



**22nd Century Technologies, Inc.**

CMMI Level 3 | ISO 27001 | ISO 20000 | ISO 9001

## *Technical Proposal*

### REQUEST FOR PROPOSALS

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

**RFP# 0464**

#### **Submitted To:**

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

#### **Due Date & Time**

**Aug 25, 2023 @ 03:30 PM**

#### **Submitted By**

**Yasamine Rafik, Administrator**

**22nd Century Technologies, Inc.**

**3867 Plaza Tower Dr. Baton Rouge, LA 708164378**

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## A. Cover Letter

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

Date: Aug 25, 2023

**Subject: RFP No: 23E-0712- To Provide Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications**

"22nd Century Technologies, Inc." (hereafter referred to as "TSCTI") is pleased to submit this proposal to the Jefferson Parish Government (hereafter referred to as "Parish") for **RFP# 0464 to provide Information Technology (IT) Support Services and Supplemental staffing for the Departments of Electronic Information System (EIS) and Telecommunications**. TSCTI hereby *confirms its willingness to offer the designated services to the Parish*. We are fully prepared to engage in negotiations to establish a contractual agreement that is in line with the Parish's requirements. We agree to comply with all provisions of, Louisiana law as well as compliance with the Jefferson Parish Code of Ordinances, Louisiana Code of Ethics, applicable Jefferson Parish ethical standards, and Jefferson Parish (hereinafter sometimes referred to as the "Parish") standard terms and conditions. In accordance with the provided guidelines, *TSCTI confirms that our authorized Contract Manager will duly sign the proposal on behalf of the organization*. As evidence of the authority vested in the undersigned, *we have included the Corporate Resolution, duly signed by TSCTI's Secretary/Treasurer*, as an attachment within this proposal. This resolution serves as a testament to the authorization granted to TSCTI's Contract Manager to sign and submit the proposal, in alignment with the stipulated requirements.

With 26 years of experience, TSCTI is a proven *IT Support and Supplemental Staffing provider*, headquartered in McLean, VA, with a Baton Rouge, *LA office at 3867 Plaza Tower Dr*. We manage *300+ similar contracts* for Federal, State, and local agencies, including the *City of New Orleans, LA, Louisiana State University (New Orleans), NASPO*, and various government clients akin to Parish's needs. Our *CMMI Level 3 and ISO certifications* validate our adherence to global quality, service management, and information security standards. This proposal covers all Parish-required categories, such as supporting, enhancing, and maintaining technology systems, services, and applications in *Oracle, MS SQL, Network, GIS, Data Center/Systems, Microsoft, Third-Party and In-House Applications, Cybersecurity, Telecommunications, Video & Access Control Systems*. Additionally, we provide supplemental staffing for *Server Technician, Network Administrator/Technician, Oracle Database Administrator, Microsoft Support Technician, Programmer/Analyst, and PC/Help Desk Technician*.

**Understanding of the project:** Being *ISO 9001:2015, 20000-1:2018, and 27001:2013* certified and appraised at CMMI level 3, TSCTI has been providing similar Support and Supplemental Staffing Services to the *City of New Orleans, LA, Louisiana State University (New Orleans), NASPO, DIR, TX, Office of Technology Services, LA, FDNY, NYPA, Port Authority of NJ*, and many other. While leveraging our experience with the *City of New Orleans* involved modernizing and maintaining its legacy IT infrastructure, including systems similar to those required by the Parish. Our expertise in Microsoft technologies facilitated the seamless integration of Microsoft Office 365 tools, enhancing TSCTI's support and professional services which also involve a clear line of communication across departments. Additionally, our team implemented advanced cybersecurity measures, safeguarding critical data, and ensuring compliance with industry standards. We understand Parish's needs, and we offer qualified *Supplemental Staffing* for *Server Technician, Network Administrator/Technician, Oracle Database Administrator, Microsoft Support Technician, Programmer/Analyst, and PC/Help Desk Technician* roles, following our structured staffing methodology. This encompasses *Needs Assessment, Role Definition, Skill Matching, Recruitment, Onboarding, Training, Integration, Performance Management, Communication, Problem Resolution, Knowledge Transfer, Flexibility, Monitoring, Feedback, Offboarding, and Continuous Improvement*. We also comprehend the need for *technical assistance with existing hardware and software* like *Oracle, MS SQL, Network, GIS, Data Center/Systems, Third-party and In-house Applications, Video & Access Control*. Our approach blends *ITIL, Agile, DevOps, ISO 27k1, TOGAF, COBIT, PMI, NIST Cybersecurity, Six Sigma, PMP, SIA, CRM, RPM, and CMMI methodologies* for efficient service delivery. *We meet "Proposer Minimum Requirements,"* assuring four years of experience, required certifications, on-site teams, clear escalation paths, procurement assistance, transparent coverage, ticket-based tracking, and invoice referencing. We are *EEOC and ADA compliant* and acknowledge the subcontractor option but function as the sole service provider for this contract, as detailed in the upcoming sections.

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**Ability to provide the Services:** As a complete IT Support Service provider, we provide the following services: *ongoing support and coordination for implementing new technologies like Oracle, MS SQL, GIS, etc., maintenance, and troubleshooting of existing systems, data center management, network upgrade and expansion, cloud migration, cybersecurity strategies, IT procurement support, on-call CIO/Technical support services, IT supplemental staffing, and any other IT-related matters on an as-needed basis.* In delivering our comprehensive IT Support Services, TSCTI employs a range of *methodologies and frameworks*, to ensure efficient and effective support. Some of the key elements include: *ITIL, Agile and Scrum, Six Sigma* and leverage our *tools and technologies* including *RMM Platforms, Service Desk and Ticketing System, Network Monitoring Tools, IT Asset Management Software*, and many more.

With our *ISO-certified, DCAA-approved 10-step recruitment process*, TSCTI ensures exceptional candidate sourcing and screening. Our dedicated team of over 180 recruiters, data miners, and research analysts utilizes a proprietary database of 5 million pre-vetted resumes and a pool of 10,000 internal employees to deliver qualified Technical Temporary Staff resumes within 24 hours. In Louisiana, we have a vast network of over *600,000 pre-screened Support and Supplemental Staff resumes and 1,700+ qualified IT staff local to Gretna*, Parish's office location. We have established partnerships with multiple suppliers, universities, and local employment agencies nationwide to access a wide pool of resources. To support our recruiters, we maintain premium accounts on popular job websites like *LinkedIn, Monster, Dice, Git Hub, StackOverflow, Indeed, and CareerBuilder*. This strategic approach allows us to tap into diverse talent sources and find the perfect fit for positions such as *Oracle Administrator, SQL Maestro, Senior Network Specialist, GIS Administrator, Data Tech Architect, MS 365 Support Specialist, Application Integration Expert, Application Expert, Telecommunication Administrator, Video and Access Specialist* to work on the Parish current IT systems and applications, and supplemental staff on positions such as; *Server Technician, Network Administrator/ Technician, Oracle Database Administrator, Microsoft Support Technician, Programmer/ Analyst, PC/ Help Desk Technician*, and more.

**Strengths of the proposed project team:** TSCTI excels in Technical Supplemental Staffing with our specialized *LA-based Account Management Team*, renowned for their *expertise in managing contracts throughout Louisiana*. With an impressive track record working with notable clients such as *State of Louisiana the Department of Education- EDLINK, a statewide contract with State of Louisiana, New Orleans, and many others*, our team consistently delivers exceptional results. Led by *PMP-certified professionals*, including our proposed *local Account Manager Kashif H Ahmed and Account Director Mr. Sandeep Singh*, our team has *extensive experience in government clients*. Having successfully handled numerous contracts for *government, public administration, technology, and local services*, they are intimately familiar with the specific needs of institutions like Parish, ensuring a seamless partnership. With an average of over *10 years of experience*, our dedicated Account Management Team possesses in-depth knowledge and proficiency in the field. Our recruiting process includes extensive *screening, personal interviews, and background checks to meet diversity demands*. TSCTI's dedicated Account Management Team utilizes best practices and well-defined procedures and policies throughout the entire recruiting, hiring, placement, and skill-matching process. Our attached response *covers and complies with all requirements specific to the Support and Supplemental Staffing service* including *EEOC, ADA, Parish Ordinance, etc.* as specified in the contract solicitation. TSCTI is committed to providing the highest level of service and requests prompt notification of any deficiencies in our proposal. For any questions, please contact us.

Sincerely,

*Isha Sharma*

Isha Sharma, Contract Manager  
3867 Plaza Tower Dr. Baton Rouge, LA 708164378  
(866) 537-9191 Ext 2  
[sledproposals@tscti.com](mailto:sledproposals@tscti.com)



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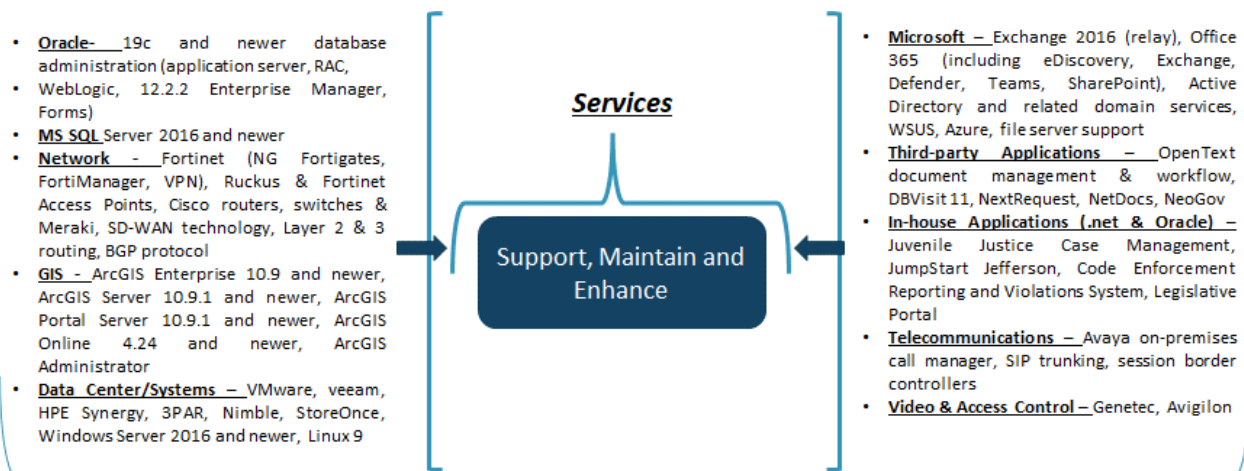
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## B. Technical Proposal Elements

*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.)*

### TCTI's Overview

Guided by **ISO**, **CMMI**, and industry best practices, we tailor our solutions to suit your unique requirements. Our deep partnerships and recognitions within the industry speak volumes. Holding the status of **Microsoft Gold Partner**, **Oracle Gold Partner**, and **AWS Partner**, alongside alliances with tech giants **like HP, IBM, Cisco, EMC, and Dell**, we ensure that our technology solutions are of the highest caliber. As a comprehensive **support and supplemental staffing provider**, TSCTI offers an array of services designed to streamline and enhance your IT operations (*As showcased in Exhibit 1*), staffing needs, and project support requirements. Our holistic approach for Support Services includes **maintenance, management, and updates of your existing software implementations, as well as dedicated project support and management** for various IT programs, applications, and services including but not limit to; **Oracle, MS SQL, Network, GIS, Data Center/Systems, Microsoft, Third-Party Applications, In-House Applications, Cybersecurity, Telecommunications, Video & Access Control**. Additionally, our unique **Staffing Resource Assessment (SRA) and job requisition process** have enabled us to identify the tangible and intangible skill sets required for a successful fit with Parish to satisfy your supplemental staffing requisition including **Server Technicians, Network Administrator/Technician, Oracle Database Administrator, Microsoft Technician, Programmer/Analyst, PC/Help Desk Technician**. This approach considers business goals, organizational structures, future staffing needs, contracts, and other elements to find the right match. At TSCTI, we prioritize candidate discovery, using extensive industry resources, including both active and passive channels, to identify the perfect candidate. We then select only those IT professionals who possess the matching skills, certifications, and qualifications requested by the client. We guarantee that after matching the Parish's specified job description up to a minimum of 98%, we will formulate and deliver the shortlisted candidate. *We have thoughtfully selected and recommended the most qualified candidates from TSCTI's pool of experts to collaborate with the Parish. These professionals possess not only industry-leading skills but also hold certifications that are in line with the Parish's specified requirements and standards. Our meticulous candidate selection process ensures that we deliver the highest caliber of expertise and a workforce that is fully aligned with the Parish's expectations and needs.* With a clear focus on addressing



As needed technical assistance for existing hardware and software, strategic planning, product acquisitions, special projects, and other technology-based support

### Achieved Goals and Objectives of Parish

*Exhibit 1: TSCTI IT Support Service Offerings*

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Parish's specific needs, we deliver Professional & Supplemental Staffing Services, along with a range of other IT-related solutions on a flexible, as-needed basis.

Our extensive experience is evident through the management of over **300+ similar IT Support and Staffing contracts**. These encompass a diverse client base, including 71 Federal, 39 State, 115 Local agencies, and 60 commercial clients. As a **certified national minority enterprise**, TSCTI brings a comprehensive 360-degree labor solution to the table. Our expertise spans **technical support and maintenance, supplemental staffing (As showcased in Exhibit 2), project support, project management, and IT consulting**. With a financially robust track record, TSCTI's **annual revenue exceeded \$50M+ in 2022**, contributing to an impressive total revenue of over **\$395 Million**. Our dedication to excellence extends beyond numbers – we've earned recognition as **America's Greatest Workplaces for Diversity in 2023**. This demonstrates our commitment to fostering an inclusive and dynamic work environment. Comprising a staff of over **50,000 experienced professionals skilled in various IT disciplines** across the US, TSCTI brings an unmatched wealth of expertise to the table. This expertise is further exemplified by placing over 100 professionals in FY'22 across utility-based contracts similar to Parish. Our **Certified Account Management team, based in LA, is at your service 24/7, even during federal holidays**. This ensures immediate responsiveness to your needs, further solidifying our commitment to providing unwavering support. In essence, TSCTI is not just a service provider, but a strategic partner poised to elevate your IT capabilities, efficiency, and success.

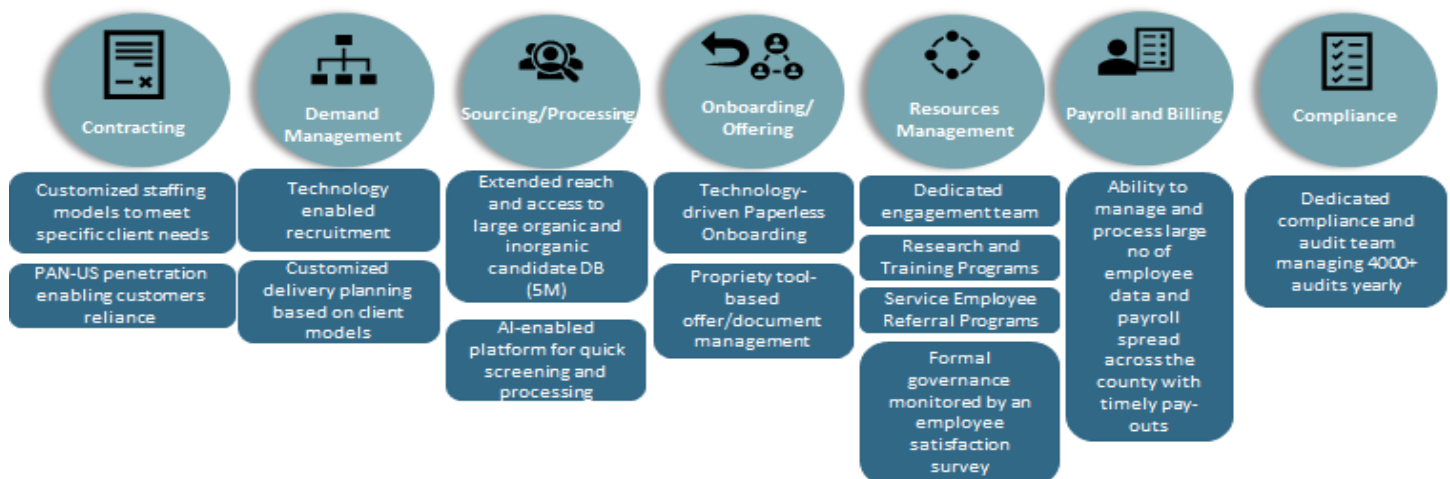


Exhibit 2: TSCTI's Supplemental Staffing Offerings

We bring more than two decades of capability in delivering and managing projects in a timely manner (often ahead of schedule). Since our inception, we have successfully acquired, managed, and delivered a variety of Information Technology Support and Supplemental Staffing Projects where our major services include providing skilled individuals with experience and/or vendor-level certifications who are familiar with and can perform and manage in the specialty areas, such as **Microsoft Server Operating Systems, VMware Virtualization, Cisco CCNA, Fortinet Firewalls, Load Balancers, and Internet filters, among others**. We have productively handled and completed projects and benefited the government and commercial agencies by providing technical solutions as per their requirements. In the process, TSCTI has come to be considered a trusted Technology Partner by many diverse organizations. We adhere to the following standards and accreditations in providing IT Consulting Services: **ISO 9001:2015 Quality Management System, ISO/IEC 27001:2013 Information Security Management System, Capability Maturity Model Integration (CMMI) Level 3, Health Insurance Portability and Accountability Act (HIPAA), General Data Protection Regulation (GDPR), Americans with Disabilities Act (ADA), Section 508 Compliance**. Hence, are confident in providing Parish with **all the Service Category requirements** too.

TSCTI has managed the manpower of over 20,000+ staff under a single contract and over 5200+ are still under active contract. With **5,500+** internal employees, a trained team consisting of **180+ domain-specific recruiters (TSCTI will assign**





a Parish dedicated Recruitment team who have been constantly updating the resume database for the Parish-specific categories), data miners, and research analysts, a **proprietary resume database of 5M+ (more than 55% has been updated as per the Parish specific needs)**, local Account Management team, utilizing the collective experience, TSCTI is capable of providing the right professionals within the minimal timeline for both; **project-based and staff-augmentation work**. In conclusion, TSCTI is confident in our ability to meet and exceed Parish's requirements for IT Support and Professional Services and is **the best-qualified firm to perform the Parish engagement**. Our proven processes, coupled with our extensive experience and unique approach to candidate discovery, make us an ideal candidate for this contract.

## TSCTI's RFP Compliance- Meeting the Parish's Minimum Requirements

**Compliance and Response to Section 1.4 Minimum Requirements:** TSCTI has carefully read and understood the Parish's requirements. We commit to following all terms and conditions as per the State of Louisiana's laws. We also recognize the need to **meet the minimum requirements** to prove our capabilities as a top IT Support and Staffing provider. Below, we provide evidence to support this commitment:

Minimum Requirement of Parish	TSCTI's Compliance (Y/N)	TSCTI's Commitment to the Requirements
Proposers must have four or more years of verifiable paid experience supporting the various systems listed in Section 2.1. Certification requirements are also listed therein.	Y	<p>TSCTI proudly <b>affirms its compliance with the stipulated requirement of having four or more years</b> of verifiable paid experience in supporting the systems outlined in Section 2.1. In our case, we have surpassed this criterion by a significant margin, <b>possessing over 26 years</b> of unparalleled experience in delivering exceptional IT Support Services across a wide array of systems and applications. Our extensive track record includes successfully supporting systems for <b>more than 300 state and local government clients</b>, notably including reputable entities such as the <b>City of New Orleans, LA, Louisiana State University (New Orleans), Office of Technology Services, Ochsner Medical Center, Louisiana Department of Wildlife, The Louisiana Department of Insurance, Louisiana Department of Health, Louisiana Department of Education (EDLINK), NASPO, as well as prominent county authorities like Ramsey County, MN, Arlington County, VA, Westchester County, NY, The County of Orange, CA, Sacramento County, CA, Port Authority of NJ &amp; NY, FDNY, City of Dallas, Wayne County Airport Authority, and many others.</b></p> <p>Furthermore, our commitment to bolstering projects is evident through consistent supplemental staffing efforts. The profiles of our staff include skilled professionals such as <b>Oracle Administrators, SQLMaestroPro experts, Senior Network Specialists, GIS Administrators, DataTechArchitects, MS 365 Support Specialists, Application Integration Experts, Application Specialists, Telecommunication Administrators, Video and Access Specialists, Server Technicians, Network Administrators/Technicians, Microsoft Support Technicians, Programmer/Analysts, and PC/Help Desk Technicians.</b></p> <p>In alignment with the Parish's project requirements, we have been consistently providing dedicated project support. These encompass a spectrum of initiatives, from traditional projects like <b>application upgrades and integrations, Microsoft Office 365 development (SharePoint, Teams, Power Platform, Power Automate), telecommunications auditing, disaster recovery planning and testing, graphic design, IT training, project management, data analytics, to modern projects like indoor and outdoor Wi-Fi implementations.</b></p> <p><b>Detailed Experience and Case Studies with our major clients are highlighted in the Qualification and Experience section below.</b></p>
The provider must have the ability to provide consistent on-site team members to provide supplemental staffing support.	Y	<p>The Parish's requirement for <b>consistent on-site team members for supplemental staffing support</b> aligns seamlessly with <b>TSCTI's capabilities and resources</b>. Our recruitment approach is driven by a dynamic blend of cutting-edge tools and methodologies, ensuring the swift identification and selection of highly skilled candidates. With access to leading recruiting tools such as <b>Job Diva, LinkedIn, Monster, Dice, and more</b>, we have cultivated a robust network of talent spanning various social media platforms, further enhancing our candidate-sourcing efforts.</p>



	<p>We have harnessed the power of <b>Smart and Automated Tools</b>, epitomized by our flagship platform <b>ERPKick</b>, designed to manage workforce and project dynamics effectively. This comprehensive solution streamlines <b>project management, tracking, timesheet management, and payroll</b>, offering a secure and reliable foundation for seamless operations. Our proficiency is underscored by our use of <b>JobDiva, an integrated Applicant Tracking System</b> that aligns our recruitment and staffing needs across diverse job boards. Our <b>screening process</b> is fortified by premium tools like <b>IBM Kenexa, Skillcheck, and Brainbench</b>, which conduct domain-specific skill assessment tests, ensuring the quality and relevance of our candidate pool. Our <b>E-onboarding process through ERP-Kick</b> further expedites the onboarding journey, enhancing efficiency and convenience. TSCTI's strategic approach extends to our management structure, characterized by a <b>dedicated single point of contact - The Account Manager</b>. This ensures seamless communication, continuity, and swift resolution of queries. Leveraging our existing relationship with the Parish, our experienced Account Management team remains committed to providing local support, including on-site visits, as required.</p> <p>With a <b>vast database of 5M+ resumes</b>, including a pool of <b>pre-screened candidates in IT positions acquiring the certification listed by the Parish</b>, TSCTI boasts a strong presence in the State of LA. Our extensive experience serving entities such as <b>New Orleans, Department of Education (EDLINK), LA</b>, and numerous other state and local government clients substantiates our deep understanding of local dynamics and requirements. In essence, TSCTI's ability to provide dedicated, on-site personnel managed by our local LA-based Account Management Team is well-established. We are primed to contribute our adept resources to the Parish, offering a cohesive, experienced, and dedicated team to augment your IT staffing requirements effectively.</p>						
<p>The provider shall provide a support escalation path contact list with phone numbers and email addresses of supervisors, directors, and CEOs.</p>	<p>TSCTI is fully <b>committed to ensuring a robust support escalation path</b> for effective communication and issue resolution with the Parish. The following structure outlines key personnel roles and their corresponding responsibilities:</p> <table><tr><td><b>Account Director</b></td><td><ul style="list-style-type: none"><li>- Oversee the entire engagement with the Parish</li><li>- Address and resolve conflicts promptly and effectively</li><li>- Maintain a ticketed conflict resolution system</li><li>- Engage executive management if necessary for satisfactory resolution</li></ul></td><td>P: 703-836-7287 E: <a href="mailto:sledproposal@tscti.com">sledproposal@tscti.com</a></td></tr><tr><td><b>Account Manager/ Supervisor</b></td><td><ul style="list-style-type: none"><li>- Provide direct contact for issue acknowledgement</li><li>- Escalate issues to the Account Director if needed</li><li>- Monitor and provide regular updates on issue status</li><li>- Ensure open communication through an open-door policy</li><li>- Conduct monthly meetings to encourage ongoing communication</li></ul></td><td>P: (866) 537-9191 Ext 2 E: <a href="mailto:sledproposal@tscti.com">sledproposal@tscti.com</a></td></tr></table> <p>With a dedicated focus on delivering exceptional IT Support and Supplemental Staffing Services to the Parish, we are fully equipped to meet your escalation path requirements. Our communication channels are strategically designed to <b>provide direct access to our staff and essential management personnel</b>. The <b>Account Manager, who acknowledges raised issues within one hour, serves as the initial point of contact</b>. In situations necessitating escalation, the Account Manager has the capability to elevate matters to the <b>dedicated Account Director</b> for further attention. Our meticulous approach extends to <b>closely monitoring and providing regular updates on issue status for both IT Support and Supplemental Staffing Services</b>. We emphasize open communication and transparency through an established open-door policy. Additionally, monthly meetings are conducted to foster ongoing dialogue. In terms of conflict resolution, our dedicated employee care professionals</p>	<b>Account Director</b>	<ul style="list-style-type: none"><li>- Oversee the entire engagement with the Parish</li><li>- Address and resolve conflicts promptly and effectively</li><li>- Maintain a ticketed conflict resolution system</li><li>- Engage executive management if necessary for satisfactory resolution</li></ul>	P: 703-836-7287 E: <a href="mailto:sledproposal@tscti.com">sledproposal@tscti.com</a>	<b>Account Manager/ Supervisor</b>	<ul style="list-style-type: none"><li>- Provide direct contact for issue acknowledgement</li><li>- Escalate issues to the Account Director if needed</li><li>- Monitor and provide regular updates on issue status</li><li>- Ensure open communication through an open-door policy</li><li>- Conduct monthly meetings to encourage ongoing communication</li></ul>	P: (866) 537-9191 Ext 2 E: <a href="mailto:sledproposal@tscti.com">sledproposal@tscti.com</a>
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		<p>play a pivotal role. We adhere to a well-defined issue resolution process that involves stakeholders from the Parish, ensuring comprehensive problem-solving. Our <b>proactive Red Flag report system identifies and addresses any technical staffing variances or service lapses before they escalate</b>. Should conflicts arise, the <b>Account Director will take charge of resolving them</b>. This involves maintaining a ticketed conflict resolution system and engaging executive management if necessary. Our goal is to provide efficient resolutions and clear communication throughout. In essence, TSCTI is committed to providing the Parish with a robust support escalation path. This ensures swift access to key decision-makers, including supervisors, directors, and CEOs, should urgent matters arise. Our well-structured approach guarantees effective communication, rapid issue resolution, and outstanding service delivery.</p>
Providers shall assist, upon request, with acquiring all products and services as needed to meet the requirements of the Parish. The Parish will utilize State of Louisiana contracts for said purchases whenever possible. Any services or equipment provided by the contractor to the Parish must be registered to the Parish.	Y	<p>TSCTI is fully aligned with the stipulations set forth in the provided requirement. We are <b>committed to providing complete assistance, as requested, to facilitate the acquisition of all necessary products and services required by the Parish</b>. Our approach ensures that the Parish's needs are met effectively and efficiently. In line with the Parish's preferences, we will endeavor to utilize State of Louisiana contracts for any purchases whenever applicable. Furthermore, we acknowledge the importance of adhering to registration protocols, and we are dedicated to <b>ensuring that any services or equipment provided by TSCTI to the Parish are duly registered as per the stipulated requirements</b>.</p> <p>TSCTI recognizes the significance of aiding the Parish in fulfilling its requirements comprehensively. As a testament to our commitment, we stand ready to provide our utmost assistance in acquiring the requisite products and services, in alignment with the Parish's needs. Our approach emphasizes utilizing State of Louisiana contracts for procurement whenever feasible, thereby ensuring that the process adheres to established standards.</p>
If the provider cannot provide any of the requested services listed herein or only wants to support selected services, it shall be clearly noted in the proposers' response.	Y	<p>TSCTI's response <b>affirms our commitment to provide all the requested services as detailed in the provided scope</b>. We are dedicated to delivering comprehensive and integrated solutions to meet the Parish's needs effectively. Our capabilities encompass <b>IT Support Services across a wide spectrum of systems, applications, hardware, and software</b>. Furthermore, we are fully <b>equipped to provide Supplemental Staffing Services</b> to ensure a seamless workforce solution. In addition to this, our expertise extends to delivering <b>Project Support Services</b>, thereby offering a holistic approach to addressing the Parish's requirements. Our proposal aligns with the complete scope of services highlighted in Part II of the Scope of Services, demonstrating our intent to offer a comprehensive and value-driven partnership.</p>
Support tickets must be created for all requested work using Parish's IT ticketing system. Additionally, invoices will not be paid without a referenced ticket number.	Y	<p>TSCTI <b>acknowledges and fully adheres to the requirement that support tickets be generated for all requested work</b> through Parish's designated IT ticketing system. We understand the importance of <b>maintaining a structured process to track and manage the requested tasks efficiently</b>. In alignment with this, we assure the Parish that we will diligently ensure each service request is properly documented with a corresponding ticket number. It is our commitment to follow this protocol to facilitate <b>clear communication, effective task management, and accurate invoicing</b>. This procedure guarantees a seamless flow of information and accountability, enhancing the overall quality of our service delivery.</p>
The proposer may satisfy the minimum requirements with subcontractors.	Y	<p>TSCTI affirms that <b>we are the sole service provider</b> for this contract and will be directly delivering the requested services to the Parish. With a proven track record spanning 26 years, <b>we are equipped with the qualifications and expertise necessary to meet and exceed the requirements set forth</b>. Our commitment is to offer a comprehensive solution that integrates our capabilities and experience to fulfill the needs of the Parish. As a singular entity responsible for the execution of the services, we are dedicated to delivering exceptional results that align with the Parish's expectations and objectives.</p>

