Atlanta, GA

Feb 2018 - Nov 2018

Sr. Network Engineer (Contractor)

- Managed daily network operations and recommended improvements to increase efficiency. Managed and documented network systems and operational procedures.
- General administration of firewall and security policies/configurations. Assisted with the design and migration of the Paya network off the parent network.
- Diagnosed and resolved complex network problems. Familiarity with Cloud Formation templates and JSON. General experience provisioning & operating in AWS environments.

Technologies used: Cisco ISR4400 & Catalyst and Nexus Switches, Cisco Meraki, Checkpoint & Palo Alto Firewalls, AWS EC2, S3, VPC, IAM. and SolarWinds

Protocols used: BGP, HSRP, OSPF, EIGRP and 802.IQ

Old Castle, Atlanta, GA

Sep 2017 – Feb 2018

Network Engineer

- Maintained network security by enforcing access control policies. Managed daily network operations and recommended improvements to increase efficiency.
- Prepared configuration scripts for and provided remote assistance to a team of 7 Regional Network Admins. Made changes according to strict change management process and conducted peer reviews for Jr. admins.
- Served on change advisory board for Regional Network Admins. Installed, changed, and decommissioned network equipment.

Technologies used: Cisco ISR4300 & Catalyst, Nexus Switches, Meraki, ASA 5506, 5508 and 5512

Protocols used: BGP, HSRP, OSPF, EIGRP and 802.IQ

Cox Communications, Atlanta, GA

Aug 2015 – Sep 2017

Network Operations Engineer 2

- Performed network hardware replacement and configuration according to change management policies. Maintained and replaced failed hardware and preformed software updates.
- Resolved routing and connectivity issues across the Cox national backbone to include a mix of Juniper and Cisco routers and switches.

Technologies used: Juniper PTX5000, MX2020, MX960, PTX Series switches, Remedy, Netcool
Protocols used: BGP, MPLS and OSPF

ThyssenKrupp IT, Atlanta, GA
Network Engineer 2

Jun 2014 – Aug 2015

- Resolved routing and connectivity issues in a global network environment. Planned, configured, documented, and implemented branch networks and equipment refreshes.
- Collaborated with various technology teams & business units to solve business needs. Managed vendor accounts.
- Made user changes in UCS/UCCX system. Served as escalation point for Tier 1 support staff.

Technologies used: HPSM, Palo Alto, Infoblox, Cisco Wireless, Catalyst and Nexus switches & ISR 4k Routers
Protocols used: BGP, HSRP, OSPF, EIGRP and 802.IQ.

Internap Network Services, Atlanta, GA
NOC Engineer 2

Jun 2012 – Jun 2014

- Resolved customer & backbone connectivity, routing, and performance issues in a 24x7 environment. Assisted customers in determining their initial configuration and ongoing routing needs.
- Collaborated with upstream providers to isolate routing and performance issues. Responsible for IP allocation and capacity planning.
- Opened and resolved trouble/change tickets using Remedy ticketing system. Contributed to ongoing NOC processes and policies improvements.

Protocols used: BGP, HSRP, OSPF, INAP proprietary DDOS mitigation and traffic routing tools.

3. Donna L. Zarzycki – Oracle Database Administrator

Summary

Donna is skilled and certified professional having over 14 years of experience working as an Oracle Database Administrator. **Donna has been working with InstantServe at the State of Michigan since Jun 2019.** Certified Oracle Real Application Clusters 12c Essentials Specialist, Certified Oracle Database Administrator 10g, and Certified Oracle Database Administrator 11g with technical experience creating, installing, and managing databases and Real Application Clusters (RAC). Strengths include designing database schema objects for applications, developing disaster recovery procedures, testing and implementing crash recovery scenarios, and database administration, monitoring, maintenance, tuning, and troubleshooting. Skilled using query optimization diagnostic tools such as Explain Plan, AWR snapshots, ADDM, and SQL Trace. Skilled in monitoring RMAN backup jobs, through Cloud Control 13c and command line with cron, using RMAN Catalog. Proven success resolving problems at server and network levels, designing security mechanisms, backup/restore strategies, and developing stored procedures, database views, and utility scripts. Outstanding customer service, problem-solving, and analysis skills, valuable team contributor, and strong database administration abilities.

Education & Certifications

- Bachelor of Business Administration, Management, Davenport University, Warren, MI
- Associates in Applied Science, General Education, Oakland Community College, Farmington Hills, MI
- Associates in Applied Science, Paralegal, Oakland Community College, Farmington Hills, MI
- Oracle 10g Database Administration Course, Global Information Technology, Lathrup Village, MI
- Oracle 11g Database Administration Course, Global Information Technology, Lathrup Village, MI

- Oracle 12c Database Administration Course, Global Information Technology, Lathrup Village, MI
- MS Office 2003 Course, Global Information Technology, Lathrup Village, MI
- SQL Server 2008 and SQL Server 2012, Global Information Technology, Lathrup Village, MI
- Big Data, Hadoop, NoSQL and DBaaS, Big Data University, Online Courses
- AWS Cloud Practitioner, Linux Academy – Video Online Course
- Autonomous Database Technical Overview, Oracle University – Video Online Course
- Oracle Cloud Infrastructure Foundations, Oracle University – Video Online Course

Certificate:

- Oracle Certified Professional 10g (OCP)
- Oracle Certified Professional 11g (OCP)
- Oracle Real Application Clusters 12c Essentials Specialist
- MS Office 2003 Specialist Certification (Word 2003, Excel 2003, PowerPoint 2003, Outlook 2003, and Access 2003)

Technical Skills:

- Design & Configuration
- Manage Oracle Instance
- Manage Data/Data Storage
- Database Security
- Manage Schema Objects
- Proactive Maintenance
- Performance Maintenance
- Data Backup, Recovery &
- Flashback
- Import & Export Data
- Database Corruption Issues
- Monitor & Manage Memory

Professional Experience

Instantserve, LLC (State of Michigan), Lansing, MI
Oracle Database Administrator

Jun 2019 - Present

(Assignment with InstantServe, LLC at the State of Michigan – Michigan Department of Transportation) Support production, testing, and development of databases and provide logical and physical database administration while working as a member of the database administration team for the Michigan Department of Transportation. Databases housed with Oracle 12c and Oracle 19c, using Solaris 11.5. The environment is configured with Data Guard. Use of Oracle Cloud Control 13c and command line interfaces, including, but not limited to the following:

- Maintain/Monitor Oracle 12c and 19c Data Guard databases through Cloud Control 13c and command line. Setup and configure Oracle 19c Data Guard databases.
- Develop disaster recovery procedures using Data Guard. Maintain/Monitor Oracle 12c and 19c databases through Cloud Control 13c and the command line.
- Monitor RMAN backup jobs, through Cloud Control 13c and command line with cron, using RMAN Catalog.
- Monitor backups and resolve issues regarding RMAN backups and/or RMAN Catalog. Documentation of database/server environment.

- Analysis regarding auditing/security practices. Analysis regarding storage/create objects. Tune, install, maintain, troubleshoot, and resolve server and network problems when requested.
- Performance tuning/work with Developers on PL/SQL scripts and shell scripts. Perform application schema refreshes from production to lower environments.
- Migration of Oracle 12c databases to new server, using Oracle RMAN restore/recover. Apply Quarterly Release Updates (RU) database patches.
- Upgrade Oracle 12c databases to Oracle 19c. Assist with Solaris Upgrades performed by Server Team. Engage Oracle on Priority Service Requests.
- Monitor/Implement Environmental Requests for changes to database infrastructures using ticketing system. Attend weekly Database Team information technology meetings.

SOURCEHOV (Exela Technologies), Troy, MI
Oracle Database Administrator

Apr 2018 - Jun 2019

Support production, test, and development databases and provide logical and physical database administration, as the sole Database Administrator. Tune, install, maintain, troubleshoot, and resolve server and network problems. Databases housed with Oracle 11g RAC and Oracle 12c RAC using ASM on Enterprise Linux. The environments are configured with Data Guard and Golden Gate. Use of Oracle Cloud Control 13c and command line interfaces, including, but not limited to the following:

- Maintain/Monitor Oracle 11g and Oracle 12c RAC Data Guard databases through Cloud Control 13c and command line.
- Create RMAN backup jobs, through Cloud Control 13c and command line with cron, using RMAN Catalog.
- Monitor backups and resolve issues regarding RMAN backups and/or RMAN Catalog. Setup Cloud Control 13c Incident Manager and Incident Rules and Metric Extensions after upgrade of the tool.
- Documentation of database/server environment. Analysis regarding auditing/security practices. Analysis regarding storage/create objects.
- Tune, install, maintain, troubleshoot, and resolve server and network problems when requested. Performance tuning/working with Developers on PL/SQL scripts and shell scripts.
- Perform application schema refreshes from production to lower environment. Engage Oracle on Priority Service Requests.
- Monitor/Implement Environmental Requests for changes to database infrastructures using a ticketing system. Attend information technology meetings when requested.

Perry Johnson & Associates, Troy, MI
Oracle Database Administrator

Nov 2017 – Feb 2018

Support production, test, and development databases and provide logical and physical database administration, as the sole Database Administrator. Tune, install, maintain, troubleshoot, and resolve server and network problems. Databases housed with Oracle 11g RAC using ASM on Windows 2008 R2 environment. Use of Oracle Enterprise Manager and command line interfaces, including, but not limited to the following:

- Maintain/Monitor Oracle 11g RAC databases, using ASM on Windows 2008 R2 platform. Envision and implement backup strategy using RMAN and ASM from concept to conception.
- Research and preparation for migration of 11g RAC databases on Windows 2008 R2 environment to Oracle Linux environment, along with the upgrade of the 11g RAC databases to 12c RAC databases with cloud control.
- Perform maintenance and diagnostic tuning using Oracle tools and scripts. Tune, install, maintain,

troubleshoot, and resolve server and network problems.

- Analysis regarding auditing/security practices. Analysis regarding storage/create objects. Patching Oracle 11g databases.
- Performance tuning/work with Developer on basic PowerShell scripts. Engage Oracle on Priority Service Requests.
- Monitor/Implement Environmental Requests for changes to database infrastructures. Attend weekly information technology meetings.

Tata Consultancy Services (The Boeing Company), Troy, MI
Oracle Database Administrator and Shift Lead

Jul 2015 - Nov 2017

Support production, test, and development databases and provide logical and physical database administration while working as a member of the database administration team as a part of the Database Operational Department in a 24x7 housed with Oracle 10g, Oracle 11g, and Oracle 12c RAC using ASM on Red Hat Linux, Solaris, HP-UX, IBM-IBX environments. The environments are configured with Data Guard and Golden Gate. Use of Oracle Enterprise Manager/Grid Control and command line interfaces, including, but not limited to the following:

- Maintain/Monitor Oracle 10g, Oracle 11g, and Oracle 12c RAC Data Guard databases on multiple platforms.
- Daily monitor of backups and resolve issues using backup logs in RMAN and Data Pump backups. Tune, install, maintain, troubleshoot, and resolve server and network problems when requested.
- Analysis regarding auditing/security practices. Analysis regarding storage/create objects. Patch Critical Patch Updates (CPU)/Oracle homes, Oracle databases, and Grid Infrastructure through command line and through OEM.
- Upgrade databases from Oracle 11g to Oracle 12c. Relinking Binaries after OS Upgrades. Migration of Oracle database to new server, using Oracle RMAN restore/recover.
- Performance tuning/work with Application DBAs on PL/SQL scripts and shell scripts. Monitor/implement Environmental Requests for changes to database infrastructures (using ServiceDesk). Attend weekly information technology meetings and department meetings.

DIALOG DIRECT (formerly BUDCO), Highland Park, MI

Oct 2013 - Jun 2015

Oracle Database Administrator/SQL Server Database Administrator

Support production, test, and development of databases and provide logical and physical database administration while working as a member of the database administration team as a part of the Technical Services Department. Tune, install, maintain, troubleshoot, and resolve server and network problems. Databases housed with Oracle 10g and Oracle 11g RAC using ASM on Linux environments.

Oracle:

Use of Oracle Enterprise Manager/Grid Control and command line interfaces, including, but not limited to the following:

- Oracle backup and recovery using RMAN. Analysis regarding auditing/security practices. Analysis regarding storage/create objects.
- Import/export with data pump. Database/schema refreshes and migrations. Responsible for deployments and discoverer support. Assisted with upgrading databases from Oracle 10g to Oracle 11g.
- Assisted with migration of all Oracle databases to new server. Performance tuning/work with development team on PL/SQL scripts.
- Monitor/implement Environmental Requests for changes to database infrastructures (using Track-It

and ServiceDesk). Attend weekly information technology meetings and department meetings.

SQL Server:

- Assist with monitoring SQL Server 2005, SQL Server 2008, and SQL Server 2012 databases.

TEKSYSTEMS (State of Michigan), Lansing, MI

Sep 2012 – Oct 2013

Oracle Database Administrator

(Assignment with HP which has an assignment at the State of Michigan – Bridges Project)

Support production, test, and development of databases and provide logical and physical database administration while working as a member of the database administration team in the Infrastructure Department. Databases housed with Oracle 10g and Oracle 11g Real Application Clusters using Oracle Streams and data warehouse.

Use of command line interface for all activities, including, but not limited to the following:

- Monitor/Implement Environmental Requests for changes to database infrastructures (using Rational ClearQuest) (Breakfixes).
- Tune, install, maintain, troubleshoot, and resolve server and network problems when requested. Attend bi-weekly information technology meetings and department meetings.

SUCCESS EHS (Success Electronic Health Systems), Birmingham, AL

Feb 2012 – Aug 2012

Oracle Database Administrator

Support production, test, and development databases and provide logical and physical database administration under the supervision of Senior Oracle DBAs. Tune, install, maintain, troubleshoot, and resolve server and network problems.

Use of command line interface for all activities, including, but not limited to the following:

- Daily monitor of backup issues and weekly monitor of backup logs for RMAN backups. Monthly monitor of backup/server audits.
- Perform schema refreshes from production to lower environments. Data collection for use throughout the company – presented via Kbase, email, and meetings.
- Respond and resolve various database issues using ICE ticket system. Database creation and database duplication. Create database schema objects for applications and design of stored procedures. Troubleshoot invalid objects. Performance tuning.

Global Information Technology, Lathrup Village, MI

Nov 2008 – Feb 2012

Authorized Oracle University Workforce Development Partner providing hands-on and instructor-led education and training.

Oracle Database Administrator

Support production, test, and development databases and provide logical and physical database administration in classroom environments under supervision of Senior Oracle DBA. Tune, install, maintain, troubleshoot, and resolve server and network problems.

- Successfully installed numerous databases in classroom environments on multiple platforms. Create database schema objects for applications and design of stored procedures.
- Develop disaster recovery procedures. Setup and manage Flash Recovery area. Setup and manage RMAN.

Student Services Manager

Provide support to new students by delivering PowerPoint presentations about school and coursework and assisting students acclimate to environment. Collaborate with teachers to prepare coursework by building virtual machines and gathering necessary materials. Serve as teaching assistant for Oracle and

Linux+ courses, present materials to classes in instructor's absence, and offer mentoring services to help students struggling with Oracle.

4. Edward Barbuto – Microsoft Support Technician

Summary

Edward is a skilled and certified professional having over 11 years of working experience. **He has been working with InstantServe at National Integrated Industries Waterbury since Nov 2017.** Proficient in both Windows and OSX operating systems, as well as Android, IOS, and Blackberry phones. Having strong customer relations and attention to detail with no customer complaints. Skilled in technical support role having on average %7 repeat calls. Having a strong ability to work through distractions and work in multiple windows simultaneously.

Education

- Bachelors Of Science, IT- Cloud and Systems Administration, Western Governors University, Naugatuck Valley Community College, August 2021
- Associate in Science, Computer Information Systems Technology, January 2011
- W.F. Kaynor Vocational Technical High School, High school Diploma, Electronics Technology, 2007

Certification

- A+ Certified 2017
- Network+ certified 2018
- Security + certified 2018
- Project+ certified 2019
- ITIL foundation certified 2019
- Cloud Essentials 2019

Technical Skills:

Windows XP, Vista, 7, 8, Remedy, IDA/CableData, Microsoft Word, Excel, Outlook, Access, Power Point, Troubleshooting, Analytical, Go to Assist, Desktop Streaming, Norton, TrendMicro, Allworx, Sonicwall, Office 365, Remote Desktop, TeamViewer, Active Directory, Spiceworks, Cisco, Net Suite, Windows server 2012r2

Professional Experience

National Integrated Industries Waterbury, CT/ InstantServe LLC	Nov 2017 - Current
IT Support Specialist	
<ul style="list-style-type: none">• Assist in all matters of a small IT department totaling myself and one other. Manage, repair, and maintain all equipment on a network of over 100 devices.• Deploy and image all PC's, laptops, and Cell phones. Maintain and service in excess of 40 printers of various makes, models, and type.• Maintain and update all network switches, routers, and firewalls. Supported Allworx VoIP Communication Platform, assisting in routing, set up, and user training. Assisted in administering Office 365 to all applicable employees.• Took ownership and cleaned up the WSUS server that was neglected for an extended amount of time. Cleaned up over 100,000 unapproved updates and created a process to ensure updates were tested and pushed out in a timely matter.	

- Implemented rollout to upgrade all computers from Windows 7 to Windows 10. Check for any compatibility issues that might arise with specialized systems.
- Update and refresh aging websites, completing one in July 2018, one in January 2019, and one currently in progress utilizing WordPress and hosting through GoDaddy.

Atos Cheshire, CT
Helpdesk Analyst

May 2016 - Nov 2017

- Provided helpdesk support for two clients in the healthcare field in the United States. Creating strong relationships from the most basic of users to IT professionals.
- Document issues and escalate tickets correctly in a time-sensitive manner. Manage email inbox and Change Request Queue in an efficient and effective manner. Resolved at least 60% of tickets at the helpdesk within the SLA.
- Received, on average, 10 customer compliments monthly. Trained new employees on company policies and practices.

Cablevision Shelton, CT
Technical Support Representative

Mar 2012 – Apr 2015

- Guided customers through resolving connectivity, telephone, email, and other technical issues. Defuse irate callers and adapt technical language to effectively communicate with customers both technical savvy and novice users.
- Documented customer issues and inquiries utilizing the Remedy ticket system. Escalate critical or unresolved issues to proper persons or departments. Follow up with customers to ensure a one-call resolution when called for.
- Acted as customer advocate while taking place in the “Whatever It Takes” program to resolve ongoing issues by taking ownership of the call.
- Earned 4th quarter award by being in top 10% of the entire technical support group and taking over 800 calls for each month.
- Progressed from grade 13 through 15 gaining the ability to work through more complex calls without assistance from team leads.

5. Rosa I. Reinhardt – Programmer/Analyst

Summary

Rosa is skilled professional having 20 + year of experience in Application Development and Production Support in Client Server environment using SQL Server, Oracle 19, 18, 11, 10, 9.i, 8.x, 7.x (last years in Agile Scrum environment). **Has been working with InstantServe at Laureate Education since Aug 2017.** Skilled in PL/SQL to create API procedures, packages, functions to ETL Data in Migration to Databases. Experience using Oracle Forms and Reports, PL/SQL advanced features like Ref-Cursors, Table Partitioning, V-Arrays, Materialized Views, Merge statements, SQL*Loader, External Tables, and Multi Table Inserts. Over 10 years of report writing experience using PL/SQL, eVisions Argos, Form Fusion, Oracle Reports, Crystal Reports, Cognos, OLAP Cubes, ODBC, Microsoft Access and Excel. Advanced use of Microsoft Excel features such as programing macros using Visual Basic; pivot tables, graphs, v-lookup and more. Experience using Automation to call Microsoft Office Excel functions from Office Access to perform statistical, analytical, or financial calculation in an Office Access application. Expertise in Data Analysis, Data Conversion in implementations, upgrades. Strong experience in patch installation and testing when new versions are released due a defect fix or program enhancement. Very meticulous at applying local, customized code to new releases (and throughout testing). Work with team members to create test cases.

Execution of all the test cases in the development environment. Extensive Experience in writing Stored Procedures, Indexes, Triggers, Functions and Packages in Oracle PL/SQL and also SQL Queries, Unix shell scripts. Good experience in UNIX writing scripts for batch jobs, Perl, DOS (command line) .bat files, Source Three, Git Hub, Jams and Appworxs (UC4). Healthcare claims process experience as Technical Developer.