**Compliance and Response to Part V Performance Standards:** TSCTI is fully committed to **meeting and exceeding the outlined Performance Requirements and Performance Measurement/Evaluation criteria** set forth in Part V of the solicitation. With our extensive qualifications and expertise, bolstered by a dedicated Account Management team, we are



poised to demonstrate exceptional performance throughout the term of the contract. Here's how we address each requirement:

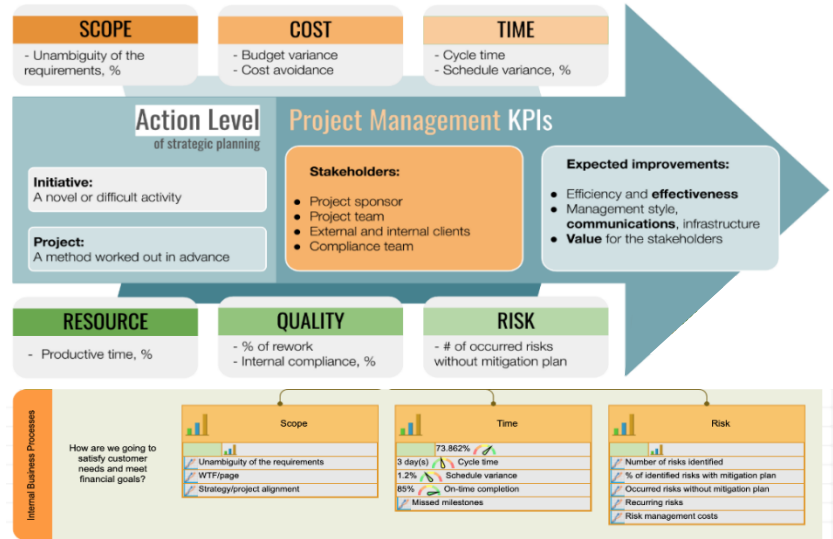
## 5.1 Performance Requirements

- **Key Personnel Expertise:** TSCTI acknowledges the importance of providing key personnel with the necessary knowledge and technical expertise. Our *Account Manager will work closely with Parish representatives to ensure that our team members possess the requisite expertise to support the technology environment effectively.* TSCTI is not weighed down by excessive levels of management. We maintain a dedicated single point of contact- The Account Manager. This not only ensures continuity but also reduces the chances of miscommunication and/or confusion about who to contact. TSCTI has assigned a dedicated Account Management team for Parish, readily available to visit Parish's POC on-site to provide immediate support. TSCTI has made sure to assign the Parish-experienced team on the contract to maintain the strong relationship that TSCTI has been building over the years.
- **Timely Submission of Reports:** TSCTI is committed to submitting timely and comprehensive reports, *including project planning details and requested documentation.* Our Account Manager will facilitate the transparent and prompt sharing of relevant information to the Council and administration. Our flagship platform, *ERPKick, is a dedicated workforce management solution fully configurable to address the unique requirements of individual agencies like Parish.* ERPKick is utilized as a Project Management & Tracking System (SMTS). ERPKick can effectively manage *cost, performance, risk, and schedule.* We monitor and manage the measurements using automated tools that provide the government with real-time visibility into our processes and ongoing work. Through this, we can manage the overall contract and consultants, and *perform electronic onboarding (E-onboarding), timesheet management and payrolling.* This gives us a comprehensive solution for *tracking Timesheets, Time-off, Expenses & Project time management - integrated with Self-service portals, automatic AR/AP invoicing, Payroll Reports, Commissions & profitability reports.* It also helps us in tracking all billing engagements/placements along with associated Bill rates & Pay rates.
- **Accurate Invoicing:** We ensure that our invoices are accurate, itemized, and align with the services provided. Our *Account Manager will oversee the invoicing process, guaranteeing accuracy and transparency.* At TSCTI, our goal is to provide our clients with the highest level of billing accuracy and timeliness. Our billing department works in conjunction with our front and back-office teams to ensure billing processes and procedures are clearly communicated and supported. As a standard, *TSCTI submits separate and distinct invoices per supplement employee.* However, TSCTI is open to the Parish's requirements and agrees to provide the electronic invoices and utilize the following; TSCTI will *submit invoices in arrears, on every other week basis.* Each invoice will *clearly note any Purchase Order number and be accompanied with itemized receipts* which include *approved timesheets.* The invoice will be *submitted free of mathematical errors and/or missing supporting documentation.* All appropriate documentation supporting the charges reflected in the invoice will be provided with the invoice. Upon finding an error and/or missing documentation, we agree, that the Parish may return the invoice to TSCTI. *TSCTI will promptly resubmit the revised invoice to the Parish.* Each revised invoice will document the date that the revised invoice is submitted to the Parish. Requests for payment will be submitted with documentation of dates and hours worked, hourly rate charged, and a detailed description of the Services performed. Oversight by the Parish in identifying an error does not result in waiver of any of the Parish's rights. All properly submitted invoices will be paid promptly after the Parish's receipt of the invoice.
- **Billing/Invoicing quality assurance procedures:** TSCTI aims for 100% accuracy in all our invoice transactions. Our process for achieving this metric includes;
  - Dedicated TSCTI Billing Specialist to manage all Parish's billing processes
  - Extensive quality control performed before released (i.e., adherence to unique requirements, etc.)
  - Time and hours match performed to ensure invoicing accuracy
  - Review of overtime authorization
  - Daily audit of invoices to check for rejects and re-issuance of a corrected version, if necessary (within 15 days for TSCTI errors)
  - Review to ensure all applicable discounts are applied at the appropriate times
- **Adherence to Schedules:** TSCTI places great importance on meeting project schedules and completion dates. Our Account Manager, working closely with Parish technical staff, will ensure that timelines are adhered to without compromising quality.

## 5.2 Performance Measurement/Evaluation

TSCTI places great emphasis on the performance management of its employees and has developed a comprehensive process to ensure that they are motivated and performing at their best. Our Performance Management concept integrates various management activities such as strategic planning, performance planning, and budgeting into an aligned and coherent process. This approach enables us to plan our projects methodically and predictably, improving business results and setting task execution expectations for the whole team.

We establish Performance Measurements at the Task Order (TO) level, defining indicators, collection mechanisms, outcome/output distinctions, and access to best practices benchmarks. Metrics that are appropriate for the type of service are rolled up to the contract level, producing multiple perspectives on contract performance. This approach helps us respond to performance-related reporting requirements, mandates, and directives and creates and maintains a formal Performance Assessment process for reviewing metrics against defined and measurable targets. Our key performance indicators are provided at no additional cost in an easy-to-use, flexible, and understandable format (Shown in **fig and table**):



Quality Control KPIs	
KPI	Measure
Delivery %	Ability to deliver the project milestones in time
Unfilled Order %	Orders TSCTI was unable to fulfill
Canceled Order %	Orders canceled by the Parish
Risk and Mitigation %	Occurred risks without mitigation plan
Budget variance %	Budget variance and cost various differ from the set limit
Replacement %	Orders that required a replacement employee
On-Time Delivery %	Placements filled by the agreed-upon start date
Satisfactory Performance %	Customer satisfaction with TSCTI's performance

Our Performance Assessment process drives actions to continually improve processes and performance and provides tangible and quantifiable data against which staff performance will be appraised, recognized, and enhanced. This process will help us retain a stable staff by ensuring that our employees are consistently meeting performance targets, and we will use this data to motivate our staff to perform at their maximum capability. Furthermore, TSCTI has performed various contracts and has deployed a range of appropriate and cost-effective tools and techniques to meet the performance objectives of our clients. We are committed to ensuring technical competence in a changing technological environment and have put in place processes and training programs to keep our employees up to date with the latest technologies and industry best practices. As showcased in the above figure and table, our quality assurance procedures are robust and comprehensive, and we use them to ensure that the resources we provide under this contract to Parish are of the highest quality. **Below are key highlights of our Performance Evaluation process in alignment with the Parish's specified requirements;**

- **Expert Task Performance:** TSCTI's skilled staff members are dedicated to performing tasks in a timely and expert manner. Our Account Manager will monitor and facilitate the performance of required tasks, ensuring they are executed with precision.





- **Seamless Technical Support:** We understand the critical nature of uninterrupted technical support. Our Account Manager will ensure that our team is readily available to support the Parish's technical environment without any interruptions throughout the contract.
- **Introduction of Efficient Technology:** TSCTI is committed to bringing forth innovative technology and concepts that enhance Parish operations' efficiency. Our Account Manager will facilitate the introduction of new technologies that align with the Parish's goals.
- **Cooperation and Communication:** Effective cooperation and communication with Parish management and technical staff are paramount. Our Account Manager will foster open lines of communication and collaboration to ensure a seamless partnership.
- **Usability of Final Product:** TSCTI ensures that the final products delivered are usable for their intended purposes. Our Account Manager will ensure that all deliverables meet the Parish's requirements and expectations.
- **On-Time, On-Budget Project Completion:** We are dedicated to completing projects within agreed timeframes and budgets. Our Account Manager will oversee project timelines, budgets, and milestones to ensure successful outcomes.

Furthermore, our proposal provides detailed insights into the qualifications and expertise of TSCTI's dedicated Account Management team in the "Qualifications and Expertise" section. With our proven track record, certified personnel, and commitment to exceptional service, TSCTI is poised to deliver outstanding performance and exceed the expectations outlined in the Performance Standards.

### Understanding of the Parish's Requirements

At TSCTI, we completely understand the needs of the Parish when it comes to **IT Support and Supplemental Staffing Services**. Our extensive experience in providing similar services to a wide range of organizations, including the **City of New Orleans, LA, Louisiana State University, LA, Office of Technology Services, LA, Fire Department NY, Port Authority of NJ**, and more, has given us deep insights into the complexities and strategy outlook of such operations. For example, when working with the City of New Orleans, we **modernized their computer systems just like the Parish requires**. We have a strong understanding of how to leverage Microsoft tools effectively to enhance collaboration and communication, all while ensuring robust cybersecurity measures are in place to protect vital data. Our team is **well-prepared to offer additional staff to tackle tasks such as server management, network administration, database maintenance, and software support**. Our approach involves not just providing bodies, but also **assessing needs, matching skills, offering training, and fostering seamless integration within the existing team**. We've learned from our experience that prompt issue resolution is crucial, and our structured approach includes well-defined processes for addressing problems, sharing knowledge, and continuously improving our service.

Moreover, we **understand the complexities of computer systems, software applications, and networks, ensuring smooth operations** across the board. Our methodologies draw from best practices in **IT, management, and security, including frameworks like ITIL, Agile, DevOps, and more**. We are committed to meeting every requirement you've outlined, including having the **right experience, clear escalation paths for issues, assistance with procurement, transparent coverage, and meticulous record-keeping**. What sets us apart is our **Center of Excellence**, a hub of innovative ideas that enriches our understanding of emerging technologies and trends. This allows us to bring **unique, cutting-edge innovative concepts** to the table, providing the Parish with progressive solutions that cater to evolving needs. Our commitment to being the sole service provider for this contract, demonstrated in our work with the **City of Phoenix Aviation Department, Wayne County Airport Authority, and San Antonio Water System**, speaks to our ability to deliver on our promises, consistently and effectively. **Illustrating the Idea:** Take, for instance, our collaboration with the **City of Phoenix Aviation Department**. We approached their **system update and staffing service with innovative concepts that not only improved efficiency but also streamlined their processes**. In a similar vein, when working with **Wayne County Airport Authority**, our approach not only catered to their requirements but also **introduced novel solutions that resulted in enhanced operations**. Our involvement with the **San Antonio Water System, TX**, showcases our commitment to **understanding and implementing forward-looking strategies that elevate the way tasks are carried out**.

### Deliverables of the Parish's IT Support, Supplemental Staffing and Project Support Contract



At TSCTI, our commitment to delivering exceptional IT Support and Supplemental Staffing Services to the Parish is founded on our extensive qualifications and expertise. With over 26 years of experience serving a diverse range of clients, including government entities like *City of New Orleans, Louisiana State University (New Orleans), Office of Technology Services, Ochsner Medical Center, Louisiana Department of Wildlife, The Louisiana Department of Insurance, and Louisiana Department of Health, Wayne County Airport Authority, City of Phoenix Aviation Department, Louisiana State University, and more*, we have honed our capabilities to provide not only the requested services but also exceed expectations. Leveraging our *certifications, methodologies, and skilled professionals*, (as detailed in the proposal below) we are well-equipped to provide the following *deliverables*, ensuring the Parish's service satisfaction throughout the contract:

Deliverables	Description
<b>Comprehensive System Support</b>	TSCTI's team will diligently support and maintain Oracle, MS SQL, Network, GIS, Data Center/Systems, Microsoft services, Third-party and In-house Applications, Cybersecurity, Telecommunications, and Video & Access Control systems.
<b>Skilled Personnel for Every Position</b>	We will provide highly qualified personnel for Server Technician, Network Administrator/Technician, Oracle Database Administrator, Microsoft Support Technician, Programmer/Analyst, and PC/Help Desk Technician roles, meeting or exceeding the required qualifications.
<b>Prompt Issue Resolution</b>	Our dedicated Account Manager and Account Director will ensure swift acknowledgement, monitoring, and resolution of any issues, providing timely updates to keep the Parish informed.
<b>Effective Escalation Paths</b>	TSCTI's well-structured escalation path will ensure that any concerns or issues are promptly and effectively escalated to the appropriate level, guaranteeing swift resolution.
<b>Project Support for Current and Future Initiatives</b>	We are equipped to provide expert support for a wide range of projects, from traditional application upgrades to non-traditional technology infrastructure initiatives, using methodologies such as ITIL, Agile, and more.
<b>Transparent Documentation and Reporting</b>	All work performed, including help desk tickets, daily activity logs, project plans, and documentation, will be meticulously recorded, ensuring transparency and accountability.
<b>Continuous Improvement</b>	We are committed to continuously enhancing our services through best practices, innovation, and a proactive approach, ensuring that the Parish benefits from cutting-edge solutions.

## **TSCTI's Ability to Exceed the Requirements (Response to Section 2.7.A)**

- 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).*

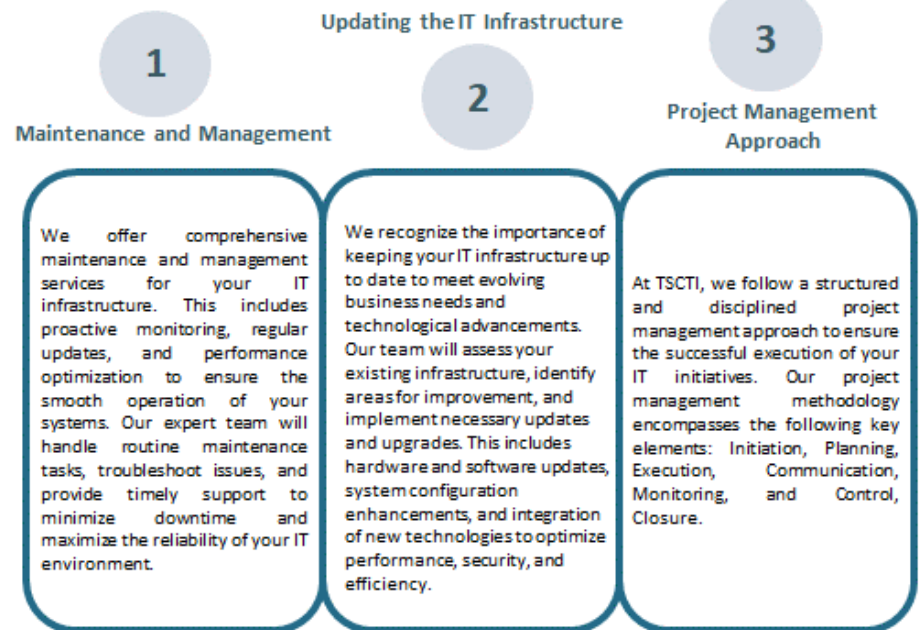
### **Category 1; Technical Services for Jefferson Parish**

TSCTI has been providing IT Support services including technical assistance for the client's existing hardware, software, product acquisitions, strategic planning, implementation, and telecommunication services similar to the Parish's requirements from the last **26 years** and has successfully served over 30 Federal and State agencies encompassing a range of comprehensive solutions to assist organizations in effectively aligning their IT initiatives with their business goals and objectives. Our services included *strategic planning, implementation, and ongoing support* to ensure that your IT strategy is *robust, adaptable, and capable of driving organizational success*. In addition to strategic planning, implementation, and ongoing support, TSCTI's IT Support Services also encompass *maintenance and management of IT infrastructure and updating services, as well as a project management approach (as showcased in the figure)* to ensure successful execution



of IT support, telecommunication initiatives. Some of our major clients where we provided similar services include *State of LA, Department of Education (EDLINK),s U.S Department of Agriculture, FMC, FTC, NIH, DLI, DLA, Naval Hospital Camp Pendleton (NHCP)*, etc. TSCTI uses ISO and ITIL best practices to provide development services. TSCTI has a *pool of 70,000+ certified - IT Support and Planning Consultant, Oracle Administrator, SQL MaestroPro, Network Specialists, GIS Administrators, Data Architect, MS 365 Support Specialists, Application integration Specialists, Application Experts,*

*Telecommunication Administrators, Video and Access Specialists, and more.* TSCTI is committed to delivering high-quality hardware and software solutions that meet or exceed US standards and accreditations.



**Tools and Technologies:** TSCTI utilizes a range of cutting-edge tools and technologies to facilitate the Parish's technology systems, services, and applications in use. These tools help us streamline data analysis, project management, and collaboration, ensuring efficient and effective planning and implementation. TSCTI's consultants are equipped with a suite of advanced tools and technologies to facilitate *seamless IT support, maintenance, enhancement, strategic planning, project management, and collaboration for various applications and systems*. Our use of these cutting-edge tools ensures efficient service delivery and alignment with Parish's goals. Some of the tools and technologies we employ include:

Services	Tools	Tool's Application for Parish's benefits
<b>Oracle</b>	Oracle Enterprise Manager	For comprehensive database administration, monitoring, and performance tuning.
	WebLogic	To manage and optimize the application server environment.
	Microsoft Project or Jira	For project planning, resource allocation, and tracking of milestones.
	Microsoft Teams or Slack	For streamlined communication and real-time collaboration among stakeholders.
	Sparx Systems Enterprise Architect	To create detailed architectural models and ensure alignment between IT infrastructure and business objectives.
	ITSM Tools (e.g., ServiceNow)	For efficient IT service delivery, process automation, and enhanced service management.
<b>MS SQL Server</b>	SQL Server Management Studio (SSMS)	For robust database administration, configuration, and monitoring.
	Tableau, Power BI, or Excel	
	Collaboration Platforms (e.g., Microsoft Teams)	To facilitate effective communication and coordination among project stakeholders.
<b>Network</b>	Network Monitoring Tools	For real-time monitoring, diagnostics, and optimization of Fortinet, Cisco, and Ruckus network components.
	Jira or Asana	To track network-related projects, allocate resources, and ensure progress monitoring.
<b>GIS</b>	ArcGIS Suite	For managing and enhancing ArcGIS Enterprise, Server, Portal, and Online environments.





	Data Analysis and Visualization Tools (e.g., Tableau)	To analyze spatial data and provide actionable insights.
Data Center/Systems	VMware vSphere	For virtualization, management, and optimization of data center resources.
	HPE Synergy	To streamline data center operations and resource allocation.
	Collaboration Platforms	To ensure effective communication and collaboration among the data center team.
Microsoft	Microsoft Office Suite	For communication, documentation, and collaboration within the Microsoft environment.
	Microsoft Project	For managing projects related to Exchange, Office 365, and other Microsoft services.
Third-party Applications	ITSM Tools (e.g., ServiceNow)	To ensure efficient management and support of third-party applications.
	Collaboration Platforms	For effective communication and collaboration while supporting third-party software.
In-house Applications	IDEs (e.g., Visual Studio)	For developing, maintaining, and enhancing in-house .NET and Oracle applications.
	DevOps Tools	To facilitate continuous integration, deployment, and automation.
Telecommunications	Avaya Call Manager Tools	For managing and optimizing the on-premises call manager environment.
	Collaboration Platforms	To ensure real-time communication and collaboration for telecommunications projects.
Video and Access Control	Genetec and Avigilon Tools	For managing and enhancing video surveillance and access control systems.
	Project Management Tools	To plan and track enhancements to video and access control systems.

***In-house Resources with Qualification and Expertise:*** TSCTI will assemble a team of seasoned in-house professionals who possess extensive certifications and hands-on experience aligned with the required technologies. These experts will be meticulously chosen to ensure a seamless integration into Jefferson Parish's operations and deliver optimal results. The table below is showcased the TSCTI's consultant's on-bench statistics who are readily available to provide the services to the Parish on-site, and remotely;

Profile	Certifications (preferred)	TSCTI's Consultants		
		In-House	LA-based	Across USA
Oracle Administrator	<ul style="list-style-type: none"> <li>• Oracle Certified Professional (OCP) - Database Administrator</li> <li>• Oracle Certified Professional (OCP) - WebLogic Server Administrator (for WebLogic expertise)</li> <li>• Oracle Certified Professional (OCP) - Oracle Enterprise Manager 12c Administrator (for Enterprise Manager expertise)</li> <li>• Oracle Certified Professional (OCP) - Oracle Forms Developer (for Forms expertise)</li> <li>• Oracle Certified Expert (OCE) - Oracle Real Application Clusters (RAC) Administrator (for RAC expertise)</li> </ul>	23	432	10,000+
SQL Maestro Pro	<ul style="list-style-type: none"> <li>• Microsoft Certified: Azure Database Administrator Associate (for cloud-based SQL Server administration)</li> <li>• Microsoft Certified: SQL Server Database Administration (for on-premises and hybrid environments)</li> <li>• Microsoft Certified: SQL Server Business Intelligence Development (if dealing with BI aspects)</li> <li>• Microsoft Certified: Data Platform (for comprehensive database skills)</li> <li>• Microsoft Certified: Azure Data Engineer Associate (for broader data engineering in Azure, if applicable)</li> </ul>	21	481	8,000+
Senior Network Specialist	<ul style="list-style-type: none"> <li>• Fortinet NSE 7 - Enterprise Firewall</li> <li>• Cisco Certified Network Professional (CCNP)</li> <li>• Cisco Certified DevNet Professional (for programmability and automation)</li> <li>• CompTIA Network+ (for foundational network skills)</li> <li>• SD-WAN vendor-specific certification (e.g., Fortinet SD-WAN Specialist)</li> </ul>	32	530	10,000+



<b>GIS Administrator</b>	<ul style="list-style-type: none"> <li>• Esri ArcGIS Desktop Professional (for proficiency in ArcGIS software)</li> <li>• Esri ArcGIS Enterprise Administration Associate (for ArcGIS Enterprise expertise)</li> <li>• Esri ArcGIS Server Administration Associate (for ArcGIS Server skills)</li> <li>• Esri ArcGIS Online Administration Associate (for ArcGIS Online management)</li> <li>• Esri Certified Portal Administrator (for ArcGIS Portal expertise)</li> </ul>	13	240	10,000+
<b>Data Architect</b>	<ul style="list-style-type: none"> <li>• VMware Certified Professional (VCP) - Data Center Virtualization</li> <li>• Veeam Certified Engineer (VMCE) - for Veeam expertise</li> <li>• HPE ASE - Synergy Solutions Integrator V1 (for HPE Synergy)</li> <li>• HPE ASE - Storage Solutions Integrator V2 (for HPE storage solutions)</li> <li>• Microsoft Certified: Windows Server (for Windows Server administration)</li> <li>• CompTIA Linux+ (for Linux administration)</li> </ul>	26	490	10,000+
<b>MS 365 Support Specialist</b>	<ul style="list-style-type: none"> <li>• Microsoft 365 Certified: Enterprise Administrator Expert (for overall Microsoft 365 administration)</li> <li>• Microsoft Certified: Azure Administrator Associate (for Azure expertise)</li> <li>• Microsoft Certified: Security, Compliance, and Identity Fundamentals (for security aspects)</li> <li>• Microsoft Certified: Modern Desktop Administrator Associate (for Teams and Office 365 management)</li> <li>• CompTIA Server+ (for server and domain services skills)</li> </ul>	34	550	10,000+
<b>Application Integration Expert</b>	<ul style="list-style-type: none"> <li>• OpenText Certified Content Server Administrator (for OpenText document management)</li> <li>• NextRequest Certified Administrator (for NextRequest expertise)</li> <li>• NetDocuments Certified Administrator (for NetDocs proficiency, if available)</li> <li>• NeoGov Certified Administrator (for NeoGov, if available)</li> <li>• Vendor-specific certifications for DBVisit 11 (if available)</li> </ul>	32	530	10,000+
<b>Application Expert</b>	<ul style="list-style-type: none"> <li>• Microsoft Certified: Azure Developer Associate (for .NET applications and integration)</li> <li>• Oracle Certified Professional (OCP) - Database Administrator (for Oracle expertise)</li> <li>• Vendor-specific certifications for each in-house application (if available)</li> </ul>	13	240	10,000+
<b>Cybersecurity Specialist</b>	<ul style="list-style-type: none"> <li>• CompTIA+, CEH, CISSP</li> </ul>	26	490	10,000+
<b>Telecommunication Administrator</b>	<ul style="list-style-type: none"> <li>• Avaya Certified Implementation Specialist (ACIS) - for Avaya call manager expertise</li> <li>• Cisco Certified Network Associate (CCNA) - for networking knowledge</li> <li>• Vendor-specific certifications for SIP trunking and session border controllers (if available)</li> </ul>	34	550	10,000+
<b>Video and Access Specialist</b>	<ul style="list-style-type: none"> <li>• Genetec Certified Security Center Associate (for Genetec expertise)</li> <li>• Avigilon Certified Solutions Professional (for Avigilon proficiency)</li> </ul>	32	530	10,000+



**Plan:** TSCTI will leverage an extensive experience of 26 years in providing similar services to multiple clients including but not limit to; *City Of New Orleans, LA, Louisiana State University (New Orleans), Office of Technology Services, Ochsner Medical Center, Louisiana Department of Wildlife, The Louisiana Department of Insurance, and Louisiana Department of Health, and Louisiana Department of Education, City of Palo Alto, Miami-Dade County, Baltimore County, City of Phoenix, Clark County, City of Mesa, City of Nashville, Orange County, Wake County, City of Portland, Arlington County School Board, Eugene Water & Electric Board, Sound Transit, Upper Rio Grande Workforce Development Board, School District of Greenville County*, and many more. Our methodology draws *from ITIL, Agile, DevOps, ISO 27001, TOGAF, COBIT, PMI, NIST Cybersecurity, Six Sigma, and CMMI*, ensuring an efficient, secure, and quality-centric approach. This approach will be tailored to each technology domain, encompassing best practices and industry standards. In Compliance with RFP and Jefferson Parish Regulations, our approach will uphold the standards set by the RFP, *Louisiana law, Jefferson Parish Code of Ordinances, ethical guidelines, and stipulated terms and conditions*. We commit to maintaining the highest level of compliance and ethical conduct throughout our engagement. Below is provided a step-by-step approach that TSCTI will follow in providing Parish with structured, systematic, and efficient IT support services.