Ellucian BANNER Experience Summary

- 20+ years of experience in Higher Education as Technical and Functional Consultant implementing, upgrading, and supporting Ellucian ERP Banner modules of Advancement Account, Fund Raising, Receivable, Students, Finance, HR, Payroll, Course Catalog, Schedule, Registration, History, Graduation, Workflow, Self-Services, Financial Aid, Admissions and Web Tailor.
- Strong expertise to convert Banner reports from/to Argos Evison and to write complex PL/SQL queries and as a Report Writer for the creation of complex reports using Banner Operational Data Storage (ODS) and/or Banner Tables and Views using reporting tools like eVisions Argos, Cognos, Crystal Reports, Access, Oracle Reports;
- Expert in data conversion in Banner implementation leading activities of mapping banner tables to legacy, cleaning up information in extracted data, writing database packages and procedures to transform the data and load the data in temporal tables. Work in collaboration with client, functional and QA team to design proper test cases and scenarios in order to assure the quality of migrated data.
- Good experience writing database packages that dynamically generate HTML code to create web pages using JavaScript, jQuery, Ajax, Oracle Apache SQL Agent and Oracle DB via SQL.Net.
- Strong experience in Banner Upgrades (most recent from 8.x to 9) in 7 Universities.
- Expert at designing and writing local code, modular programming and the correct use of the Banner APIs to create optimal solutions.
- Strong Expertise at customizing baseline Banner processes and jobs to meet specific client needs as well as to create new developments that meet security standards to be integrated into Banner.
- Extensive knowledge of Banner General features such as PopSel, Mass Date Update Utility (MDUU), job submission (GJAPCTL), General Person, Naming Conventions for Banner Objects., training final and functional users, writing project documentation and users guides.
- Scrum-Agile Methodology training for Teams in Higher Education Institutions
- Used eVision Forms Fusion and Argos to customize reports from based in Banner output jobs (.lis).
- Communication with Ellucian Action Line to create and track support issues and defects.
- Expertise connecting to the Ellucian knowledge database (Client Support Site) through a client account to research information about Banner known issues, service request, user distribution lists, releases, documentations, handbooks and manuals

Education

- Bachelor of Science in Computer Science | Universidad Regio Montana, Monterrey, México. June 1999

Technical Skills

RDBMS	Oracle 19, 18, 12, 11g, 10g, 9i, 6i, 3, Ms Access.
Languages	SQL, PL/SQL, JavaScript, JQuery Library, AJAX, PRO C, SQR, Unix Shell scripts, Vi commands, Visual Basic, Cobol.
GUI's	Forms Developer and Reports Developer, Graphics, Crystal Reports XI, Argos, Cognos, UMF Modeling Language.
Tools	TOAD, SQL Developer, SQL * Navigator, SQL Loader, UTL, Schema builder, Oracle Reports Developer, Forms Developer, Oracle Forms Comparison Tool, Git Hub PVCS Version Control, TFS, eVisions, Forms Focus Argos, UC4, Control M scheduler.
ERP's	Ellucian ERP Banner and partners. Accela-KIVA. Daybreak and Flexcube Lending Suite.

Professional Experience

Laureate Education/InstantServe LLC

Aug 2017 – Present

Senior PL/SQL Packages and Argos Report Writer: Remote

Activities as a Data Conversion Analyst

- Lead of the data conversion for Banner Implementation and the integration of Banner Ellucian and third parties' software's like CRM, People Soft, TechNet. Write PL/SQL databases packages, API's, functions, ad hoc queries and temporal tables to extract legacy data, transform and load into Banner Oracle Database. Attended daily zoom meetings with client and stakeholders to track status of the project.
- Lead the mapping of data tables and fields between source and target database. Strong ability to write complex PL/SQL queries and as a Report Writer for the creation of complex reports using Banner Operational Data Storage (ODS) and/or Banner Tables and Views using reporting tools like eVisions Argos, Cognos, Crystal Reports, Access, Oracle Reports. Creation and schedule of Process and Jobs using UC4 to execute jobs, attach files, send emails, FTP files, create variables and more.

Activities as PL/SQL Packages Writer and Report Writer

- Design and development of more than 100 Argos Cognos. All phases of reports development: meeting with client, design the report, data model, development, writing test scenarios with user, testing, implementation and support.
- Design test cases and scenarios for each process, and execute job in Banner in order to create data that meet the scenarios designed. Write test specifications and document programmer tests to share with the team. Attend zoom meetings (weekly) with Banner end users to gather functional specifications of requirements and design and discuss optimal solutions.
- Translate the user requirements into functional documents to create project scope and user guides. Translate the user requirements into technical documents to create technical specifications, data directories, data dictionary, flow chart and diagrams and all the team-shared documentation through SharePoint. Write test specifications and update documentation. Skype daily stand-up meeting with Scrum master and team to track progress of activities assigned on current sprint for the Agile Teams.
- Creation of API database packages using PL/SQL to process data. These packages are from web applications INB forms to integrate customization and new processes into Banner. Functional Resource in the integration of process such as CAPP, progressions, design of new MDUU, end semester processing such as Academic History, Roll to history, Course Catalog to the next Semester, Progression and Registration.

Advisory Board Company, Washington, DC (100% remote)

May 2015 – Aug 2017

Software Engineer

- Mentor team in activities to develop efficient database packages and procedures that invoke Banner (Oracle) and People Soft (SQL server) Registration APIs for Mobile applications in the creation of the product that allows students to add and drop classes using mobile devices.
- Work closely with clients and implementation team to define sources of information to correct extraction of data from Banner and/or People Soft Database to create 22 data files needed by diverse Analytical Applications such as APS and SSC. 14 data files come from Student Module, 5 from Finance, and 3 for Human Resources.
- Analysis of data through execution of many validations that need to be met to ensure efficient results in the analytical application once data is loaded. My responsibilities include proper installation of SQL developer, PERL, validation of privileges to the required tables, attend periodic meeting with client. Data extraction, analysis, transformation, and load in postgres database. Communicate with

client's during implementation was in a daily basis.

- Creation of scripts in Python language to generate validation report as well as PL/SQL development of packages and procedures to create/modify API packages in a Mobile Application used for Registration ADD/DROP.

Collegis Education. Chicago, IL (100% remote)

Jul 2012 – May 2015

Banner Systems Integrator

- Banner Technical and Functional Resource Assigned to Rasmussen College and Concordia University in Texas. Report Writer and Technical Leader in the Conversion of 200+ reports from Hyperion to Argos for Concordia.
- Analysis of Report in Hyperion to write specifications to the report to be created in Argos. Creation of Data Block, csv reports, banded reports, dashboard with complex queries that involves multiple tables connected with simple joins and outer joins (left and right joins). Integrating subqueries to the main query in order to narrow results. Use of SQL variables that to create graphs and/or OLAP cubes in select statement condition.
- Developing complex layouts that have different sections such as tabs, forms and multi-column records, labels, mailings, scheduling. As well as connecting the results of the report to the input parameters entered by the user. Expertise to import the Letter Generation data extraction file (GLBLETR) into Argos to generate letters.

University of South Carolina through Ultimate Consulting Columbia, SC

Aug 2010 – Jul 2012

Banner Technical Consultant

Technical Consultant Lead assigned to the Implementation of ERP Banner for the "One Carolina Project" modules of Account Receivable and Students. Focused in the creation and integration of customized process and forms into Banner using Oracle Forms, PL-SQL procedures and packages. Unix Shell Scripting, and Job Scheduler UC4. Attended weekly meetings with team and functional users to define user's requirements. Documented user's requirements into technical specifications to create project documentation. Part of the governance unit (OPM) within the Institution to define and maintain data standards and project documentation for Software Applications.

Highlight projects in USC

- Conversion of 40 reports created in SQL to Argos Student and AR. Legal Residency Decision Maintenance Forms creation and process development.
- Customization of payroll process. Creation of workflow for new employment hire process. Patch installation due new versions releases to fix defects or processes enhancement. Integration of local code in the new releases and throughout testing of the complete process.
- Creation of UC4 chain to schedule job and process. Work with team members to create test cases. Make sure that all the test cases are met by the process during development phase.
- Meal Plan Rules forms creation. Meal Plan students interface creation. Create and update project documents through Share Point. Modification of DB package to modify Student Self Service Add/Drop courses page.

Hamline University, Saint Paul MN

Sep 2009 – Aug 2010

Senior Oracle Developer

- Participate in all phases of projects life cycle, from meetings with clients to define scope, analysis, design, programming, debug, testing to implementation.

- Creation of very complex reports using Crystal Reports XI, eVisions Argos, Forms Fusion and Oracle Reports Developer. Creation of data models, universes and views in the ODS for the reports. Creation and maintenance of complex forms using Oracle Developer Forms.
- Extensive SQL programming to create databases objects: tables, views, roles, synonyms, indexes, grants and constraints as well as loading data into tables.
- Train and introduce new users into the ERP system (Banner) to teach basic functionality and navigation. Train and introduce new users into the Crystal Enterprise Application for reporting purposes. Crystal Enterprise Administration to create new users and grant new users to the database objects needed for reporting purposes and security implementation.
- Write technical and functional documentation of software projects and applications enhancements. Build indexes on tables for faster access of table data. Code SQL scripts and procedures using PL/SQL to load data from flat files into new tables (using both UTL and SQL Loader).
- In-dept use of SQL to create database functions, procedures, scripts, triggers and packages. Data conversion and extensive tests for ERP System (Banner) upgrades.
- Conversion of reports and forms prior to current Oracle Developer versions. Modified Reports to add custom fields, and designed new layouts as per client requirements and enhanced the run time of the report by performance tuning the code. Conversion of local customizations in ERP upgrades. Provide assistance in identifying and resolving data issues. Develop of new process and custom enhancements of existing applications in ERP System.

Oracle Financial Services Eden Prairie, MN

Nov 2007 – Aug 2010

Oracle Developer

- Programming and maintenance Forms and Reports using Oracle Developer Tools. Participate in all phases of projects life cycle, from meetings with clients to define scope, analysis, design, programming, debug, testing to implementation.
- Data Conversion in client's initial implantations and upgrades using complex SQL procedures and packages. PL/SQL scripts to create databases objects: tables, views, roles, synonyms, indexes, grants and constraints. Use of the clause MERGE to update/ insert records in tables. Control of programs versions using PCVS Verison Manager for ASP clients.
- Perform Business Analyst and Project Manager Roles for Spanish speaker clients. Occasional travel to client sites on implementation, upgrades or process enhancements.

Saint Catherine University – Saint Paul, MN

Jan 2006 – Nov 2007

Administrative Programmer Analyst

- Creation of custom complex reports using Argos though the ODS. Coordinate with DBA to create materialized views, tables, logs tables, change triggers, stage tables, and private db links needed for the new report. Programming of student invoices using eVisions Forms Fusion and TSRCBIL.lis file.
- Conversion of data for the implementation of the Advancement, Course Catalog, Academic History and Accounts Receivable Modules from table mapping, cross references, extensive testing and implementation. Technical Lead in implementation training and periodical meetings with functional and operational users. Participate in all phases of projects life cycle, from meetings with clients to define scope, analysis, design, programming, debug, testing to implementation. Creation of databases objects: tables, views, roles, synonyms, indexes, grants and constraints.
- Design, development, and testing of database functions, procedures, scripts, triggers, packages and Oracle Forms. Develop of new process and enhancements of existing applications in the ERP System.

Highlight projects in UA

A) Fundraising using reporting tools Cognos and Argos

- Creation of Dashboard Report with giving history to compare number of donors and amounts of the last two fiscal years. The report was grouped by donor category.
- Creation of 20+ reports that generate 20 flat files (CSV) in order to feed an external forecast application created by a vendor called "Fund Raisers (FA)". The layout of each report was defined by the external consultant from (FA) and after we provided the data in a weekly basis "FA" will return a file to be loaded in our Oracle Database. The data provided to "FA" included info about donor history, activities, events, biographic information, etc. The data received contained a prognostic of donors that were more likely to give to certain campaigns.
- AD hoc queries with very detailed criteria to pull donor lists for specific solicitations such as restricted designations, annual funds, society members, and president charismas cards.

B) Integration of process in Banner using PRO-C, PL/SQL, and Oracle Forms

- Techno-Functional Leader in the implementation of Prospect Management (self-service and INB) and Gift Society (INB). Refund Process Customization by updating the baseline process TSRRFND.pc and its SQL packages. Customization of Roll to History job by updating the baseline process SHRROLL.pc and its SQL packages. Creation of various local jobs. Integration of the jobs in the GJAPCTL form.

Ellucian Latin America - Monterrey, Mexico

Oct 1997 – Jun 2005

Technical Consultant

- Travel to client sites in Latin America to lead the technical implementation of Student and Account Receivable modules.
- Coordinating the development team in Monterrey Mexico integrated by 5 Analyst-Programmer with our main activities of development, analysis, design, testing and implementation of the ERP Banner System for the Modules: Account Receivable, Finance, Student Records, Admissions, Financial Aid, Alumni and Self Services, Campus Pipeline and Luminus.
- Creation of reports using the ODS materialized views with Microsoft Access through ODBC connection and MS Access. Write technical and functional documentation for new projects and application changes.

6. Keenan Williams – PC/Help Desk Technician

Summary

Keenan is a skilled and certified professional having over 12 years of IT experience. **Has been working with InstantServe at the Fulton County Board of Health since Nov 2018.** Specialized training in Information Technology systems and support. Trained in software, hardware and networking problems. Quickly troubleshoots concerns and diagnose root causes. Efficient and knowledgeable computer support team member accustomed to independently evaluating and solving range of technical issues. Skilled in Service troubleshooting Patch enforcement. Experience in Microsoft Office Products, World Wide Web, VMWARE, XP, Vista, Server 2003, Windows 7,8 and 10 Norton Ghost, Team viewer, join me, log me in, Software installs/Upgrades/Removal Driver management. Responsible for basic router configurations ESI Phone System configuration and Networking.

Education & Certifications

- Networking Information Technology Program OmniTech Institute - Decatur, GA
- A +, Net +, Security + Certified

Professional Experience

Fulton County Board of Health, Atlanta, GA/ InstantServe LLC	Nov 2018 - Oct 2021
PC Support Analyst	
<ul style="list-style-type: none"> • Provided support to the users in the various health departments at the County. Responsible for configuration and administration of Active Directory, DHCP and DNS. • Installed, repaired, and maintain system networks to support over 1000+ personnel using VMware. Responsible for setting up networks such as cell phones, Covid freezer alert systems, IP phone cable patching, wireless and cable printers to name a few. • Resolved hardware and software service disruptions to continue nonstop operations. Monitored network and system performance, providing troubleshooting and maintenance services to promote operability. • Troubleshoot user profile issues using Active Directory. Set up equipment based on staff needs and IT capabilities. • Performed basic configuration of workstation including setup of Bitlocker encryption. Trained users and junior support staff in proper use of hardware and software. • Customized system, software and hardware settings to meet specific user needs. Answered user inquiries regarding computer software or hardware operation to resolve problems. 	
AIG, Atlanta, GA	Dec 2019 - Mar 2020
Technical Support Engineer	
<ul style="list-style-type: none"> • Set up and move workstations, repair PCs, imaging PCs, troubleshooting printer problems and network connectivity issues of moderate complexity. 	
FineLine Technologies, Tucker, GA	Oct 2017 - Oct 2018
Network Technician	
<ul style="list-style-type: none"> • Responsible for internal IT support for employees including setting up New Email Accounts for New Hires. • Responsible for workstation setup and relocations including patching new phone extensions. Responsible for installing, patching, upgrading, and troubleshooting all components in the Windows Active Directory environment. • Responsible for maintaining inventory and repairing off-site computers remotely. Responsible for Zebra Thermal printer setup and support and other printer setups as well. • Responsible for configuration and administration of Active Directory. Responsible for new software rollout and support. 	
LMI, Tucker, GA	Feb 2017 - Oct 2017
Network Technician	
<ul style="list-style-type: none"> • Provide PC/technical support of moderate complexity for local or remote users. Respond to requests for software installation and follow procedures for confirmation of approved software and licensing availability. • Configure and troubleshoot as needed. Escalate for evaluation and complex troubleshooting if necessary. • Troubleshoot issues with telecommunications service, equipment and setup within defined procedures. • With moderate supervision, conduct computer diagnostics to investigate and diagnose hardware and software problems. 	

- May replace defective components, and provide technical assistance. Break/fix with desktop, laptop, hardware, software issues.

TeleNetwork, Lithonia, GA	Feb 2016 - Feb 2017
Remote Technical Expert	

- Responsible for serving clients and solving various technical issues as needed. Mainly solved technical issues via remote connection for Centruy Link customers.

PlumChoice, Lithonia, GA	May 2013 - Jan 2016
Remote Technical Expert	

- Provide PC/technical support of moderate complexity for local or remote users. Respond to requests for software installation and follow procedures for confirmation of approved software and licensing availability. Configure and troubleshoot as needed. Escalate for evaluation and complex troubleshooting if necessary.
- Troubleshoot issues with telecommunications service, equipment and setup within defined procedures. With moderate supervision, conduct computer diagnostics to investigate and diagnose hardware and software problems.
- May replace defective components, and provide technical assistance. Break/fix with desktop, laptop, hardware, software issues.

Milestone Technologies, Lithonia, GA	Feb 2013 - May 2013
IP Phone Technician	

- Responsible for installing New Cisco IP Phones that were previously recalled. Routinely traveled to various Kaiser Permanente locations around Atlanta and added new phones to the network using Call Manager and Removed the Old Phones from the Network.

Star Time Computers, Lithonia, GA	Jul 2012 - Mar 2013
Technician	

- Completed preventative maintenance tasks and recorded work on equipment logs. Removed, repaired and replaced faulty components to restore or optimize equipment performance.
- Evaluated equipment symptoms and performed basic troubleshooting to identify root causes.

Capetec Lithonia, GA	Dec 2011 - Feb 2013
Remote Technical Expert	

- Removed broken or outdated hardware, replacing with new parts to achieve desired level of performance. Set up equipment based on staff needs and IT capabilities. Answered user inquiries regarding computer software or hardware operation to resolve problems.
- Collaborated with staff, users and management to establish requirements for new systems or modifications.
- Organized cables to prevent tangling and prevent confusion for other technicians. Monitored daily performance of existing computer systems.

7. Harshdeep Bhasin/ Project Manager

Summary

Harshdeep is a skilled and certified professional having over 15 years of IT experience of which eight years have been focused on directing and managing multiple sizeable complex state government projects. **He**

has been working with InstantServe at Missouri Department of Corrections since Jul 2017. He will be providing and managing Information Technology support services to Jefferson Parish under this contract.

- He is a certified PMP, Six Sigma Black Belt, and Scrum Master Project Manager (Agile Practitioner).
- Over the past several years, he has spearheaded the daily operations of multiple projects focused on on-time delivery, risk identification, and reduction, and providing solutions suiting client requirements.
- Harshdeep has led the strategy and made a direct and significant impact on the bottom line of the IT consulting firm he is heading as Director of Operations while successfully handling multiple implementations, new client relationships, project deliveries, risk management, etc. other areas.
- He has a successful record of accomplishment, managing multiple projects with cross-functional and multi-cultural teams of professionals.
- Solidifying a high customer satisfaction rate across multiple programs and agencies has been one of his many achievements.
- Harshdeep prides himself in providing consistent, on-time, on-budget delivery of complex medium and large-scale fixed-price and deliverable-based projects in highly challenging environments.
- He has extensively worked on project planning, product development, release planning, governance, budgeting, risk and quality management, resource management, and tactical intervention on projects executed on behalf of his clients.
- Harsh has extensive knowledge of Cloud computing platforms and has over two years of experience providing project management oversight on cloud-based solution projects.
- Program / Project Strategist. Experienced and well versed in the enterprise, multi-year initiatives; developing program strategy and roadmap; establishing project team, program/project scoping, resource tracking/allocation, budget management, and reporting.
- Vendor, Product Selection, Procurement, Strategic Sourcing, and Vendor Management: Well-versed in the development, execution, and management of initiatives associated with the evaluation/proposition of services; and vendor product selection management operations, otherwise known as strategic sourcing.
- Agile Scrum Master | Coach and Mentor – well-versed and experienced in a multitude of agile transformation and project engagements requiring the quick up-start and mentoring of individuals and teams in the fundamentals of Agile/SCRUM application/practices, tools, and processes

Education

- Master of Software Engineering, Pennsylvania State University, Great Valley, Malvern, PA
- Bachelor of Science, Engineering Technology, Minnesota State University, Mankato, MN

Certifications

- Project Management Professional (PMP) Certification Number – 1362551, Project Management Institute (PMI)
- Certified Six Sigma Black Belt (CSSBB) Certification Number – 11079 - American Society of Quality (ASQ)
- Certified Salesforce Administrator
- Certified Scrum Master (CSM) Certification Number – 000187273 - Scrum Alliance
- Software Architecture Certificate - Carnegie Mellon University, Software Engineering Institute (SEI)

- Certified in the Foundations of Workers' Compensation Program and Certified in Workers' Compensation Mediators' College from the International Association of Industrial Accident Boards and Commissions (IAIABC).

Projects Managed

Project Name	High-Level Description
Department of Social Services, State of Missouri - Data Synchronization/ InstantServe LLC	The contract was awarded to work with the Missouri Department of Social Services to implement a data synchronization solution to assist the client with current data in the change reporting portal. It was discovered that the client data on the server does not match the data on the mainframe. The project's goal was to change the copy process and improve the database design on the webserver to eliminate the data synchronization error(s) that occurred while submitting online applications for benefits and accessing current information.
Department of Social Services, State of Missouri - Online Benefits Application Project	Department of Social Services started an initiative to enhance the MO Healthnet Web component for the Supplemental Nutritional Assistance Program (SNAP) to make the system available online and in multiple languages. The goal of the Online Benefits Application Project was to help with the department's outreach programs to help clients by providing a self-service portal. Using this portal, they submit their application for benefits for their household. This also reduced cost and data entry errors as the client entered data. In addition, the State also added a Web-based Disaster Food Stamp Program to the existing FAMIS (Family Assistance Management Information System). This was a 13-month, five-million-dollar project with a team of twenty-two members.
FAMIS [Family Assistance Management Information System], Missouri Department of Social Services	FAMIS Maintenance and Support: Consistent excellent support provided by a team of Developers, Architects, and Analysts over the past several years to ensure continued success for a client for a very complex multi million dollar application with several thousand users.
Multi-Language functionality for MO Benefits Center Change Reporting	Provide a multi-language feature for several public assistance programs and several web applications used to manage these assistance programs. Responsible for complete project planning, execution, and post-implementation support.
Childcare Business Information System	Responsible for the complete delivery of the project, including design, development, testing, and implement added functionality per House Bill 2171
FAMIS —NDNH	The Department of Social Services requested assistance in providing a national employment and unemployment insurance information repository. The team created reports, modified existing programs, and made improvisations in the system to complete all requested deliverables.
FACES Adoption Function	The Children's Division is responsible for the administration of child welfare services. Analysis, Design, implementation, and development were completed under diligent guidance.
FACES-MHD Modifications	Harshdeep headed the team to complete the analysis, design, development, testing, and implementation of the modifications into FACES.
Worker Compensation Modernization Program, Missouri Department of Labor	The MO DOLIR-DWC's overall goal is to successfully implement the entire DOLIR-DWC Modernization Program. The Division's current

<p>and Industrial Relations (MO-DOLIR) (10/2019 – Present)</p>	<p>core system is a mix of in-house, custom-developed applications built over 20+ years. Worked alongside the State to implement the Work Comp Connect Solution. In addition, he provided program/project statuses to senior management, such as the Department and Division Directors, State PMO Director, State CIO, and other State partners.</p> <p>Responsibilities included:</p> <ol style="list-style-type: none"> Provide program/project statuses to senior management, such as the Department and Division Directors, State PMO Director, State CIO, and other State partners. Respond to issues and concerns raised by multiple stakeholders and take appropriate corrective action. Establish effective program communications with Department/Division management and facilitate the decisions required to support progress, address issues, and mitigate risks. Enable effective project management by providing guidance, mentoring, and direction to Agency, ITSD, and solution Contractor(s) PMs. Create and update budget-to-actual work hour estimates for each work stream. Provide recommendations to correct identified gaps between the project plan and performance. Evaluate compliance related to security requirements per contractual agreements. Work with agency directors and executive management regarding agency goals; direct survey activities and studies to determine information technology requirements and recommend solutions; and manage program/project development, integration, and implementation. Work with State Cabinet Level Directors and other State Executives. Manage multiple items simultaneously and establish and maintain working relationships with management, staff, Contractors, DOLIR-DWC stakeholders, and the general public. Report to the Project Executive Steering Committee and work closely with the State Project Management Team.
<p>Missouri Vocational Enterprises (MVE), Missouri Department of Corrections (DOC) (04/2019 – 07/2019)</p>	<p>The Department of Corrections had requested a comprehensive evaluation of all MVE processes. Specifically, the main goal of the analysis was to identify operational efficiencies, provide recommendations to enhance the overall customer buying experience, recognize savings that can be passed on to customers through reduced product costs, and ensure that the offenders rendering these services gain the knowledge needed to complete these jobs upon release.</p> <p>The final report submitted to DOC included a complete evaluation of MVE's operations function groups, an overall factory assessment, distribution, logistics, and warehouse assessment, customer experience evaluation, an outline of new profitable industries, new job skills, and technical solution considerations.</p>
<p>AOE Child Nutrition Program - Claims and Reimbursement, State of Vermont Agency of Education (12/2018 - 04/2019)</p>	<p>VT AOE sought a team to provide in-depth business analyst services to identify and capture the claims and reimbursement system requirements. The team facilitated the requirement sessions,</p>

	documented the gaps, analyzed previous contracts, and created new conditions.
Missouri Computer Modernization Feasibility Study (09/2018 - 12/ 2018)	The team provided a computer modernization feasibility study for the Department of Labor and Industrial Relations, Division of Workers' Compensation. We conducted a feasibility study throughout the three-month contract and developed findings and conclusions regarding the current and future state. Also, provided recommendations for technology options to achieve DOLIR Workers' Compensation computer modernization.
MODOC MOCIS Roadmap (10/2018 - 11/2018)	The Missouri Department of Corrections needed to replace its current Offender Management System (OPIS). This system needed to be updated and provided major rework, workarounds, and inconsistencies for the staff and users. The team provided extensive analysis and estimations for the completion of the replacement. Twelve documented issues were part of the scope of the awarded contract. The study included comprehensive estimates of hours and overall costs, broken down by state, contractor, and unknown hours.
Hortonworks Data Platform (HDP) (08/2018 – Current)	As a project director for delivery, worked with major Hortonworks at Universal Studios Florida to build up complete Hortonworks DataFlow (HDF) using Hortonworks Data Platform (HDP) for effective data implementation. The team has architected and developed its complete Data Flow pipeline and real-time cluster to perform near real-time and predictive analytics.
American Express (03/2018 - 06/2018)	Salesforce Cloud implementation: The team worked on a signings enhancements project. The signing form is how global sales/AD records and earns credit for the win from a new, cross-sell, or expansion opportunity using GCP salesforce.
Business Analyst/Project Management Services for the VHCURES System, Vermont Green Mountain Care Board (05/2018 - 08/2018)	Due to adjustments to the client's business rules and technical needs, the team provided analysis and RFP development efforts to GMCB. The contract goals were to assist GMCB in documenting the new requirements and gaps and informally preparing the RFP and vendor requirements.
MPATH SharePoint Site, Montana Department of Public Health and Human Services (05/2018 - 02/2019)	For this contract, MT DPHHS requested services from a vendor to provide senior-level SharePoint knowledge due to the business needing a specific site collation for the Montana Program for Automating and Transforming Healthcare (MPATH) initiative. During the contract, the vendor was required to develop the MPATH SharePoint Site Collection sites and provide a template for future business initiatives, a transition plan, and a maintenance strategy.
State of Montana - Social Security Removal Initiative (11/2017 - 03/2018)	Led complex technology projects for the State of Montana, including the Department of Public Health and Human Services project, which required the removal of all SSNs from their Medicaid applications. Thus, the State established a new Medicare Beneficiary Identifier (MBI) number. As a result, the team developed a web service to look up and provide the newly established MBI numbers. This project was developed using Java 8. The project included the development of 2 batch processes, one queue, and three web services.
Missouri Department of Corrections (07/2017 – Current)	The Maintenance and Critical Support for the Missouri Corrections Integrated System (MOCIS) – Offender Finance module defined by the Department of Correction (DOC) was delivered under the close supervision. The objective of the project is to provide support services with sufficient knowledge and skills to resolve issues classified as

	“Critical,” “Major,” and “Minor/Trivial” for DOC’s Offender Finance Module issues, including but not limited to the MOCIS OFS, MOCIS Finance Batch or MOCIS Batch.
State of Missouri - Consolidated Scorecard Phase II (07/2016 - 11/2016)	The Missouri Department of Economic Development (DED) requested assistance with the analysis, design, development, and implementation of the Missouri Consolidated Scorecard System. The goal of the second phase was to develop a scorecard system based on results from the phase I analysis. The development tasks for this phase of the project included modifying the data warehouse, developing screens to follow process workflow, building an architectural framework, and providing enhancements to the MOSIS and EMSAS systems.
The State of Missouri - FACES NYTD (01/2016 - 10/2016)	For this engagement, the client requested modifications to their existing mainframe application. This mainframe application required updates and changes to fit the user’s data collection needs. Several of them were also required to meet the state and federal legislative. The staff utilized various workarounds to capture the information plate their day-to-day responsibilities. The contract consisted of 10 requirements, which included three-batch processes.
State of Missouri - Consolidated Scorecard Phase I (04/2015 - 08/2015)	The Missouri Department of Economic Development (DED) requested assistance with analyzing, developing, and implementing a Consolidated Scorecard System. The application had two primary goals: to provide data to the public to assist in their educational decisions and comply with institution reporting requirements from the state and the federal government. Phase 1 of this project aimed to perform comprehensive education and workforce business process analysis, document findings, create a file inventory, and present the data graphically.
State of Missouri DWD Case Management (09/2015 - 07/2017)	Project Management Services for implementing a large-scale IT case management solution . The Department of Workforce Development mandated this project to administer the State of Missouri Workforce Development System as required under the Workforce Investment Act (WIA) of 1998 and Wagner Peyser of 1933. Served as the Program Manager for this project. In addition, he represented ITSD team activities. Specifically, he worked alongside the State to implement the Case Management Solution.
MO DPS SAFE Program (12/2014 - 03/2015)	This was an analysis project to define system requirements to meet all of the mandates and business needs of the CVC and SAFE programs. In addition, this project entailed requirement gathering to determine the best approach for designing and developing the new system.
ePeGS ECSE Phase III Missouri Department of Elementary and Secondary Education (11/2014 - 08/2015)	Due to state and federal funding, legislation was in place to determine the effort that DESE required regarding the Early Childhood Special Education program. Therefore, the staff needed a way to provide program reporting that was detailed and accurate and would report on specific criteria. As a result, the DESE ePeGS ECSE initiative was broken down into two phases. Completed Phase I to determine how grantee payments would be distributed by funding source and percentage. Phase II (FER Phase) was developing the Final Expenditure Report (FER) within ePeGS to collect pertinent information from grantees and interface with the Department's existing systems.

<p>DIFP Statistics Web Portal, Department of Insurance, Financial Institutions, and Professional Registration (07/2014 - 09/2014)</p>	<p>The Office of Administration, Information Technology Services Division, Department of Insurance, Financial Institutions, and Professional Registration (OA-ITSD-DIFP) completed various services manually. The staff had to take individual forms/documents and manually complete data entry for several modules. The team provided services for both phases to complete the web portal. The first phase was the analysis and design; the second phase was the development, testing, and implementation.</p> <p>Development work utilized Agile Project Management Practices. The public-facing web portal was developed using Responsive Design, Asp.net/Windows Forms, VB.NET/ Visual Studio 2010/ SQL Server 2008 R2 DB, and Microsoft SQL Server Reporting Services 2008 R2.</p>
<p>DHSS - MOPHIRS Invoicing System (2013 – 2019)</p>	<p>The team completed the nine-month project utilizing a waterfall methodology, successfully delivering the system to automate vendor payments for several hundred contracts completely.</p>
<p>State Data Center (SDC) Evaluation, Missouri Office of Administration, Information Technology Services Division – (05/2012 - 03/2012)</p>	<p>The State Data Center (SDC) is part of the Missouri Office of Administration (OA)/Information Technology Services Division (ITSD), which provides services in the operation of a centralized computer facility used by state agencies and elected officials. SDC requested a physical facility assessment of the data center infrastructure due to the downsizing of the data center from 30,000 sq. ft. to 10,000 sq. ft. The evaluation included reviewing the SDC's ability to support the existing IT environment and sustain projected growth.</p> <p>This assessment was crucial for understanding what was working and what would need to be done to ensure that downsizing would not affect the service or security of the data center.</p>
<p>MO School Foods Service Reports - Analysis, Specifications, and Development (05/2013 - 08/2014)</p>	<p>The Missouri Department of Elementary and Secondary Education's mission is to guarantee every child's superior preparation and performance in school and life. Within the Department is the Office of School Foods Service, which administers the following Child Nutrition Programs: school meals and food distribution. The Office of School Foods Service staff requested the analysis to be completed after requirement gathering to generate parameter reporting, ad hoc, canned reporting, analytical, and data warehouse reports.</p> <p>Our team met with business units and SMEs during this project to discuss the requirements and the Colyar system. In addition, the team completed requirements gathering and comprehensive analysis and created functional specifications and levels of effort. Our consultant involved in this project as the Project Manager.</p>
<p>MO DESE Annual Secretary of the Board System Rewrite (04/2012 - 09/2012)</p>	<p>The Department of Elementary and Secondary Education (DESE) requested assistance rewriting their legacy ASBR system. DESE envisioned the system to have a combination of processes that would accept, monitor, and track various financial data related to the operation of each district and Local Education Agency (LEA) within the state. Unfortunately, the technology for the existing DESE ASBR system was no longer supported, and the system was unsustainable.</p> <p>The team took the legacy/historical information from the combined web-based/desktop GEN system to a web-based .NET system with a SQL database server. During the rewrite, we provided an agile-trained project manager and business analyst to mentor the DESE project team members in agile methodology.</p>

Professional Experience

Director on Various Client Engagements

Aug 2011 – Mar 2023

Program Manager

- Leading a team of IT experts and leading multiple projects in multiple states, including Missouri, Vermont, and Montana, across different Government Departments. Some of the departments that he has worked on include the Department of Social Services, Department of Elementary and Secondary Education, Department of Higher Education, Department of Health and Senior Services, Department of Labor and Industrial Relations, Department of Revenue, Department of Public Safety, Department of Highway Patrol, Department of Economic Development, etc. Worked directly on-site, providing his strategic inputs while monitoring and consistently improving the processes. Strong foresight has helped teams mitigate risks and ensure on-time delivery every time while ensuring high customer satisfaction.
- Working with teams of over 100 resources, including Solution Architects and Technical Resources, Mr. Bhasin directed over 40 projects worth over \$15M in contracts. In addition, he managed service strategies, SLAs, and quality assurance across all projects.
- Managed multiple client projects successfully while being the directly responsible Project Director on numerous projects at any given time.
- Manage scope, schedule, budget, benefits realization, and stakeholder satisfaction for multiple projects simultaneously. This makes him highly suited for an Executive Management role for IT and Application development projects involving various stakeholders.

Prime duties in these projects have involved:

Governance:

- Manage executive communications, expectations, status updates, risk identification, and develop mitigation plans.
- Established best practices and tools (e.g., management dashboards, RACI matrices, vendor management checklists, etc.) to provide the senior management team with vendor governance data and results.
- Attended meetings to convey the criticality of the program to all stakeholders. Developed best practices to improve project efficiency.

Stakeholder Management:

- Manage relationships with key stakeholders like CIOs, Agency/Technology Directors, and PMOs. Provided status reporting to executive steering committees.
- Have extensive experience delivering projects as part of an organized PMO-based and unstructured project-specific environment.

Project Oversight and Direction:

- Oversight for large IT system implementations and experience managing large government projects. Led budget planning exercises and handled account revenues and financial negotiations with client stakeholders.
- Worked with management in employee recruitment, training, performance evaluation, and motivation activities.
- Coordinated activities of senior business analysts, Technical Architects, State management consultants, and contractors during functional and technical analysis for Medicaid Eligibility Analysis and Design upgrade. Documented systems interface, gaps, and as/is and to/be available processes.

- Developed roadmaps to identify planned implementations that might impact overall policy implementation plans and release freezes and eligibility reform issues.
- Developed training programs for the project team.
- Reviewed and improvised defect management procedures.

IT Contracts Management:

Prepared, drafted, managed, negotiated, and tracked agreements, including

- MSA's
- Vendor Agreements
- NDA's
- HIPPA Compliant
- SOW's
- Contract Compliance

Purchasing:

- PO Requisitioning,
- Strategic Planning
- Budget Compliance

Vendor Management:

Standardized procurement processes (RFI/RFP/RFQ). Developed and implemented Vendor Security Risk Assessment profiles. Negotiated enterprise agreements with Microsoft vendors like Microsoft, Google, Oracle, etc.

Strategic Planning/Portfolio Management:

- Developed IT Strategy that included Software as a Service (SaaS) model, cloud computing, server virtualization, and sourcing strategy
- Lead annual executive reviews for critical vendors, monitor, and report on vendor performance in the areas that include: cost and contracting, financial management, people, delivery and support, partnership, and innovation
- Developed a 2-year strategic technology plan for the company and managed the company's transition from a legacy mainframe environment to a modern web-based platform. Projects included completely redesigning the company's enterprise database, automated data-quality improvement systems, and a client financial and credit information maintenance system.

Cloud-Based Solutions: Excellent knowledge of Cloud computing platforms and more than two years of experience providing project management oversight on cloud-based solutions.

Project Management Tools: Microsoft Project, SharePoint, JIRA, Confluence, ChangePoint PPM, Visio, Excel, PowerPoint, Azure DevOps, and Planview.

Akkerman Inc.

May 2009 – Jul 2011

Project Engineer

- Facilitated meetings for project overview to the team members and gathered a level of effort (LOE) to complete the projects. Updated requirements and uploaded them on SharePoint as per the change control board.
- Created AS-IS and TO-BE workflow diagrams and held walkthrough sessions for other teams. Worked with Project managers, Business Analysts, and other SMEs to define project scope, plan, and requirements.
- Analyze and plan workforce utilization, space requirements, and workflow. Design layout of equipment and workspace for the maximum capacity.
- Work with planning and design staff concerning product design and tooling to ensure efficient production methods.

- Estimate production times, staffing requirements, and related costs to inform management decisions. Work with management, engineering, and other staff regarding manufacturing capabilities, production schedules, and other considerations to facilitate production processes.
- Apply statistical methods to estimate future manufacturing requirements and potential. Worked with Test Lead to gather updates about the ongoing QA testing. Utilized Mercury Quality Center to manage test cases and defects.

Internship at Itron, Waseca, MN
Design/ Project Engineer

May 2008 – May 2009

- Contribute to developing models with drafting specifications using ProE and Auto CAD. Quality management and Testing- Checked and analyzed the failure mode and its effect (FMEA).
- Worked very closely with the Business partners and other stakeholders. Identify and document the risk factors and the appropriate risk mitigation strategy.
- Detailed WBS and cost estimation/resource loading for the project. Verified part against engineering drawing, written specification, and inspection instructions.
- Record Statistical analysis and process control data and assist in performing root cause analysis. Preparing design documents and guides using Itron's ERP system ORACLE.
- Analyzed testing requirements of various products. Proposed and implemented a methodology to detect defects in sending products for manufacturing.
- Organized JAD sessions with management, senior management executives, and other stakeholders for open and pending issues on the development of the project.
- Performed GAP analysis and came up with alternative options which could be performed to serve its members and customers better.

Dotson Inc, Mankato, MN
Quality Engineering Support

Sep 2007 – Mar 2008

- Participate in technical design review sessions, and implement quality planning for effective working. Responsible for inspecting the products used in the production department
- Ensuring the standard of products as per the company's requirements. Verified minimum requirements and technical data for ballistic and other critical materials.
- Audited Process returned goods per procedure. First Article Inspection of in-process items. Responsible for submitting daily test reports to senior managers.

Escalation Path

InstantServe follows a proper methodology for Issue Management and Escalation Planning and draws proper escalation paths for every category possible. We communicate this at the project initiation and keep this updated at all times to ensure efficient delivery.

Our proposed service delivery team is responsible for all operational issues and is called Level 1. Haley Meredith (Project Manager) will head a team of Account managers who is also the POC for relationship (Level 2) communications. InstantServe team operations are headed by Simratpal K. Khela (President), is the Level 3 POC should a governance level (Level 3) escalation be ever needed.