1. **Needs Assessment and System Inventory:** Our approach will commence with a comprehensive assessment of the Parish's existing systems, applications, and infrastructure. We will collaborate closely with the Electronic Information Systems (EIS) Department to *understand the technical landscape, identify gaps, and determine specific needs for support, maintenance, and enhancement*.
2. **System-Specific Implementation Plans:** The following table outlines a meticulously crafted system-specific implementation plan that will be meticulously adhered to for each requested system, technology, and application. TSCTI's dedicated LA-based account management team will meticulously oversee the execution of this plan, ensuring it remains fully aligned with the Parish's overarching goals and objectives. Throughout this process, our team will actively engage in meetings with the Parish's designated points of contact and stakeholders, all carried out in complete accordance with the Parish's preferences and discretion;

Services	TSCTI's Descriptive System Specific Plan	Timeline post Kick-Off Meeting
Oracle	For Oracle database administration and associated components, our experts will conduct a detailed analysis of Parish's requirements and existing systems. We will develop a tailored plan for migrating to newer versions, implementing RAC and WebLogic enhancements, optimizing Enterprise Manager, and upgrading Forms. Our approach will align with industry best practices and Oracle's guidelines.	Weeks 6-9
MS SQL Server	The approach for MS SQL Server will encompass upgrading to newer versions and optimizing performance. We will devise an implementation strategy that ensures seamless migration, minimal downtime, and enhanced database management.	Weeks 8-11
Network Infrastructure	Our approach to network enhancement involves working closely with the EIS Department to analyze the current Fortinet and Cisco infrastructure. We will develop a plan for deploying SD-WAN technology, optimizing routing protocols, implementing VPN solutions, and enhancing security measures.	Weeks 10-15
GIS	The GIS division's ArcGIS suite will undergo a thorough assessment, and a customized plan will be created to upgrade to the latest versions and ensure seamless integration across applications, databases, and online platforms.	Weeks 12-17
Data Center/Systems	For the Data Center/Systems domain, we will work on optimizing VMware, veeam, HPE Synergy, and other components. We will develop a migration plan for Windows Server and Linux operating systems, leveraging our expertise in HPE hardware and SAN technologies.	Weeks 14-19
Microsoft	Our Microsoft experts will collaborate with the EIS Department to upgrade Exchange, Office 365, and related services. We will implement Azure solutions, enhance cybersecurity with Defender, and optimize file server support.	Weeks 16-21
Third-party Applications	A tailored approach for each third-party application, including OpenText, DBVisit, NextRequest, NetDocs, and NeoGov, will be developed. Our team will	Weeks 18-23

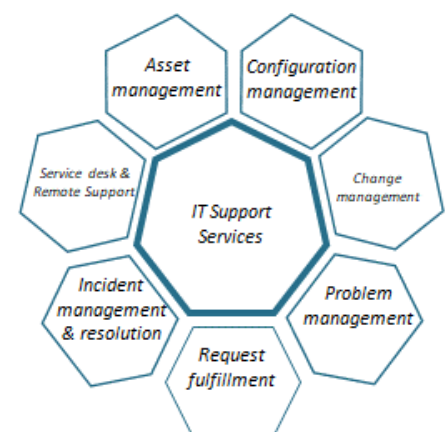


	ensure smooth upgrades, integration, and optimization aligned with the Parish's specific usage scenarios.	
<b>In-house Applications</b>	Custom in-house applications, such as Juvenile Justice Case Management and Legislative Portal, will be assessed, and a comprehensive plan for maintenance, enhancement, and seamless integration will be executed.	Weeks 20-25
<b>Cybersecurity</b>	TSCTI's Security Analysis and Engineering Services extend to multiple tasks including but not limited to: identifying and assessing security risks and vulnerabilities across the organization, designing and implementing security solutions to protect against security threats, developing and implementing security policies and procedures, conducting vulnerability assessments and penetration testing to identify potential weaknesses, implementing security monitoring and response capabilities, providing security training and awareness programs for employees, conducting regular security audits and assessments to ensure ongoing compliance with regulatory requirements, responding to security incidents and breaches, including investigating and reporting incidents, and implementing remediation plans, maintaining up-to-date knowledge of emerging threats and technologies to ensure effective security measures.	Weeks 21-25
<b>Telecommunications and Video &amp; Access Control</b>	For Avaya-based telecommunications and video/access control systems, we will develop a phased approach for technology enhancement, integration, and ongoing support.	Weeks 22-27

- Skill-Matching and Resource Allocation:** Based on the assessment and implementation plans, TSCTI will assign our qualified, certified, and experienced professionals to specific areas. Our experts will be chosen to match the technical requirements of each domain. (We have proposed qualified consultants to refer in the proceeding sections for Parish's reference).
- Implementation and Integration:** Our experts will follow a systematic approach for *implementing upgrades, enhancements, and optimizations*. We will work closely with the EIS Department to ensure minimal disruptions and seamless integration of new solutions. We will deploy the required upgrades, enhancements, and optimizations, leveraging the industry's best practices to ensure accurate and effective integration. Our team will meticulously *configure the new solutions to align with Parish's specific needs*. Rigorous *testing will be performed* to verify the functionality and compatibility of the integrated systems. For any data migration requirements, we will ensure a secure and smooth transfer of data to the upgraded systems. Our transition process will involve minimal downtime and comprehensive validation.
- Ongoing Monitoring and Support:** TSCTI will provide ongoing monitoring, maintenance, and support to ensure the longevity and optimal performance of the enhanced systems. We will promptly address any issues and implement proactive measures to prevent potential challenges. We will establish an enduring partnership with Parish through an array of proactive measures, advanced tools, and unwavering support to guarantee the sustained excellence of the enhanced systems.
  - Ticketing System for Seamless Issue Resolution:** We will leverage Parish's IT ticketing system to ensure that any reported issues are meticulously logged, tracked, and addressed. This transparent process facilitates efficient communication and quick issue resolution, minimizing disruptions and keeping operations on track.

- Requirements analysis and system design
- System configuration and customization
- Data migration and conversion
- System testing and validation
- User acceptance testing
- Training and user adoption
- Deployment and go-live support
- Post-implementation support and maintenance
- System integration and interface development
- System upgrades and enhancements

## IT System Implementation Services



- **24/7 Real-time Monitoring:** Our dedicated consultants will employ state-of-the-art monitoring tools to oversee the systems around the clock. This proactive approach allows us to detect and mitigate potential challenges before they escalate, ensuring uninterrupted operations and data security.
  - **Constant Customer Care Support:** Our support team will be always accessible to provide prompt assistance and guidance. Parish's concerns will be met with immediate attention, ensuring a high level of customer satisfaction and fostering a collaborative relationship.
  - **Tools for Non-Disruptive Services:** To maintain a non-disruptive environment, our consultants will utilize cutting-edge tools like SolarWinds, Nagios, or Zabbix for continuous monitoring and performance assessment. These tools allow us to pinpoint performance bottlenecks and potential vulnerabilities, enabling us to address them swiftly without interrupting services.
  - **Proactive Maintenance and Enhancements:** Regular maintenance routines will be executed to ensure that systems remain up to date and free from vulnerabilities. Any required enhancements or adjustments will be promptly implemented to align with emerging technology trends and evolving business needs.
  - **Constant Improvement Strategies:** As part of our commitment to continuous improvement, our experts will analyze system performance metrics, identify areas for optimization, and propose strategies for ongoing enhancement. This iterative process guarantees that the systems remain aligned with Parish's evolving objectives.
6. **Communication and Feedback Loop:** Our approach includes regular communication with the EIS Department, *sharing progress updates, gathering feedback, and ensuring alignment with evolving requirements*. TSCTI will establish a project communication plan and stakeholder communication plan as defined by PMBoK 5.0 to ensure that we maintain a clear, complete, and interactive dialog with all Parish stakeholders. We will develop a documented communications plan to ensure effective communications with stakeholders throughout the period of performance properly aligned with the Parish community. We will include feedback mechanisms to evaluate whether our communications activities are achieving delivery of the right message, to the right people, and at the right time. To perform as an effective customer advocate and focal point, TSCTI will adhere to the processes established in the communication plan to effectively perform in this role. Commensurate with our communication plan, TSCTI will conduct a project kick-off meeting upon the contract award. We will continue to refine the communications plan throughout the project lifecycle to provide updates as necessary to ensure we engage all team personnel as stakeholders in the success of the program. We will prepare a daily status report that includes issues and action items and provides easy access to transition progress. Key expects of our communication plan will be;
- **Setting the priorities and focus** – TSCTI places our priority on the Parish's requirements of modifications, enhancements, and reporting support for the following IT project. *The Project Manager (PM) will be available within 4 hours of any meeting notice*. Regularly scheduled meetings will clearly outline the immediate requirements of the Parish stakeholders and will be addressed on an immediate basis. The concerns and feedback from the stakeholders will be given the utmost priority and immediate attention will be given under the PM's supervision.
  - **Personnel Supporting the Requirement** – TSCTI will be providing dedicated support to the contract which ensures clear lines of communication and streamlined processes. We have our appointed PM as the primary interface and point of contact for the Parish's stakeholders.
  - **Demonstrated knowledge and process of how objectives will be accomplished** – These meetings and documents will be created on an ongoing basis over the entire period of performance as needed.
  - **Measuring results** – The PM in collaboration with the team member will review contract requirements and *track for compliance, process and maintain copies of all materials, process invoices, monitor costs; performance; and schedule compliance, and prepare cost projections*.
  - **Tools used to accomplish goals** – TSCTI is highly tool based and we recommend the use of tools such as:
    - Our document repository SharePoint tool, "ERP-Kick", will be used to house all management documentation and status reports.
    - Our Version Control Tool to store all versions of the communication documents

## Customer Satisfaction Assessment Report

Customer or agency name:	Evaluator's name:
	Evaluator's title:
	Evaluator's phone number:
	Evaluator's email address:
	Number of years or months evaluator has monitored contractor's performance:
Evaluator's Signature	

Evaluation Definitions	
Exceptional	Performance <b>EXCEEDS MOST</b> contractual requirements. The performance of areas being assessed was accomplished with few minor issues or concerns.
Very good	Performance <b>EXCEEDS SOME</b> contractual requirements. The performance of areas being assessed was accomplished with few minor issues or concerns, for which the Contractor's corrective actions were highly effective.
Satisfactory	Performance <b>MEETS</b> contractual requirements. The performance of the areas being assessed contains minor issues or concerns, for which corrective actions taken by the Contractor were effective.
Marginal	Performance <b>MEETS SOME</b> contractual requirements. The performance of the areas being assessed includes significant problems, issues, or concerns for which corrective actions taken by the Contractor were only somewhat effective.
Unsatisfactory	Performance <b>DOES NOT MEET</b> contractual requirement. The performance of the areas being assessed includes serious problems, issues, or concerns for which the Contractor's corrective actions were ineffective.

Ratings Please mark (X) in ratings	Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
What is your assessment of the Contractor's ability to meet your requirements?					
Rate how contractor completed tasks/ milestones/ deliverable within the contract requirements.					
What is your overall rating of Contractor's performance (requirements, schedule, and price) on contract being assessed?					
Rate the ability of 22nd Century to recruit and maintain workforce that understand the nature of work and the required disciplines to accomplish the work.					

Additional Comments:

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Name & Signature of Agency Representative

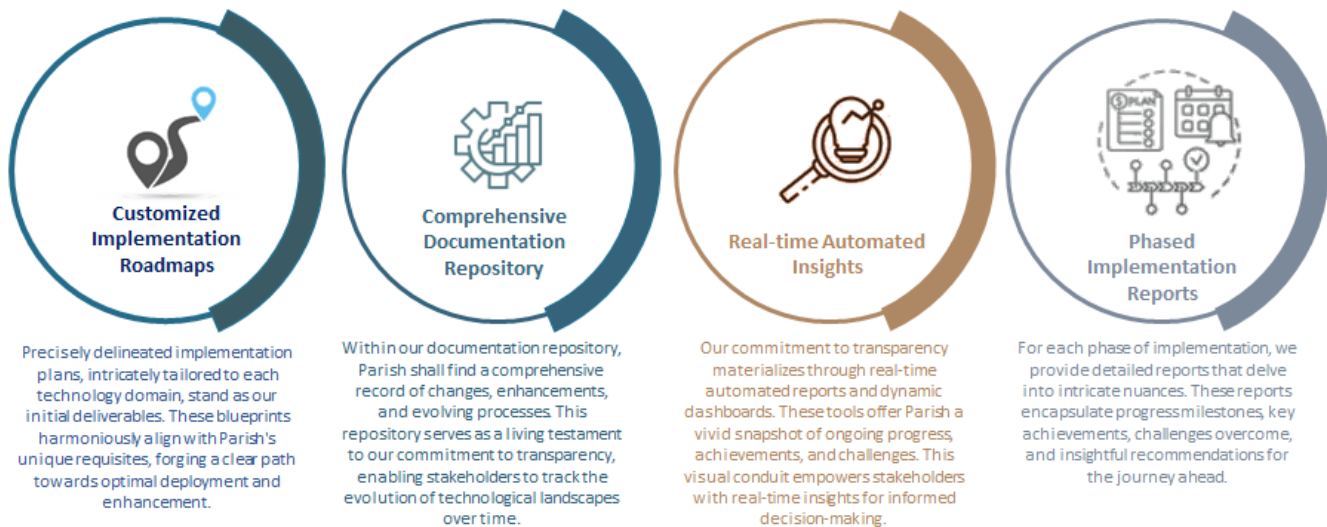
Title

Date

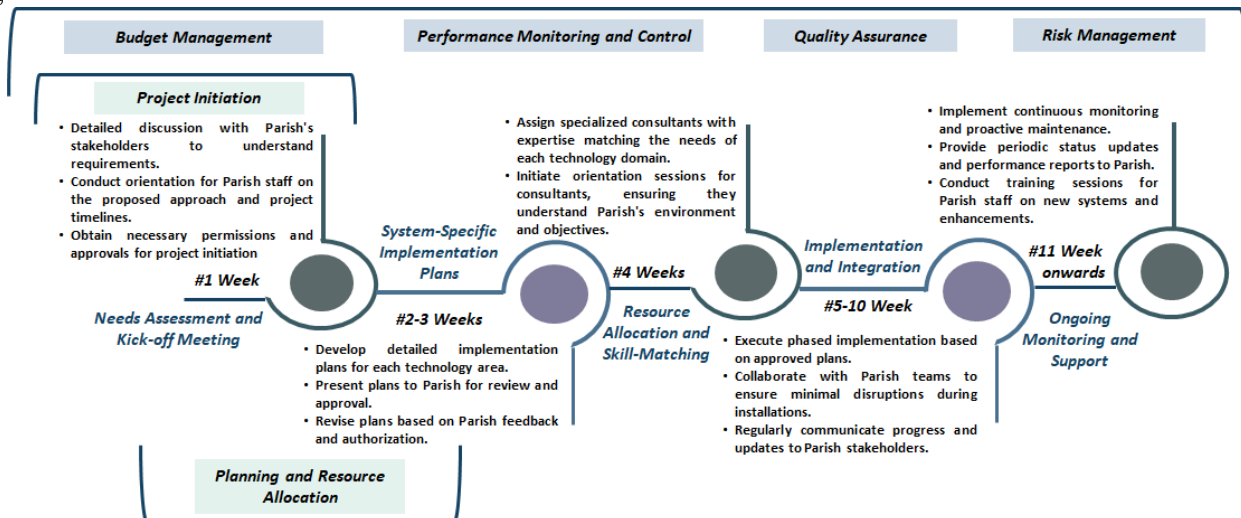
7. **Compliance and Documentation:** Throughout the implementation, we will maintain compliance with Jefferson Parish's regulations, standards, and guidelines. Comprehensive documentation of changes, enhancements, and processes will be provided. TSCTI proposes leveraging Parish's collaboration systems and Parish-approved reporting tools to develop real-time automated reports and dashboards. For example, on our monthly status reports to our Government clients, we provide information such as implemented continuous improvement and number of sections added to the knowledgebase. We also perform trend and process analysis and failed performance reports that enable us to pinpoint problems and address any quality issues and any incident not resolved within the defined parameters of performance standards. We will deliver mid-month reports that enable us to be proactive and adjust when necessary to ensure we meet and exceed quality levels and performance standards and continuously improve and adjust to changes within Parish's environment.
8. **Continuous Improvement and Training:** We will facilitate continuous improvement through periodic reviews, analysis of system performance, and recommendations for further enhancements. Additionally, training sessions will be conducted for Parish staff to ensure effective utilization of the upgraded systems.



9. **Deliverables and Reporting:** TSCTI will provide detailed reports on each phase of *implementation, including progress, key achievements, challenges, and future recommendations*. TSCTI's commitment to Parish extends beyond conceptual strategies; it's realized through tangible deliverables that encapsulate transparency, meticulous documentation, and unwavering accountability. These deliverables stand as cornerstones of our pledge to elevate technological landscapes and drive unparalleled efficiency. As we embark on this transformative journey, the following array of deliverables showcases our dedication:



**Implementation Schedule and Orientation Process:** Below is a detailed timeline TSCTI will follow to ensure that the Parish's requested IT Support Services for EIS departments and Telecommunications is properly managed and is completed on time;



**Security Protocols and Compliance:** Being in the industry for over two decades, TSCTI ensures to follow all the standards and protocols. Below are the security protocols that we will follow, and the benefits Parish will hold;

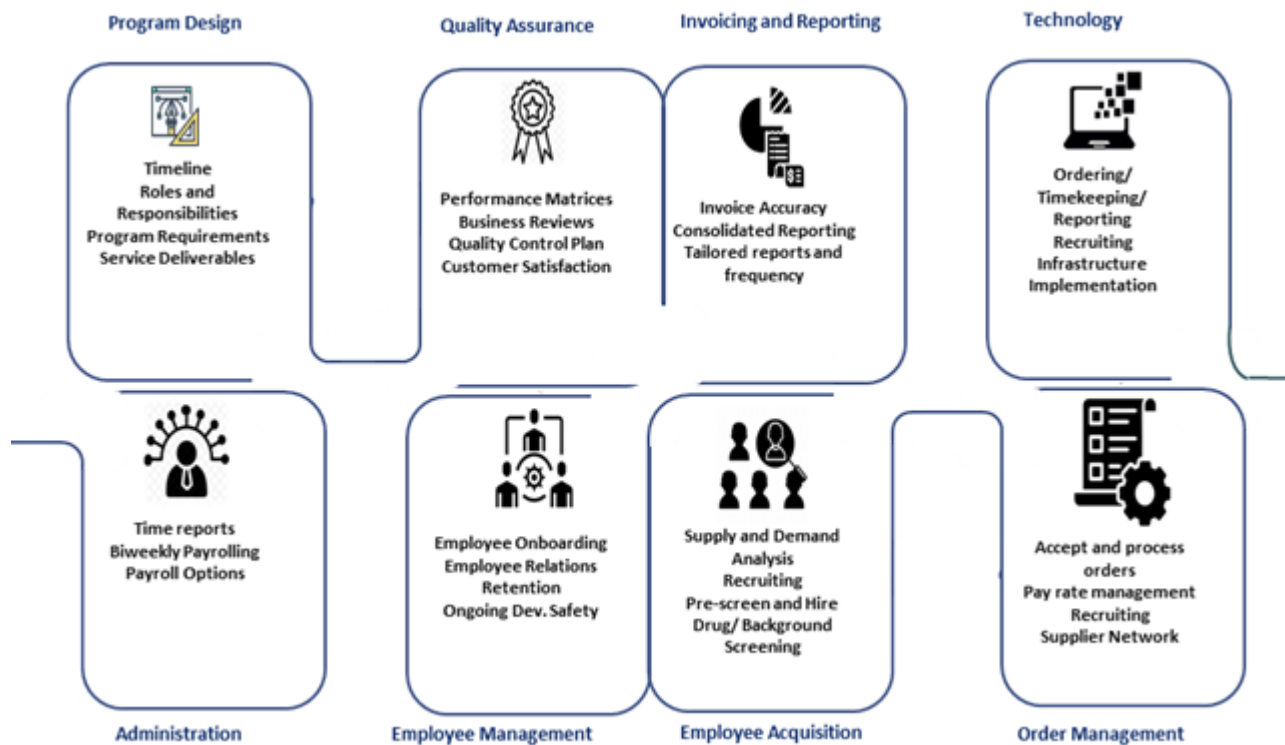
- **ISO 27001:** Implementation follows ISO 27001 standards for information security management. Access controls, data protection, and risk assessments are integral.
- **CMMI Levels:** CMMI fev (Focused on Evaluation and Verification) and sev (Focused on Validation and Verification) levels guide our processes, ensuring secure and validated deliverables.

- **Authorization and Permissions:** Before executing any operations, TSCTI will seek authorization from Parish, detailing the plan's impact on daily tasks.
- **Minimal Disruption Assurance:** Our processes are designed to minimize disruptions to Parish's daily operations during installations and upgrades.
- **Data Privacy and Protection:** TSCTI adheres to data protection laws and privacy regulations, ensuring sensitive information is secure and handled with care.

Throughout the implementation, TSCTI will maintain a continuous communication loop with Parish, providing detailed updates, addressing concerns, and obtaining authorizations as needed. Our meticulous approach, security protocols, and compliance with ISO and CMMI standards ensure a smooth, secure, and efficient implementation process that aligns with Parish's objectives and minimizes disruptions.

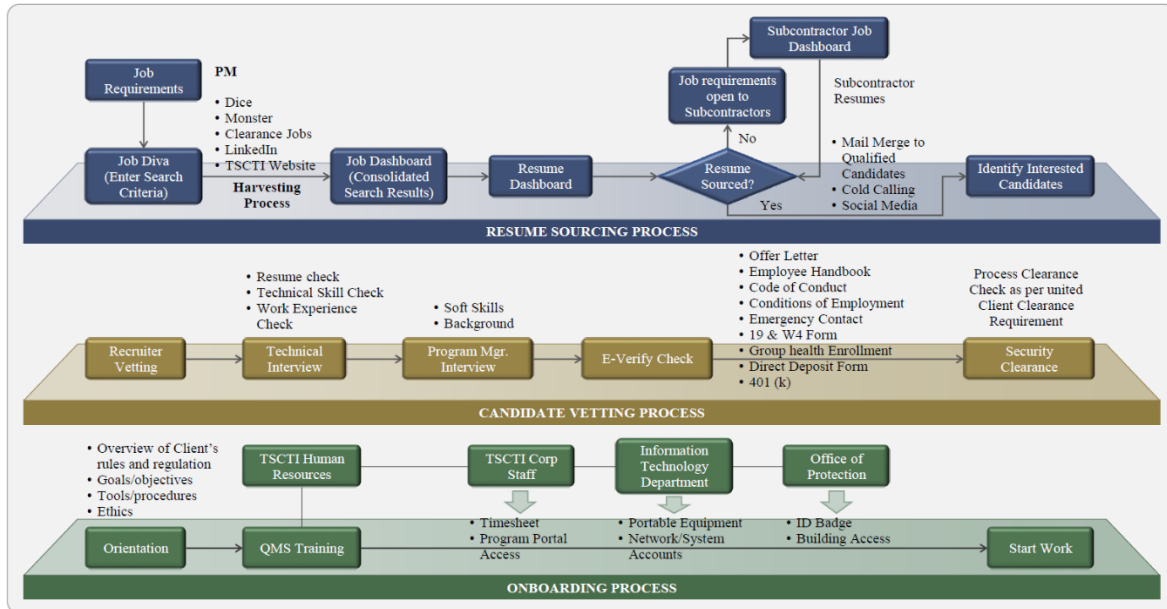
## Supplemental Staffing Services for Jefferson Parish

To ensure that the qualified staff is available to Parish in all situations, TSCTI uses its proven proactive and reactive approaches, processes, and tools practiced for over 25 years. TSCTI has built a customized IT staffing program to meet the preferences of Parish. In addition to our current pool of employees, we developed a targeted and proactive recruitment plan (as shown in **fig below**) based on Parish's specific staffing needs as **highlighted in the Section 2.1** to build a pipeline of qualified candidates to leverage as staffing needs arise. Our staffing programs are customized by client, and a great deal of time is spent during implementation understanding client's needs for staff (typical skill sets requested, frequency, length of notice, length of the assignment, quantities, and seasonal fluctuations) to anticipate changes and develop the most effective recruitment and engagement plan.