Below we are providing the POC for supporting the escalation path:

POC Name	Simratpal K. Khela/ President
Email	simrat.k@iserveworld.com
Phone	267-396-1433 Ext-8007

POC Name	Haley Meredith/ Project Manager
Email	haley.meredith@iserveworld.com
Phone	509-727-5355

PAST PERFORMANCE/ REFERENCES

Below we have provided three client examples where we have provided similar services as requested in the RFP:

Reference 1	
Client Name	Information Technology Staffing Support-State of Louisiana – Prime vendor Intellect Solutions, LLC.
POC Name	Munish Sharma
Phone Number	215-249-7406
Email Address	munish@intellectsolutions.com
Scope of Work	<p>InstantServe provides a full range of information Technology Support to the State of Louisiana as a sub to prime Intellect Solutions, LLC. on the State-wide contract for services including but not limited to:</p> <ul style="list-style-type: none"> • Application Developers • Business Analysts • Database Administrators • Data Engineers • Front-End /Back-End Developers • Testers • Helpdesk Technicians • Network Support Engineers • InfoSec Experts • Pen Testers • Cloud Engineers • Azure /AD Administrators
Contract Duration	Nov 2018 - Ongoing

Reference 2	
Client Name	IT Solutions and Services Texas Department of Information Resources- Prime contractor - Nipun Systems Inc.
POC Name	Hari Maralla
Phone Number	512-466-8357
Email Address	hari@nipunsys.com
Scope of Work	<p>InstantServe has been providing IT staffing solutions to the Texas Department of Information Resources through Nipun Systems as Prime Vendor. We have been servicing the department with various job positions in IT categories and roles to include developers, database administrators, Testers, QA Analysts, Business Analysts, Technical support personnel etc.</p>
Contract Duration	Jun 2020 - Ongoing

Reference 3	
Client Name	State of Florida, IT Staffing– Prime Vendor International Projects Consultancy Services (IPCS) Inc.
POC Name	Yog Sharma
Phone Number	202-796-0820
Email Address	YogS@ipcs.net
Scope of Work	<p>InstantServe provided a complete range of IT services to the State of Florida in establishing, implementing, and maintaining technical infrastructure. The State of Florida has been a contracted client with IPCS through which they needed candidates for the positions, including:</p> <ul style="list-style-type: none"> • Project Management • Network engineering • Desktop technical support • Application Developer • Cloud engineer • Server /AD Support
Contract Duration	Jan 2019 - Ongoing

Reference 4	
Client Name	Clemson University Prime contractor Capital Consulting, LLC. DBA Tharseo IT
POC Name	Ryan Murphy
Phone Number	202-796-0820
Email Address	Ryanmurphy@tharseoit.com
Scope of Work	<p>The project team is comprised of team members from three distinct organizations: the South Carolina Department of Health and Human Services (SCDHHS), Clemson University, and IBM/Cúram. SCDHHS is the agency responsible for implementing Medicaid in South Carolina, and oversees the project management and functional requirements of the solution, or product. Tharseo IT is functioning as prime contractor to the Clemson University for the complete Finance and accounting solutions solution.</p> <p>InstantServe has provided staff augmentation to Clemson University as a sub to prime Capital Consulting, LLC. DBA Tharseo IT. The areas covered by this project management plan include Data Center Support/Services, Network Support, Database Support, Microsoft, Application Support (Development & Maintenance), Telecommunications, GIS, Cybersecurity, Ancillary Services</p>
Contract Duration	Dec 2020 - Ongoing

PAST WORK PERFORMANCE WITH JEFFERSON PARISH

InstantServe does not have a history of working (Past Performance) with the Jefferson Parish.

Response to Section 2.1 and 2.7 A

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).

Our Approach to Service Delivery

We have extensive experience in providing IT Support and Supplemental Staffing services. At InstantServe, our recruiters are trained in the art of locating the necessary talent for our clients and every task will be handled in a professional manner by our team. Each recruiter has been trained extensively on all skill sets

and they have gained additional training in the skill sets of the clients that they will be servicing. By understanding the requirements (skills, education, and technical language) they can interview the candidate thoroughly to determine the candidate's capabilities to perform the tasks.

Once a job order is received, InstantServe will analyze the job duties, skills/training required, work hours, location, and estimated duration of the assignment. The assigned Project Manager(s) will issue this to the appropriate recruiters. All requirements will be assessed, such as qualifications, skills, background, experience, work history, dependability, and the appropriateness of the candidate. We implement and welcome a diverse pool of candidates. It is found that achieving our business goal to submit an ideal candidate relies on our ability to achieve workforce diversity. To ensure that diversity is implemented, our recruiters and officials that select the ideal candidates are required to work closely with CCC and human resources. This emphasis is placed on the recruiting process. To ensure that our recruiters are able to reach a diverse pool of applicants, we perform the following activities:

- Post jobs with a variety of networks.
- Search for ideal candidates by networking online and with professionals.
- Obtain employee referrals.
- Attend Career fairs.
- Obtain information about quality candidates at Conferences.
- Accessing the sources of professional associations.

In order to ensure that only the top talent that is qualified for the position reaches our hiring managers, we established the following steps:

- We ask knock-out questions that would allow us to wade out the candidates that aren't necessarily fit for the position. Such as, questions that would require them to explain their experience and skills in an in-depth manner.
- Phone interviews are established from our team of recruiters to elaborate on their qualifications, education, and their past experience in regard to the position.
- Feedback loops are refined in the search between the manager and the recruiter.

The goal at InstantServe is to submit qualified professionals to all job orders within 24 to 48 hours. InstantServe has thoroughly reviewed the RFP requirements and recognizes that the Parish intends to provide the Technology Staffing Services. We have a large pool of local experienced and competent contractors to provide on an as-needed basis temporary personnel services across all the job categories in all different domains. We have the tools, people, and process to staff for all the job descriptions as mentioned. The Parish can count on us to find the best suitable resource even during a surge requirement within the timeframe and at the right price. We also recognized that, as a contractor, our responsibility would not just end in the onboarding process. To ensure continued responsiveness to meet our customer needs, we have invested in several tools to better provide top-tier candidates and have resources at their disposal for collaboration, storing, retrieving, and managing recruiting information. Additional resources used are Monster.com and other Internet job sites, local advertising, employee referrals, Internet and industry user groups, professional recruiting firms, military transition programs, associations, colleges, universities, and job fairs. Wherever possible and appropriate, we will work with the Government to augment our staff by capturing the desired incumbent staff and providing them with targeted incentives.

Our ability to staff this contract successfully and efficiently is primarily due to our resume database that allows online and ready access to all qualified resumes to fill open positions rapidly. Our resume database contains resumes from all teaming partners, career sites, Federal and job fairs, universities, and all prospective candidates who respond to outreach activities. Our recruiters use this database because it has personnel categorized by technical, professional, and labor categories and provides sophisticated

keyword searches for an unlimited number of search criteria. Matching skills to requirements can be accomplished by performance area, the scope of work, or place of performance. Our recruiters have 24-hour access to resumes and candidate information, and our recruiting and management teams can collaborate more effectively using this tool.

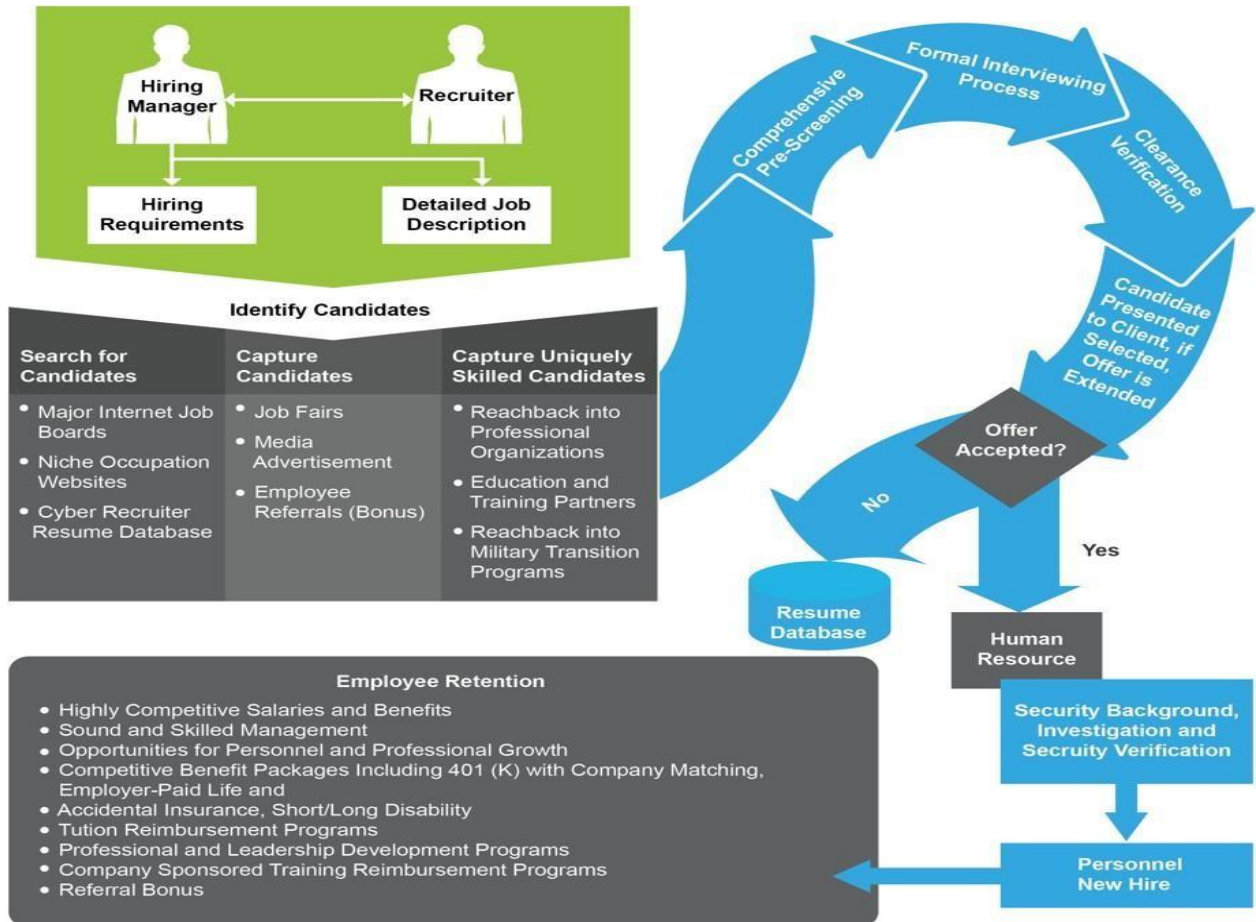


Figure 1: Recruiting plan

Recruitment Management

Once our team confirms the Parish's Staffing needs (requisition and vacancy requirements), we follow our streamlined recruiting process to present you with the right-fit candidate. We offer a well-defined, mature, and repeatable process for candidate recruitment. The description of each phase is explained below.

Recruitment Process	Responsibility
Identifying the Hiring Needs	
<ul style="list-style-type: none"> Identify the job vacancy and define the qualities of an ideal candidate. InstantServe will write a clear job description to enable candidates to understand the job and to assess whether they are the right fit for clients. 	The account manager will work closely with the Parish's hiring manager to take note of the requirement and timelines to fill the roles.

<ul style="list-style-type: none"> We will create an outline detailing the qualities needed in an ideal candidate, which will also help later during the candidate selection process. 	
Job Description	
<p>InstantServe will know exactly what clients need in terms of knowledge, skills, and experience then we determine the duties and responsibilities of the job. We prepare a comprehensive job description (JD) that helps clients to know about their potential employee roles. More importantly, we provide clients prospects with a checklist or a list that employees can compare themselves to before applying.</p>	<p>The account manager will draft a job description and will share it with the recruitment team.</p>
Talent Search	
<p>InstantServe list job that is advertised internally to generate referrals as well as externally on popular social networking sites and preferred job boards. Our recruiters conduct job fairs and promote openings in leading industry publications to cast a wider net. We broadly, use two sources of recruitment that can be tapped for a talent search:</p> <ul style="list-style-type: none"> Internal Sources of Recruitment: Transfer, Promotion, Demotion, Existing Employees, Retired Employees, Previous Applicants. External Sources of Recruitment: Advertisements, Job Portals, Company's Careers Site, Social Networking Platforms, Placement Agencies, Job Fairs, Campus Placements, Professional Bodies. 	<p>A team of recruiters will be assigned a requisition immediately. The recruitment team will start heading on an urgent basis.</p>
Screening and Shortlisting	
<ul style="list-style-type: none"> We screen applications on the basis of minimum qualifications. Next, sort resumes that have the preferred credentials by looking at their certifications, relevant experience, domain expertise, technical competencies, and other specific skills that are required for the role. Then we, shortlist candidates who have both the preferred credentials and the minimum qualifications. Finally, flag any concerns or queries in the resume so they can be clarified during the interview. 	<p>Recruitment managers/ SMEs will shortlist the best candidate among all the submissions from the recruiters and will submit the best match for the role to the Account manager.</p>
Interviewing	
<p>The shortlisted applications will now move through the interview process prior to receiving an offer letter or a rejection note. Depending on the size of the hiring team and unique recruitment needs, several interviews may be scheduled for every candidate.</p> <ul style="list-style-type: none"> Telephonic Screening/Video Interviewing. Psychometric Testing. Face-to-Face Interviewing. 	<p>The account manager will coordinate with the hiring manager to schedule an interview with the candidate.</p>
Candidate Selection and Offer	
<ul style="list-style-type: none"> Extending an offer to the selected candidate(s). Completing necessary documentation with the candidate(s) and client. 	<p>The hiring manager will extend an offer and our account manager will coordinate with the onboarding team to bring candidates on board.</p>
Background Check	

<ul style="list-style-type: none"> We conduct a background check of shortlisted candidate(s). Checking criminal history, credit history, and other required background screening before issuing an offer. 	The onboarding team will conduct all the background check, which includes but are not limited to drug, criminal, education, professional reference check, etc.
Joining	
<ul style="list-style-type: none"> Assisting candidate(s) with a smooth joining process and understanding of the work environment. Handling relocation needs (if required). Coordinating with the Hiring Manager for first-day reporting. 	The onboarding team and an Account manager will work closely to ensure the timely joining of the candidate.
Ongoing Support and Training	
<ul style="list-style-type: none"> Ongoing candidate(s) performance and training assessment Update the PDP (Personal Development Plan) of each candidate. 	An account manager will provide ongoing support to the Parish team, Whereas the HR team will stay in touch with the candidate to provide ongoing support and provide required trainings to upskill the skills set of the candidate.

Screening Process

The first step in our interview methodology is short-listing of qualified resumes by Technical Recruiters. At this stage, the Technical Recruiters conduct first level Technical Screening by just posting a Job Description with our exhaustive Question Bank. The InstantServe proprietary Question Bank includes thousands of questions across technologies, skill set and domains.

It is also the duty of a Technical Recruiter to verify the contents of a resume for authenticity by conducting reference checks and a thorough HR evaluation by virtue of an interview. Following this, a Resourcing Manager conducts resume and candidate assessment. Depending on the skill set and level of experience, he calls upon the Technical Screening Experts to conduct a thorough Technical Interview of the candidates in line with our understanding of a client requirement. Once a candidate is cleared by the Technical Screening Experts, the Resourcing Manager conducts a final round of discussion with the candidate before forwarding his resume to the Professional Recruiter.

The Professional Recruiter then conducts his own assessment of the candidate's fitment vis-à-vis a client requirement - taking into consideration the feedback (which is documented in prescribed formats – at all levels) he receives from the Technical Recruiter, Resourcing Manager, and the Technical Screening Expert. It is only once the Account Manager is completely satisfied with a resume that it is presented to the client.

Depending on the SLA and the Parish's requirements, we will proactively begin reference and background checks to expedite the onboarding process in anticipation of candidate selection. The goal is to have a 360-degree evaluation of each candidate sourced by a minimum of two practitioners on the InstantServe team and to identify the top five applicants who meet all must-have requirements within 24 hours.

On receiving the requisition request from the Client, Our Program Manager will contact the Parish to ensure he has a clear understanding of each position's requirements as mentioned in scope of work. Our recruiters will work throughout the course of the program to find talent fit for the position by applying the following pre-screening and detailed screening methods:

Screening Phases	Description
Pre-screening of resume	<ul style="list-style-type: none"> InstantServe performs a line-by-line mapping of the minimum and must have requirements for each role to the skills listed in the candidate's resume. If the candidate's skills match the role requirements sufficiently, we then carry out a pre-screening phone call to review communication skills, must have skills, location proximity, availability date, motivation, previous experience, skill level, education, certifications and fit.
Detailed screening by InstantServe recruiters	<ul style="list-style-type: none"> Use knockout questions to eliminate candidates. Discuss salary requirements and relocation needs with candidates. Provide InstantServe overview and benefits. Evaluate attitude and aptitude by discussing team scenarios. Contact references for inputs on experience and likelihood of success. Confirm education and certifications. Assess compliance with desired skills and at which level. Rank compliance with must have skills and at which level.
Technical screening (Skill Evaluation) by InstantServe SME's:	<ul style="list-style-type: none"> Execute a comprehensive face-to-face or Skype interview that drills into a candidate's experience related to the need and likelihood of success. Conduct technical and hard skills evaluation (verbal and written). InstantServe SMEs who are practitioners of the required discipline will assess if skills are adequate and relevant to be successful. Evaluations can be for coding, testing, networking changes, architecture, incident remediation, or schedule management, as examples. Conduct behavioral and soft skills evaluation (verbal and written). InstantServe CM/SMEs, who are practitioners in providing IT services to government customers, will evaluate communication, creativity, analytical thinking, diplomacy, flexibility, change-readiness, problem-solving, leadership, team building, and listening skills, as examples. Prepare a feedback form to summarize the results of the interviews. Update the internal tool with rankings and recommendations for each candidate and select a high-quality candidate for government evaluation.

Orientation Process

InstantServe has a well-laid out and structured onboarding process (inclusive of various background checks) that we follow as a prerequisite prior to taking any consultant onboard. However, ***InstantServe provides results via e-mail to clients which include past employment verification, credit history, and criminal history*** of an applicant.

As practice, before joining any project with our client, all our consultants are provided an orientation program. Consultants are thoroughly prepared for its client assignment through client-specific onboarding and orientation. During this program, the consultants are handed over InstantServe and client employee handbook manual and made aware of the policy and procedure regarding employee benefits like medical insurance, vacation and sick leave, performance incentives, and individual recognition awards they are eligible for. The manual explains our planned procedures, policies, ideals, customs and practices in a way that reflects our commitment towards the growth and development of our employees. If required, we will create a custom policy manual for the Parish covering topics such as: reporting instructions, parking, dress code, code of conduct, timekeeping, building/campus security, and internet security. In short, our employees are prepared to act and work like the Parish's employees.

InstantServe consultants are required to send a weekly report to the Account Manager listing out all the tasks planned and performed during the week, project status and problems faced (if any). We also judge the performance of the consultant studying the weekly report closely. We also have a quarterly review system of each consultant during which along the performance of each consultant project status is judged. We place top priority to any areas of improvement and immediate action is planned. We will work as a full-time partner with the Parish and its users by continually assessing our staff performance and deliverable quality to ensure achievement of all desired outcomes. With this proven ability and having several prestigious government contracts make us fully confident and highly capable to fill any job title as and when required and to perform the quality work on time and within budget to fulfill the initiative of the Parish.

Steps	Description
Identify Consultant	Based on client's requisition, candidate sourcing is initiated from established and ongoing relationships with leading job portals, networking, advertisements, referrals, etc.
Initial Screening	<ul style="list-style-type: none"> Screening the CVs freshly obtained. Screening the resumes from our internal database, confirming the pre- examined candidates possess the experience, right attitude, remuneration and, most importantly, skills that are appropriate to client requirements.
Validation	Short-listing potential candidates for the first level of interview after validation.
Interview/Update Database	<ul style="list-style-type: none"> Conduct technical and communication interview for evaluating the candidates' qualifications. Confirm their current intent to change vis-à-vis current open position & client.
Refer Short-listed Profiles to Client	<ul style="list-style-type: none"> Recommend interested candidates' resumes to technical team. Discuss the interview schedule with client's hiring personnel.
Screening by Client	Schedule and coordinate interviews. Interview based on mutual consent (F2F or telephonic).
Coordinate Preemployment Check	<ul style="list-style-type: none"> Conduct preemployment checks, which include background, criminal record, security clearance, and drug check. Preemployment verification with the help of professional organizations.
Offer Release	<ul style="list-style-type: none"> Extend the offer Intimate the information with the hiring manager at client's place.
Joining and Appointment	<ul style="list-style-type: none"> Specify the client procedure about candidates joining the company. Counselling and guiding candidates until they join the client. Request candidates complete the necessary in-house e-verification.
Training and Metrics Calculation	<ul style="list-style-type: none"> Provision of training to resources on as-needed basis. Monitoring performance metrics that are required from project level to relationship level to help the client and Company name to monitor the health of the engagement.

InstantServe Onboarding Process

InstantServe thoroughly conducts the following types of background checks in order to validate the credentials, past experiences, substance abuse, and criminal histories of candidates prior to deploying them to client sites other than those checks specifically required by the client:

- **Previous Employment Checks:** To check on references from prior prestigious clients and/or critical projects to validate the candidate's skills, competency, and personal attributes.
- **Education Verification:** To check candidate qualification details prior to being assigned to any role.
- **Reference Checks (2 to 3):** To validate the candidate's employment history, relevance, and fitment to the client's requirements.
- **Drug Screening:** To test the candidates for the use of illicit/illegal drugs (including Opiates, Cocaine, Cannabinoids, Amphetamines, Marijuana, and Phencyclidine). *InstantServe offers a 5,7 and 10-panel drug screening* with additional panels available upon request to our customers.

InstantServe will assign selected candidates to the Parish according to the below timeline.

Process	Days	Total Hours
On-boarding	7- 14 days	7- 14 days
Performance Evaluation	3 times a year	The first evaluation is after 90 days of on-boarding.
Ongoing Support and Training	We provide 2 to 3 weeks of training to all our resources from our Sr consultants.	-
Timesheet Management	We pay our consultants Bi-weekly, but work hours are tracked on daily basis and approved by the resource management.	5-10 mins on daily basis – in total 10 working days.
Maintain a pool of candidates	Going activity 1 to 7 days	Going activity 1 to 7 days.

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.

InstantServe has reviewed the Scope of Work, and has carefully understood the scope and nature of work, and possesses the necessary expertise to provide Information Technology Support Services and Supplemental Staffing as required under this effort without any exceptions.

InstantServe personnel training and development programs are designed to ensure continual enhancement of an employee's skills as a principal method to improve productivity and performance. Our training approach directs management's attention to effectively using employee capabilities, developing employee skills to support career development and ensuring an adequately cross-trained staff. We subscribe to the philosophy of maintaining high employee morale, providing opportunities for learning new skills and for career advancement, and attractive employee incentives. We believe that a genuine effort to improve employee skills to foster a current awareness of state-of-the art technology in staff members' fields of expertise helps not only the morale but also benefits the project directly in terms of expanded capabilities and workforce stability. In addition, we keep a consistent pool of prequalified, trained, and ready-reserve personnel to backfill staff that rotates within our career advancement, promote from within, human capital programs. Our succession strategy is practical and popular with employees because it facilitates our commitment to and investment in skill and career growth and yields employee loyalty and retention. It is practical and proven with customers because it provides end- users with an ongoing, never-ending, service delivery resource equipped with the training, knowledge, experience, and continuity to meet or exceed service on all delivery goals and commitments.

InstantServe is committed to employee career development and training and offers a robust staff training and education program, including customer, company, and employee-initiated training and education. Our training and education program begins with new hire orientation upon accession. Orientation training

includes Quality Management System Training; education on program-specific topics; and instruction in corporate policy, benefits, and culture. Employees are also offered the opportunity to participate in company-sponsored training to develop new skills or enhance existing skills. Recommendations for training are regularly noted on annual or periodic employee performance evaluations, and strategic training in various areas is offered on a regular basis. Training benefits allow providing the right staff the right skills sets. Our ability to matrix personnel across areas provides employee empowerment, reduces downtime, and optimizes staffing levels. Cross-training increases knowledge transfer between different teams and between project tasks.

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.

Response to this section has been provided under Section E – Innovative Concepts.

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.)

Response to section 2.7 B

Proposers shall provide a detailed statement of related services to government entities or private entities which identifies customer satisfaction, demonstrated volume of merchants, etc. The 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.

InstantServe's History & Background











Founded in **2016**, InstantServe, LLC. is a corporation, headquartered at 175 Strafford Avenue, Suite one # 907, Wayne, PA 19087, and a nationally certified SBE from the Department of Administration, State of PA, and WBE from Small Business Administration (SBA). We are a leading IT staffing firm serving clients across many industry verticals and we have extensive relationships with IT consultants around the globe. InstantServe has about 7+ years of experience in providing IT Support, Contingent Staffing and Staff Augmentation solutions including Supplemental Staffing to our clients across various domains and locations.

Under the skilled guidance of experts, with vast experience in staffing, a range of Information Technology (IT) positions span the entire horizon of the IT landscape. InstantServe has taken progressive steps as a committed team with state-of-the-art infrastructure and best practices, ensuring the timely delivery of our recruitment solutions much to the delight of our clients. At InstantServe, we strive not just to deliver cutting-edge recruitment solutions, but also to ensure that our services add value to our clients. InstantServe has managed to acquire an IT staffing master contract with over 26 States, and we are actively working with over 48 Government agencies providing IT staffing services very similar to the scope and complexity of the current contract being issued by the Parish.

We at InstantServe connect qualified temp staff as well as other professionals to opportunities for small, medium, and large customers across several industries. Our services, solutions, and methodologies are framed around leading technologies and industry best practices, enabling us to provide the best services

and solutions to our clients. Our success is directly dependent on the success of our clients, so we strive to use our industry expertise to make the perfect match in staffing, recruiting, and candidate placement.

Business Partnerships: InstantServe has built strong business relationships and partnerships with various premier organizations. Such partnerships always help our staff to stay up to date with all latest and emerging technologies. All listed partners below in the table provide us with all the latest industrial updates and also train our staff with updated technologies that always support us in staffing following certifications with professional organizations as given below:

Partnership	Organization
Hire Right and Info cubic	 
Applicant tracking system and Vendor management system	 
Oracle, AWS, Microsoft	  
Dell: Hardware/Software	
AT&T: Wireless	
Pearce Technologies: Managing Network site	

Awards and Honors: InstantServe has over 7+ years of experience in providing staffing services and recruiting services on a nationwide basis for both government and corporate sector clients. Our list of Awards and Honors that InstantServe received recently from our clients include:

- Nominated as 5 Top vendors by the Department of Information Technology North Carolina for the year 2019 – 2020.
- Nominated as 3 Top vendors by Michigan Department Technology (DTMB) for the year 2019.
- Clearly Rated (Inavero's) Best of Staffing- Client & Talent Satisfaction -2019, 2020, 2021.
- 2020,2019,2018,2017 Workforce Logiq Proven Performer.
- 2020 Fast 100 Asian American Business Award.

- Best supplier Award– Computer Aid INC Managed service Provider– 2018, 2020.
- Featured in Silicon Valley magazine for our talent management solution.
- Inc 500 Fastest growing firms.
- Smart 100 Award.

InstantServe's Previous Project Experience

The following timeline could give an idea about the speed of growth of the company.

- In the first quarter of the first year (2016) after the inception, InstantServe was registered for contracts with 4 States Arkansas, State of New Jersey, State of Iowa, State of Virginia, State of Michigan.
- In the second quarter the company registered with the State of Georgia, State of Oregon, State of Colorado through their respective VMS systems.
- In the third quarter InstantServe started working with IBM GBS (US) and State of South Carolina.
- In the first quarter of the second year (2017) the State of North Carolina was added.
- Huntington Bank and M&T Bank were added soon thereafter.
- Both the contracts with the State of North Carolina and the State of South Carolina stand renewed in light of the efficient services; In fact, we are amongst the top ten vendors to be doing business with the State of North Carolina.
- We have also worked with some Federal Agencies in the DC area like the US Department of Defense; Department of States; Department of Labor.
- Thereby showing a growth of 400% over the preceding year.
- At present Instant Serve is an active vendor for over 48 government agencies. Also, InstantServe is on board with over 18 master contracts nationwide.
- In 2018 We have been nominated as the top 5 vendors for Statewide contracts: - State of North Carolina, State of Michigan, State of Oregon, State of Colorado.
- Other contracts: We have been awarded in started working as a prime vendor 2020-year Atlanta Public School, Atlanta Watershed Management, Hennepin County, etc.
- We have been awarded 2 contracts by the Hanford site Dept of Energy in 2020.
- From the year 2019 to 2021 our business has grown up to 200 % and has current revenue of over 10 million.
- We have been awarded a Statewide contract for the State of Mississippi in the month Sep 2020. We have placed 3 consultants and have received 4 placements in three months.
- Partnership on Statewide contracts as a sub to the prime contractors: Our staffing partners have given us an opportunity to work for DIR, Texas Statewide, and NASPO NV. We have engaged over 15 IT consultants within a span of 9 months.
- 2021, has been an excellent year for us; we have been awarded AMTRAK The National Railroad Passenger Corporation: Our product and delivery team have been rated as one of the top 5 vendors for the year 2021 by the AMTRAK team.
- Spartanburg County South Carolina 2021 Sep. We have been chosen and awarded this contract to provide exclusive services to the County IT department in order to full fill their manpower need.
- We have been recently awarded the IT Staff Augmentation Statewide Contract for the State of Florida in Oct 2021. We have chosen to provide staffing services for Florida State agencies.
- InstantServe has won over 20 Contracts in 2022 for IT consulting and staff augmentation services at the Aviation, County, City level, including but not limited to the following:
 - Virginia Department of Aviation
 - Department of Aviation Technology
 - General Aviation Administration

- UAA Aviation Technology Division
- U.S. Federal Aviation Administration (FAA)
- U.S. Department of Transportation (DOT)
- Transportation Security Administration (TSA)
- National Transportation Safety Board (NTSB)
- U.S. State Department Dept of Information Technology
- Westchester County and many more, which includes over State-wide master contracts with 26 states.
- InstantServe has so far won over 18+ Contracts in 2023 including but not limited to the following:
 - Temporary Employment Agencies - Montgomery County
 - Professional Employment Search Firms - Montgomery County
 - Web Application Implementation Staffing Services - City of Sacramento
 - Statewide Temporary Medical Services - Commonwealth of Virginia
 - Technology Support Staffing Services - Baltimore County Public Schools
 - Temporary IT Professional Services - School District of Greenville County
 - Information Technology Staffing Services - Baltimore County Public Schools
 - Information Technology (IT) Position Recruitment Services- Tarrant County College District
 - Staff Augmentation and Temporary Labor- University System of New Hampshire
 - Recruiting/Staffing Management Services - Arizona State University
 - Temporary Staff - Wake County
 - Temporary Professional Staff Services - Department of Social Services
 - Staff Augmentation - Dallas Area Rapid Transit
 - Technical Contract Staffing and Consulting Services - School Board of Broward County
 - Project Manager - Ride Connection, Inc.
 - Prequalification for IT Staff Augmentation Services - Department of Management Services
 - Request for Recruitment of Full Time Employees - Arapahoe County

InstantServe's Qualification and Experience

InstantServe has strong recruiting teams to fulfil the requirements for our clients in different domains and is fully capable of screening the candidates according to the client's needs. With current market trends, InstantServe has a dedicated proactive delivery team that maintains the relationship with our client and takes care of the ever-growing contractor network of qualified, highly skilled profiles.

At InstantServe, we have extensive experience in providing IT requirements to various public sector clients which include 26 State and 46 Government agencies. It is our constant endeavor to help our clients in order to accomplish their mission efficiently and effectively. Our staff augmentation services allow you to sidestep these time-consuming tasks and place top professionals in the positions you need to fill - saving you time and money while putting you in the best position to take on new business opportunities.

We are highly experienced and capable of providing IT Support and Supplemental staffing for technical, professional and IT occupational categories with Job Categories comparable to those of the Parish such as Data Center Support/Services, Network Support, Database Support, Microsoft, Application Support (Development & Maintenance), Telecommunications, GIS, Cybersecurity, As Needed Ancillary Services and key roles like Server Technician, Network Administrator/Technician, Oracle Database Administrator, Microsoft Support Technician, Programmer/Analyst, and PC/Help Desk Technician etc.

In our database, we have over **8 million profiles segregated according to industries**, skills, experience, and locations that matching to the Parish's requirements, and thousands of pre-vetted candidates that

match the skill sets required by the Parish in our resume pool. We have accumulated these resources by working with several public sector clients including local government customers.

Having vast experience in staffing clients with Information Technology Support and Supplemental Staffing needs that match the size and scope of the Parish's staffing program. InstantServe clearly understands the General and specific requirements associated with the SOW. Our resources have also performed a wide variety of consultant tasks based on combinations of roles similar to the Parish's requirements. This helps InstantServe handle all kinds of challenges in the most efficient manner with long-term relationships.

InstantServe has great experience with esteemed organizations and has had outstanding feedback and reviews with respect to our delivery. InstantServe had worked with many Departments as listed below:

- Dept of Information Technology
- Dept of Economic Development
- Dept of Environment
- Dept of Housing
- Dept of Transportation
- Dept. of Health and Human Services
- Dept of Watershed Management
- Dept of Aviation
- Dept of Corrections
- Dept of Finance
- Dept of Fire
- Dept of Human Resources
- Dept of Law
- Dept of Parks & Recreation
- Dept of City Planning
- Dept of Procurement
- Dept of Public Works

We are supporting multiple MSP/VMS programs for the last several years and have an excellent track record with each one of them along with strong references.

MSP We Support



VMS Tools



Our State Clients: State of Washington, State of Connecticut, State of Colorado, State of Minnesota, State of Texas, State of Virginia, State of North Carolina, Statewide, State of Michigan, State of South Carolina, State of, State of Oregon.

State Government		
State of North Carolina	State of Colorado	State of Michigan
State of South Carolina	State of Oregon	State of Virginia
State of District of Columbia	State of Mississippi	State of Montana
State of Minnesota	State of Vermont	State of Alabama

State of Texas	State of Connecticut	Department of Corrections, WA
New Mexico State University (NMSU), NM	Commonwealth of Virginia, VA	Department of Management Services, FL
Department of General Services, CA	West Virginia Purchasing Division, WV	MNSITE (Minnesota Seeking IT Expertise) Program
Consulting and Technical Services (CATS+), MD	Dept. of Administrative Services, NH	Office of General Services, NY
Office of State Purchasing, LA	Department of Administration, WI	Department of Information Resources, TX
Department of Administration, KS		NASPO ValuePoint
Local Government/ Agencies		
City of Colorado Springs, CO	County of San Mateo, CA	City of Glendale, AZ
Pinellas County Board of County Commissioners, FL	University of Oklahoma, OK	City of Centennial, CO
City of Phoenix, AZ	CalOptima, CA	Coconino County, AZ
Judicial Branch, CT	City of Atlanta, GA	Hennepin County, MN
Clemson University, SC	University of Texas, TX	Atlanta Public School, GA
Central Ohio Transit Authority, OH	University of Central Florida, FL	City of Sacramento, CA
City of Baltimore, MD	Montgomery County, PA	

Our Commercial Clients: ADT, Allergan, AMN Healthcare, BIG LOTS, First Republic, Henkel, Houghton Mifflin Harcourt, Johnson Controls, Key Bank, Kraft Heinz, Lilly, Luxottica, Pepsi, Schneider, Sunovion, Teradata, Western Alliance.



Our Federal Clients: Department of Defense, Department of State, Department of Housing, National Archives and Records Administration, Department of Energy, Air National Guard.

InstantServe has great experience with esteemed organizations and has had outstanding feedback and reviews with respect to our delivery. InstantServe has provided IT Supplemental Staffing Services for several consulting services in the past but not limited to the list below:

- Information Technology Professional Services Department of Enterprise Services, Olympia, WA
- IT Staff Augmentation, United States Department of Energy Field Offices Richland, WA.
- IT Staff Augmentation, Pacific Northwest National Laboratory, Richland, Washington.

InstantServe is the most reliable firm in the Recruitment and IT staffing industry. We have extensive experience with several Fortune 500 clients that distinguish us from other firms.

We have been recognized by public and private sector companies for our exceptional service quality levels and we have been providing talented and committed professionals across various industries. Our industry knowledge, diverse experience, and continued commitment are the reasons many clients rely on InstantServe for their placement needs. We have been able to provide top-notch professionals because of our rich and huge databases. We have an efficient and responsive recruitment process providing flexible, customized solutions using databases to come up with the right candidates for our clients. We believe in building long-lasting relationships with resources, offering them continuity through successive placements, training, and career development.

We have a collection of candidates ready for the Parish, which we plan to utilize for the upcoming requirements to meet the immediate requisitions. Our Recruitment Team, staffed with Alliance of Information and Referral Systems (AIRS) certified recruiters and Professional in Human Resources (PHR) and Society for Human Resource Management Certified (SHRM-CP) professionals, focuses their attention on all aspects of staffing and follows a defined recruiting process to meet client needs.

InstantServe's Project Manager (PM) will work closely with the Parish's leadership to forecast future needs and refine requirements to understand needs further and accelerate response times. This way, we can place the right talent on the right team at the right time. Finally, we bring visibility to the acquisition of talent. Using our Ceipal tool, our PM reviews Business Intelligence (B.I.) dashboards that provide insight into critical candidate pipelines and recruiting processes. This tool provides a real-time understanding of the talent marketplace against the Parish's emerging needs—such as the average time-to-hire in specific locations and IT categories.

Below is the past experience in providing IT supplemental staff service to various State agencies.

Clients	Contract Duration	Industry	Detail Description
State of North Carolina <ul style="list-style-type: none"> North Carolina Departments and divisions Dept. of Health and Human Services Dept. of Transportation Dept. of Technology 	2017 - Ongoing	IT Staffing Services	InstantServe has been providing IT/Non-IT Staff Services to the State of North Carolina since 2017. We have successfully placed numerous professionals for job categories such as Marketing Associate, Manager - social media, Technical Trainer - HR Insight Analyst, Software Architect, Salesforce Developer, Citrix Administrator, Senior Information Systems Specialist, System Analysts/Testers, Applications Systems Specialist, Quality Engineer, Policy QA Analyst, .NET Enterprise Developer etc.
Office of the Chief Technology Officer (OCTO) City government office in Washington, D.C.	2018 - Ongoing	IT Staff Augmentation Services	InstantServe has been providing IT/Non-IT Staff Services to the Office of the Chief Technology Officer (OCTO) since 2018. We have successfully placed for job categories such as Workforce & Productivity Optimization, Automation Testing, Manager - Robotic Process Automation, Management Trainee - Support Developer, Business Automation Engineer, Business / Financial Analyst, SAP Functional Developer, Data Center/Systems Administrator, Data Integration Engineer - Hadoop Python, Oracle DBA, Software/System Engineer -System

			Analysis, Unix Developer, DataStage/ SAP ABAP Developer etc.
State of Colorado <ul style="list-style-type: none"> Information Technology Department Dept. of Health and Human Services Dept. of Transportation 	2016 - Ongoing	IT Staff Augmentation Services	InstantServe has been providing IT/Non-IT Staff Services to the State of Colorado since 2016. We have successfully placed numerous professionals for job categories such as Automation Test Engineer, Team Lead/Consultant-Intelligent Automation, IT Bus Systems Analyst, QA Tester, Analyst - Oracle EBS Analyst, Senior Software Engineer, Quality Assurance CCOM, IT System Design, Data Conversion/ Senior Business Analyst, Senior Java Applications Developer, Quality Assurance Analyst, MDR - Quality Engineer etc.
State of South Carolina <ul style="list-style-type: none"> Dept. of Health and Human Services Dept. of Transportation 	2016 - Ongoing	IT Staffing Services	InstantServe has been providing IT/Non-IT Staff Services to the State of South Carolina since 2016. We have successfully placed numerous professionals for job categories such as GAMMA Decision Support Manager, Decision Support, AVP Management Reporting & Decision Support, Decision Support Data Analyst, UAT/QA Testing Analyst, Architect, Senior Principal Quality Engineer, Senior Software Developer, ORION Project Analyst, Cisco Network Administrator, Business Data Analyst, Infrastructure Transformation Architect etc.
State of Mississippi <ul style="list-style-type: none"> Mississippi Department of Agriculture and Commerce. Mississippi Department of Archives and History. Mississippi Department of Child Protective Services. Mississippi Department of Education. Mississippi Department of Environmental Quality. 	2020 - Ongoing	IT Staffing Services	InstantServe has been providing IT/Non-IT Staff Services to the State of Mississippi since 2020. We have successfully placed numerous professionals for job categories such as Professional Services Delivery Engineer, Risk Analytics Role - Professional Services Firm, Professional Services Specialist, Quality Assurance (QA) Specialist, SAP APO Business User Expert, Senior Consultant-SAP Functional & SAP Finance, Java Engineer, MS SQL DBA (Con, SCON, TL), QA/QC Inspector, IA - DHS - IT Security Engineer, Quality Assurance Engineer, Senior SAS Programmer Analyst, Business / Financial Analyst etc.
CMAS (California Multiple Award Schedules), California Prime vendor Intellect Solutions, LLC.	2018 - Ongoing	IT Staffing Services	Intellect has been a contracted client with InstantServe since the year 2018 where they are required to fill positions in categories like Application, Database and Web Design Support, Project Management and IV&V Support, Systems & Infrastructure Architecture Support, and Risk and Security Management. InstantServe has been successfully fulfilling the requirement with candidates who are experts in duties etc. We were given a turnaround time of 48 hours in which InstantServe had to recruit people for Intellect in different positions. We provided approximately 45 profiles out of which 23 were hired for various locations and positions.