**Recruitment Approach:** Attracting, recruiting and retaining qualified personnel are critical for TSCTI to ensure successfully delivery of services to the Parish. To ensure that the qualified resources are available as per the requirements, TSCTI will use its proven and proactive approaches as specified below, processes and tools practiced for over 26 years, to provide staff with required skills. TSCTI employed a meticulous screening process, combining our understanding of the requirement being current contractor with Parish, and similar experience in providing Developers with qualifications as specified in the solicitation to ensure we provide the Parish with personnel who meet Parish's requirements, bring the right experience, and has the required qualifications. Our proprietary recruiting methods make us unique from any other firm.

Our recruiting team consists of 180+ recruiters, data miners and research analysts with an average experience of 15+ years supporting client requirements. Our recruitment team worked closely with our dedicated Account Manager to understand the Parish's requirements for providing best match to client needs. TSCTI used our ISO-certified staffing approach, processes and tools perfected on over 300+ Government contracts to provide high quality personnel with required skills. We used an ISO certified process to ensure that we provide the right candidates to Parish. We have developed in-house processes and methodologies for recruiting, screening, selection and quality control processes to provide qualified candidates to the Parish.



**Candidate Pre-Screening:** TSCTI's recruitment framework assures sourcing of quality workforce at every step through resume review, individual interviews, background and reference checks, drug screening process. TSCTI will implement a robust screening and selection process of personnel before assigning them for Parish's project or position and this process starts from resume qualification. Whenever any requirement is received from Parish, the Account Manager (AM) will discuss the job description with the Recruitment Manager (RM) and will prepare the draft for internal recruitment purpose. Purpose of evaluation criteria is to identify whether the applicant has eligibility to work under a particular project or not. For the evaluation purpose recruitment official set up a framework of certain **"Must Have"** according to the job requirement. Screening at TSCTI initiates with the resume evaluation. Whenever any requirement is open, our RM follows a comprehensive approach to source the best resumes for the positions and evaluate the resumes by following the key elements of resume evaluation is given below.

<b>Resume organization</b>	<ul style="list-style-type: none"> <li>Is the resume presented in professional manners?</li> <li>Is the information organized clearly and logically?</li> </ul>
<b>Dates of Employment</b>	<ul style="list-style-type: none"> <li>Is the resume up to date?</li> <li>Do the personnel currently have job or project?</li> <li>What is the length of each job or project held?</li> <li>Are there substantial gaps in the time between jobs?</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>What is the nature of an overall length of candidates' projects?</li> <li>Is there any explanation of previous projects and associated responsibilities?</li> <li>Is the candidate experienced in IT industry, required domain, tool, and platform?</li> <li>Has the candidate holds all skills in those are requested by the client?</li> <li>Is there any Considerable career shift to or from the requested job profile?</li> </ul>
<b>Education and Certification</b>	<ul style="list-style-type: none"> <li>Is the candidate has requested education or degree?</li> <li>Is the candidate has requested certification?</li> </ul>





- Is the candidate has requested a license?

**Testing:** TSCTI utilizes the most advanced and highly efficient software testing programs available to analyze and test skills on numerous programs. The assessments (upon request) are administered through online testing tools such as Brainbench, IKM Teckchek, and Kenexa Prove It! Our testing tools are customized to each service line to mirror a common workplace, providing applicants with a realistic preview of the job, and TSCTI with a realistic preview of the applicant's abilities. Based on the needs of Client's position and each candidate's reported skill sets, we administer tests carefully targeted to determine the best available match for most any Client-specific position.

**Background Checks:** At TSCTI, each candidate is required to provide at least three professional references which are cross-checked by the TSCTI screening team. This verifies the candidates' performance, Strength & weakness, the general attitude towards complying with rules & regulations. Also, TSCTI gathers information with regard to the candidate's sincerity, Integrity and general reputations about the candidate. TSCTI touch base with the referee telephonically and administer a questionnaire in the specified format. TSCTI will conduct reference checks to:

- Confirm any details on the BGV form (through relationship-neighbor/friend)
- Check for any prior discipline problems.
- Learn new information about a candidate; and
- Ask questions that may predict a candidate's performance, integrity

By conducting all these activities, TSCTI will prepare a pool of qualified consultants for the Parish. Once a candidate will be interviewed or selected by the Parish, TSCTI will execute rest of the recruiting phases, which will include Background and Drug Screening, Onboarding and Training etc.

**Drug Screening:** An independent third-party certified agency will perform background checks on the selected candidates. The candidate is notified and is required to sign a consent and authorization form as to the procedures set forth in our Background Check Policy. We notify the Client in writing regarding the result of the background checking conducted for a candidate. The candidates successfully clearing the background check to proceed to join the Client's project. TSCTI's partnered agency have the resources to perform a variety of background checks at a local, Parish, and state level, including:

o Academic Record Check	o Database Check	o Reference Check
o Civil Litigation Check	o Emerging Background Checks	o Residence Check
o Credentials Check	o Employment Eligibility Check	o Social Security verification
o Criminal Record Check	o Identity Check	o Social Media Check

For Parish, TSCTI will conduct electronic drug screening and 5-panel drug test which will include:

- o Phencyclidine
- o THC
- o Opiate
- o Amphetamine/Methamphetamine
- o Cocaine

*Please note that TSCTI is capable of conducting the 7-panel, 10-panel, or 12-panel drug tests if required by the Parish's.*

**Onboarding:** Once a candidate has been interviewed and selected by the Parish's, the candidate begins the onboarding and orientation process. TSCTI can offer the Parish's options for onboarding and orientation, including a standard version as well as programs adapted to your specific industry, location, or business environment. TSCTI'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. Examples of content include information on TSCTI's Commitment to Safety and Quality, Equal Employment Opportunity, Drug Free Workplace and policies on Harassment, Weapons, and Workplace Violence.

**Parish's focused Orientation:** TSCTI will develop a customized assignment guide to distribute and discuss with each



temporary employee assigned to the Parish's. The assignment guide can include items such as directions to your facility, work hours, dress code, safety rules, absence notification procedures, as well as information on your organization such as your values and ethics policies, business objectives, and strategy. The orientation process might also include:

- FieldGlass Timekeeping practices
- Drug testing and background checks
- Safety expectations and testing
- Attendance rules
- the Parish policy acknowledgement
- Equipment management, from badges to distribution of personal protective equipment

In addition, TSCTI will ensure that the temporary staff has read and understood the orientation material provided by the Parish, if any. Upon completion of the orientation, all of our consultants will be "ready" (according to the Parish's standards) to start their assignments.

**Invoicing & Billing:** TSCTI will submit invoices in arrears, on every other week basis. Each invoice will clearly note any Purchase Order number and be accompanied with itemized receipts which include approved timesheets. The invoice will be submitted free of mathematical errors and/or missing supporting documentation. All appropriate documentation supporting the charges reflected in the invoice will be provided with the invoice. Upon finding an error and/or missing documentation, we agree, that the Parish may return the invoice to TSCTI. TSCTI will promptly resubmit the revised invoice to the Parish. Each revised invoice will document the date that the revised invoice is submitted to the Parish. Requests for payment will be submitted with documentation of dates and hours worked, hourly rate charged, and a detailed description of the Services performed. Oversight by the Parish in identifying an error does not result in waiver of any of the Parish's rights. All properly submitted invoices will be paid promptly after the Parish's receipt of the invoice.

Our accounting system is DCAA approved and we use standardized processes built on latest technology, our invoice issue rate is less than 0.01%. We understand that there may be overpayment or underpayment due to incorrect invoice or any other reason, such as the Parish is not in agreement with the invoice submitted by TSCTI. For realized overpayments, we credit the difference amount to client account within 15 days.

**Timelines:** To ensure consistent best fit, TSCTI uses ten-step Recruitment Methodology also referred to as our Recruitment Process and we break the entire recruitment process into ten steps. The factors that make our process unique are the way we execute these steps and showcase TSCTI's long established, proven staffing experience. Staffing is a TSCTI core competency executed according to best practices developed through industry analysis and optimization. Below is the enclosed timeline for project implementation.

Task	Days 1-3	Days 4-7	Days 8-11	Days 12-15	Days 16-19	Days 20-30	Ongoing (time frame varies based on assignment length)	Assignment End	Contract closure
TSCTI conducts Kick-off session with the Parish									
Distribute Initiation Plan									
Develop matrix of required resources/skills									
Conduct gap analysis against the previous program									
Determine roles and responsibilities (such as collect, review, accept deliverables, resolve variances, etc.)									
Parish submits requisition									
TSCTI identifies candidates									



TSCTI screens candidates									
TSCTI submits candidates to the Parish									
Parish schedules/conducts interviews									
Parish selects candidate/makes offer									
TSCTI completes paper work and background checks									
Candidate on-boarded									
First day coordination with candidate and Parish									
TSCTI conducts first-week candidate follow-up									
TSCTI conducts ongoing follow-up with the Parish									
TSCTI conducts ongoing follow-up with candidate									
Candidate off-boarded									
Conducts lessons learned session with the Parish if needed to identify successes, and opportunities.									

*Project implementation TimeLine*

TSCTI will provide the Parish with a centralized and dedicated email I.D. for all work orders that Parish will send under this contract. Parish may contact TSCTI's locally present, Account Manager to request IT Programming and Consulting staff (other than email) via fax or even through a dedicated toll-free line. Our representatives are available for Parish on all business days from 8 am to 6 pm EDT. TSCTI's Account Manager/Representative will be responsible for providing the agency with all necessary job information after the requisition order has been placed by the agency, to request qualified competent IT Programming personnel with Parish. Our dedicated Account Manager will return the Parish calls within 2 hrs of the dialing and may be even lesser. As soon as TSCTI signs the contract, TSCTI's dedicated Account Manager will be immediately available to assist the Parish in performing the work as per the timing/needs of the Parish. Being a current contractor with Parish of Phoenix, TSCTI understands the working patterns of the Parish and henceforth have assigned an experience personnel to assist the Parish, best.

TSCTI has a strong track record of successfully completing projects within scope, budget, and timeline. We have a team of more than **200 Account Managers** working on government contracts, highly skilled and experienced professionals who are well equipped to carry out the Scope of Work outlined in this proposal. At present, ***we have sufficient capacity to take on this project and have allocated appropriate resources to ensure its successful completion.*** Our team members have extensive experience in project management and are well-versed in utilizing project management standards to achieve project objectives. We regularly evaluate our workload and capacity to ensure that we can deliver quality work on time, and we are confident that we can meet the timing/needs of the Parish for this project. We have established work schedules and availability of our contract representatives, and we are committed to responding promptly to any inquiries from the Parish, with an ***anticipated turnaround time of no more than 2 hours for returning phone calls.*** Overall, we are confident that we have the necessary resources, expertise, and experience to deliver quality work and meet the expectations of the Parish for this project.

***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.***

TSCTI understands the importance of continuously advancing and updating personnel skills and knowledge to keep up with the ever-evolving technology industry. Therefore, we provide a ***comprehensive training program that covers a wide range of topics, including programming languages, development tools, databases, frameworks, operating systems, and the latest trends and technologies in the IT industry.*** We believe that it's crucial to equip our personnel not only with technical skills but also with ***soft skills such as communication, problem-solving, teamwork, time management, and leadership.*** We customize our training program to meet the specific needs of the Parish-SOW, ensuring that our personnel have the necessary





skills to execute the project efficiently and effectively. At TSCTI, we invest heavily in our personnel's training and development, with *an internal training budget exceeding \$1.5 million in 2022*. We also provide *tuition and training reimbursement of up to \$5,000 per year per employee and encourage participation in professional associations and conferences*. To ensure that our new staff members are up to speed with our team/project-specific processes, we *conduct three "boot camps" per year, consisting of 16 training sessions*. We also have a leadership development program available to project staff with high potential, as we believe that investing in our employees' growth and development is key to our success.

Furthermore, we understand that well-trained staff is the key to the success of any business. We recognize the importance of imparting training to the employees to lead to their personal growth and development, as well as the necessity of a highly skilled workforce in order to improve the success and efficiency of the organization. Our *Training program aligned with our Quality Assurance Plan is continually tailored to meet the specific requirements of each program we support and includes all Technologies, and documentation developed and maintained by the TSCTI Technologies Team*. We have devised a successful training process for our staff. Our training program is designed to familiarize new employees that help them adjust in any work environment successfully.

TSCTI's *Corporate Quality Assurance* approach applies proven methods and standards to *ensure the deliverables of Training are identified and matched as per Statements of Work (SOW)*. As per our Quality Assurance program, we apply a systematic Training approach to monitor and assure quality which involves the collection and subsequent analysis of metrics to provide direction, monitoring, adjustment, and control of interrelated activities and processes. Our e-Care department is responsible for preparing a training calendar for each of our active employees at the beginning of each year and closely monitors the same for its effective implementation. Our team is committed to this training approach and its proven success is evident in the following:

- Our internal training budget exceeded \$2 million in 2021
- Tuition and training reimbursement are provided for up to \$6,000 per year per employee and participation is encouraged in professional associations and conferences
- Conduct 3 "boot camps" per year with 16 training sessions to bring our new staff members up to speed with Team/Project specific processes.
- Leadership development program, available to project staff with high potential
- Organizational Training Plan (OTP) based on the project, organizational, and individual training needs

We have a *well-defined training policy* to train personnel on new technologies which *offers various courses* to our employees. Our e-Care department *keeps our employees upgraded/updated with the latest skills and technologies* in their respective fields. They regularly *provide feedback on the latest technologies* prevalent in the market as identified by our team of SMEs in the respective field. The e-Care department also keeps a record of the current skills of each employee upon his/her joining as well as new training undertaken by an employee while working with us. In case an employee acquires some skills at his/her personal level, the e-Care department updates the records based on a quarterly questionnaire completed by each employee.

### ***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.***

TSCTI embraces the opportunity to present innovative concepts that align with the goals of Jefferson Parish and adhere to industry best practices. We believe that innovation should not only bring new ideas to the table but also integrate seamlessly into existing operations while enhancing efficiency, security, and sustainability. Below, we outline some of the innovative concepts that we propose for your consideration:

1. ***Innovation of Excellence:*** TSCTI offers a comprehensive range of additional services through its *NOC, SOC, ITSM, and business operations center; a Center of Excellence and Innovation Hub located in TSCTI's WV regional office*, which can be customized based on the specific needs and preferences of the Commission led by TSCTI's Chief Growth and Innovation Officer and Chief Technology Officer. *The Center of Excellence (COE) and Innovation Hub consists of a team of more than 400 highly skilled and specialized Security Subject Matter Experts (SMEs) and Researchers.*



These experts are readily available to delve into the exploration and evaluation of emerging advancements and tools, providing valuable insights into their practical applications and potential implications within the context of the Parish. One of the key roles of the COE and Innovation Hub is to share technological innovations that are relevant and beneficial to the Parish's requirements. By leveraging their expertise and staying at the forefront of industry trends, the COE team can identify and recommend cutting-edge technologies and solutions that can enhance the Parish's operations and services. They achieve this by drawing on their experience working with various customers and by leveraging the insights gained from TSCTI's own *Center of Excellence Innovation Lab*.

2. **Smart Network Optimization:** Our innovative concept revolves around *leveraging AI-driven network optimization to enhance network performance, reduce downtime, and improve user experience*. By implementing intelligent algorithms that continuously analyze network traffic and dynamically adjust configurations, we can proactively address potential bottlenecks and security vulnerabilities. This concept aligns with industry standards and best practices for network management and security.
3. **Predictive Maintenance for Data Centers:** To ensure the uninterrupted operation of critical data center systems, we propose the *implementation of predictive maintenance using IoT sensors and advanced analytics*. By monitoring equipment health in real-time and identifying early signs of degradation or malfunctions, we can schedule maintenance activities precisely when needed, minimizing downtime and optimizing resource utilization. This concept adheres to the principles of Industry 4.0 and efficient data center management.
4. **Geo-Analytics for GIS Enhancement:** Incorporating *geo-analytics into your GIS environment* can unlock new insights from spatial data. By *integrating real-time location data with GIS*, we can offer predictive analysis, enabling proactive decision-making in areas like emergency response, urban planning, and infrastructure management. This concept *aligns with modern GIS trends and standards, fostering smarter city planning and development*.
5. **Cloud-native Hybrid Solutions:** Our concept involves creating *cloud-native hybrid solutions* that seamlessly integrate on-premises and cloud environments. By utilizing containerization and microservices architecture, we can *enable efficient scaling, flexibility, and improved resource allocation*. This approach adheres to cloud industry standards and best practices, ensuring smooth application deployment and management.
6. **AI-Enhanced Security Operations Center (SOC):** Implementing *AI-driven tools and automation in your SOC* can significantly *enhance threat detection and response*. By analyzing large volumes of security data in real-time, AI algorithms can identify patterns indicative of cyber threats, enabling rapid incident response. This innovative concept aligns with the evolving landscape of cybersecurity and *helps maintain compliance with industry security standards*.
7. **Multi-Cloud Strategy for Resilience:** We propose adopting a multi-cloud strategy to enhance *resilience and mitigate vendor lock-in risks*. By distributing workloads across multiple cloud providers, you can ensure business continuity even if one provider experiences disruptions. This approach follows industry best practices for cloud deployment and risk management.

## C. 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.)*

Established in **1997 in New Jersey** as a Corporation and **Headquartered in McLean VA**, locally present at 3867 Plaza Tower Dr. Baton Rouge, LA 708164378. TSCTI is a matured IT Support, Professional and Supplemental Staffing Service provider, appraised at **CMMI Level 3** and certified as an **ISO 9001:2015, 20000-1:2018, 27001:2013** with **26+ years of experience** in providing similar IT support and staffing services on over **300 contracts with Federal, State, and local agencies** as prime contractors. TSCTI is a **certified national minority enterprise** offering a 360-labor solution to our clients. TSCTI was recognized as the largest staffing firm in the US by **Staffing Industry Analysts (SIA) in 2021**. We have a **presence in 50 states** across the nation and 40+ offices throughout the United States. With a **D&B Open rating score of 95**, we have been successfully serving a customer with a high level of

TSCTI offers a 360-labor solution to its clients as a certified national minority enterprise. **TSCTI also offers a well-qualified PMP-Certified LA-based, dedicated Account Management team that can provide 24\*7 services support, including the federal holidays, to cater to Parish's Information Technology needs** and is immediately available to serve Parish when the request arises. We have been recently awarded as **America's Greatest Workplaces for Diversity in 2023**. TSCTI is a financially stable and rapidly growing company having **annual revenue as \$50M+ for the year 2022** with **total revenue of over \$395 Million**. TSCTI has extensive experience working with various State and Local government authorities, having served over **400 on-call IT consulting staff** on contracts with utility agencies similar to Parish in size and complexity. Additionally, TSCTI has placed and managed over **3000 on-call IT consultants** with an average TAT of 48 hours and a response time of one hour, holding vendor-level certifications and expertise in various IT areas similar to the Information Technology services requested by Parish, including **maintenance, management and up-dating of the client's existing Software and Project Management of various IT program implementation**.

### TSCTI's Values and Qualifications

#### Strengths

- ISO 9001:2015 Certified Recruitment Process
- Resume Database of 5M+ Consultants across US
- 180+ domain specific recruiters
- 5500+ Workforce
- D&B Open Rating Score 95 and DNB Financial Score 85

#### Quality & Certifications

- ISO 9001:2015, 20000-1:2018, 27001:2013
- CMMi Level 3

#### Awards and Recognitions

- Awarded as America's Greatest Workplace for Diversity, 23
- Forbes: Best companies to work for", "SIA Largest Staffing Firms in the US-2021
- TSCTI has received an award for America's Greatest Workplaces for Diversity 2023
- America's Best Large Employers for 2022 and as an Inc. 5000 honoree for 12 consecutive years

**Customer Service Capability:** We understand the importance of close collaboration with Parish staff to ensure the proper implementation of IT-related matters and will work closely with various departments within the water department and community. At TSCTI, we are committed to providing timely and efficient service, **with a guaranteed response time of one hour**. We will also leverage our DCAA-approved recruitment methodology to ensure **TSCTI satisfies the Parish-project requirement within a TAT of 48 hours**, in the defined fee as per the Parish released TO. We take the safety and security of our clients very seriously and therefore, will conduct thorough background checks, including a **10-year criminal background check** and other checks as required by Parish, before on-boarding professionals remotely or on-site. At TSCTI, we are committed to providing high-quality, comprehensive IT services to Parish, and look forward to the opportunity to demonstrate our expertise and value. We pride ourselves on delivering exceptional service, utilizing our extensive experience to provide tailored solutions that meet the unique needs of each client. Our commitment to excellence in all aspects of IT category of the Parish's required services and IT consulting is reflected in our qualifications, capability, and track record of successful projects and satisfied clients as detailed below in the proposal.





Our approach to providing exceptional IT Professional services includes adhering to industry best practices, such as **PMI and Six Sigma for project management**. In addition, we are proud to be a **Microsoft Gold Partner, Oracle Gold Partner, and AWS partner**, and have established **strategic partnerships** with other technology providers such as **HP, IBM, Cisco, EMC and Dell**. Through these partnerships, we can offer our clients access to the latest technologies as well as preferred training and technical support for our professionals. At TSCTI, we only provide skilled individuals with experience and/or vendor-level certifications who can perform and manage projects in the specialty areas required by our clients. We have carefully crafted a comprehensive proposal in accordance with Parish's guidelines and specifications, ensuring that all the relevant areas of the Parish Section "Information Technology" are covered. We have considered all the necessary details and **quality standards** to demonstrate our capabilities and ability to provide the required services within the proposed budget, with the quickest possible turnaround time, while ensuring that our professionals are well-versed in all aspects of IT services.

TSCTI is a well-established Professional Service provider and is highly capable of delivering quality services to Parish. TSCTI has over 26 years of experience in **delivering highly qualified and professional resources** to a wide range of industries. Our proven **recruitment, screening, background check, onboarding, and Q/A processes are ISO-compliant** and designed to ensure that we identify and provide the right fit for our clients' staffing needs. Our team is composed of highly skilled and experienced professionals who are dedicated to providing exceptional service to our clients. We utilize a unique Staffing Resource Assessment (SRA) and job requisition process that considers all relevant factors to ensure a successful fit with the client's organization. As a full-service staffing enterprise, we provide the following services: **contingent, temporary to hire, direct hire, payroll, independent contractors, SOW, and Project labor** across a spectrum of skill sets. Below are the competitive credentials/advantages/specialties of TSCTI which are the key differentiator and enable us to provide uninterrupted services to Parish.

## 1. Our People

- We only hire the TOP 10% of talent
- TSCTI's recruitment approach is powered by our ISO 9001-certified, and DCAA-approved recruiting process
- TSCTI have local office and employees ready to serve Parish project
- We attain high employee satisfaction ratings on various employee-rated websites
- 96% employee retention rate
- Over 55% of our people possess **eligible degrees and certifications**:

Profile	Mandatory Certifications
Server Technician	<ul style="list-style-type: none"> <li>• VMware Certified Professional (VCP6 or better)</li> <li>• Microsoft Certified: Windows Server 2016 or newer (MCSE)</li> <li>• Microsoft Certified: Exchange 2013 or newer (MCSE)</li> <li>• Hewlett Packard Enterprise Master Accredited Solutions Expert (Master ASE)</li> </ul>
Network Administrator/Technician	<ul style="list-style-type: none"> <li>• Cisco Certified Network Associate (CCNA) or higher</li> <li>-OR-</li> <li>• Fortinet Network Security Expert (NSE) certification (equivalent to or higher than CCNA)</li> </ul>
Oracle Database Administrator	<ul style="list-style-type: none"> <li>• Oracle Certified Professional (OCP) - Database Administrator</li> </ul>
Microsoft Support Technician –	<ul style="list-style-type: none"> <li>• Microsoft Certified: Solutions Expert (MCSE)</li> </ul>
Programmer/Analyst	-
PC/Help Desk Technician	<ul style="list-style-type: none"> <li>• CompTIA A+ (mandatory)</li> <li>• CompTIA Network+ (Preferred)</li> </ul>

2. **Vast Pool of Pre-Screened Candidates:** The pool of pre-screened candidates in the State of LA for Parish-specific categories, internal staff immediately available to commence work (if selected by Parish) with Parish, a number of placements provided on each category as shown in **table** are provided below:

Positions	Resume Data Base Across the Nation	Resume Data Base Across LA	Internal Staff	Placements in 1 year
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<b>Server Technician</b>	72890+	2360	30	158
<b>Network Administrator/Technician</b>	83710+	1350	51	182
<b>Oracle Database Administrator</b>	72260+	2140	36	158
<b>Microsoft Support Technician</b>	87430+	2130	26	217
<b>Programmer/Analyst</b>	65480+	1210	28	118
<b>PC/Help Desk Technician</b>	96550+	2130	34	297

**Evidence Minimum Requirement Satisfied:** *The provider must have the ability to provide consistent on-site team members to provide supplemental staffing support.*

3. **Staffing strategy & plan:** TSCTI understands that every client is unique and has a unique set of goals. Thus, we do not follow a common recruitment approach for all clients. After an exhaustive analysis of a Parish's requirements by *our Account Manager (AM) and the subsequent meeting with the Parish's Hiring Manager*, a well-thought-out recruitment approach is crafted. Our process is tailor-made for each of our clients to ensure we deliver the finest, best-fit talent. TSCTI has understood the Parish's IT Support and Supplemental Staffing Project requirements and with a thorough understanding, we have used our proven and proactive approach, process and tools that we have been practicing for over 26 years, to provide a skilled skill set and quality-driven service requirements. They are ought to bring right experience and have the qualifications to maintain and enhance the IT service structure of the Parish's IT Support and Supplemental Staffing service program. TSCTI used the proven sourcing methodology which included a proactive approach to sourcing the candidates that match the skill sets related to Parish's needs.
4. **Proactive Approach:** Utilizing the current experience, the recruiting team used the proactive approach to identify the resources internally and externally to build a candidate pool for the Parish. This work included *making calls to candidates, introducing our new client (Parish) and establishing a relationship with them*. Our team also shared our success on the previous contracts and the nature of work involved with consultants who worked with us in the past. TSCTI used job Fairs, advertisements, and referrals to build our consultant database. The consultants are added to our database only after the screening process.
5. **Access to Leading Recruiting Tools:** TSCTI not only invests heavily in leading recruiting tools such as *Job Diva, LinkedIn, Monster, Dice, Geeks for Geeks, CareerBuilder, Glassdoor, and Indeed* but also understands that today most of the young passive talent is active on social media - *Facebook, Twitter, and Tumblr, Snapchat*, etc. Our recruiters maintain dedicated accounts on these social media platforms and are constantly looking for any potential hires. This gives us a whole new additional area to source our talent. The details of our tools and their use in our sourcing and recruiting methods is described below;
6. **Smart and Automated Tools:** TSCTI utilizes Smart and Automated Tools that will help us to provide seamless services to Parish. We use industries' best tools and technologies that not only streamline our process but also reduce the response time and paperwork and keep our costs competitive as well as give us a secure and reliable platform. TSCTI offers a range of robust tools and solutions to enhance workforce management and streamline recruitment processes. Our flagship platform, *ERPKick, is a configurable workforce management solution* that serves as *a Project Management & Tracking System (PMTS)*, enabling effective cost, performance, risk, and schedule management. With real-time visibility into processes and ongoing work, ERPKick facilitates *electronic onboarding, timesheet management, payrolling, and comprehensive tracking of timesheets, time off, expenses, and project time*. Integrated with self-service portals, automatic invoicing, and payroll reports, ERPKick ensures seamless management of billing engagements and associated rates. Additionally, our *Applicant Tracking System, JobDiva*, integrates with leading job boards, empowering us to streamline recruitment and staffing processes. To screen candidates, we utilize premium screening tools like *IBM Kenexa, Skillcheck, and Brainbench, conducting domain-specific skill assessments*. Leveraging *E-onboarding through ERP-Kick*, we customize and automate document processes, enabling features such as auto-population, electronic signatures, and web forms.
7. **Reactive Approach:** TSCTI's ISO 9001:2015 certified recruitment process was initiated as soon as we received the solicitation released by Parish. The dedicated Account Manager drafted a requisition and immediately submitted it in JobDiva along with sending it to the Recruitment Manager detailing about the understanding of the project requirements, environment, qualification, experience, mandatory and desirable skill set requirement. The Recruitment Manager



assigned this requirement to the dedicated recruitment team for Parish. From there, the recruitment team sourced the candidate using one of following methods:

TSCTI boasts a *diverse and skilled workforce, with over 5500 experienced professionals* across various skillsets throughout the US. We continually monitor project end dates to swiftly validate skills and ensure a culture fit. Our *incumbent capture* services support government contractors in retaining contracts by thoroughly analyzing contract requirements and competitors, enabling Parish to execute current contracts confidently while we secure future business. With our *proprietary talent database of 5M+ qualified IT professionals* and Applicant Tracking and Talent Management System (TMS), we engage in targeted sourcing based on skills, experience, certifications, and location, ensuring efficient recruitment tailored to Parish's needs. Our *employee referral program incentivizes* staff to refer qualified candidates, offering cash rewards upon successful placement. We *leverage popular job boards, online presence, and social media* to reach a wide audience, while networking events, such as hackathons and meetups, enable us to connect with passionate IT professionals and showcase our expertise and values. *Through website engagement, social media, and events, we actively build talent pools for future recruitment needs.* Partnerships with educational institutions facilitate access to qualified candidates, and our commitment to diversity and inclusion drives us to actively seek candidates from underrepresented groups, offering professional development opportunities. *Local job fairs, open houses, and collaboration with job-assistance agencies* enhance our diverse sourcing strategies, while social networking sites like *LinkedIn, Facebook, and Twitter* enable proactive recruitment and generation of referrals from untapped candidate pools.