Services Provided

InstantServe sets itself apart by offering a comprehensive range of services in staff augmentation to both Public and Private sector clients. Our proficiency in this field is enhanced by our profound expertise in providing consulting, solutions, and services across diverse domains, employing waterfall, agile, and hybrid-agile methodologies. Our distinctive qualities include:

- We excel in comprehending our clients' precise requisites and pairing them with Subject Matter Experts (SMEs) who possess the requisite IT proficiency. This ensures that expert knowledge is at the forefront, guaranteeing the successful realization of objectives, milestones, and deadlines.
- With extensive experience in managing expansive initiatives within the Public Sector and various industries, we hold a profound comprehension of the criticality of placing the right personnel for the triumphant execution of ongoing projects.
- Client-Centric Onboarding: Before embarking on any project, we take the initiative to familiarize ourselves with our client's specific structures, procedures, policies, and IT standards. This proactive approach to induction ensures seamless onboarding and alignment with client expectations.
- We possess the capability to function as strategic partners, adeptly anticipating and addressing resource needs. Our ability to swiftly secure SMEs is a testament to our commitment to timely and efficient project execution.
- Fueled by a strong "sense of urgency," we take swift and proactive measures to overcome challenges and mitigate risks associated with resource allocation. This approach guarantees the smooth progression of client initiatives.
- Our well-established Project Management and Software Development Life Cycle (SDLC) processes, combined with our adeptness in Waterfall, Agile, and Hybrid-Agile methodologies, empower us to provide innovative support and facilitate optimal project outcomes.
- We adopt a strategic and tactical approach to account management, fostering a culture of accountability, trust, and transparency. This approach enhances collaboration and ensures that client needs remain at the forefront of every interaction.

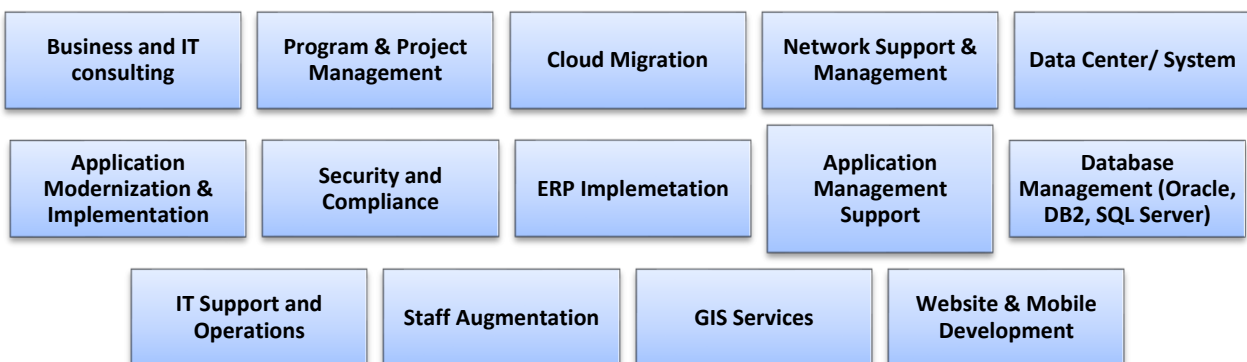


Figure 2: Information Technology services provided by InstantServe.

Customer Service Capabilities

Instant Serve has consistently demonstrated its ability to meet and exceed service level agreements (SLAs) on contingent staffing contracts. In fact, Instant Serve has never missed any SLA with any client, including state and federal clients. Our ability to meet and exceed SLAs is enabled by our use of industry best practices, including PMBOK practices, and CMMI L3/ISO frameworks. These are institutionalized across the entire InstantServe and in our proven service delivery and quality frameworks. We use collaborative engagement with our partners and subcontractor network to meet/exceed each SLA. This includes proactive monitoring, training, and communication with each of them to ensure they can perform their role effectively and as a team, we are able to maximize our performance.

InstantServe will provide the Parish with technically qualified personnel to maintain the services levels for situations or issues reported via a help desk ticket with different priorities (Emergency, High, Normal and Low). We will provide regular performance assessments and objective performance information in compliance with all performance measurements, giving the Parish oversight into resource quality, spending, and overall program health. In addition, we will ensure compliance by all subcontractors. Our team is experienced in timely response, coordination, management, tracking and resolving the issues. Our system administrators will utilize this experience to meet the problem response time and resolution requirements. We will provide monthly reports to all end users and other assigned stakeholders with detailed information on our SLA performance including response times and resolution times.

Performance Metric	Goal	Performance Target	Tracking Tools Utilized	Techniques Used by InstantServe
Requisition Confirmation Response Time	4 business hours	92% or higher	SLA Compliance Report SharePoint Server Email correspondence	<ul style="list-style-type: none"> Quality management systems implemented across all process areas. Automated email alerts configured to prompt action from InstantServe team members clear, prompt communication with hiring managers when requests are received. Qualify resumes and vendors who specialize in expected labor category placements. Validate that there are no gaps in the ability to cover the Parish locations. Provide forecasts of upcoming requisition releases. Clearly define required and desired skills and the deadline to remit a candidate. Prepare and align team resources for pre-screening at requisition close. Conduct pre-screening per a standard checklist against requirements. Provide Agency/Hiring Manager qualified candidates immediately after pre-screening (within 1 business day).
Normal Round 1 Fill Rate	100%	95% or higher	<ul style="list-style-type: none"> SLA Compliance Report SharePoint Server 	<ul style="list-style-type: none"> Easy-to-access documentation on our web portal listing pre-screening requirements.

Performance Metric	Goal	Performance Target	Tracking Tools Utilized	Techniques Used by InstantServe
			<ul style="list-style-type: none"> Email correspondence 	<ul style="list-style-type: none"> Engagement tracking in internal system with email reminders and process checkpoints to monitor progress. Robust processes for ensuring quality of published Requisitions
Urgent Resume Submittal Response time	2 business days	100%	<ul style="list-style-type: none"> SLA Compliance Report SharePoint Server Email correspondence 	<ul style="list-style-type: none"> Validate that there are no gaps in the ability to cover Pennsylvania locations. Provide forecasts of upcoming requisition releases. Clearly define required and desired skills and the deadline to remit a candidate. Provide internal tool availability during requisition period. Prepare and align team resources for pre-screening at requisition close. Conduct pre-screening per a standard checklist against requirements. Provide Agency/Hiring Manager qualified candidates immediately after pre-screening (within 1 business day).
Urgent Round 1 Fill Rate	100%	90% or higher	<ul style="list-style-type: none"> SLA Compliance Report SharePoint Server Email correspondence Teleconference 	<ul style="list-style-type: none"> Initiate urgent vendor teleconference to forecast needs when anticipated, and to stress the urgency and importance of the position. Clear, concise vendor training on policies and procedures. Easy-to-access documentation on our web portal listing pre-screening requirements. Engagement tracking in the internal tools with email reminders and process checkpoints to monitor progress. Robust processes for ensuring quality of published Requisitions.

InstantServe maintains clear and prompt communication channels with the clients. They are accessible and responsive to client inquiries, whether it's through phone calls, emails, or an online portal. We invest time in understanding the specific requirements and preferences of our clients. This helps us to source and provide suitable candidates who align with the client's expectations and job specifications. We take a personalized approach, recognizing that each client may have unique needs and priorities. We offer tailored solutions, providing a range of services that may include temporary staffing, direct hire placements, or contract-to-hire options. We maintain a team of knowledgeable and experienced staffing professionals who demonstrate professionalism and expertise when interacting with clients, offering guidance, advice, and insights on market trends, candidate availability, and other relevant factors.

InstantServe will provide a dedicated customer support line where InstantServe key personnel can be directly contacted by the Parish. Apart from that, our recruitment team is fully equipped with all the necessary tools which make the team fully efficient to provide complete and prioritized support to the Parish within 24 hours. We maintain a 24-hour helpdesk to support our customers (details as under).

Emergency contact information (Monday – Friday 9.00 AM to 6.00 PM)	
POC Name	Mark Watson
Email	mark.w@iservworld.com
Phone	703-672-7390
After Hours - Customer service number: 267-369-1433 Ext :8007	

Detailed resume for Mark has been provided in the section below.

1. 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.

InstantServe is proposing Ms. Haley Meredith as the Project Manager and the primary point of contact (POC) for staffing operations, and Mr. Naveen Kumar as the Recruitment Manager in our proposed team of full-time staff available to the Parish during the entire tenure of contract. The details of the proposed key personnel for this effort are listed as under. The account manager will work with the project manager and other key personnel to assure that client operations are supported as needed at all times and we deliver a superior customer experience.

Name	Title/Role	Experience	Tenure with InstantServe
Ms. Haley Meredith	Project Manager	20 years	4 years
Mr. Naveen Kumar	Recruitment Manager	18 years	4 years
Ms. Ashley Wood	Finance Manager	14 years	6 years
Mr. Ryan Murphy	Account Manager	11 years	6 years
Mr. Mark Watson	Quality Assurance Manager/ Customer Service Representative	16 Years	7 Years

Project Manager: Ms. Haley Meredith will serve as the primary POC for all communication, issues, and risks. She has more than 20 years of experience managing similar contracts, and is well-versed with the processes, including on-boarding training, Time sheet tracking, invoicing, and off-boarding that involve placing the candidates with the Parish.

Recruitment Manager: Naveen Kumar will be our Recruitment Manager for this contract. He will manage the complete recruitment cycle, from assigning the requisition to ensuring successful and smooth onboarding. He brings in over 18 years of total experience, out of which he spent the last eight years dedicatedly working on managing staffing contracts. He has excellent team management and business communication skills and has led projects for over 25 Government agencies in the last eight years.

Corporate Resources: The proposed PM and Recruitment Manager will be supported by the highly experienced program and corporate resources, to include dedicated recruiters, contracts, Human Resources (H.R.).

Accounting/finance, and I.T. personnel. Our internal technical SMEs will also be available to conduct prescreening and face-to-face interviews of each candidate so that we can present only the best for your consideration.

Quality Assurance Manager/ Customer Service Representative: Mark Watson will be responsible for implementing and managing quality control processes to enhance product/service quality and customer satisfaction. He has more than 16 years of experience in analyzing data, identifying areas for improvement, and implementing effective solutions.

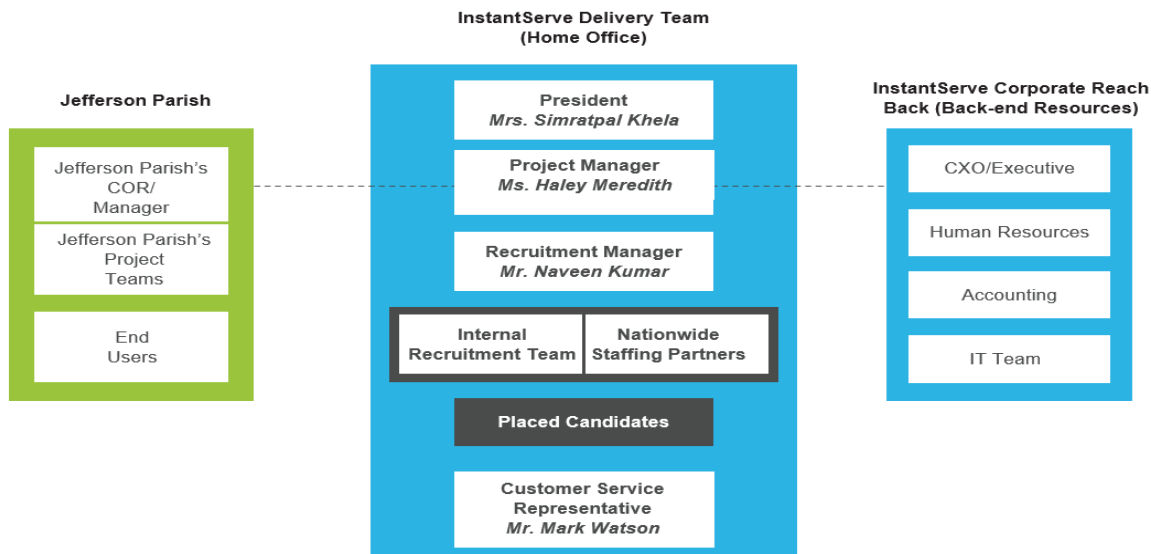


Figure 3: Service Delivery Team

The detailed resumes of our proposed personnel are provided as under:

Haley Meredith - Project Manager

More than 20 years of experience preparing and managing contracts to ensure regulatory compliance. Highly professional and knowledgeable in Contract and Project Administration, Extensive experience in decision-making and analytical skills along with legal knowledge related to contracts. 12+ years of progressive administrative experience emphasizing project management and contracting.

Education:

- Ashford University - B.A., Business Administration specializing in Project Management
- Columbia Basin College - Pasco, WA - A.A., Business Administration

Company	Title, Roles, and Responsibilities	Duration
InstantServe, LLC County Contracts <ul style="list-style-type: none"> Hennepin County Coconino County Pinellas County Board of County Commissioners County of San Mateo Statewide contracts <ul style="list-style-type: none"> State of North Carolina City of Atlanta State of Mississippi State of Montana State of Minnesota State of Vermont 	Staffing Project Manager: <ul style="list-style-type: none"> Interacted with Stakeholders to share project deliverables vs achievement, take note of future projects, and map resources to achieve project miles stones. Managed overall program tasks that include, but are not limited onboarding training, Time sheet tracking, Invoicing, and off-boarding. Provide support to the department with contractual interpretations in compliance with contract requirements and delivery of contract deliverables. Provided timely recommendations and tracking of expenditures to ensure compliance with established budgetary guidelines. 	Jan 2020 - Present
Mission Support Alliance Prime contract (Hanford site (Department of Energy), Richland, WA)	Contract Specialist	Apr 2019 – Jan 2020
City of Pasco	Contract Specialist	Mar 2016 – Apr 2019
Fastenal	Outside Sales	May 2015 – Mar 2016
Target - Executive Team Lead	Logistics	Apr 2014 – Mar 2015
Energy Northwest	Technical Support Specialist	Feb 2013 – Jun 2013
Project Coordinator	OS & Office 2010 Upgrade Project	Dec 2010 – Feb 2011
Washington Closure Hanford	Human Resource Administrative Assistant	Sept 2009 – Nov 2010
Wave Architects, Inc.	Administrator/Office/Contracts Manager	Sept 2008 – May 2009
Stripe Rite Inc.	Assistant Manager/Contract Manager	May 2006 – Aug 2008
Translate Asphalt & Paving	Contract Manager	Sept 2005 – Mar2006
Pavement Surface Control	Contract Administrator/Project Manager	Jul 1999 – Oct 2005

Other Responsibilities:

- Assist in placing purchase orders against previously established contracts considering quality, reliability, and urgency of need.
- Develop contract document requirements with end users and support the contract administration function from request for proposal (RFP) development through closeout.
- Gather status reports from suppliers regarding order status and obtained certification when orders were delivered.
- Responsible for planning, organizing, and performing specialized administrative and/or technical duties in support of scheduled tasks to achieve successful completion of project goals and deliverables.
- Provided leadership of logistics processes, including planning and communication, receiving processes, freight flow, replenishment, in-store sales floor transitions, productivity results, and backroom inventory management.
- Assist in developing and monitoring budget including reviewing historical data; determine service levels and required equipment, supplies, etc.

- Provide timely recommendations and tracking of expenditures to ensure compliance with established budgetary guidelines.
- Analyze and evaluate operations to develop and implement corrective actions to resolve problems. Planned, organized, and oversaw assigned work programs, including monitoring work schedules and evaluating the work of subordinates.

Naveen Kumar - Recruitment Manager

Over 13 years of total experience, ten years were dedicatedly assigned to managing staffing contracts. Has excellent team management and business communication skills and has led projects for over 25 Government agencies in the last ten years. He worked as a Recruitment Manager with Cognizant Technologies CT office (USA) from 2005 to 2009.

Education & Certifications

- Arizona State University - Master's in Information Technology, Tempe, AZ
- PMP Certified

Company	Title	Duration
InstantServe, LLC List of contracts served as Prime contractor County Contracts <ul style="list-style-type: none"> • Hennepin County • Coconino County • Pinellas County Board of County Commissioners • County of San Mateo Statewide contracts <ul style="list-style-type: none"> • State of North Carolina • City of Atlanta • State of Mississippi • State of Montana • State of Minnesota • State of Vermont 	As Recruitment Manager <ul style="list-style-type: none"> • Key person for managing staffing needs of the Client requisitions. • Ensuring and tracking the staffing requirements of the Client • Setting up milestones for each activity to complete the Client submittal within 2 business days. • Training and skill enhancement to existing & new recruiters on the Client staffing requirements. • Arranging/managing interview schedules between Clients & consultants. • Experienced in conducting behavioral interview assessments. 	Oct 2018 - Present
Ask I.T. Consulting Inc.	Recruitment Manager	Mar 2013 - Jan 2016
Cognizant Technologies Inc.	Project Manager	Jan 2005 - Apr 2009

Other responsibilities:

- Arranging/managing interview schedules between Clients & consultants. Self-motivated and the ability to work independently and as part of a team and multi-task in a fast-paced environment.
- Proven professional networking using online social media (LinkedIn, Twitter, Facebook, blog sites).
- Interfaces effectively with customers, co-workers, and executive management.
- Excels with proposal support, pre-award work/contingent offer management, and funding positions.
- Proven record of accomplishment in developing, implementing, and championing creative *out of the box* recruiting strategies.
- Experienced in conducting behavioral interview assessments.

Ms. Ashley - Finance Manager

Have 17+ years of success designing and implementing successful accounting systems that align business and financial objectives and deliver rapid results. Highly analytical accounting professional with experience managing accounts receivable, accounts payable, account reconciliation, billing, and other accounting functions. Technically proficient in automated systems such as PeopleSoft, MSX (cash receipts system), and all Microsoft applications. Earned a distinguished reputation among peers for analytical problem-solving and critical thinking aptitudes to keenly analyze situations, formulate strategies, and resolve complex situations.

Education:

- Borough of Manhattan Community College — New York City, NY
- Accounting concentration, Attended: 1976-1977

Company	Title	Duration
InstantServe, LLC County Contracts <ul style="list-style-type: none"> • Hennepin County • Coconino County • Pinellas County • County of San Mateo Statewide contracts <ul style="list-style-type: none"> • State of North Carolina • City of Atlanta • State of Mississippi • State of Montana • State of Minnesota • State of Vermont 	Accountant Specialist/ Manager <ul style="list-style-type: none"> • Monitor the day-to-day financial operations within the Client (payroll, invoicing, and other transactions). • Prepare monthly and quarterly management reporting. • Participate in strategic data analysis, research, and modeling for senior company leadership. 	Jan 2016 – Present
Georgia Department of Juvenile Justice — Decatur, GA	Accountant, professional	
Georgia Department of Revenue — Atlanta, GA	Accounting Clerk	

Other responsibilities:

- Support project analysis, validation of plans, and ad-hoc requests.
- Manage the company's financial accounting, monitoring, and reporting systems.
- Ensure compliance with accounting policies and regulatory requirements.

Ryan Murphy - Account Manager

Around 11 years of experience in Staffing projects, management of staffing, consulting, and vendor management services and has been with InstantServe for around 2 years. Expertise in mapping project deliverables against project scope and providing direction to developers to align to technical solutions. Exceptional ability in project management, systems analysis, and design expertise skills. Effectively communicate between stakeholders and managers across multiple business lines to coordinate system requirements and deliver projects on time and within budget to deliver business outcomes.

Education & Certifications

- Bachelor of Technology in Computer Science, State College PA
- PMP Certified

Designation:

Company	Title	Duration
InstantServe Consulting Inc., PA List of contracts served as Prime contractor County Contracts <ul style="list-style-type: none"> Hennepin County Coconino County Pinellas County Board of County Commissioners County of San Mateo Statewide contracts <ul style="list-style-type: none"> State of North Carolina City of Atlanta State of Mississippi State of Montana State of Minnesota State of Vermont 	VP Service Manager (National Account Specialist) <ul style="list-style-type: none"> Will act as the National Account Manager will be the lead point of contact for the Client's Account Manager matter. Build and maintain strong, long-lasting client relationships. Take care of negotiating contracts and closing agreements. Ensure the timely and successful delivery of our solutions according to customer needs and objectives. Communicate the progress of monthly/quarterly initiatives to internal and external team members. 	Mar 2016 – Present

Other responsibilities:

- Prepare reports on account status. Collaborate with the sales team to identify and grow opportunities within the organization. Assist with challenging client requests or issue escalations as needed.
- Actively involved in leading negotiations, complex decision-making processes and overcoming objections to capture new business opportunities.
- Growing and maintaining existing customer/partner relationships in specific territories by utilizing question-based selling methods to ascertain customer's needs to craft relevant solutions encompassing software licensing & technology-related services.
- Working closely with the sales team to develop sales tools, training packages for key staff, managing customer care programs for a strong pipeline and improved sales success.
- Responsible for high-level introduction, consultative selling, forming alliances, and partnering with customers for the CEO.