8. **Single Point of Contact:** TSCTI has assigned a dedicated IT domain specific Account Management team for Parish, readily available to visit Parish POC on-site to provide immediate support lead by CA- Based single point of contact- The Account Manager. TSCTI has made sure to assign the College and CA-experienced team on the contract to maintain the strong relationship, that TSCTI has been building over the years.
9. **Qualification of Team:** Our Account Director understands confidentiality, including the ability to conduct interviews without violating confidentiality. Our assigned staff has all the required training, supervision, and access to support the contracts. The team that we are proposing for this contract holds years of experience handling similar contracts. Combined with our corporate office support, there is no position we cannot/have not filled that Parish may need. The proposed Account Management team has extensive experience in providing IT Support and Supplemental Staffing services to our clients across LA and the state and local government clients including but not limit to; *City Of New Orleans, LA, Louisiana State University (New Orleans), Office of Technology Services, Ochsner Medical Center, Louisiana Department of Wildlife, The Louisiana Department of Insurance, and Louisiana Department of Health, and Louisiana Department of Education, and more.*
1. *Proposers shall provide a detailed statement of related services to government entities or private entities which identifies customer satisfaction, demonstrated volume of merchants, etc. Proposer must provide a detailed description of customer service capabilities, including resumes of personnel assigned, total number of personnel and timeline of customer inquiries and complaints, as applicable.*

**Related services to government entities or private entities:** TSCTI has provided IT Support and Supplemental Staffing services to various organizations that are *similar and related to Parish's requirements* as showcased in the table below in last five (5) years. We have demonstrated experience in providing the highest quality on-call information technology (IT) support and professional services to supplement and augment the IT departments of different organizations *while also satisfying the certification requirements.* We have provided a detailed case study of the Services with the client background, client requirement, the solution we provided-





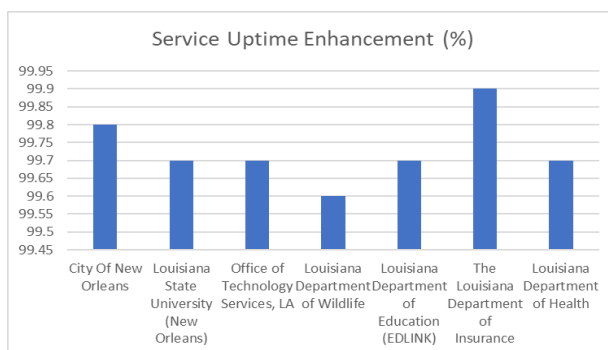
Similar Clients	City of New Orleans, LA	Louisiana State University, LA	Louisiana Department of Education (EDLINK), LA	Wayne County Airport Authority	Fire Department of City of New York	San Antonio Water System, TX	City of Phoenix Aviation Department, AZ	Metropolitan Washington Council of Governments	Philadelphia Gas Works	Fort Worth Water Department	Peninsula Joint Water Boards	Peninsula Corridor Joint Powers Board	San Mateo County Transit District
Categories													
<b>Category 1: Information Technology Support Services for Applications, systems, software, and hardware</b>													
<b>Oracle-</b> 19c and newer database administration (application server, RAC, WebLogic, 12.2.2 Enterprise Manager, Forms)	X	X	X	X	X	X	X	X	X		X	X	
<b>MS SQL</b> Server 2016 and newer	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Network</b> - Fortinet (NG Fortigates, FortiManager, VPN), Ruckus & Fortinet Access Points, Cisco routers, switches & Meraki, SD-WAN technology, Layer 2 & 3 routing, BGP protocol	X	X	X	X	X	X	X		X	X		X	X
<b>GIS</b> - ArcGIS Enterprise 10.9 and newer, ArcGIS Server 10.9.1 and newer, ArcGIS Portal Server 10.9.1 and newer, ArcGIS Online 4.24 and newer, ArcGIS Administrator	X		X		X	X	X	X		X	X	X	X
<b>Data Center/Systems</b> - VMware, veeam, HPE Synergy, 3PAR, Nimble, StoreOnce, Windows Server 2016 and newer, Linux 9	X	X	X	X	X	X		X	X	X	X		X
<b>Microsoft</b> - Exchange 2016 (relay), Office 365 (including eDiscovery, Exchange, Defender, Teams, SharePoint), Active Directory and related domain services, WSUS, Azure, file server support	X	X	X	X	X	X	X	X		X	X		
<b>Third-party Applications</b> - OpenText document	X	X	X		X	X			X	X			X



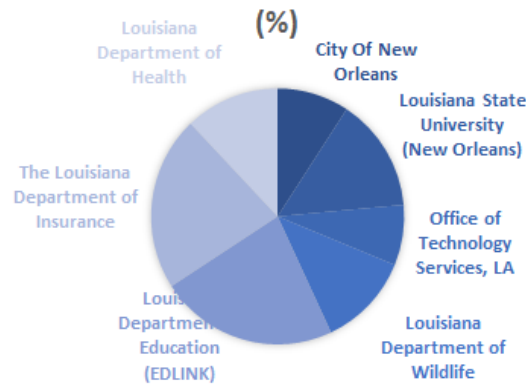
management & workflow, DBVisit 11, NextRequest, NetDocs, NeoGov													
<b>In-house Applications (.net &amp; Oracle)</b> – Juvenile Justice Case Management, JumpStart Jefferson, Code Enforcement Reporting and Violations System, Legislative Portal	X	X	X	X		X		X		X	X	X	X
<b>Cybersecurity</b> – awareness training, multifactor authentication, OT SCADA, assessments, penetration testing, incident response, forensics investigations	X			X	X	X	X		X	X		X	
<b>Telecommunications</b> – Avaya on-premises call manager, SIP trunking, session border controllers	X		X	X	X	X	X		X			X	
<b>Video &amp; Access Control</b> – Genetec, Avigilon	X	X	X	X		X	X	X	X	X	X	X	X

**Customer Satisfaction and Volume of Merchants:** At TSCTI, our commitment to customer satisfaction is not just a statement; it's a tangible result that speaks volumes about the quality of our services. We take immense pride in sharing that our services have consistently earned high praise from our valued clients. ***Our exceptional Customer Performance Assessment Rating (CPAR) of 97% serves as a powerful testimonial to the unwavering satisfaction our clients experience when partnering with us.*** This rating reflects our dedication to understanding and fulfilling our clients' needs, ensuring that their objectives are not just met, but exceeded.

- **Elevating Excellence through CPAR Ratings:** Our ***97% CPAR rating is a resounding affirmation of our customer-centric approach,*** which forms the bedrock of our service philosophy. This rating is the outcome of rigorous assessments and evaluations by our clients, showcasing their level of contentment with our solutions, support, and overall collaboration. The CPAR rating encapsulates not only the technical proficiency of our services but also our ability to establish lasting relationships built on trust, clear communication, and dependable service delivery.
- **Evidence of Impact Metrics:** To further emphasize the impact of our services on customer satisfaction, we present below a set of impact metrics. These ***metrics outline tangible improvements and achievements that clients have experienced through our engagement.*** These metrics serve as robust evidence that our services contribute significantly to enhancing ***operational efficiency, streamlining processes, and driving positive outcomes for our clients.*** We believe that these metrics resonate louder than words, highlighting the substantial benefits that TSCTI brings to the table.



## OPERATIONAL EFFICIENCY IMPROVEMENT



- Showcasing Volume of Merchants Nationwide:** We help more than **300+ government agencies** to achieve their IT objectives including the **IT support services for Oracle, MS SQL, Network, GIS, Data Center/Systems, Microsoft, Third-Party Applications, In-House Applications, Cybersecurity, Telecommunications, Video & Access Control, and Supplemental Staffing Services for Server Technician, Network Administrator/Technician, Oracle Database Administrator, Microsoft Support Technician, Programmer/ Analyst, PC/Help Desk Technician;** every day through our network of **5500+ consultants and 16 branches in 50 states** around the nation. At TSCTI, we work seamlessly together as one firm to serve our clients whenever they need us. We make our collective knowledge, experience and nationwide network available to our clients. *The table provided below offers a snapshot of the extensive volume of merchants* who have entrusted us with their **technology support and staffing needs** and where we have **placed more than 2000 similar positions holding certifications on as-needed bases for both Category 1 and Category 2; straight time and over time.** Our commitment to excellence is further echoed through the vast network of clients we serve across the nation. This table stands as a testament to the **scalability, reliability, and proficiency** that TSCTI brings to each partnership. Our ability to cater to such a diverse array of clients speaks volumes about our adaptability, expertise, and dedication to delivering results regardless of scale.

Federal		
US Air Force	House of Representative	Department of Interior
IRS, Department of Treasury	Federal Maritime Commission	Department of Veteran Affairs
Department of Labor	Department of Energy	Department of Navy
Defense Logistics Agency	Department of the Army	Department of Commerce
Department of Health	Department of Commerce	Department of Justice
Department of Energy	US Marine Corps	Defense Language Institute
Department of States	Department of Homeland Security	Department of Agriculture
Federal Aviation Authority	Department of Transportation	Environmental Protection Agency
Statewide		
State of Alabama	State of Hawaii	State of Oregon
State of Alaska	State of Idaho	State of South Dakota
State of Arizona	State of Nevada	State of Vermont
State of Arkansas	State of New York	State of Wisconsin
State of California	State of Oklahoma	State of Maryland
State of Colorado	State of South Carolina	State of Massachusetts
State of Nebraska	State of Utah	State of Michigan
State of New Mexico	State of West Virginia	State of Minnesota
State of Ohio	State of Illinois	State of Mississippi
State of Rhode Island	State of Indiana	State of Missouri
State of Texas	State of Iowa	State of New Jersey
State of Washington	State of Kentucky	State of North Dakota
State of Connecticut	<b>State of Los Angeles</b>	State of Pennsylvania
State of Delaware	State of Montana	State of Tennessee
State of Florida	State of New Hampshire	State of Virginia





State of Georgia	State of North Carolina	State of Wyoming
<b>County/ City</b>		
City of Palo Alto (CA)	City of Nashville (TN)	Miami-Dade County (FL)
Orange County (CA)	City of Phoenix (AZ)	Nashville County (TN)
Arapahoe County (CO)	City of Portland (2) (OR)	New Castle County (DE)
Baltimore County (MD)	City of Tacoma (WA)	Wake County (NC)
Broward County (FL)	Clark County (NV)	Oakland County (MI)
City of Alexandria (VA)	County of Hawaii (HI)	Palm Beach County (FL)
City of Bellevue (WA)	Dade County (MI)	City of Memphis (TN)
City of Henderson (NV)	Kansas City (MO)	City of Mesa (AZ)
City of Milwaukee (WI)	Maricopa County (AZ)	Fauquier County (VA)
Harford County (MD)	Prince George County (MD)	Suffolk County (NY)
City of Durham (NC)	Pinal County (AZ)	<b>City Of New Orleans (LA)</b>
<b>Local Agencies</b>		
California Multiple Award Schedules	University of Mississippi	Hillsborough County Public Schools
Iowa Communications Network (IA)	Department of Transportation (OR)	Human Resource Management (WA)
Department of Finance & Administration (TN)	Arlington County School Board	Wayne State University (MI)
LIPA (NY)	Douglas County School District	Orange County Public Schools
County Of Sacramento (CA)	United Nations Population Fund	University of West Virginia (WV)
Florida International University	Judicial Council of California	North County Transit District (CA)
AHCCCS (AZ)	San Antonio Water System (TX)	Community Transit (WA)
Southern Illinois University	Metro-North Railroad (NY)	University of Oklahoma (OK)
Sound Transit (WA)	Miami University (OH)	Eugene Water & Electric Board (OR)
Beaufort County School District (SC)	University of Texas Medical Branch	Wayne County Airport Authority (MI)
United Nations Development Program	Central New Mexico Community College NM)	Upper Rio Grande Workforce Development Board (TX)
Pennsylvania State System of Higher Education (PA)	Fort Worth Independent School District (TX)	<b>Louisiana Department of Education (EDLINK), LA</b>
<b>Louisiana State University (New Orleans), LA</b>	<b>Office of Technology Services, LA</b>	<b>Ochsner Medical Center, LA</b>
<b>Louisiana Department of Wildlife, LA</b>	<b>The Louisiana Department of Insurance, LA</b>	<b>Louisiana Department of Health</b>
<b>Commercial</b>		
Amdocs	Citi Group	Energy Future Holdings
Accenture	Booz-Allen-Hamilton	DynCorp International
Bank of America	Harvard Business Pub	Boeing
Avnade / Accenture	CNA	Guardian Life Insurance
Raytheon	Sherwin Williams	Sun Microsystems
Becton Dickinson	Deloitte	HP-EDS
UPS	SRA	SuperValu
JP Morgan	Microsoft	Verisign
IBM	Lockheed Martin	National Rifle

Below are given case studies with our major clients showcasing our successful collaborations with key for more than 4 years clients, where our solutions have seamlessly integrated with their operations, enabling them to achieve their strategic goals efficiently and effectively;

#### **Case Study #1: City of Phoenix Aviation Department**

**Contract Name:** IT Consulting and Staffing Services

**Contract Duration:** Jan 2019- Ongoing

**Contact Person:** Cadle C. Collins Jr., Contracts Specialist II\*Lead

**Contact Number:** 602.273.2054

**Email:** [cadle.collins@phoenix.gov](mailto:cadle.collins@phoenix.gov)

**Project:** The City of Phoenix Aviation Department, entrusted with the operation and management of airports and aviation-related services, embarked on a journey to enhance its technology infrastructure. They required a partner who could adeptly manage their intricate web of systems and applications, alongside the provision of skilled personnel for key positions. With the need for Oracle and SQL database administration, network infrastructure management, data center system support,



Microsoft service optimization, third-party application integration, and cybersecurity reinforcement, the City sought a reliable and capable partner to fulfill these requirements.

**Solution:** TSCTI demonstrates its prowess in managing a diverse array of technology domains, including *Oracle and SQL* database administration, network infrastructure management with *Fortinet, Ruckus, and Cisco* technologies, *data center systems coordination* using *VMware and HPE* equipment, *Microsoft service* optimization encompassing *Office 365 and Azure*, *third-party application integration* for seamless workflows, and *robust cybersecurity* measures spanning training, assessments, and incident response.

Additionally, TSCTI fulfills the City's supplemental staffing needs with the utmost diligence. By providing qualified experts in roles such as *Server Technicians, Network Administrators, Oracle Database Administrators, Microsoft Support Technicians, Programmers/Analysts, and PC/Help Desk Technicians*, TSCTI ensures that every critical IT position is staffed with certified professionals capable of delivering outstanding support.

**Professional Resources working on the project:** Server Technicians, Network Administrators, Oracle Database Administrators, Microsoft Support Technicians, Programmer/Analysts, PC/Help Desk Technicians.

## Case Study #2: Wayne County Airport Authority

**Contract Name:** IT Consulting and Staffing Services

**Contract Duration:** Jun 2018- Ongoing

**Contact Person:** Faisal Shakeel, Deputy Director, Application & Software Services

**Contact Number:** 734-941-8912

**Email:** Faisal.Shakeel@wcaa.us

**Project:** The Wayne County Airport Authority (WCAA), entrusted with the pivotal task of managing airport operations and aviation services, embarked on a strategic mission to enhance its technology infrastructure. With a focus on optimizing efficiency and reliability, WCAA sought a seasoned partner capable of managing their intricate network of systems and applications. The challenge extended further with the need for specialized personnel to occupy key positions. The requirements included adept management of Oracle and SQL databases, network infrastructure optimization, data center systems support, Microsoft service enhancement, seamless integration of third-party applications, and the implementation of robust cybersecurity measures.

**Solution:** The WCAA partnered with TSCTI to provide comprehensive *IT services upgrade, including data and database administration, integration, management, and transformation, business intelligence, analysis, and reporting, systems development, testing, and implementation, systems administration, integration, operations, and testing, management support, leveraging in-place and emerging technologies, project management, business, process and data analysis, and application development (programmer, web developer, business analyst)*. TSCTI also provided *server administration and architecture, desktop support, network design, technician, and architecture, security system architect, technician, analyst, mobile application development, and maintenance, Windows system administration, business continuity and disaster recovery, cyber security expertise, copper and optical fiber, telephony, public announcement system, 800 MHz radio systems, CCTV systems, uninterruptible power supply, Microsoft O365, information technology infrastructure library, transmission control protocol/user datagram protocol, shell and windows batch programming, and administrative support*. Additionally, TSCTI has been satisfying the Authority's supplemental staffing needs while ensuring the meticulous recruiting and screening approach. The ongoing partnership between TSCTI and the Wayne County Airport Authority serves as a resounding testament to the successful delivery of comprehensive technology support.

**Professional Resources working on the project:** Server Technicians, Network Administrators, Oracle Database Administrators, Microsoft Support Technicians, Programmer/Analysts, PC/Help Desk Technicians.

## Case Study #3: San Antonio Water System, TX

**Contract Name:** IT Professional Consulting Services

**Contract Duration:** 2013-Ongoing

**Contact Person:** Maxim Mokeyev, Executive Management Analyst

**Contact Number:** 210.233.3458

**Email:** [Maxim.Mokeyev@saws.org](mailto:Maxim.Mokeyev@saws.org)

**Project:** The San Antonio Water System (SAWS), entrusted with providing reliable water and wastewater services to the community, embarked on a strategic journey to modernize its technology infrastructure. Recognizing the critical role of technology in managing essential utilities, SAWS sought a proficient partner capable of overseeing their intricate network

**Local Office:** 3867 Plaza Tower Dr. Baton Rouge, LA 708164378



of systems and applications. The complexity grew with the need for specialized professionals to fill key positions. This included adept management of Oracle and SQL databases, network infrastructure optimization, data center systems maintenance, Microsoft service enhancement, seamless integration of third-party applications, and the implementation of robust cybersecurity measures.

**Solution:** TSCTI demonstrated their prowess across diverse technology domains, including proficient management of Oracle and SQL databases, meticulous administration of network infrastructure involving Fortinet, Ruckus, and Cisco technologies, strategic coordination of data center systems utilizing VMware and HPE equipment, optimization of Microsoft services encompassing Office 365 and Azure, seamless integration of third-party applications, and the establishment of robust cybersecurity measures, including training, assessments, and incident response.

Additionally, Catering to SAWS' supplemental staffing needs, TSCTI ensured a meticulous approach. Their team of accomplished professionals comprised of various professionals including but not limited to the following;

**Professional Resources working on the project:** Server Technicians, Network Administrators, Oracle Database Administrators, Microsoft Support Technicians, Programmer/Analysts, PC/Help Desk Technicians.

## 2. *Proposer shall provide resumes for account manager(s), designated customer service representative(s) and any and all key personnel anticipated to be assigned to this project, in addition to resumes of any and all subcontractors.*

Our dedicated team of professionals is well-equipped to handle all the necessary training, supervision, and support needed to fulfill the Parish's similar domain contracts. Our dedicated local Account management team's experience spans across several reputable clients, including the *City of New Orleans, Louisiana State University, City of Phoenix Aviation Department, Wayne County Airport Authority, Melbourne Airport Authority, Nashville International Airport, Wayne County Airport Authority (WCAA), Hillsborough County Aviation Authority, South Coast Air Quality Management District*, and numerous other state and local government authorities. With over 300 clients with similar SOW, our team has gained substantial experience in handling IT Support and Supplemental Staffing Service contracts, with each member possessing over a decade of experience. Our corporate office support adds an additional layer of expertise, ensuring we can fulfill any requirement that the Parish may have. We have provided an overview of the qualifications and experience of our Account Management team in the following table, along with the supporting divisions that will be utilized to service the Parish. Our key staff is dedicated to delivering quality service to meet the Parish's unique needs.

Name/Title	Dedicated Experience with TSCTI and while working with LA-based Clients	Qualifications	Roles and Responsibilities
Sandeep Singh/ <i>Account Director (Key)</i>	15+ years	<ul style="list-style-type: none"> <li>PGDIM, International Marketing, Clarendon Business College, (2001)</li> <li>PMP Certified</li> </ul>	<ul style="list-style-type: none"> <li>Ensure &amp; track the contract requirements.</li> <li>Educate existing/new Account Manager with Parish contract requirements.</li> <li>Will also act as the escalation point for any issues that cannot be resolved by the primary and secondary POCs.</li> <li>Quarterly meetings to monitor TSCTI contract performance and to know current TSCTI standing &amp; performance on the contract.</li> <li>Weekly meeting with Back Office Staffing Operations to give an update on TSCTI performance &amp; upcoming activities under contract.</li> <li>Ensuring that Monthly Compliance Reports are being submitted in time to the Clients and sending weekly dashboard reports to Executive Management.</li> </ul>
Kashif H Ahmed (Key) <i>Account Manager</i>	15+ Years	<ul style="list-style-type: none"> <li>Certified PMP;</li> <li>ITIL Foundation; and</li> <li>Certified in the Governance of Enterprise IT</li> </ul>	<ul style="list-style-type: none"> <li>Write Synopsis of the Parish's requisition which includes-               <ul style="list-style-type: none"> <li>Overview of the contract.</li> <li>Domain-specific (IT Categories like Data Center Management, Cloud Migration, etc.) skills required.</li> </ul> </li> </ul>





			<ul style="list-style-type: none"> <li>○ Plan as per Parish project deliverable requirement</li> <li>• Working with IT-domain specialized Recruiting Manager to ensure the quality of candidate selection process</li> <li>• Coordinating consultant/candidate interviews with the Parish and monthly meeting with the Parish Management</li> <li>• To know about upcoming activities and understand the Parish future needs</li> <li>• To know about TSCTI staff performance</li> <li>• Resolving difficult situations with TSCTI Staff working at the Parish projects</li> <li>• Time to time meeting with on-site consultants</li> <li>• Oversee the overall management of the contract, including monitoring the performance of the temporary staff and ensuring the delivery of high-quality services to the Parish.</li> <li>• Collaborate with the Account Manager and other team members to develop and implement strategies to meet the Parish's staffing needs.</li> <li>• Ensure compliance with all contractual obligations and requirements, including timely submission of reports and other deliverables.</li> <li>• Identify and address any issues or challenges that arise during the course of the contract, and work with the Parish to develop effective solutions.</li> <li>• Continuously assess the effectiveness of the staffing services provided to the Parish, and work with the Account Manager and other team members to implement process improvements and best practices</li> </ul>
Michel Bright, Recruitment Manager (Key)	15+ years	<ul style="list-style-type: none"> <li>• BS, Environmental Science, Howard University, Washington, DC</li> </ul>	<ul style="list-style-type: none"> <li>• Managing staffing needs of the Parish requisitions</li> <li>• Ensuring and tracking the staffing requirements of the Parish</li> <li>• Setting up the milestone of each activity to complete the Parish submittal within 2-3 days</li> <li>• Training and skill enhancement to existing &amp; new recruiters on the Parish staffing requirements</li> <li>• Arranging &amp; managing interview schedules between the Parish &amp; consultants</li> </ul>
Dariya Mancco, Employee Care Manager (Key)	10+ years	<ul style="list-style-type: none"> <li>• Bachelor's Degree Certificate in Human Resource Management, University of Maryland University College, College Park, MD</li> <li>• Associate of Arts: Elementary' Special Education, Montgomery College, Rockville, MD</li> </ul>	<ul style="list-style-type: none"> <li>• Manage consultants/candidates at the Parish sites and a key person to keep consultants motivated and up to date</li> <li>• Take care of consultant's requests/issues and resolve all the request.</li> <li>• Works closely with AM to follow the progress of the project and ensure that consultants are up to date with latest work techniques and get those required training</li> <li>• Create a training request if staff would like to participate in the Parish or outside training</li> </ul>
Pakkirisankar Jagannath, Quality Assurance Manager (Key)	10+ years	<ul style="list-style-type: none"> <li>• BS in Computer Science</li> <li>• Certified as Internal Auditor for Quality Systems as per ISO 9000</li> </ul>	<ul style="list-style-type: none"> <li>• Contributing information and analysis to strategic plans and reviews; preparing and completing action plans;</li> <li>• Implementing productivity, quality, and customer-service standards; identifying and resolving problems;</li> </ul>



			<p>completing audits; determining system improvements; implementing change.</p> <ul style="list-style-type: none"><li>• Involve in financial objectives by estimating requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.</li><li>• Prepare quality documentation and reports by collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations</li><li>• Validates quality processes and quality candidates by establishing and analyzing specifications and quality attributes.</li></ul>
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*\*Resumes are provided in the Annexure for each Key personnel*

## 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?*

At TSCTI, we believe that innovation is at the core of driving continuous improvement and delivering exceptional value to our clients. In addition to the comprehensive technology support services detailed earlier, we have developed several innovative concepts to further enhance your organization's efficiency and effectiveness:

- **AI-Driven Predictive Maintenance:** We propose implementing an AI-powered predictive maintenance system for your critical infrastructure. By analyzing historical data and real-time sensor inputs, we can anticipate potential equipment failures and proactively schedule maintenance, minimizing downtime and reducing operational costs.
- **Smart Traffic Flow Optimization:** Employing cutting-edge traffic management algorithms, we have the capability to enhance traffic flow efficiency within Jefferson Parish. By analyzing real-time data from various sources, such as traffic cameras and sensors, our system can dynamically adjust traffic signals to optimize vehicle movement. This solution reduces congestion, minimizes travel time, and contributes to a smoother commuting experience for residents and visitors alike. Our expertise in data analytics and real-time optimization ensures a seamless and effective traffic management solution for Parish.
- **Augmented Reality (AR) Training for Field Personnel:** We can introduce AR-based training programs for your field personnel. AR overlays digital information onto the real world, enabling technicians to receive step-by-step instructions and access technical information hands-free, resulting in faster and more accurate field operations.
- **Holistic Technological Proficiency:** Our diverse team of experts spans a wide range of technology domains, enabling us to provide end-to-end solutions that integrate seamlessly across different platforms and technologies.
- **Customized Solutions:** We understand that every organization's needs are unique. We don't offer cookie-cutter solutions; instead, we tailor our services to align with your specific goals and challenges.
- **Innovation-Driven Approach:** Our emphasis on innovation ensures that we continually explore new technologies and methodologies to enhance your operations and provide you with a competitive edge.
- **Rapid Cloud Adoption Framework:** We offer a streamlined approach to transitioning your critical systems to the cloud, ensuring minimal disruption and maximizing the benefits of scalability and cost-efficiency.
- **IoT-Enabled Environmental Monitoring:** Our IoT solutions can be employed to monitor environmental factors such as water quality, levels, and infrastructure health in real-time, providing you with actionable insights for better decision-making.
- **Zero-Trust Cybersecurity Framework:** Our advanced cybersecurity approach, based on the zero-trust model, ensures that every user and device is authenticated and authorized before accessing your network, significantly reducing the risk of cyber threats.

TSCTI's commitment to cutting-edge innovation, personalized solutions, and an exceptional team sets us apart in delivering transformative technology services that elevate your organization's capabilities and competitiveness.

**Local Office:** 3867 Plaza Tower Dr. Baton Rouge, LA 708164378

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## F. Project Schedule

### Detailed methodology/approach to project management

**TSCTI's Project Management Plan:** TSCTI's growing success results from its consistent experience in technology transformations. TSCTI has gained expertise in IT project-based work, aligning IT experienced staff, and delivering next-generation solutions ranging from new development, modernization, and legacy modernization to AI and ML-based solutions. Our Digital Transformation *Center of Excellence (CoE)* anchors the development of competencies, provides thought leadership, incubates new ideas such as our CloudTech low-code platform designed for the public sector, and underscores and empowers almost all we do both for our customers and employees. Our processes have been built over the years with experience gained from millions of hours of supporting our clients in their mission critical modernization and transformation efforts covering applications, security and on-prem, cloud and hybrid IT infrastructure. Our Digital Solutions and Services are now powering transformation at *City Of New Orleans, LA, Louisiana State University (New Orleans), Office of Technology Services, Ochsner Medical Center, Louisiana Department of Wildlife, The Louisiana Department of Insurance, and Louisiana Department of Health, and Louisiana Department of Education, City of Phoenix (Aviation Department), Wayne County Airport Authority, CMTA, MTA, WMATA, NY State, and many more agencies.*

TSCTI's consultants excel in emerging technologies, and we commit to active source, staff, lead, manage, and assuming accountability for a project from the start to finish (including a post-production period) requested by Parish to provide technology support, and/or implementation of new functionality. We fill the gap between temporary and full-time employment, taking the complexity out of contracting high-value workers. Skilled Professional Solutions allows our clients to engage career professionals, not just as consultants, but as subject matter experts. This solution brings someone with hands-on experience to your organization for the duration of a project, regardless of its length. And TSCTI's management of these professionals—including their benefits—makes it easier for companies to retain or rehire them, bringing greater continuity to the workflow. We have a qualified team on bench/ active candidates ready to join Parish, to match the SLA of 24 hours, along with a strong ISO-certified recruitment process, TSCTI has also tied up with multiple suppliers, universities, and local employment agencies. This provides us nationwide access to a wide pool of resources. To augment the capability of our recruiters, we have a premium account on all the popular job websites, such as LinkedIn, Monster, Dice, Indeed, CareerBuilder, etc. Our people complete your projects on time. We have a mobilized workforce, qualified and ready to go. We can provide a Project Team of IT professionals with the precise collection of skills, experience, and certificates to handle any development effort. All teams with over 5+ employees will include a TSCTI project lead to reporting back to Parish's respective department head and spearhead communication with the remaining project team. Below we have demonstrated our proposed plan to execute the services:

- **#Step 1:** TSCTI will begin the contract with a kick-off session of our *Project Manager & Technical Project Manager with Parish* to introduce team members and set the stage for our association/engagement. During this meeting, TSCTI will discuss Parish's objectives for the program to determine the services required to best meet the objectives. Also, we determine the nature and scope of the work, lines of authority, and issue escalation procedures. 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. TSCTI 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. Furthermore, the Kick-off session will specifically address:
  - How our approach to managing the contract, generating related documentation, and achieving successful milestone exits,
  - How our approach to supporting compliance with Parish processes, and
  - How effective project management will lead to achieving operating on Parish's schedule and budget.
- **#Step 2:** After the kick-off call with Parish stakeholders, we will document the minutes of the meeting and will gather detailed information about the resource needs — information on the project, the tech stacks, roles, and a number of resources involved the budget, and the duration — to curate the best technical team for Parish.



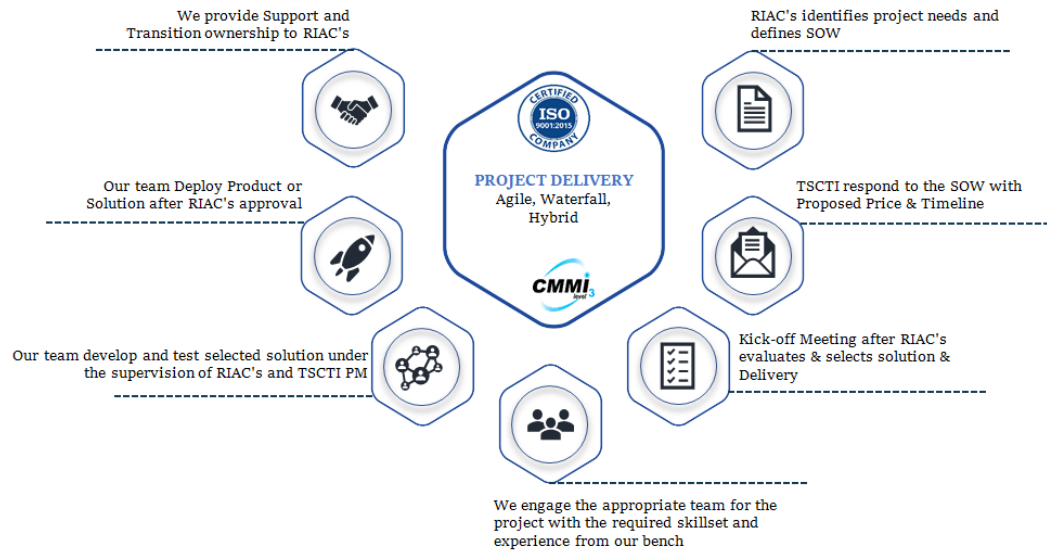
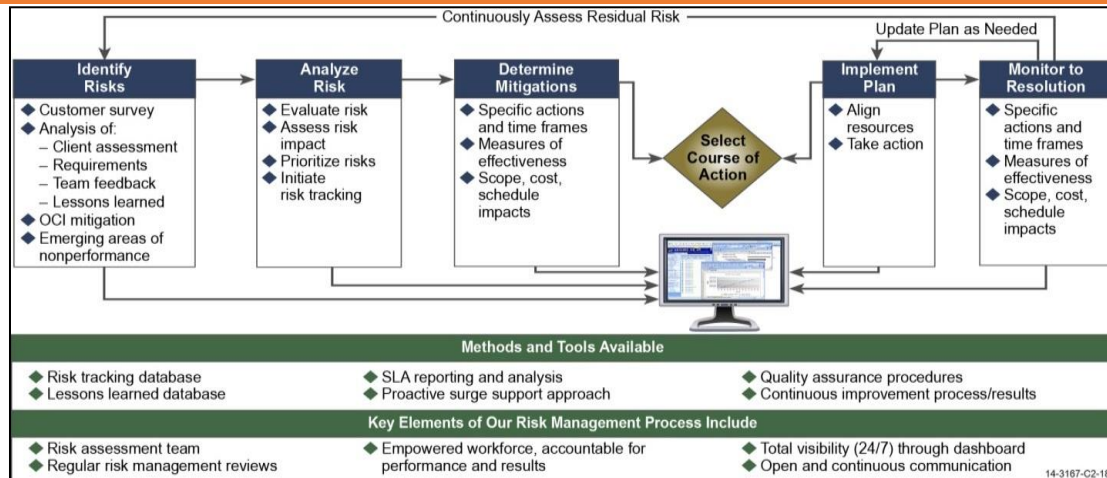


Exhibit 3: TSCTI's Project Delivery Plan

- **#Step3:** Next, we put together a list of shortlisted resources for your approval from our bench. Parish can interview them for both technical and non-technical skills, such as communication and domain understanding before Parish give us the go-ahead, we will also provide their background check report and reference checks so that Parish can count on them as professionals. We then coordinate their joining and onboarding based on Parish convenience.
- **#Step 4:** We then launch your project team — all in just under two weeks. And we will continue to support Parish with the project status and operational functions and our project managers will ensure transparent processes and ongoing communication between all parties.
- **Risk Management:** TSCTI has an in-depth approach to risk identification, tracking, and mitigation that is based on a combination of commercial best practices and tools and our knowledge and understating of risk policies, procedures, and tools. TSCTI will integrate its comprehensive Risk Management Plan (RMP) as defined by PMBOK 5.0 into our program management methodology and link it closely to our quality management process. On the award, we will work with Parish Key stakeholders to define and incorporate government notification and reporting parameters into the RMP.
- **Approach to Risk Identification and Mitigation** – TSCTI defines risks in terms of the possible occurrence of an undesirable event, the probability of the event occurring, and the potential impact of the event. We identify, assess, and continually reassess program risks, and we will work with the Parish key stakeholder to devise risk mitigations. We will carry out risk avoidance, mitigation, and remediation through a combination of knowledge, expertise, technological automation, and process improvement practices. **Fig Below** details our comprehensive RMP, including our proposed methods for 1) identifying, analyzing, prioritizing, and monitoring risk; 2) developing risk-handling approaches; and 3) applying adequate resources to avoid or mitigate risks at the appropriate level. Our proactive risk management approach ensures that we have a predictive, visible, measurable, repeatable, and effective process for risk identification and control.



*TSCTI's Proactive Risk Management Enables Rapid Identification and Resolution for project risks and issues*

Our PM will be accountable for conducting risk assessments to identify risk within their realm of authority and have responsibility for developing an applicable Site Risk Register using our standard risk management processes and the management tool. We track and manage risks primarily with our risk register tool. As shown in **Risk Status, Description and Mitigation approach table**, the tool provides several views of risks, impacts, and mitigations and allows for ongoing management of all risk items. The PM will review and evaluate the Site Risk Register for ranking and consolidation into an enterprise-wide register. The PM will brief the relevant risk information at least quarterly as a program deliverable or, if the risk or vulnerability is of significant concern, in monthly in-process reviews (IPRs).

Based on the inherent risk the deficiency or perceived risk has critical and non-critical aspects of Parish's IT project modernization & enhancement. Critical deficiencies are defined as those that warrant the severe risk of corruption to Parish's project quality, security, or compliance of its critical systems, networks, end-users, sensitive information, and security. Critical deficiencies/risks are given priority and addressed through defined and Parish's approved channels. Deficiency prevention, mitigation, and correction are aligned with TSCTI's risk management approach. For each risk/deficiency identified during the Project, the probability of its likelihood and its impact will be analyzed and recorded in the risk register. Then the risk score will be calculated.

- **Risk/Deficiency likelihood probabilities:** Uses descriptors such as, 1) Low (33.33%), 2) Medium (33.34% - 66.66%), and 3) High (66.67% - 100%) to assess the probability of the risks. A value assignment of 'Low' implies a 'very unlikely' likelihood of realizing the risk/ deficiency whereas a risk/ deficiency with a descriptor of 'High' is an 'almost certain' likelihood that the risk will occur.
- **Risk/Deficiency impact value:** Reflects the significance of the impact on each project objective if the risk/ deficiency occurs. The relative scales for impact are identified using descriptors such as Low, Medium, and High reflecting increasingly extreme impacts on the project's objectives such as cost, time, scope, and quality. Using the risk/deficiency likelihood and risk/deficiency impact parameters described above, the Project team will calculate the score for each risk/deficiency that reflects its implications for meeting the project's objectives. The **Risk Deficiency Time Frame (Table)** shows the risk/deficiency score calculation for various Probability and Impact values.

Probability (LOW=L, MEDIUM=M, HIGH=H)	M = (L * H)	H = (M * H)	H = (H * H)
	L = (L * M)	M = (M * M)	H = (H * M)
	L = (L * L)	L = (M * L)	M = (H * L)
Risk Score	Impact (LOW=L, MEDIUM=M, HIGH=H)		

*Exhibit 4: Risk efficiency impact*

- **Risk/Deficiency Status:** Each risk/deficiency is also assigned a status of Red, Yellow, Green, or Closed. The description of these statuses and general mitigation approach is provided in the **table** below:

Risk Status	Status Description	Risk Mitigation Approach
Red	Active and Impacting Project	Execute a mitigation strategy. Perform additional contingency planning and workarounds to mitigate the impact
Yellow	Active no impact on cost/scope and delivery time	Continue to execute mitigation strategy. Monitor risk and response to ensure proper mitigation
Green	Not yet active	Monitor risk periodically
Closed	Closed - Risk mitigated and no longer applicable to the project	N/A

*Exhibit 5 Risk Status, Description and Mitigation approach*

- **Risk/Deficiency Timeframes:** Timeframes for correction are based on the probability, impact value, the criticality of risk/deficiency, and Parish stakeholder priority as agreed upon. TSCTI will maintain risks/deficiencies for the significant modernization and enhancement of the project in a list on the Parish's approved program management dashboard, which will also contain the outcome of all risk/deficiency management activities. Also, all risks/deficiencies will be reviewed and updated at least monthly or when new risks are identified. The risk/deficiency list will also be updated as more information becomes available on a risk/deficiency, likelihood, impact, status score, or responses. TSCTI will provide the list to Parish Key stakeholders every month as part of the TSCTI Program Review. The following **table** describes the risk/deficiency reporting responsibility and frequency;

Report Type	From	To	Period
Team Status Meeting	Team Members	PM/QA KM	Weekly
Risk Register (Updates)	Team Members	All	Weekly
Program Review and Report	PM	PM/QA and Parish Stakeholder	Monthly
Client Status Report	PM	PM/QA and Parish Stakeholder	Monthly and Quarterly. Only Risks with a score of 'Red and Yellow' reported
Risk/deficiency Management Process Audit	TSCTI QC Group	PM/QC KM	Monthly for the first 3 months and then as needed or quarterly

*Risk/ Deficiency timeframe*

Below is a sample (shown in **table below**) of TSCTI's Risk Assessment and Risk Mitigation template. We will use a similar template for the Parish contract;



Risk Factors	Low	Medium	High	Mitigation Ideas
<b>1. Scope of Work</b>	Defined and Not Large or Complex	Somewhat Defined/ Large/ Complex	Not Defined or Large/ Complex	<ul style="list-style-type: none"> <li>Decomposition</li> <li>Add another analysis phase</li> <li>Detailed specifications</li> <li>Early prototype/review of functionality</li> <li>Add more time to the project schedule.</li> </ul>
<b>2. Decision-Making</b>	One sponsor & One decision-maker	Sponsoring/Decision-making committee	No Clear Sponsor/ Decision-maker	<ul style="list-style-type: none"> <li>Specify decision-makers' role in project documentation</li> <li>Add tasks to the Project Plan for involving decision-makers and managing the relationship with them</li> </ul>
<b>3. Environmental State (Software/ Hardware/ Network)</b>	Stable / Little Change Required	Transitional with Some Changes	Volatile or Yet to be Deployed	<ul style="list-style-type: none"> <li>Additional testing, particularly stress testing</li> <li>Training in the new environment</li> <li>Find other projects using a similar environment to compare notes</li> <li>Get a prototype deployed ASAP in the new environment</li> </ul>
<b>4. Project Schedule</b>	A project team with standard estimation methods	Project team using some rough guesses based on limited info.	The mandate from an external source	<ul style="list-style-type: none"> <li>Supplement resources (outside consultants, other groups)</li> <li>Try to reduce the scope of the deliverable.</li> <li>Is there a minimum level of functionality for the mandated delivery date?</li> <li>Add time to the schedule to allow for slippage.</li> </ul>

*Risk Factors and Mitigation ideas*

- **Escalation:** If necessary, TSCTI uses the Red Flag report system, which is a system that identifies critical variances in staffing or any identified lapse in service related to resources. Flag thresholds are initially set at a low, or “yellow alert” level. The responsible manager reviews each stable yellow alert item every day until it reverts to a green or stable level. If the variance or problem continues or increases over time, it enters the “orange alert” level, in which the manager is required to take firm appropriate action to lower the level, and report his action upwards to management. Any orange-level problem or variance that continues to increase is immediately posted in a **Red Flag** report and escalated for immediate remedial action. This yellow-orange-red process ensures that variances and problems are noticed, investigated, and remedied before they become critical and provide for rapid corrections and eliminate long-term problems. All flag actions are immediately copied to the Client Program Manager for information or action. Flag status and mitigation plans are shared with our Management, HR/Resourcing Teams as well as clients at status review meetings

Whenever the Parish or any other person designated by the Parish sends a communication via e-mail, telephone, or other-directed method to resolve a conflict or make a change, the Account Director is responsible for resolving the conflict and directly interfacing with Parish personnel. The issue is logged into TSCTI’s conflict resolution system, and a ticket is generated. All correspondence is logged against this ticket to provide an accurate audit trail. The ticket is closed only when the conflict is resolved. The **Table** below depicts TSCTI’s conflict escalation procedure:

Steps	Description of Activities	Responsibility
<b>Identify conflict</b>	<ul style="list-style-type: none"> <li>Identify conflict by having one-to-one meetings with the Parish’s stakeholders.</li> </ul>	Account Director/Account Manager



<b>Track conflict/ Resolution – Level3</b>	<ul style="list-style-type: none"> <li>• Interact with the concerned candidate or stakeholder.</li> <li>• Resolve the conflict and convey the status to the candidate or stakeholder.</li> <li>• Escalate any unresolved issue to Level 2 &amp; Update the Audit log.</li> </ul>	Account Director/Account Manager
<b>Track conflict/ Resolution – Level2</b>	<ul style="list-style-type: none"> <li>• Understand the issue, the affected groups, and the position of stakeholders.</li> <li>• Determine a resolution and an appropriate plan of action.</li> <li>• Resolve the issue, and inform the affected groups and the TSCTI Project Manager.</li> </ul>	Account Director
<b>Track conflict/ Resolution – Level1</b>	<ul style="list-style-type: none"> <li>• Reach an understanding of the conflict, the affected groups, and the position of the existing parties</li> <li>• Determine a resolution</li> <li>• Determine an appropriate plan of action; Inform affected groups, and convey it to Executive Leadership</li> </ul>	Executive Director

*Conflict Escalation Procedure TSCTI involves all levels of management to resolve customer issues.*

By putting the proper procedures in place and by having a transparent, repeatable process, TSCTI ensures that Parish will have continual access to our TSCTI management and staff to inform us of any conflict or problems regarding the IT temporary personnel. Through the work of our Account Director, Parish will have a constant resource to communicate the slightest conflict that may arise. TSCTI will be quickly able to resolve those conflicts and be able to resolve them following our straightforward conflict escalation procedure. By already having conflict plans in place, TSCTI can provide Parish with a straightforward and effective temporary employment service.

- **#Step5:** We will provide Parish with our comprehensive escalation management process which will be of great value to your organization. Our process encompasses communication processes, response procedures, tools, training, and exercises to effectively manage business disruptions. In the event of a crisis situation, our local dedicated Account Director will provide detailed reports to the Parish and will keep them constantly updated on the current status. We also have formal procedures in place to record and resolve client issues proactively. Our Quality Management System (QMS) defines an escalation process for quick and effective complaint resolution, and we offer multiple channels for Parish to express their concerns. Our escalation process includes acknowledgment, an escalation matrix, incident response, and resolution. TSCTI's escalation matrix defines the estimated resolution time and the staff responsible for handling incidents at each escalation level. The resolution process ensures that the same issue won't occur again in the future.

**Additionally,** TSCTI proposes top-priority issue resolution services to the Parish. Our local staff will stay in touch with Parish, and key management can be accessed directly. Our local dedicated account management team of five professionals handles issues related to the performance or any other conduct of TSCTI's IT Consultancy Professional. Once an issue is reported, an acknowledgment mail is sent within an hour, and TSCTI checks the status every hour until the issue is resolved. We use the Red Flag report system to identify critical variances in staffing and service-related resources. The system ensures that variances and problems are noticed, investigated, and remedied before they become critical. Whenever Parish sends a communication, the Account Manager is responsible for resolving the conflict and directly interfacing with Parish personnel. TSCTI involves all levels of management to resolve customer issues. Our conflict escalation procedure ensures that Parish will have continual access to our TSCTI management and staff to inform us of any conflict or problems regarding the IT temporary personnel. By already having conflict plans in place, TSCTI will provide Parish with a straightforward and effective on-call IT Consulting services.



## G. Financial Profile

*Proposers must submit documentation from the past three (3) years demonstrating the proposer's financial stability. Documentation may include audited financial statements, including balance sheets, income statements, and documentation regarding retained earnings, assets, liabilities, etc. Such information should be included in the technical portion of the proposal submission and MUST NOT be included with the cost proposals and/or price schedules.*



Regina Thomas  
Vice President  
GCB Relationship Manager

Global I Banking and Markets  
NJ7-550-04-02 – 194 Wood Ave South  
Iselin NJ, 08830  
T: 732.321.5930  
[rthomas24@bofa.com](mailto:rthomas24@bofa.com)

August 16, 2023

Re: 22nd Century Technologies, Inc.  
500 College Road East,  
Princeton, NJ 08540

To Whom it Concerns:

Bank of America provides a \$11.0 million line of credit to 22<sup>nd</sup> Century Technologies, Inc. ("TSCTI"). The Company currently has no outstanding amount under the LOC as of August 16, 2023. The line of credit matures on September 8, 2025 and is renewable upon Bank of America's discretion. The current interest rate on the line of credit is BSBY +150 basis points. The availability of funds under the Credit Facility is subject to certain terms, conditions and covenants set forth in the Credit Facility. TSCTI has been a customer of Bank of America since 1997. TSCTI maintains operating accounts at Bank of America with average balances of a low seven figures as well as a cash management relationship.

This letter is being provided as a matter of courtesy at the request of the Customer. Please note that the information provided by the Bank in this letter is given as of the date of this letter and is subject to change without notice, and is provided in strict confidence to you for your own use only, without any responsibility, guarantee, representation, warranty (expressed or implied), commitment or liability on the part of the Bank, its parents, subsidiaries or affiliates or any of its or their directors, officers or employees to you or any third party, and none of them assumes any duties or obligations to you in connection herewith or any transaction between you or your affiliates and the Customer. This letter is not to be quoted or referred to without the Bank's prior written consent. The Bank cannot provide any opinions of the creditworthiness of the Customer or any of its affiliates, and the above information does not constitute an opinion of the Bank of the ability of the Customer to successfully perform its obligations under any agreement it may enter into with you, the Bank or any other person or entity.

The Bank has no duty and undertakes no responsibility to update or supplement the information set forth in this letter.

Please feel free to contact me directly if additional information is required.

Sincerely,

*Regina Thomas*

Regina Thomas  
Vice President  
Global Commercial Banking  
Northeast Middle Market





*We don't have any short-term or long-term debts. Below TSCTI has provided the required documents for your reference.*

**FY-2022-23**

22nd Century Technologies, Inc and Subsidiaries  
Consolidated Balance Sheets

	September 30	
	2022	2021
	(US\$)	(US\$)
<b><u>ASSETS</u></b>		
Current assets		
Cash and cash equivalents	29,574,081	24,518,492
Accounts receivables, net	76,434,978	79,158,113
Prepaid expenses and other current assets	3,108,015	2,897,913
Total current assets	109,117,074	106,574,518
Property and equipment, net	155,568	156,116
Investment	1,345,563	6,980
Other assets	5,535,806	4,525,012
Total assets	116,154,011	111,262,626
<b><u>LIABILITIES, NON-CONTROLLING INTERESTS AND STOCKHOLDERS' EQUITY</u></b>		
Current liabilities		
Accounts payable	18,805,445	20,981,069
Accrued liabilities	14,108,522	13,608,960
Total current liabilities	32,913,967	34,590,029
Commitments and contingencies		
Stockholders' equity		
Common stock (\$0 par value; 5,000 shares authorized; 1,818 and 1,818 shares issued and outstanding at September 30, 2022 and 2021, respectively)	9,942,602	9,942,602
Additional paid-in capital	320,329	320,329
Accumulated other comprehensive loss	(202,941)	(162,578)
Retained earnings	73,395,911	66,572,244
22nd Century Technologies, Inc stockholders' equity	83,455,901	76,672,597
Non-controlling interests	(215,857)	-
Total stockholders' equity	83,240,044	76,672,597
Total liabilities, non-controlling interests and stockholders' equity	116,154,011	111,262,626

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc and Subsidiaries  
Consolidated Statements of Comprehensive Income  
For the Years Ended September 30, 2022 and 2021

	2022 (US\$)	2021 (US\$)
Revenues	395,855,834	346,044,950
Cost of revenues	290,604,126	247,943,932
Gross profit	105,251,708	98,101,018
Operating expenses:		
Sales and marketing	480,106	452,173
General and administrative	60,993,901	52,786,651
Total operating expenses	61,474,007	53,238,824
Operating income	43,777,701	44,862,194
Other income	952,126	16,962
Income from equity Investments	-	-
Net Income	44,729,827	44,879,156
Income attributable to non-controlling interests	(126,852)	-
Net income attributable to 22nd Century Technologies, Inc and Subsidiaries	44,856,679	44,879,156
Other Comprehensive loss		
Foreign currency translation adjustments	(40,363)	(1,471)
Total Comprehensive income	44,689,464	44,877,685
Comprehensive income attributable to non-controlling interests	(126,852)	-
Comprehensive income attributable to 22nd Century Technologies, Inc and Subsidiaries	44,816,316	44,877,685

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc and Subsidiaries  
Consolidated Statements of Changes in Stockholders' Equity  
For the Years Ended September 30, 2022 and 2021

	Common Stock		Additional Paid-in Capital	Accumulated Other Comprehensive Loss	Retained Earnings	Non-controlling interests	Total Stockholders' Equity
	Shares	Amount					
Balances as of October 1, 2020	1,818	9,942,602	320,329	(161,107)	62,906,276	-	73,008,100
Issued	-	-	-	-	-	-	-
Distributions	-	-	-	-	(41,213,188)	-	(41,213,188)
Foreign currency translation adjustment	-	-	-	(1,471)	-	-	(1,471)
Net income	-	-	-	-	44,879,156	-	44,879,156
<b>Balances as of September 30, 2021</b>	<b>1,818</b>	<b>\$ 9,942,602</b>	<b>\$ 320,329</b>	<b>\$ (162,578)</b>	<b>\$ 66,572,244</b>	<b>\$ -</b>	<b>\$ 76,672,597</b>
Balances as of October 1, 2021	1,818	9,942,602	320,329	(162,578)	66,572,244	-	76,672,597
Issued	-	-	-	-	-	-	-
Distributions	-	-	-	-	(38,122,017)	-	(38,122,017)
Foreign currency translation adjustment	-	-	-	(40,363)	-	-	(40,363)
Other adjustment*	-	-	-	-	89,005	(89,005)	-
Net income	-	-	-	-	44,856,679	(126,852)	44,729,827
<b>Balances as of September 30, 2022</b>	<b>1,818</b>	<b>\$ 9,942,602</b>	<b>\$ 320,329</b>	<b>\$ (202,941)</b>	<b>\$ 73,395,911</b>	<b>\$ (215,857)</b>	<b>\$ 83,240,044</b>

\*Non-controlling interests pertaining to previous year.