Mark Watson/ Quality Assurance Manager/ Customer Service Representative

Summary

- Over 16 years of Staffing experience as a process analyst, Quality analyst, and manager.
- Delivered over 200+ projects for government agencies, which include State, local, education, and federal agencies. Expertise in mapping project deliverables against project scope and providing direction to developers to align to technical solutions.
- Exceptional ability in project management, systems analysis, and design expertise skills.
- Effectively communicate between stakeholders and managers across multiple business lines to coordinate system requirements and deliver projects on time and within budget to deliver business outcomes.

Education & Certifications

- Bachelor's degree in computer science, PA State University
- Six sigma certified

Designation:

Company	Title	Duration
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<p>InstantServe Consulting Inc., PA List of contracts served as Prime contractor <u>County Contracts</u></p> <ul style="list-style-type: none"> • Hennepin County • Coconino County • Pinellas County Board of County Commissioners • County of San Mateo <p><u>Statewide contracts</u></p> <ul style="list-style-type: none"> • State of North Carolina • The City of Atlanta • The State of Mississippi • The State of Montana • The State of Minnesota • The State of Vermont 	<p>Quality Assurance Manager -</p> <ul style="list-style-type: none"> • Develop and execute Staffing plans to ensure that all objectives are met. • Follow ISO-9001-2015 processes to maintain the overall quality of project • Implement and monitor project milestones to assess functionality, reliability, performance, and quality of the service or product. • Identify and remedy defects within the production process. • Recommend, implement, and monitor preventative and corrective actions to ensure that quality assurance standards are achieved. 	<p>Mar 2016 – Present</p>
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Responsibilities:

- Compile and analyze statistical data. Ensure that user expectations are met during the process.
- Implementing and maintaining quality control procedures, leading to reduction in defects and increase in customer satisfaction.
- Draft quality assurance policies and procedures. Investigate customer complaints and product issues. Ensure ongoing compliance with quality and industry regulatory requirements.
- Assist clients with product inquiries, order processing, and issue resolution, resulting in increase in repeat business.

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?

InstantServe's Capabilities

InstantServe is capable to service the IT supplemental staffing requirements under this solicitation as we establish strategic processes and proven search methodology backed by the rich experience of our team. Our methodology provides us with a unique capability to address the prime requirements of our clients to provide not only high-quality best-suited resources but also a quick turnaround time. InstantServe's resource support activities and capabilities are mentioned in the table below:

- **In-house Applicant Tracking System (ATS) – Ceipal:** Ceipal tool used to expedite and execute our overall hiring and onboarding process. CEIPAL enables us to shortlist candidates with the help of artificial intelligence with an accuracy rate of at least 95% out of the database of over **8 million pre-vetted candidates** for different categories, industries, and sectors.
- **Technology Usage:** Effective usage of technology to reduce error and increase productivity. Use of Robotic process automation for sourcing and recruiting quality candidates.
- **Robotic Interviewer (Our unique features):** Robotic Interviewer adds value by conducting interviews with candidates as per their availability and recorded videos are shared with hiring managers.
- **Resource Forecasting:** InstantServe's Project Manager (PM) will maintain a 3-month rolling forecast of IT staffing requirements that enables us to respond quickly to requirements minimizing the lead time for onboarding staff.

- **Resource Database:** Ceipal used to maintain a recruitment repository of over 250,000 qualified candidates.
- **Visibility:** Our PM uses our Ceipal Tool to display progress status dashboards that reflect resource qualifications, skill sets, IT categories, and availability dates.
- **External Recruiting Partners:** Used to facilitate niche and hard-to-fill requirements. Also, we have filled niche roles in the past through referrals from our consultants.
- **Recruiting Scorecard:** PM has visibility to our recruiting timeline, and our recruiters are held accountable for the number of days it takes to fill a position.
- **InstantServe Process:** Recruiting Process includes a database and scorecard tools that effectively minimize the lead time to place resources in support of requisitions. Onboarding Process includes orientations, the Benefits Portal, quality service focus, standards for behavior; project tailored SDLC training, mentoring, and program documentation.

We have developed in-house selective procedures and methodologies as per industry standards to ensure that only the best consultants are hired to meet the Parish's needs and provide cost-effective solutions to the most challenging staffing needs.

Our Value Proposition to the Parish

Following are the reasons why we offer the best value to the clients and partnering with us lowers the risk of government to a minimum:

- ***Vast Experience with huge client base doing similar work:*** Extensive experience in staffing IT positions for various clients. Our clients consist of small businesses enterprise corporations, and governmental agencies, meeting a variety of business needs. We strive to understand the needs of our clients and to provide them with what best fits their business, timeline, and budget.
- ***Reliable and Repeatable ISO 9001 Certified Recruiting process:*** We add value to recruiting process in terms of quality, delivery, integrity, and placement ratio. One of the key differentiators of using InstantServe is the high level of predictability we bring to the process.
- ***Strategic Vision:*** Focuses on value innovation (aligning innovation with utility, price, and cost positions) that fits with the core competencies of each individual business and the desires of its management and owners for the future.
- ***Focus on Client Value and Return on Investment:*** InstantServe' number one priority is client value creation. We measure our success as a business and individual on the tangible value we are able to generate for our clients and their level of satisfaction with our services.
- ***Special emphasis on local talent:*** We strive to give our clients local talent. For continuity of service, affinity, and long-term commitment to the development of each local market, InstantServe strives to maintain a high percentage of consultants who are stationed in the markets they serve.
- ***Huge Pre-existing database of qualified candidates:*** We have a huge database of both Active and Passive candidates. Most of them are unique profiles as they are not on any job boards. We are very proactive in creating a pool of candidates who are pre-screened ahead of time for anticipated requirements.
- ***Qualified and Experienced Recruiters:*** Experienced and Qualified recruiters who match the candidates from a 360-degree prospective including organizational fit not just solely on a narrow technical standpoint. Our recruiters not only address technology but also address the people and processes.
- ***Quality talent and competitive prices:*** InstantServe adds value to organizations by providing the best resources at competitive rates with an ongoing commitment to compliance, service, and performance excellence.

- **Use of Innovative Techniques and industry's best practices to recruit and retain:** InstantServe combines industry best practices, innovative technologies, a high-quality workforce, and proven transition and training approaches to help our clients achieve their goals.
- **Intensive Pre-screening:** We prescreen candidates so that client deals get filtered and scrutinized.
- **Background Verification:** We conduct in-depth background verification of the experience, education, behavior, and motivation level of employees.
- **Help in Business Alignment:** We help our clients to transform the IT function with the ability to achieve operational excellence and tight alignment with business strategy.
- **Ability to recruit and retain the best:** With this RFP, InstantServe will effectively support the missions of various State agencies. To execute this vision, the Parish requires experienced, quality-driven contractors that deliver the best solutions and services to Government End User Agencies, while partnering with the Parish to bring customers to the vehicle through a robust marketing campaign. InstantServe is a right-sized partner & proven team with solid performance & support to customers.
- **Effective and proven continuous Feedback & follow-up Mechanism:** InstantServe has time tested continuous feedback mechanism which allows us to stay on top of things that are required for a performance-based contract. We remain in touch with our clients on a weekly basis so that we get status on a continuous basis & any issues are taken care of immediately & we follow up on a weekly basis.
- **Proactive Performance Management:** InstantServe' approach is to keep our staff motivated by having performance-based awards and recognition which further ensures that effective services are delivered to support agencies' mission.
- **Effective Marketing Expertise:** We have the ability to mobilize business partners rapidly and craft customized winning solutions at very competitive prices. With the help and guidance of its teammate and mentor, InstantServe will be able to market this contract effectively.
- **Effective Contract Administration:** We have a proven record of effective contract administration developed over more than two decades of participation in response to major GWAC, MAC, and IDIQ vehicles.
- **Financial Stability:** InstantServe is a debt-free and financially stable firm. We have ample cash and unused lines of credit in place to fully execute the work proposed in this solicitation. InstantServe also has an unused existing line of credit from SunTrust and PNC Bank. Apart from this, owners are more than willing to pump more cash if needed.

Consultants offered by us in the majority are certified professionals in their respective domains. Our understanding of the security clearance process is evident from the ability to host and maintain security clearances for our employees. We use our industry and business process knowledge, our service offering expertise, and our insight into and deep understanding of emerging technologies to identify new business and technology trends and formulate and implement solutions for clients under demanding time constraints.

InstantServe performs and takes over the operations smoothly, transitions qualified incumbent employees, and assures full staffing at cut-over through our workforce of a highly qualified and experienced workforce. We ensure the retention of institutionalized knowledge from the incumbent personnel and create a training plan to cross-train all personnel for increased coverage and emergency planning. InstantServe has extensive experience transitioning Government contracts and re-badging employees.

Why InstantServe:

1. We maintain open communication channels to inform any process problem with possible solutions and required time as we strongly believe in transparent relationships. We establish long-term,

strategic relationships with our clients to gain a competitive edge in software outsourcing campaigns for their businesses.

2. Our company is driven by values, commitment, and dedication.
3. Business agility to quickly adapt and compete in a changing business environment.
4. Continuous improvement for longer-term value

InstantServe offers its clients the opportunity to reassess their operational efficiency and **identify innovative and exciting new methods to reduce cost** while increasing efficiency and often quality as well.

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

InstantServe's strategic approach to implementing new technologies focuses on enhancing efficiencies and delivering new capabilities. Below is our comprehensive strategy outline:

Comprehensive Needs Assessment	<p>Conduct a thorough assessment of the client's current EIS landscape, identifying pain points, inefficiencies, and areas for improvement.</p> <p>Engage key stakeholders across departments to understand their technology needs, challenges, and desired outcomes.</p>
Technology Roadmap Development	<p>Collaborate with the client's leadership and IT teams to create a technology roadmap aligned with business goals and objectives.</p> <p>Prioritize technology implementations based on impact, feasibility, and alignment with client's strategic vision.</p>
Customization and Integration	<p>Work closely with the client to customize and integrate new technologies seamlessly into their existing EIS architecture.</p> <p>Ensure interoperability between different systems and applications for a unified user experience.</p>
Change Management and Training	<p>Develop a comprehensive change management plan to facilitate smooth technology adoption and minimize disruptions.</p> <p>Provide tailored training sessions for end-users to ensure they are proficient in utilizing the new technologies effectively.</p>
Continuous Monitoring and Improvement	<p>Implement robust monitoring and performance tracking mechanisms to measure the impact of new technologies on efficiencies and capabilities.</p> <p>Continuously gather feedback from users and stakeholders to identify areas for further enhancement.</p>
Scalability and Future-Readiness	<p>Design technology solutions with scalability in mind, ensuring they can accommodate future growth and evolving business needs.</p> <p>Stay informed about emerging technologies to proactively suggest innovative solutions that can further improve efficiencies.</p>
Collaborative Partnership	<p>Foster a collaborative partnership between InstantServe's technology experts and the client's IT team to ensure seamless implementation and ongoing support.</p> <p>Maintain open lines of communication to address any challenges or modifications required during and after implementation.</p>

Regular Performance Reviews	<p>Conduct regular performance reviews to assess the effectiveness of the implemented technologies in achieving efficiency improvements and delivering new capabilities.</p> <p>Make data-driven adjustments and refinements based on the results of performance assessments.</p>
Long-Term Support and Enhancement	<p>Provide ongoing technical support and maintenance to address any issues, updates, or enhancements required for the new technologies.</p> <p>Collaborate on long-term strategies to ensure the client continues to derive value from its technology investments.</p>

Our proposed strategy is grounded in collaboration, customization, and continuous improvement. We are confident that our expertise in technology implementation, coupled with a strong commitment to understanding the Parish's unique needs, will lead to the successful integration of new technologies that drive efficiencies and deliver transformative capabilities.

F. PROJECT SCHEDULE

Detailed methodology/approach to project management.

InstantServe has an expansive network of consultants working in different domains and technologies both in onsite and hybrid environments. Based on the ramp-up or ramp-down plan, the project team works along with onsite/offsite delivery locations to arrive at resource deployment solutions designed to meet client demands. InstantServe's in-house consultants working on our payroll seldom decide to leave us, thanks to our excellent employee retention policy with best in market employee benefits including career growth offered to our employees.

InstantServe maintains a full complement of senior, middle, and junior-level IT professionals to meet client needs and has experience increasing and decreasing staff according to the Client's business conditions. In addition to our solid base of in-house consultants, we have immediate access to over 8 million consultants in our database.

InstantServe has extensive experience with Federal, State and Commercial sector clients providing strategic and operational consulting and digital transformation, solution delivery, managed services IT staffing services to organizations across multiple industries and sectors. InstantServe's team members strive to address clients' needs with customized approach, which involves gaining a deep understanding of their business processes and supporting technologies, as well their organizational culture. This in-depth understanding allows the team to embark on an approach to design and implement solutions that are tailored and sustainable for the long term. InstantServe team engages with all levels of employees in an organization, from front-line staff members to executive management, ensuring that InstantServe solutions align across the entire organizational spectrum.

InstantServe's service delivery mechanism includes deliverables that make up the overall operation of the Parish's staffing program.

Contract Initiation

InstantServe will begin the contract with a kick-off meeting with the Parish to introduce our team and set the stage for our partnership. We will discuss the Parish's objectives for the program to determine the services required to best meet those objectives. Also, we will determine the nature and scope of the work. As our management approach is proactive, we conduct needs assessments to assess the business environment to ensure that all necessary controls are incorporated into the scope. InstantServe analyzes

the business needs/ requirements in measurable goals; reviews the current operations; and analyzes the costs and benefits, which includes creating a detailed overall budget.

For every individual client, a specific Account Manager is assigned who looks after the daily report generation, client coordination, and coordination during the contract term, so the client gets ensured and has hassle-free service with accurate information.

Recruitment

InstantServe uses its proven proactive and reactive recruitment approaches, processes, and tools to ensure that qualified staff is made available to the Parish in a timely manner.

- Client staff requisition is analyzed, and a written synopsis of the requisition is created for a better and complete understanding of the requirement.
- The account manager also looks for the type of request, whether it is a general work order request or an urgent request. On the basis of that, the requirement or work order from the client is created into written synopsis and forwarded ahead.
- All the synopsis is uploaded on the InstantServe's Portal Ceipal with submission of the position description and client requirements.

In addition to our current pool of candidates in the local region, we develop a targeted and proactive recruitment plan based on the Parish's specific staffing needs to build a pipeline of qualified candidates to leverage as staffing needs arise.

Screening on -Bench consultants:

- Check if there is a matching skilled consultant available "on the bench" or in "database."
- Identify existing skill sets and candidates within the InstantServe portal's database (Ceipal)
- Share job profile with all consultants by posting it on our website and sending a mailer to approved consultants for referrals
- Post job to external job sites (InstantServe's website, Dice, Monster, CareerBuilder)

Pre-Screening shortlisted candidates:

- Ensuring the proper qualifications of prospective support team members is paramount. InstantServe employs a meticulous screening process, combining our understanding of the environment, customer, and requirements with our relevant experience in staffing for the Parish.
- Our recruiting team has ample experience supporting Government operations, ensuring we staff the requirements with personnel who meet the clearance requirements (if asked by the Parish), bring the right experience, and qualification requirements.

InstantServe uses primary source verification to confirm and document that required licensure, certification, education, training, and experience are valid and current at the time of hire. InstantServe verifies and documents compliance with applicable health screening and immunization requirements established by the client and or government regulations.

Background Checks

We have a well-defined and background check policy. Under this policy, depending upon the client requirement, candidates are subjected to compulsory pre-employment background checks. At InstantServe, every consultant is required to provide at least three positive professional references which will be cross-checked for the selected candidate, depending upon Client requests. Our reference checks process includes steps that must be taken to uncover any drug problems and criminal history. Under this

policy, depending upon the requirement, candidates are subjected to compulsory pre-employment background checks. Following are the important steps followed in this regard:

The background checks we conduct as our basic practice are the following, but not limited to,

- Criminal Background Check,
- Reference Check for experience,
- education, certification & training
- Drug test
- National Sex Offender
- Education Verification
- Employment Verification
- Professional License Registry (NSOR)
- City Criminal based on 7 Year Address History
- Statewide Criminal based on 7 Year Address History
- Federal Criminal based on 7 Year Address History
- Civil Upper Court based on 3 Year Address History
- Education Verification
- Employment Verification

The candidate is notified and is required to sign a consent and authorization form as to the procedures outlined in the Background Check Policy. An independent agency has mandated the task of performing a background check on the candidates. The agency, after performing the checks provides the results to InstantServe. InstantServe notifies the client in writing regarding the result of the background check conducted for a candidate. The candidates successfully clearing the background check proceed to join the client. We use the services of “HireRight LLC” for all background checks and Drug Test. However, we will use the requested company as per the Department’s request to conduct a background check process and panel drug test with the mentioned categories.

Onboarding

Once a candidate has been interviewed and selected by the Client, the candidate begins the onboarding and orientation process. InstantServe’s standard orientation for new employees includes an overview of our Employee Handbook, which is received and acknowledged by every temporary employee to indicate their review and understanding of our policies and procedures. InstantServe will ensure that the temporary employee staff has read and understood the orientation material provided by the Parish, if any.

InstantServe will place qualified and vetted candidates with good technical writing ability, interpersonal skills, and communication skills.

Performance Evaluation

Our (ER) Employee Relationship Executives are engaged with consultants regularly for their needs. ER schedule meetings for respective consultants with Account Managers on the below schedule. We follow the below-mentioned process to make sure that our client receives the requested services:

Performance meeting 1: After completion of 1 month of providing services, we schedule a performance meeting with the candidate and the client to evaluate the performance of the candidate and we discuss multiple points which include but not limited to the following:

- Challenges and successes
- Ideas for development/action plan

- Actions to be taken for upcoming goals

Goal meeting 1: We schedule a Goal meeting with the candidate and the client to evaluate “do we have achieved the targeted goal or are we going in the right direction to achieve the goal?” after completion of 2 months of providing services.

- New challenges and successes
- Do we have achieved our targeted goal?
- New ideas for development/action plan
- Actions to be taken for upcoming goals

Performance meeting 2: After completion of 3 months of providing services, we schedule a performance meeting with the candidate and the client to evaluate the performance of the candidate & status of the targeted goals. We discuss multiple points which include but not limited to the following:

Day-to-day management of the staff will be the responsibility of our Account Manager and designated functional managers. InstantServe will provide a dedicated account manager for the Client contract. Our account manager will be coordinating with the staff's respective organizational chain of command for performance evaluations, performance issues and recognition, promotions, and disciplinary actions. This process will include Tracking Staff Performance and Quality Assurance Standards. Notifications and resolution of job performance problems will be done by the Account manager & higher authority and decisions will be taken as per the situation.

Timesheet Management and Invoice Generation

InstantServe uses the ADP Payroll System to run payroll for our employees to record financial transactions, expense to collect, time, and attendance information etc. Invoicing will be based on the deliverables and timelines specified in the contract. Invoices will be submitted on a regular basis, typically monthly or bi-weekly, and will include detailed information on the work performed and the costs associated with each task. We undertake and agree to follow without exceptions on the invoicing process and payment terms at the outset of the contract.

Personnel Replacements

We have a well-defined and documented replacement policy and mitigation plan for maintaining required employee performance levels. In case, the Parish asks for the replacement of a consultant due to his/ her inability to perform the tasks set out by the Parish, we have a well-defined process to handle such situations and provide a replacement to the Parish within 24-48 hours.