See accompanying notes to consolidated financial statements.





22nd Century Technologies, Inc and Subsidiaries  
Consolidated Statements of Cash Flows  
For the Years Ended September 30, 2022 and 2021

	2022 (US\$)	2021 (US\$)
<b>Cash flows from operating activities:</b>		
Net income	44,689,464	44,877,685
Adjustments to reconcile net income to net cash provided by operating activity		
Depreciation and amortization	97,253	51,270
Income from equity method investments	-	
<b>Changes in operating assets and liabilities:</b>		
Accounts receivable	2,723,135	(19,248,677)
Prepaid expenses and other current assets	(210,102)	(429,980)
Other assets	(1,010,794)	(593,099)
Accounts payable	(2,175,624)	1,479,912
Accrued liabilities	499,562	(947,472)
<b>Net cash provided by operating activities</b>	<b>44,612,894</b>	<b>25,189,639</b>
<b>Cash flows from investing activities:</b>		
Purchase of property and equipment	(96,705)	(50,539)
Purchase of Equity Investment	(1,338,583)	-
<b>Net cash used in investing activities</b>	<b>(1,435,288)</b>	<b>(50,539)</b>
<b>Cash flows from financing activities:</b>		
Distributions paid	(38,122,017)	(41,213,188)
<b>Net cash used in financing activities</b>	<b>(38,122,017)</b>	<b>(41,213,188)</b>
Change in cash and cash equivalents	5,055,589	(16,074,088)
Cash and cash equivalents at beginning of year	24,518,492	40,592,580
Cash and cash equivalents at end of year	29,574,081	24,518,492
<b>Supplemental disclosure of non-cash investing and financing activities:</b>		
Issuance of common stock through distributions	-	-

See accompanying notes to consolidated financial statements.



## The year 2021

22nd Century Technologies, Inc and Subsidiaries  
Consolidated Balance Sheets

	September 30	
	2021	2020
	(US\$)	(US\$)
<b><u>ASSETS</u></b>		
Current assets		
Cash and cash equivalents	24,518,492	40,592,580
Accounts receivables, net	79,158,113	59,909,436
Prepaid expenses and other current assets	2,897,913	2,467,933
Total current assets	106,574,518	102,969,949
Property and equipment, net	156,116	156,847
Other assets	4,531,992	3,938,893
Total assets	111,262,626	107,065,689
<b><u>LIABILITIES AND STOCKHOLDERS' EQUITY</u></b>		
Current liabilities		
Accounts payable	20,981,069	19,501,157
Accrued liabilities	13,608,960	14,556,432
Total current liabilities	34,590,029	34,057,589
Commitments and contingencies		
Stockholders' equity		
Common stock (\$0 par value; 5,000 shares authorized; 1,818 and 1,818 shares issued and outstanding at September 30, 2021 and 2020, respectively)	9,942,602	9,942,602
Additional paid-in capital	320,329	320,329
Accumulated other comprehensive loss	(162,578)	(161,107)
Retained earnings	66,572,244	62,906,276
Total stockholders' equity	76,672,597	73,008,100
Total liabilities and stockholders' equity	111,262,626	107,065,689

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc and Subsidiaries  
Consolidated Statements of Comprehensive Income  
For the Years Ended September 30, 2021 and 2020

	2021 (US\$)	2020 (US\$)
Revenues	346,044,950	300,047,409
Cost of revenues	247,943,932	213,473,706
Gross profit	98,101,018	86,573,703
Operating expenses:		
Sales and marketing	452,173	643,085
General and administrative	52,786,651	45,538,865
Total operating expenses	53,238,824	46,181,950
Operating income	44,862,194	40,391,753
Other income	16,962	86,191
Net Income	44,879,156	40,477,944
Other Comprehensive loss		
Foreign currency translation adjustments	(1,471)	(7,771)
Total Comprehensive income	44,877,685	40,470,173

See accompanying notes to consolidated financial statements.





22nd Century Technologies, Inc and Subsidiaries  
Consolidated Statements of Changes in Stockholders' Equity  
For the Years Ended September 30, 2021 and 2020

	Common Stock		Additional Paid-in Capital	Accumulated Other Comprehensive Loss	Retained Earnings	Total Stockholders' Equity
	Shares	Amount				
Balances as of October 1, 2019	1,818	\$ 5,001,000	\$ 320,329	\$ (153,336)	\$ 56,010,934	\$ 61,178,927
Issued	-	4,941,602	-	-	-	4,941,602
Distributions	-	-	-	-	(33,582,602)	(33,582,602)
Foreign currency translation adjustment	-	-	-	(7,771)	-	(7,771)
Net income	-	-	-	-	40,477,944	40,477,944
Balances as of September 30, 2020	1,818	\$ 9,942,602	\$ 320,329	\$ (161,107)	\$ 62,906,276	\$ 73,008,100
Balances as of October 1, 2020	1,818	9,942,602	320,329	(161,107)	62,906,276	73,008,100
Issued	-	-	-	-	-	-
Distributions	-	-	-	-	(41,213,188)	(41,213,188)
Foreign currency translation adjustment	-	-	-	(1,471)	-	(1,471)
Net income	-	-	-	-	44,879,156	44,879,156
Balances as of September 30, 2021	1,818	\$ 9,942,602	\$ 320,329	\$ (162,578)	\$ 66,572,244	\$ 76,672,597

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc and Subsidiaries  
Consolidated Statements of Cash Flows  
For the Years Ended September 30, 2021 and 2020

	2021 (US\$)	2020 (US\$)
<b>Cash flows from operating activities:</b>		
Net income	44,877,685	40,470,173
Adjustments to reconcile net income to net cash provided by operating activity		
Depreciation and amortization	51,270	167,488
Changes in operating assets and liabilities:		
Accounts receivable	(19,248,677)	207,605
Prepaid expenses and other current assets	(429,980)	1,088,674
Other assets	(593,099)	(2,519,107)
Accounts payable	1,479,912	2,444,365
Accrued liabilities	(947,472)	5,104,674
<b>Net cash provided by operating activities</b>	<b>25,189,639</b>	<b>46,963,872</b>
<b>Cash flows from investing activities:</b>		
Purchase of property and equipment	(50,539)	(156,882)
<b>Net cash used in investing activities</b>	<b>(50,539)</b>	<b>(156,882)</b>
<b>Cash flows from financing activities:</b>		
Distributions paid	(41,213,188)	(28,641,000)
<b>Net cash used in financing activities</b>	<b>(41,213,188)</b>	<b>(28,641,000)</b>
Change in cash and cash equivalents	(16,074,088)	18,165,990
Cash and cash equivalents at beginning of year	40,592,580	22,426,590
<b>Cash and cash equivalents at end of year</b>	<b>24,518,492</b>	<b>40,592,580</b>
<b>Supplemental disclosure of non-cash investing and financing activities:</b>		
Issuance of common stock through distributions	-	4,941,602

See accompanying notes to consolidated financial statements.



## 22nd Century Technologies, Inc. and Subsidiaries Notes to Consolidated Financial Statements

### *Organization and Description of Business*

22<sup>nd</sup> Century Technologies Inc. and Subsidiaries (the "Company"), consists of the parent Company, 22<sup>nd</sup> Century Technologies, Inc., and its wholly owned subsidiaries, 22<sup>nd</sup> Century Software Solutions India Private Limited, 22nd Century Canada Technologies Inc, 22nd Century Holding LLC, 22nd Century Software Solutions LLC, 22nd Century Manpower Solutions Inc and 22nd Century Workforce Solutions Inc. The Company's headquarters is located in McLean, Virginia.

The Company is one of the leading information technology ("IT") service and solution firms in the United States with 12 regional offices and presence in all 50 states. The Company provides strategic technology, cyber security and application development solutions for government and commercial organizations across various industries.

### *1. Summary of Significant Accounting Policies*

#### *Basis of Accounting*

The consolidated financial statements of the Company have been prepared on the accrual basis of accounting in accordance with accounting principles generally accepted in the United States of America ("GAAP"). Under the accrual basis of accounting, revenues are recognized when earned and expenses are recognized when incurred.

#### *Principles of Consolidation*

The consolidated financial statements include the accounts of 22<sup>nd</sup> Century Technologies, Inc., and its wholly owned subsidiaries, 22<sup>nd</sup> Century Software Solutions India Private Limited, 22nd Century Canada Technologies Inc, 22nd Century Holding LLC, 22nd Century Software Solutions LLC, 22nd Century Manpower Solutions Inc and 22nd Century Workforce Solutions Inc. All significant inter-company accounts and transactions have been eliminated upon consolidation.

#### *Use of Estimates*

The preparation of consolidated financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the consolidated financial statements and the reported results of operations during the reporting period. Actual results may ultimately differ from management's estimates and such differences could be material to the consolidated financial position and results of operations.

#### *Foreign Currency Translation*

Operations outside the United States include subsidiaries in India and Canada. Assets of foreign operations are less than 1% of the Company's total assets.

The functional currency of the Company's foreign operations is the local currency. The financial statements of the Company's foreign subsidiary have been translated into U.S. dollars. All balance sheet accounts have been translated using the exchange rate in effect at the balance sheet date. Revenues and expenses have been translated using the average exchange rate for the year. Accumulated net translation adjustments have been reported separately in other comprehensive loss in the consolidated financial statements.

Foreign currency transaction gain (losses) resulting from exchange rate fluctuations on transactions denominated in a currency other than the functional currency were not material for the years ended September 30, 2021 and 2020.





## 22nd Century Technologies, Inc. and Subsidiaries Notes to Consolidated Financial Statements (continued)

### *Cash and Cash Equivalents*

The Company considers all highly liquid investments with an original maturity date of three months or less at the time of purchase to be cash equivalents.

### *Accounts Receivable and Allowance for Doubtful Accounts*

Accounts receivable are uncollateralized customer obligations due under specific customer agreements and contracts. Payment terms vary with each customer, but the majority of contracts provide for payment within 30 to 90 days of invoice date, and no cash discounts are offered.

The allowance for doubtful accounts is determined based on specific identification of balances, the collection of which, in management's opinion, is doubtful. After all attempts to collect a receivable have failed, the receivable is written off against the allowance. At September 30, 2021 and September 30, 2020, the Company's allowance for doubtful accounts was \$917,000 and \$516,762 respectively.

### *Prepaid Expenses and Other Current Assets*

Prepaid expenses and other current assets primarily consist of amounts paid for good and services that will benefit future periods. These balances will fluctuate from year to year depending on the timing of the underlying expenses and payments as of year-end.

### *Property and Equipment*

The Company records property and equipment at cost. Depreciation is primarily computed on the straight-method based on the following estimated useful lives:

Equipment	3-5 Years
Furniture and Fixture	7 Years
Software	3 Years
Vehicle	5 Years

Leasehold improvements are amortized over the life of the lease, or the estimated useful life of the asset, whichever is shorter.

Maintenance and repairs are charged to operating expenses as incurred, and major renewals and improvements with future benefit are capitalized. Gains or losses on disposal of property and equipment are recognized in the period when the assets are sold or disposed of and the related cost and accumulated depreciation is removed from the accounts.

### *Other Assets*

Other assets include deposits for office space leased by the Company under various operating leases, investments in joint ventures accounted for using the equity method of accounting, and a deposit for taxes with the Internal Revenue Service. The Company's investments in and share of earnings from joint ventures accounted for using the equity method of accounting were not material for the years ended September 30, 2021 and 2020.

### *Deferred Rent*

The Company accounts for rent expense under non-cancelable operating leases with scheduled rent increases on a straight-line basis over the lease term beginning with the effective lease commencement date. The excess of straight-line rent expense over scheduled payment amounts is recorded as a deferred



## 22nd Century Technologies, Inc. and Subsidiaries Notes to Consolidated Financial Statements (continued)

rent obligation. The deferred rent balances were \$509,068 and \$547,601 at September 30, 2021 and 2020, respectively, and are included in accrued liabilities on the accompanying consolidated balance sheets.

### *Fair Value of Financial Instruments*

The carrying amounts of the Company's financial instruments, which includes cash and cash equivalents, accounts receivable, prepaid expenses, accounts payable, and accrued liabilities, approximates fair values at September 30, 2021 and 2020 due to their short-term nature.

### *Revenue Recognition*

The Company derives revenue primarily through three kind of contracts: (i) time and material, (ii) firm fixed price, and (iii) cost plus fixed fee. Revenue from services are recognized as and when the services are actually rendered and accepted by the customer. The terms and conditions surrounding each arrangement are governed by contracts executed with that customer under which the services are generally evenly delivered over the tenure of contract. Arrangements are typically made under contracts with renewals with services billed and recognized on a monthly basis when there is evidence of an arrangement, the fees are fixed or determinable and collection is probable.

### *Cost of Revenues*

Costs of revenue includes personnel and other operating costs, including payments to subcontractors, directly relating to the delivery of the Company's services.

### *Sales and marketing*

Sales and marketing are expensed as incurred. Sales and marketing was \$452,173 and \$643,085 for the years ended September 30, 2021 and 2020, respectively.

### *Income Taxes*

22<sup>nd</sup> Century Technologies Inc. has elected to be taxed under subchapter S of the Internal Revenue Code. Under this provision, 22<sup>nd</sup> Century Technologies Inc. does not pay federal corporate income tax on its taxable income. Instead, the stockholders are liable for their share of 22<sup>nd</sup> Century Technologies Inc.'s taxable income. A similar election was made pursuant to New Jersey statute resulting in minimum tax at the corporate level. Accordingly, no provision has been made for U.S. federal or state income taxes.

22<sup>nd</sup> Century Technologies Inc. files income tax returns in the U.S. federal jurisdiction and various state jurisdictions. The statute of limitations for returns filed within these jurisdictions is generally three years after the return is due or filed, whichever is later. Management believes 22<sup>nd</sup> Century Technologies Inc. is no longer subject to U.S. federal and state income tax examinations by tax authorities for years prior to 2018.

Subsidiaries file separate corporate tax returns in the countries in which they do business. Income tax and deferred income tax provisions for the years ended September 30, 2021 and 2020 were insignificant. Therefore, such provisions are not included in the accompanying consolidated financial statements.

### *Uncertain Tax Positions*

The Company evaluates all significant tax positions in accordance with Financial Accounting Standards Board ("FASB") Accounting Standard Codification ("ASC") 740-10, *Accounting for Uncertainty in Income Taxes*. The Company recognizes the financial statement effects of an uncertain income tax position when



## 22nd Century Technologies, Inc. and Subsidiaries

### Notes to Consolidated Financial Statements (continued)

it is more likely than not, based on the technical merits, that the position will not be sustained upon examination. The Company accrues for other tax contingencies when it is probable that a liability to a taxing authority has been incurred and the amount of the contingency can be reasonably estimated.

As of September 30, 2021, the Company does not believe that it has taken any positions that would require the recording of any additional tax liability, nor does it believe that there are any unrealized tax benefits that would either increase or decrease within the next year.

#### Recent Accounting Pronouncements

In February 2016, the FASB issued ASU No. 2016-02, *Leases*. Under the new guidance, lessees will be required to recognize a lease liability and a right-of-use asset for all leases (with the exception of short-term leases) at the commencement date. This ASU is effective for fiscal years and interim periods within those years beginning after December 15, 2021. The Company is assessing the potential effects on future consolidated financial statements. This will be effective on the Company for financial year starting October 1, 2022 onwards.

#### 2. Concentrations

##### Credit Risk

The Company maintains cash balances at various financial institutions which are insured by the Federal Deposit Insurance Corporation up to \$250,000. As of September 30, 2021, and 2020, the Company's cash balance in excess of the federally insured limit was \$23,442,107 and \$39,888,034, respectively.

In evaluating the credit risk, the Company periodically evaluates the stability of these financial institutions. The Company's management does not believe cash is exposed to significant credit risk.

##### Major Customers

The Company had five major customers who together accounted for approximately 51% of revenues earned for the year ended September 30, 2021 and approximately 53% of receivables at September 30, 2021.

Revenues earned and receivables due from these customers were as follows:

	<u>2021</u> <u>Revenues</u>	<u>Percentage of</u> <u>Revenues</u>	<u>Receivables at</u> <u>Year-End</u>	<u>Percentage of</u> <u>Receivables</u>
Customer A	\$46,769,765	14%	\$12,829,980	16%
Customer B	42,537,872	12%	7,941,272	10%
Customer C	41,815,025	12%	14,855,860	19%
Customer D	24,136,119	7%	4,068,419	5%
Customer E	20,745,133	6%	2,400,540	3%
	<u>\$176,003,914</u>	<u>51%</u>	<u>\$42,096,071</u>	<u>53%</u>





## 22nd Century Technologies, Inc. and Subsidiaries

### Notes to Consolidated Financial Statements (continued)

The Company had five major customers who together accounted for approximately 49% of revenues earned for the year ended September 30, 2020 and approximately 56% of receivables at September 30, 2020.

Revenues earned and receivables due from these customers were as follows:

	<u>2020</u> <u>Revenues</u>	<u>Percentage of</u> <u>Revenues</u>	<u>Receivables at</u> <u>Year-End</u>	<u>Percentage of</u> <u>Receivables</u>
Customer A	\$46,412,634	15%	\$12,881,121	22%
Customer B	45,996,705	15%	9,003,403	15%
Customer C	26,048,655	9%	6,355,431	11%
Customer D	16,305,656	5%	1,522,158	3%
Customer E	14,027,586	5%	3,060,645	5%
	<u>\$148,791,236</u>	<u>49%</u>	<u>\$32,822,758</u>	<u>56%</u>

### 3. Property and Equipment

Property and equipment consisted of the following at September 30:

	<u>2021</u>	<u>2020</u>
Equipment	\$ 934,473	\$ 893,419
Furniture and Fixtures	491,687	490,563
Software	123,043	115,020
Vehicle	92,527	92,527
Capitalized work in progress	<u>34,401</u>	<u>34,063</u>
	<u>1,676,131</u>	<u>1,625,592</u>
Less: accumulated depreciation and amortization	<u>(1,520,015)</u>	<u>(1,468,745)</u>
	<u>\$ 156,116</u>	<u>\$ 156,847</u>

Depreciation and amortization expense for the years ended September 30, 2021 and 2020 were \$51,270 and \$167,487, respectively.

### 4. Commitments and Contingencies

#### Operating Leases

The Company leases office space under various operating lease agreements expiring between March 2022 and December 2025. Monthly rent payments for these leases range from \$500 to \$30,807 per month. Total rent expense for the years ended September 30, 2021 and September 30, 2020 was \$1,086,226 and \$964,756 respectively.





## 22nd Century Technologies, Inc. and Subsidiaries

### Notes to Consolidated Financial Statements (continued)

Future minimum rental commitments under the above leases are summarized as follows:

Years Ending September 30:

2022	\$ 1,233,439
2023	1,255,176
2024	1,280,189
2025	1,182,792
2026	1,046,542
Thereafter	163,594
	<u>\$ 6,161,732</u>

#### **Litigation**

The Company is involved in ordinary and routine litigation incidental to its business. In the opinion of management, there are no pending legal proceedings that could have a material adverse effect on the consolidated financial statements of the Company.

#### **Warranties and Indemnifications**

The Company warrants to its customers throughout the term of service agreements that the Company's services shall substantially comply with written specifications. Customer's remedy, in the event of breach, is the right to terminate the service agreement and re-perform the service obligation since the time of the non-compliance.

#### **5. Loan Facility**

The Company has a line of credit from a commercial bank amounting to \$10,000,000. Interest is payable at a rate equal to the BSBY Daily Floating Rate plus 1.10%. The line of credit is secured by Company's fixed deposit made with Bank of the same amount. The line of credit is available until May 31, 2022, or such earlier date as the availability may terminate as provided in this agreement. There was no outstanding balance at September 30, 2021 and 2020.

#### **6. Related Party Transactions**

##### **Joint Ventures**

The Company has a joint venture agreement with Advanced Alliant Solutions ("AAS") wherein the Company provides IT support services. There are multiple parties and no defined ownership interest percentages stated in the joint venture agreement. During the year ended September 30, 2021 and 2020, the Company recognized revenue of \$41,815,025 and \$45,996,705, respectively from AAS. At September 30, 2021 and 2020, the Company had a receivable balance from AAS of \$14,855,860 and \$9,003,403, respectively, which is included in accounts receivable on the accompanying consolidated balance sheets.

The Company has an interest in Candor Solutions ("Candor") previously known as 22<sup>nd</sup> Century Team, LLC, a corporate joint venture in which the Company provides IT support services. The investment is accounted for using the equity method and represents a 49% ownership interest in the joint venture. The balance of this investment at September 30, 2021 and 2020 was \$0. During the years ended September 30, 2021 and 2020, the Company recognized revenue of \$ 2,068,720 and \$ 5,192,845, respectively, from Candor. At September 30, 2021 and 2020, the Company had a receivable balance from Candor of \$843,248 and \$110,348, respectively, which are included in accounts receivable on the accompanying consolidated balance sheets.



## 22nd Century Technologies, Inc. and Subsidiaries Notes to Consolidated Financial Statements (continued)

The Company has interests in various corporate joint ventures ranging from 49% to 51%. These investments are accounted for using the equity method. At September 30, 2021 and 2020, the balances in these joint ventures totaled \$6,980 and are included in other assets on the accompanying consolidated balance sheets. During the year ended September 30, 2021 and 2020, the Company recognized revenue of \$2,983,872 and \$979,187, respectively, and had a receivable balance of \$1,357,164 and \$ 106,864 respectively from these related party entities.

### 7. Employee Benefit Plan

The Company has a defined contribution 401(k) plan (the "Plan") that covers Company employees who meet certain eligibility requirements. The plan provides for employer contributions based on employee contributions as well as additional discretionary contributions. The Company made matching contributions of \$796,481 and \$729,123 during the years ended September 30, 2021 and 2020, respectively.

### 8. Subsequent Events

Management has evaluated subsequent events through February 10, 2022, the date which the consolidated financial statements were available to be issued. No significant subsequent events have been identified by management.



The year 2020



# 22nd Century Technologies, Inc.

**22<sup>nd</sup> Century Technologies, Inc. and Subsidiaries**

## **CONSOLIDATED FINANCIAL STATEMENTS**

*For the years ended September 30, 2020 and 2019  
with Report of Independent Auditors*



**22nd Century Technologies, Inc and subsidiaries**  
**Consolidated Balance Sheets**

	2020 (US\$)	2019 (US\$)
<b><u>ASSETS</u></b>		
<b>Current assets</b>		
Cash and cash equivalents	40,592,580	22,426,590
Accounts receivables, net	59,909,436	60,117,041
Prepaid expenses and other current assets	2,467,933	3,556,607
<b>Total current assets</b>	<b>102,969,949</b>	<b>86,100,238</b>
 Property and equipment, net	 156,847	 167,453
Other assets	3,938,893	1,419,786
<b>Total assets</b>	<b>107,065,689</b>	<b>87,687,477</b>
 <b><u>LIABILITIES AND STOCKHOLDERS' EQUITY</u></b>		
<b>Current liabilities</b>		
Accounts payable	19,501,157	17,056,792
Accrued liabilities	14,556,432	9,451,758
<b>Total current liabilities</b>	<b>34,057,589</b>	<b>26,508,550</b>
 <b>Commitments and contingencies</b>		
 <b>Stockholders' equity</b>		
Common stock (\$0 par value; 5,000 shares authorized; 1,818 and 1,333 shares issued and outstanding at September 30, 2020 and 2019, respectively)	9,942,602	5,001,000
Additional paid-in capital	320,329	320,329
Accumulated other comprehensive loss	(161,107)	(153,336)
Retained earnings	62,906,276	56,010,934
<b>Total stockholders' equity</b>	<b>73,008,100</b>	<b>61,178,927</b>
	<b>107,065,689</b>	<b>87,687,477</b>





22nd Century Technologies, Inc and subsidiaries  
Consolidated Statements of Comprehensive Income  
For the years Ended September 30, 2020 and 2019

	2020 (US\$)	2019 (US\$)
Revenues	300,047,409	254,132,720
Cost of revenues	213,473,706	178,805,974
Gross profit	86,573,703	75,326,746
Operating expenses:		
Sales and marketing	643,085	1,261,927
General and administrative	45,538,865	41,020,558
Total operating expenses	46,181,950	42,282,485
Operating income	40,391,753	33,044,261
Other income	86,191	617,291
Net Income	40,477,944	33,661,552
Other Comprehensive loss		
Foreign currency translation adjustments	(7,771)	(23,024)
Total Comprehensive income	40,470,173	33,638,528



22nd Century Technologies, Inc and subsidiaries  
Consolidated Statements of Changes in Stockholders' Equity  
For the years Ended September 30, 2020 and 2019

	Common Stock		Additional Paid-in Capital	Accumulated Other Comprehensive Loss	Retained Earnings	Total Stockholders' Equity
	Shares	Amount				
Balances as of October 1, 2018	1,333	5,001,000	320,329	(130,312)	40,349,382	\$ 45,540,399
Issued#	485	-	-	-	-	-
Distributions	-	-	-	-	(18,000,000)	(18,000,000)
Foreign currency translation adjustment	-	-	-	(23,024)	-	(23,024)
Net income	-	-	-	-	33,661,552	33,661,552
<b>Balances as of September 30, 2019</b>	<b>1,818</b>	<b>5,001,000</b>	<b>320,329</b>	<b>(153,336)</b>	<b>56,010,934</b>	<b>61,178,927</b>
Balances as of October 1, 2019	1,818	5,001,000	320,329	(153,336)	56,010,934	61,178,927
Issued#	-	4,941,602	-	-	-	4,941,602
Distributions	-	-	-	-	(33,582,602)	(33,582,602)
Foreign currency translation adjustment	-	-	-	(7,771)	-	(7,771)
Net income	-	-	-	-	40,477,944	40,477,944
<b>Balances as of September 30, 2020</b>	<b>1,818</b>	<b>9,942,602</b>	<b>\$ 320,329</b>	<b>\$ (161,107)</b>	<b>\$ 62,906,276</b>	<b>\$ 73,008,100</b>

**Note**

#During the year ended September 30, 2019, the Company issued 485 shares of Common stock for a note receivable. During the year ended September 30, 2020, distributions to the stockholder were used to satisfy the notes receivable. Refer Note 1 "Issuance of common stock" for additional information.