G. FINANCIAL PROFILE

U.S. Income Tax Return for an S Corporation		OMB No. 1545-0123
Do not file this form unless the corporation has filed or is attaching Form 2553 to elect to be an S corporation. Go to www.irs.gov/Form1120S for instructions and the latest information.		2022
1a Selection effective date 01/01/21	2 TYPE InstantServe, LLC	3 Employer identification number 81-1087691
4 Business activity code number (see instructions) 541990	5 Number, street, and room or suite no. if a P.O. box, see instructions P.O. Box 2011	6 Date incorporated 01/13/2016
7 Check if Sec. 1361(a)(3) attached <input type="checkbox"/>	8 City or town, state or province, country, and ZIP or foreign postal code Waco TX 76703	9 Total assets (see instructions) \$ 183,976
10 Is the corporation electing to be an S corporation beginning with this tax year? See instructions. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
11 Check if: (1) <input type="checkbox"/> Final return (2) <input type="checkbox"/> Name change (3) <input type="checkbox"/> Address change (4) <input type="checkbox"/> Amended return (5) <input type="checkbox"/> S election termination		
12 Enter the number of shareholders who were shareholders during any part of the tax year 1		
13 Check if corporation: (1) <input type="checkbox"/> Aggregated activities for section 465 at-risk purposes (2) <input type="checkbox"/> Grouped activities for section 469 passive activity purposes		
Caution: Include only trade or business income and expenses on lines 1a through 21. See the instructions for more information.		
14a Gross receipts or sales		14a 13,920,804
14b Returns and allowances		14b
14c Balance. Subtract line 14b from line 14a		14c 13,920,804
15 Cost of goods sold (attach Form 1125-A)		15 11,164,520
16 Gross profit. Subtract line 15 from line 14c		16 2,756,284
17 Net gain (loss) from Form 4797, line 17 (attach Form 4797)		17
18 Other income (loss) (see instructions—attach statement)		18
19 Total income (loss). Add lines 16 through 18		19 2,756,284
20 Compensation of officers (see instructions—attach Form 1125-E)		20 36,000
21 Salaries and wages (less employment credits)		21 2,236,787
22 Repairs and maintenance		22
23 Bad debts		23
24 Rents		24
25 Taxes and licenses		25 212,823
26 Interest (see instructions)		26
27 Depreciation from Form 4562 not claimed on Form 1125-A or elsewhere on return (attach Form 4562)		27
28 Depletion (Do not deduct oil and gas depletion.)		28
29 Advertising		29
30 Pension, profit-sharing, etc., plans		30
31 Employee benefit programs		31
32 Other deductions (attach statement)		32 See Stmt 1
33 Total deductions. Add lines 20 through 32		33 198,133
34 Ordinary business income (loss). Subtract line 33 from line 19		34 2,683,743
35 Excess net passive income or LIFO recapture tax (see instructions)		35 72,541
36 Tax from Schedule D (Form 1120-S)		36
37 Add lines 35 and 36 (see instructions for additional taxes)		37
38a 2022 estimated tax payments and 2021 overpayment credited to 2022		38a
38b Tax deposited with Form 7004		38b
38c Credit for federal tax paid on fuels (attach Form 4136)		38c
38d Add lines 38a through 38c		38d
39 Estimated tax penalty (see instructions). Check if Form 2220 is attached <input type="checkbox"/>		39
40 Amount owed. If line 38d is smaller than the total of lines 37 and 39, enter amount owed		40
41 Overpayment. If line 38d is larger than the total of lines 37 and 39, enter amount overpaid		41
42 Enter amount from line 41: Credited to 2023 estimated tax <input type="checkbox"/> Refunded <input type="checkbox"/>		42
43 Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than taxpayer) is based on all information of which preparer has any knowledge.		43
44 Signature of officer Simratpal Singh		44
45 Date 03/31/23		45
46 Title Authorized Agent		46
47 Print/Type preparer's name Paul J. Christensen, CPA		47
48 Preparer's signature Paul J. Christensen & Associates, LLC		48
49 Date 03/31/23		49
50 Check <input checked="" type="checkbox"/> self-employed <input type="checkbox"/> PTIN P01370407		50
51 Firm's EIN 81-5081933		51
52 Firm's address 2110 Austin Ave Waco, TX 76701		52
53 Phone no. 254-752-3436		53

For Paperwork Reduction Act Notice, see separate instructions.

Form 1120-S (2022)

Profit or Loss From Business
(Sole Proprietorship)

OMB No. 1545-0074
2021
Attachment Sequence No. **09**

Go to www.irs.gov/ScheduleC for instructions and the latest information.
Attach to Form 1040, 1040-SR, 1040-NR, or 1041; partnerships generally must file Form 1065.

Name of proprietor: **Simratpal K. Khela**

Social security number (SSN): **623-66-1496**

A Principal business or profession, including product or service (see instructions): **IT Services**

B Enter code from instructions: **541990**

C Business name. If no separate business name, leave blank: **InstantServe, LLC**

D Employer ID number (EIN) (see instr.): **81-1087691**

E Business address (including suite or room no.): **P.O. Box 3571**
City, town or post office, state, and ZIP code: **Auburn AL 36831-3571**

F Accounting method: (1) ☒ Cash (2) ☐ Accrual (3) ☐ Other (specify) ☐

G Did you "materially participate" in the operation of this business during 2021? If "No," see instructions for limit on losses: ☒ Yes ☐ No

H If you started or acquired this business during 2021, check here: ☒ Yes ☐ No

I Did you make any payments in 2021 that would require you to file Form(s) 1099? See instructions: ☒ Yes ☐ No

J If "Yes," did you or will you file required Form(s) 1099? ☒ Yes ☐ No

Part I Income

1	Gross receipts or sales. See instructions for line 1 and check the box if this income was reported to you on Form W-2 and the "Statutory employee" box on that form was checked	1	9,767,835
2	Returns and allowances	2	
3	Subtract line 2 from line 1	3	9,767,835
4	Cost of goods sold (from line 42)	4	
5	Gross profit. Subtract line 4 from line 3	5	9,767,835
6	Other income, including federal and state gasoline or fuel tax credit or refund (see instructions)	6	
7	Gross income. Add lines 5 and 6	7	9,767,835

Part II Expenses. Enter expenses for business use of your home only on line 30.

8	Advertising	8		18	Office expense (see instructions)	18	125
9	Car and truck expenses (see instructions)	9	554	19	Pension and profit-sharing plans	19	
10	Commissions and fees	10		20	Rent or lease (see instructions):	20a	
11	Contract labor (see instructions)	11	7,496,729	a	Vehicles, machinery, and equipment	20b	
12	Depletion	12		b	Other business property	21	
13	Depreciation and section 179 expense deduction (not included in Part III) (see instructions)	13		21	Repairs and maintenance	22	
14	Employee benefit programs (other than on line 19)	14		22	Supplies (not included in Part III)	23	161,696
15	Insurance (other than health)	15	15,909	23	Taxes and licenses	24a	
16	Interest (see instructions):	16a		24	Travel and meals:	24b	
a	Mortgage (paid to banks, etc.)	16b		a	Travel	25	
b	Other			b	Deductible meals (see instructions)	26	1,935,897
17	Legal and professional services	17	3,823	25	Utilities	27a	81,953
28	Total expenses before expenses for business use of home. Add lines 8 through 27a	28		26	Wages (less employment credits)	27b	
29	Tentative profit or (loss). Subtract line 28 from line 7	29		27a	Other expenses (from line 48)	30	535
30	Expenses for business use of your home. Do not report these expenses elsewhere. Attach Form 8829 unless using the simplified method. See instructions. Simplified method filers only: enter the total square footage of: (a) your home: _____ and (b) the part of your home used for business: _____. Use the Simplified Method Worksheet in the instructions to figure the amount to enter on line 30.	30		b	Reserved for future use	31	70,614
31	Net profit or (loss). Subtract line 30 from line 29. • If a profit, enter on both Schedule 1 (Form 1040), line 3 and on Schedule SE, line 2. (If you checked the box on line 1, see instructions). Estates and trusts, enter on Form 1041, line 3. • If a loss, you must go to line 32.	31				32a	<input type="checkbox"/> All investment is at risk.
32	If you have a loss, check the box that describes your investment in this activity. See instructions. • If you checked 32a, enter the loss on both Schedule 1 (Form 1040), line 3 and on Schedule SE, line 2. (If you checked the box on line 1, see the line 31 instructions). Estates and trusts, enter on Form 1041, line 3. • If you checked 32b, you must attach Form 6198. Your loss may be limited.	32b				32b	<input type="checkbox"/> Some investment is not at risk.

For Paperwork Reduction Act Notice, see the separate instructions.

Schedule C (Form 1040) 2021

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110128 09/24/2021 2:40 PM
SCHEDULE C
(Form 1040)

Department of the Treasury
Internal Revenue Service (99)

Profit or Loss From Business
(Sole Proprietorship)

Go to www.irs.gov/ScheduleC for instructions and the latest information.
Attach to Form 1040, 1040-SR, 1040-NR, or 1041; Partnerships generally must file Form 1065.

OMB No. 1545-0074
2020
Attachment Sequence No. **09**

Name of proprietor
Simratpal K. Khela

Social security number (SSN)
623-66-1496

A Principal business or profession, including product or service (see instructions)
IT Services

B Enter code from instructions
541990

C Business name. If no separate business name, leave blank.
InstantServe, LLC

D Employer ID number (EIN) (see instr.)
81-1087691

E Business address (including suite or room no.)
City, town or post office, state, and ZIP code
**P.O. Box 3571
Auburn AL 36831-3571**

F Accounting method: (1) ☒ Cash (2) ☐ Accrual (3) ☐ Other (specify) **▶**

G Did you "materially participate" in the operation of this business during 2020? If "No," see instructions for limit on losses **▶** ☒ Yes ☐ No

H If you started or acquired this business during 2020, check here **▶** ☐ Yes ☐ No

I Did you make any payments in 2020 that would require you to file Form(s) 1099? See instructions **▶** ☒ Yes ☐ No

J If "Yes," did you or will you file required Form(s) 1099? **▶** ☒ Yes ☐ No

Part I Income

1 Gross receipts or sales. See instructions for line 1 and check the box if this income was reported to you on Form W-2 and the "Statutory employee" box on that form was checked ▶ <input type="checkbox"/>	1	4,915,646
2 Returns and allowances	2	
3 Subtract line 2 from line 1	3	4,915,646
4 Cost of goods sold (from line 42)	4	
5 Gross profit. Subtract line 4 from line 3	5	4,915,646
6 Other income, including federal and state gasoline or fuel tax credit or refund (see instructions)	6	
7 Gross income. Add lines 5 and 6 ▶	7	4,915,646

Part II Expenses. Enter expenses for business use of your home only on line 30.

8 Advertising	8		18 Office expense (see instructions)	18	2,923
9 Car and truck expenses (see instructions)	9	256	19 Pension and profit-sharing plans	19	
10 Commissions and fees	10		20 Rent or lease (see instructions):		
11 Contract labor (see instructions)	11	3,328,812	a Vehicles, machinery, and equipment	20a	
12 Depreciation	12		b Other business property	20b	
13 Depreciation and section 179 expense deduction (not included in Part III) (see instructions)	13		21 Repairs and maintenance	21	
14 Employee benefit programs (other than on line 19)	14		22 Supplies (not included in Part III)	22	
15 Insurance (other than health)	15	12,547	23 Taxes and licenses	23	111,312
16 Interest (see instructions):			24 Travel and meals:		
a Mortgage (paid to banks, etc.)	16a		a Travel	24a	405
b Other	16b		b Deductible meals (see instructions)	24b	
17 Legal and professional services	17	3,326	25 Utilities	25	
			26 Wages (less employment credits)	26	1,298,728
			27a Other expenses (from line 48)	27a	53,228
			b Reserved for future use	27b	
28 Total expenses before expenses for business use of home. Add lines 8 through 27a ▶	28	4,811,537			
29 Tentative profit or (loss). Subtract line 28 from line 7	29	104,109			
30 Expenses for business use of your home. Do not report these expenses elsewhere. Attach Form 8829 unless using the simplified method. See instructions. Simplified method filers only: enter the total square footage of: (a) your home: _____ and (b) the part of your home used for business: _____. Use the Simplified Method Worksheet in the instructions to figure the amount to enter on line 30	30	257			
31 Net profit or (loss). Subtract line 30 from line 29. • If a profit, enter on both Schedule 1 (Form 1040), line 3 and on Schedule SE, line 2. (If you checked the box on line 1, see instructions). Estates and trusts, enter on Form 1041, line 3. • If a loss, you must go to line 32.	31	103,852			
32 If you have a loss, check the box that describes your investment in this activity. See instructions. • If you checked 32a, enter the loss on both Schedule 1 (Form 1040), line 3 and on Schedule SE, line 2. (If you checked the box on line 1, see the line 31 instructions). Estates and trusts, enter on Form 1041, line 3. • If you checked 32b, you must attach Form 6198. Your loss may be limited.	32a <input type="checkbox"/> All investment is at risk. 32b <input type="checkbox"/> Some investment is not at risk.				

For Paperwork Reduction Act Notice, see the separate instructions.
DAA

Schedule C (Form 1040) 2020

Page 2

42

<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
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4,222

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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.

Our transition-in plan is based on our proven experience of supporting the transitions of several similar Staff Augmentation contracts. We will ensure a timely and orderly assumption of duties cleared and qualified personnel by hiring valued incumbents and filling any new positions and vacancies with new hires. While we have provided similar Key Personnel and resumes as required, we understand the value of continuity and incumbent knowledge and will work with the Government to ensure the best candidate (Incumbent or new hire) fills each of the proposed positions.

Proven transition/phase-in four phases: We have already begun executing our proven four-step Transition/Phase-In plan, **Figure 4**, to minimize transition risks and orderly assumption of duties with cleared and qualified personnel. We have sourced rosters of many of the incumbent staff, conducted market research to identify salaries to retain them, and conducted outreach programs to several essential staff. Our onsite Program Manager, Mrs. Simratpal K. Khela, is an experienced PM with a track record of successfully managing programs which is assigned, for both transition and oversight.

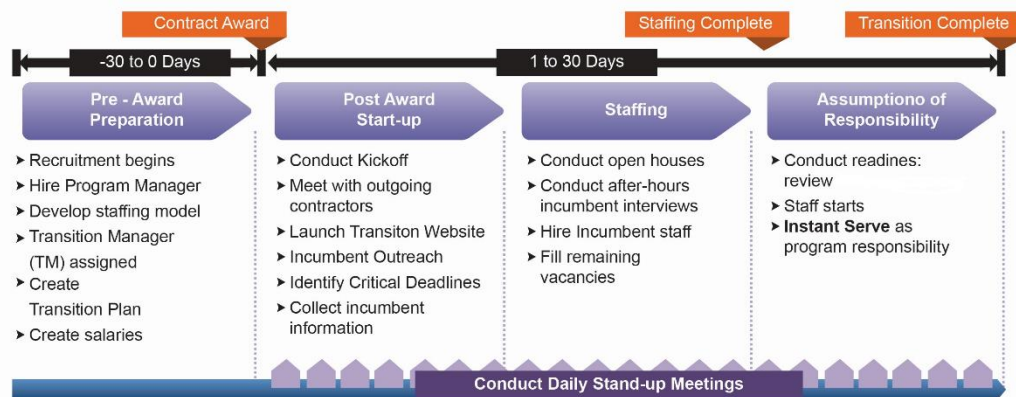


Figure 4: Our proven four-phase process to ensure a successful transition.

Initial Staffing: We have analyzed the solicitation requirements and developed a comprehensive staffing plan, including position descriptions for all positions. We plan to initially staff this contract using the incumbents for existing positions and new hires. For new hires, we plan to use our new-hire process, and we plan to hire the incumbent workforce to predominately staff across all areas defined in the RFP. InstantServe will offer the first right of refusal to all incumbent personnel who qualify for the positions and who are desired by the Government. InstantServe plans **90+% staffing from Day 1 of the contract**.

Incumbent capture plan: We will follow our comprehensive incumbent capture process, **Figure 5**, to capture all valuable incumbents. We will launch our transition website and conduct open houses to communicate with the incumbent staff. Our recruiting team will call each valued incumbent personnel (outside of duty hours) to establish a relationship and invite them to join our team.



Figure 5: Our process results in industry-leading incumbent capture rates

Incumbent communication and Transition website: We will communicate as quickly as possible with the incumbent staff to relieve their worries of job security and introduce our team. Within five (5) days of the contract award, we will launch the “Parish Transition Website” as the first step to communicate with incumbent staff. The website will provide access to our timeline of events, team overview, FAQs, and employment applications. It will also serve as an outreach tool to gather resumes from incumbent staff.

Open Houses: Upon award notice, we will conduct both physical and virtual Open Houses to meet the incumbents, communicate our family culture with them, and explain our transition process. This process puts their minds at ease and allows them to focus on their current support at the Parish. We conduct these events jointly with our subcontractor to ensure a common message across the team. We conduct physical Open Houses at local hotels and leverage technology tools, such as google meet, MS Teams and Zoom, to conduct virtual Open Houses. We will conduct at a minimum one physical open house; and one virtual open house.

Onboarding/Orientation: We have perfected the art of virtual onboarding and benefits enrollment, given that more than 85% of our staff are not located near our corporate office. We have automated our enrollment process using web-based systems for benefits enrollment, tax forms, payroll, and other HR-related functions. However, we value face-to-face time with our staff and will conduct a series of in-person orientation events to review benefits, onboarding, workplace expectations, and answer questions.

Initial/transition staffing: Immediately upon contract award, our Team Lead, along with InstantServe human resources and senior management, will meet with the assigned the **Parish’s** Contracting Officer Representative (COR) to determine an appropriate **incumbent retention plan**. We will interview incumbent personnel and appropriate government points of contact to determine the high-performance and critical personnel to retain. Our HR department will make competitive offers to the selected personnel, and every reasonable effort will be made to secure their employment with the InstantServe team. For those positions not filled with incumbent personnel, our Team will follow our proven staffing plan to ensure the right staff is onboarded to meet the contract requirements. **Our transition model has been successfully designed for a near 100% retention of incumbent personnel for day-one start of our contracts at the Parish.**

CORPORATE RESOLUTION

CORPORATE RESOLUTION

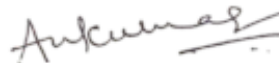
EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF

INCORPORATED.

AT THE MEETING OF DIRECTORS OF InstantServe, LLC.
INCORPORATED, DULY NOTICED AND HELD ON Aug 01 2023,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

RESOLVED THAT Simratpal K. Khela, 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.

A handwritten signature in black ink, appearing to read "Naveen Kumar".

Naveen Kumar

SECRETARY-TREASURER

Aug 01 2023

DATE

REQUIRED AFFIDAVIT

Request for Proposal

AFFIDAVIT

STATE OF Texas

PARISH/COUNTY OF McLennan

BEFORE ME, the undersigned authority, personally came and appeared: Simratpal
K. Khela, (Affiant) who after being by me duly sworn, deposed and said that he/she
is the fully authorized President of InstantServe, LLC. (Entity), the party
who submitted a proposal in response to RFP Number RFP 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.

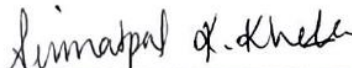
Affiant further said:

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

SIMPATPAL K. KHECLA

Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME
ON THE 21 DAY OF August, 2023.



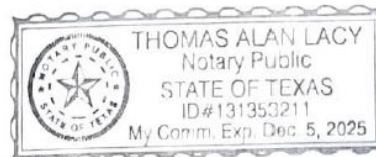
Notary Public

Thomas Alan Lacy

Printed Name of Notary


131353211

Notary/Bar Roll Number



My commission expires 12-05-2025

CERTIFICATE OF INSURANCE

ACORD®		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 01/09/2023			
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>							
PRODUCER Technology Insurance Associates InsureYourCompany.com Gordons Corner Road 1H Manalapan NJ 07726			CONTACT NAME: Benjamin Levenson PHONE (A/C, No, Ext): (888) 242-4675 FAX (A/C, No): (732) 862-1177 E-MAIL ADDRESS: Ben@insureyourcompany.com				
INSURED InstantServe LLC 175 Strafford Ave Suite One #907 Wayne Pa 19087			INSURER(S) AFFORDING COVERAGE		NAIC #		
			INSURER A : United Wisconsin Insurance Company		29157		
			INSURER B : Evanston Insurance company				
			INSURER C :				
			INSURER D :				
			INSURER E :				
COVERAGES CERTIFICATE NUMBER: 159714 REVISION NUMBER:							
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>							
INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	X	X	MKLV7PSM00315	06/06/2022	06/06/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COM/OP AGG \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED <input type="checkbox"/> AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WC558-60001-022-SZ	01/01/2022	01/01/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
B	Medical Professional Liability	X	X	MKLV7PSM00315	06/06/2022	06/06/2023	\$1,000,000 Each Claim / \$3,000,000 Aggregate
B	Data Breach	X	X	MKLV7PSM00315	06/06/2022	06/06/2023	\$50,000 Each Claim /
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Certificate holder named as additional insured only if there is a written contract.							
CERTIFICATE HOLDER				CANCELLATION			
				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.			
				AUTHORIZED REPRESENTATIVE 			

ACORD 25 (2016/03)

CERT NO:159714

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Benjamin Levenson

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01/09/2023