**22nd Century Technologies, Inc and subsidiaries**  
**Consolidated Statements of Cash Flows**  
**Years Ended September 30, 2020 and 2019**

	<b>2020</b>	<b>2019</b>
	<b>(US\$)</b>	<b>(US\$)</b>
<b>Cash flows from operating activities:</b>		
Net income	40,470,173	33,661,552
Adjustments to reconcile net income to net cash provided by operating activity		
Depreciation and amortization	167,488	802,140
Changes in operating assets and liabilities:		
Accounts receivable	207,605	(7,040,643)
Unbilled revenue	-	1,923,830
Prepaid expenses and other current Assets	1,088,674	(1,092,420)
Other assets	(2,519,107)	(476,044)
Accounts payable	2,444,365	6,355,643
Accrued liabilities	5,104,674	5,022,784
<b>Net cash provided by operating activities</b>	<b>46,963,872</b>	<b>39,156,842</b>
<b>Cash flows from investing activities:</b>		
Advances to related party	-	-
Payment received on note receivable from related party	-	500,000
Purchase of property and equipment	(156,882)	(254,446)
<b>Net cash (used in) provided by investing activities</b>	<b>(156,882)</b>	<b>245,554</b>
<b>Cash flows from financing activities:</b>		
Distributions paid	(33,582,602)	(18,000,000)
Net proceeds from issuance of common stock	4,941,602	-
Proceeds from line of credit	-	11,800,000
Payment for line of credit	-	(11,800,000)
<b>Net cash used in financing activities</b>	<b>(28,641,000)</b>	<b>(18,000,000)</b>
Net decrease in cash and cash equivalents	18,165,990	21,402,396
Cash and cash equivalents at beginning of year	22,426,590	1,024,194
<b>Cash and cash equivalents at end of year</b>	<b>40,592,580</b>	<b>22,426,590</b>
<b>Supplemental disclosure of non-cash investing and financing activities:</b>		
Issuance of common stock through distributions	4,941,602	
Issuance of common stock through a note receivable	-	4,939,784



The year 2019



**22nd Century Technologies, Inc.**

## **22nd Century Technologies, Inc. and Subsidiaries**

CONSOLIDATED FINANCIAL STATEMENTS

Years Ended September 30, 2019 and 2018



Williams Overman Pierce, LLP  
CPAs • Advisors





22nd Century Technologies, Inc. and Subsidiaries  
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September 30, 2019 and 2018

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Williams Overman Pierce, LLP  
CPAs • Advisors

## INDEPENDENT AUDITORS' REPORT

To the Board of Directors of  
22nd Century Technologies, Inc. and Subsidiaries

We have audited the accompanying consolidated financial statements of 22nd Century Technologies, Inc. and Subsidiaries (a New Jersey corporation) which comprise the consolidated balance sheets as of September 30, 2019 and 2018, and the related consolidated statements of comprehensive income, changes in stockholders' equity, and cash flows for the years then ended, and the related notes to the consolidated financial statements.

### Management's Responsibility for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

### Auditors' Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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## Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of 22<sup>nd</sup> Century Technologies, Inc. and Subsidiaries as of September 30, 2019 and 2018, and the results of its operations and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

*Williams Dorman Pierce, LLP*

Raleigh, North Carolina  
April 15, 2020

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22nd Century Technologies, Inc. and Subsidiaries  
Consolidated Balance Sheets  
September 30, 2019 and 2018

	2019	2018
<b>ASSETS</b>		
Current Assets:		
Cash and cash equivalents	\$ 22,426,590	\$ 1,024,194
Accounts receivable, net	60,117,041	53,076,398
Unbilled revenue	-	1,923,830
Prepaid expenses and other current assets	3,556,607	2,987,211
Total current assets	86,100,238	59,011,633
Property and equipment, net	167,453	715,147
Other assets	1,419,786	943,742
Total assets	\$ 87,687,477	\$ 60,670,522
<b>LIABILITIES AND STOCKHOLDERS' EQUITY</b>		
Current Liabilities:		
Accounts payable	\$ 17,056,792	\$ 10,701,149
Accrued liabilities	9,451,758	4,428,974
Total current liabilities	26,508,550	15,130,123
Commitments and contingencies		
Stockholders' Equity:		
Common stock (\$0 par value; 5,000 shares authorized; 1,818 and 1,333 shares issued and outstanding at September 30, 2019 and 2018, respectively)	5,001,000	5,001,000
Additional paid-in capital	320,329	320,329
Accumulated other comprehensive loss	(153,336)	(130,312)
Retained earnings	56,010,934	40,349,382
Total stockholders' equity	61,178,927	45,540,399
	\$ 87,687,477	\$ 60,670,522

See accompanying notes to consolidated financial statements.





22nd Century Technologies, Inc. and Subsidiaries  
Consolidated Statements of Comprehensive Income  
For the Years Ended September 30, 2019 and 2018

	2019	2018
Revenues	\$ 254,132,720	\$ 184,461,154
Cost of revenues	178,805,974	124,543,930
Gross profit	75,326,746	59,917,224
Operating expenses:		
Sales and marketing	1,261,927	1,856,217
General and administrative	41,020,558	27,779,081
Total operating expenses	42,282,485	29,635,298
Operating income	33,044,261	30,281,926
Other income	617,291	240,541
Net income	33,661,552	30,522,467
Other comprehensive loss:		
Foreign currency translation adjustments	(23,024)	(22,247)
Total comprehensive income	\$ 33,638,528	\$ 30,500,220

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc. and Subsidiaries  
Consolidated Statements of Changes in Stockholders' Equity  
For the Years Ended September 30, 2019 and 2018

	Common Stock		Additional Paid in Capital	Accumulated Other Comprehensive Loss	Retained Earnings	Total Stockholders' Equity
	Shares	Amount				
Balance as of October 1, 2017	1,333	\$ 5,001,000	\$ 320,329	\$ (108,085)	\$ 33,899,885	\$ 39,113,149
Distributions					(24,672,970)	(24,672,970)
Foreign currency translation adjustment				(22,247)		(22,247)
Net income					30,522,487	30,522,487
Balance as of October 1, 2018	1,333	5,001,000	320,329	(130,312)	40,349,382	45,540,399
Issuance of common stock (1)	485					
Distributions					(18,000,000)	(18,000,000)
Foreign currency translation adjustment				(23,024)		(23,024)
Net income					33,681,552	33,681,552
Balance as of September 30, 2019	1,818	\$ 5,001,000	\$ 320,329	\$ (153,336)	\$ 56,010,934	\$ 61,178,927

(1) - During the year ended September 30, 2019, the Company issued 485 shares of common stock for a note receivable. Refer to Note 1 for additional information.

See accompanying notes to consolidated financial statements.



**22nd Century Technologies, Inc. and Subsidiaries**  
**Consolidated Statements of Cash Flows**  
**For the Years Ended September 30, 2019 and 2018**

	<u>2019</u>	<u>2018</u>
<b>Cash flows from operating activities:</b>		
Net income	\$ 33,661,552	\$ 30,522,467
Adjustments to reconcile net income to net cash provided by operating activities:		
Depreciation and amortization	802,140	2,076
Changes in operating assets and liabilities:		
Accounts receivable	(7,040,643)	(17,457,724)
Unbilled revenue	1,923,830	(29,565)
Prepaid expenses and other current assets	(1,092,420)	(655,164)
Other assets	(476,044)	55,375
Accounts payable	6,355,643	6,947,714
Accrued liabilities	5,022,784	1,283,376
Net cash provided by operating activities	<u>39,156,842</u>	<u>20,668,555</u>
<b>Cash flows from investing activities:</b>		
Advances to related party	-	(1,000,000)
Payments received on note receivable from related party	500,000	500,000
Purchases of property and equipment	<u>(254,446)</u>	<u>(482,286)</u>
Net cash provided by (used in) investing activities	<u>245,554</u>	<u>(982,286)</u>
<b>Cash flows from financing activities:</b>		
Distributions paid	(18,000,000)	(24,072,970)
Proceeds from line of credit	11,800,000	-
Payments for line of credit	<u>(11,800,000)</u>	<u>-</u>
Net cash used in financing activities	<u>(18,000,000)</u>	<u>(24,072,970)</u>
Net increase (decrease) in cash and cash equivalents	21,402,396	(4,386,701)
Cash and cash equivalents, beginning of year	<u>1,024,194</u>	<u>5,410,895</u>
Cash and cash equivalents, end of year	\$ <u>22,426,590</u>	\$ <u>1,024,194</u>
<b>Supplemental disclosure of non-cash investing and financing activities:</b>		
Issuance of common stock through a note receivable	\$ <u>4,939,784</u>	\$ <u>-</u>

See accompanying notes to consolidated financial statements.



## 22nd Century Technologies, Inc. and Subsidiaries Notes to Consolidated Financial Statements

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### 1. Organization and Description of Business

#### Organization

22<sup>nd</sup> Century Technologies Inc. and Subsidiaries (the "Company"), consists of the parent Company, 22<sup>nd</sup> Century Technologies, Inc., and its wholly-owned subsidiaries, 22<sup>nd</sup> Century Software Solutions Private Limited and 22<sup>nd</sup> Century Canada, Inc. The Company's headquarters is located in Somerset, New Jersey.

The Company is one of the leading information technology ("IT") service and solution firms in the United States with 12 regional offices and presence in all 50 states. The Company provides strategic technology, cyber security and application development solutions for government and commercial organizations across various industries.

### 2. Summary of Significant Accounting Policies

#### Basis of Accounting

The consolidated financial statements of the Company have been prepared on the accrual basis of accounting in accordance with accounting principles generally accepted in the United States of America ("GAAP"). Under the accrual basis of accounting, revenues are recognized when earned and expenses are recognized when incurred.

#### Preparation of Consolidation

The consolidated financial statements include the accounts of 22<sup>nd</sup> Century Technologies, Inc., 22<sup>nd</sup> Century Software Solutions Private Limited, and 22<sup>nd</sup> Century Canada, Inc. All significant intercompany accounts and transactions have been eliminated upon consolidation.

#### Use of Estimates

The preparation of consolidated financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the consolidated financial statements and the reported results of operations during the reporting period. Actual results may ultimately differ from management's estimates and such differences could be material to the consolidated financial position and results of operations.

#### Foreign Currency Translation

Operations outside the United States include subsidiaries in India and Canada. Assets of foreign operations are less than 1% of the Company's total assets.

The functional currency of the Company's foreign operations is the local currency. The financial statements of the Company's foreign subsidiary has been translated into U.S. dollars. All balance sheet accounts have been translated using the exchange rate in effect at the balance sheet date. Revenues and expenses have been translated using the average exchange rate for the year. Accumulated net translation adjustments have been reported separately in other comprehensive loss in the consolidated financial statements.





## 22nd Century Technologies, Inc. and Subsidiaries Notes to Consolidated Financial Statements

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Foreign currency transaction gain (losses) resulting from exchange rate fluctuations on transactions denominated in a currency other than the functional currency were not material for the years ended September 30, 2019 and 2018.

### *Cash and Cash Equivalents*

The Company considers all highly liquid investments with an original maturity date of three months or less at the time of purchase to be cash equivalents.

### *Accounts Receivable and Allowance for Doubtful Accounts*

Accounts receivable are uncollateralized customer obligations due under specific customer agreements and contracts. Payment terms vary with each customer, but the majority of contracts provide for payment within 30 to 90 days of invoice date, and no cash discounts are offered.

The allowance for doubtful accounts is determined based on specific identification of balances, the collection of which, in management's opinion, is doubtful. After all attempts to collect a receivable have failed, the receivable is written off against the allowance. At September 30, 2019, the Company's allowance for doubtful accounts was \$892,774. At September 30, 2018, no allowance for doubtful accounts was considered necessary.

### *Prepaid Expenses and Other Current Assets*

Prepaid expenses and other current assets primarily consist of amounts paid for goods and services that will benefit future periods. These balances will fluctuate from year to year depending on the timing of the underlying expenses and payments as of year-end.

### *Property and Equipment*

The Company records property and equipment at cost. Depreciation is primarily computed on the straight-method based on the following estimated useful lives:

Equipment	3-5 Years
Furniture and fixtures	7 Years
Software	3 Years
Vehicle	5 Years
Capitalized work in progress	3 Years

Leasehold improvements are amortized over the life of the lease, or the estimated useful life of the asset, whichever is shorter.

Maintenance and repairs are charged to operating expenses as incurred, and major renewals and improvements with future benefit are capitalized. Gains or losses on disposal of property and equipment are recognized in the period when the assets are sold or disposed of and the related cost and accumulated depreciation is removed from the accounts.



## 22nd Century Technologies, Inc. and Subsidiaries Notes to Consolidated Financial Statements

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### **Other Assets**

Other assets includes deposits for office space leased by the Company under various operating leases, investments in joint ventures accounted for using the equity method of accounting, and a deposit for taxes with the Internal Revenue Service.

### **Deferred Rent**

The Company accounts for rent expense under non-cancelable operating leases with scheduled rent increases on a straight-line basis over the lease term beginning with the effective lease commencement date. The excess of straight-line rent expense over scheduled payment amounts is recorded as a deferred rent obligation. The deferred rent balances were \$502,797 and \$356,055 at September 30, 2019 and 2018, respectively, and are included in accrued liabilities on the accompanying consolidated balance sheets.

### **Fair Value of Financial Instruments**

The carrying amounts of the Company's financial instruments, which includes cash and cash equivalents, accounts receivable, prepaid expenses, accounts payable, and accrued liabilities, approximates fair values at September 30, 2019 and 2018.

### **Issuance of Common Stock**

During the year ended September 30, 2019, the Company issued 485 shares of \$0 par value common stock in exchange for a note receivable from a stockholder in the amount of \$4,939,784. The note accrues interest at 3% per annum and is due and payable upon demand by the Company any time after February 1, 2024 or upon liquidation, sale, or change in control, whichever is earlier. No amounts were paid by the stockholder related to the note receivable as of September 30, 2019. In accordance with Financial Accounting Standards Board ("FASB") Accounting Standard Codification ("ASC") Topic 505, *Equity*, the full amount of the note receivable has been recorded as contra equity netted against common stock on the accompanying consolidated statements of changes in stockholders' equity as of September 30, 2019.

### **Revenue Recognition**

The Company derives revenue primarily through three kind of contracts: (I) time and material, (II) firm fixed price, and (III) cost plus fixed fee. Revenue from services are recognized as and when the services are actually rendered and accepted by the customer. The terms and conditions surrounding each arrangement are governed by contracts executed with that customer under which the services are generally evenly delivered over the tenure of contract. Arrangements are typically made under contracts with renewals with services billed and recognized on a monthly basis when there is evidence of an arrangement, the fees are fixed or determinable and collection is probable. Contract revenue earned in excess of billing would be reflected as unbilled revenue.

### **Cost of Revenues**

Costs of revenue includes personnel and other operating costs, including payments to subcontractors, directly relating to the delivery of the Company's services.



## 22nd Century Technologies, Inc. and Subsidiaries Notes to Consolidated Financial Statements

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### *Advertising Costs*

Advertising costs are expensed as incurred. Advertising expense was \$1,274,532 and \$1,780,211 for the years ended September 30, 2019 and 2018, respectively.

### *Income Taxes*

22<sup>nd</sup> Century Technologies Inc. has elected to be taxed under subchapter S of the Internal Revenue Code. Under this provision, 22<sup>nd</sup> Century Technologies Inc. does not pay federal corporate income tax on its taxable income. Instead, the stockholders are liable for their share of 22<sup>nd</sup> Century Technologies Inc.'s taxable income. A similar election was made pursuant to New Jersey statute resulting in minimum tax at the corporate level. Accordingly, no provision has been made for U.S. federal or state income taxes.

22<sup>nd</sup> Century Technologies Inc. files income tax returns in the U.S. federal jurisdiction and various state jurisdictions. The statute of limitations for returns filed within these jurisdictions is generally three years after the return is due or filed, whichever is later. Management believes 22<sup>nd</sup> Century Technologies Inc. is no longer subject to U.S. federal and state income tax examinations by tax authorities for years prior to 2016.

22<sup>nd</sup> Century Software Solutions Private Limited and 22<sup>nd</sup> Century Canada file separate corporate tax returns in the countries in which they do business. Income tax and deferred income tax provisions for the years ended September 30, 2019 and 2018 were insignificant. Therefore, such provisions are not included in the accompanying consolidated financial statements.

### *Uncertain Tax Positions*

The Company evaluates all significant tax positions in accordance with ASC 740-10, *Accounting for Uncertainty in Income Taxes*. The Company recognizes the financial statement effects of an uncertain income tax position when it is more likely than not, based on the technical merits, that the position will not be sustained upon examination. The Company accrues for other tax contingencies when it is probable that a liability to a taxing authority has been incurred and the amount of the contingency can be reasonably estimated.

As of September 30, 2019, the Company does not believe that it has taken any positions that would require the recording of any additional tax liability, nor does it believe that there are any unrealized tax benefits that would either increase or decrease within the next year.

### *Recent Accounting Pronouncements Not Yet Adopted*

In May 2014, the FASB issued Accounting Standards Update ("ASU") No. 2014-09, *Revenue from Contracts with Customers* ("Topic 606"), which supersedes the revenue recognition requirements in ASC 605, *Revenue Recognition*. This ASU is based on the principle that revenue is recognized to depict the transfer of goods or services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. The ASU also requires additional disclosure about the nature, amount, timing and uncertainty of revenue and cash flows arising from customer contracts, including significant judgments and changes in judgments and assets recognized from costs incurred to obtain or fulfill a contract.



## 22nd Century Technologies, Inc. and Subsidiaries

### Notes to Consolidated Financial Statements

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The effective date of ASU No. 2014-09 was amended by ASU No. 2015-14. Therefore, the ASU will be effective for the Company for the year ended September 30, 2020. Further ASUs (ASU No. 2016-08 and 2016-10) have been issued to clarify Topic 606 for principal and agent considerations and performance obligations and licensing implementation guidance. The Company is assessing the potential effects on future consolidated financial statements.

In January 2016, the FASB issued ASU No. 2016-01, *Financial Instruments - Overall: Recognition and Measurement of Financial Assets and Financial Liabilities*. The new guidance is intended to improve the recognition and measurement of financial instruments. The ASU is effective for fiscal years and interim periods within those years beginning after December 15, 2018. The Company is assessing the potential effects on future consolidated financial statements.

In February 2016, the FASB issued ASU No. 2016-02, *Leases*. Under the new guidance, lessees will be required to recognize a lease liability and a right-of-use asset for all leases (with the exception of short-term leases) at the commencement date. This ASU is effective for fiscal years and interim periods within those years beginning after December 15, 2020. The Company is assessing the potential effects on future consolidated financial statements.

### 3. Concentrations

#### Credit Risk

The Company maintains cash balances at various financial institutions which are insured by the Federal Deposit Insurance Corporation up to \$250,000. At September 30, 2019 and 2018, the Company's cash balances in excess of the federally insured limit were \$18,352,708 and \$8,413,531, respectively.

In evaluating the credit risk, the Company periodically evaluates the stability of these financial institutions. The Company's management does not believe cash is exposed to significant credit risk.

#### Major Customers

The Company had three major customers who together accounted for approximately 46% of revenues earned for the year ended September 30, 2019 and approximately 45% of receivables at September 30, 2019.

Revenues earned and receivables due from these customers were as follows:

	2019 <u>Revenues</u>	Percentage of <u>Revenues</u>	Receivables at <u>Year-End</u>	Percentage of <u>Receivables</u>
Customer A	\$ 48,842,225	19%	\$11,167,784	19%
Customer B	42,474,550	17%	11,909,206	20%
Customer C	<u>26,436,006</u>	<u>10%</u>	<u>3,632,787</u>	<u>6%</u>
	<u>\$117,752,781</u>	<u>46%</u>	<u>\$26,709,777</u>	<u>45%</u>





## 22nd Century Technologies, Inc. and Subsidiaries

### Notes to Consolidated Financial Statements

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The Company had four major customers who together accounted for approximately 40% of revenues earned for the year ended September 30, 2018 and approximately 50% of receivables at September 30, 2018.

Revenues earned and receivables due from these customers were as follows:

	<u>2018 Revenues</u>	<u>Percentage of Revenues</u>	<u>Receivables at Year-End</u>	<u>Percentage of Receivables</u>
Customer A	\$27,618,128	15%	\$8,856,102	17%
Customer B	25,591,831	14%	5,770,705	11%
Customer C	12,534,697	7%	5,648,089	11%
Customer D	<u>7,282,152</u>	<u>4%</u>	<u>5,902,483</u>	<u>11%</u>
	<u>\$73,026,808</u>	<u>40%</u>	<u>\$26,177,379</u>	<u>50%</u>

#### 4. Property and Equipment

Property and equipment consisted of the following at September 30:

	<u>2019</u>	<u>2018</u>
Equipment	\$ 852,120	\$ 554,431
Furniture and fixtures	462,765	445,429
Software	83,173	26,447
Vehicles	35,087	-
Capitalized work in progress	35,566	38,239
Leasehold improvements	<u>-</u>	<u>4,373</u>
	1,468,711	1,068,919
Less: accumulated depreciation and amortization	<u>(1,301,258)</u>	<u>(353,772)</u>
	<u>\$ 167,453</u>	<u>\$ 715,147</u>

Depreciation and amortization expense for the years ended September 30, 2019 and 2018 were \$802,140 and \$2,076, respectively.

#### 5. Commitments and Contingencies

##### Operating Leases

The Company leases office space under various operating lease agreements expiring between March 2022 and December 2025. Monthly rent payments for these leases range from \$500 to \$30,807 per month. Total rent expense for the years ended September 30, 2019 and 2018 were \$958,438 and \$727,593, respectively.



22nd Century Technologies, Inc. and Subsidiaries  
Notes to Consolidated Financial Statements

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Future minimum rental commitments under the above leases are summarized as follows:

Years Ending September 30:

2020	\$ 989,612
2021	736,335
2022	744,910
2023	756,459
2024	740,819
Thereafter	813,592
	<u>\$ 4,781,727</u>

**Litigation**

The Company is involved in ordinary and routine litigation incidental to its business. In the opinion of management, there are no pending legal proceedings that could have a material adverse effect on the consolidated financial statements of the Company.

**Warranties and Indemnifications**

The Company warrants to its customers throughout the term of service agreements that the Company's services shall substantially comply with written specifications. Customer's remedy, in the event of breach, is the right to terminate the service agreement and re-perform the service obligation since the time of the non-compliance.

**6. Loan Facility**

The Company has a line of credit from a commercial bank amounting to \$6,000,000. Interest is payable at a rate per year equal to the LIBOR daily floating rate plus 2.75%. The line of credit is secured by Company's fixed deposit made with Bank of the same amount. At September 30, 2019, the Company has deposited all amounts that were withdrawn during the year from the facility and therefore, there is no outstanding balance at September 30, 2019. There was no outstanding balance at September 30, 2018.

**7. Related Party Transactions**

**Joint Ventures**

The Company has a joint venture agreement with Advanced Alliant Solutions ("AAS") wherein the Company provides IT support services. There are multiple parties and no defined ownership interest percentages stated in the joint venture agreement. During the years ended September 30, 2019 and 2018, the Company recognized revenue of \$48,842,225 and \$27,618,128, respectively, from AAS. At September 30, 2019 and 2018, the Company had receivable balances from AAS of \$11,167,784 and \$8,856,102, respectively, which are included in accounts receivable on the accompanying consolidated balance sheets.



## 22nd Century Technologies, Inc. and Subsidiaries Notes to Consolidated Financial Statements

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The Company has an interest in Candor Solutions ("Candor"), formerly known as 22<sup>nd</sup> Century Team, LLC, a corporate joint venture in which the Company provides IT support services. The investment is accounted for using the equity method and represents a 49% ownership interest in the joint venture. The balance of this investment at September 30, 2019 and 2018 was \$0. During the years ended September 30, 2019 and 2018, the Company recognized revenue of \$5,707,640 and \$12,534,697, respectively, from Candor. At September 30, 2019 and 2018, the Company had receivable balances from Candor of \$2,429,871 and \$5,648,089, respectively, which are included in accounts receivable on the accompanying consolidated balance sheets. Additionally, during 2018, the Company loaned Candor \$1,000,000 of which \$500,000 was outstanding at September 30, 2018. During the year ended September 30, 2019, Candor fully repaid the remaining \$500,000.

The Company has interests in various corporate joint ventures ranging from 49% to 51%. These investments are accounted for using the equity method. At September 30, 2019 and 2018, the balances in these joint ventures totaled \$11,490 and are included in other assets on the accompanying consolidated balance sheets. During the years ended September 30, 2019 and 2018, the Company recognized revenue of \$183,576 and \$140,304, respectively, from these related party entities.

### 8. Employee Benefit Plan

The Company has a defined contribution 401(k) plan (the "Plan") that covers Company employees who meet certain eligibility requirements. The Plan provides for employer contributions based on employee contributions as well as additional discretionary contributions. The Company made matching contributions of \$423,656 and \$379,829 during the years ended September 30, 2019 and 2018, respectively.

### 9. Subsequent Events

Management has evaluated subsequent events through April 15, 2020, the date which the consolidated financial statements were available to be issued. No significant subsequent events have been identified by management, other than those described below.

In January 2020, \$1.0 million was received from one of the Company's stockholders to pay down the note receivable entered into in connection with the issuance of common stock.

On January 30, 2020, the World Health Organization ("WHO") announced a global health emergency in response to the widespread outbreak of a new strain of coronavirus originating in Wuhan, China (the "COVID-19 outbreak") and the risks to the international community as the virus spreads globally beyond its point of origin. In March 2020, the WHO classified the COVID-19 outbreak as a pandemic, based on the rapid increase in exposure globally.

The full impact of the COVID-19 outbreak continues to evolve as of the date of this report. As such, it is uncertain as to the full magnitude that the pandemic will have on the Company's consolidated financial condition, liquidity, and future results of operations. Management is actively monitoring the global situation on its financial condition, liquidity, operations, suppliers, industry, and workforce. Given the daily evolution of the COVID-19 outbreak and the global responses to curb its spread, the Company is not able to estimate the effects of the COVID-19 outbreak on its consolidated results of operations, financial condition, or liquidity for fiscal year 2020.



TSCTI has Carefully read and understood the insurance requirements and affirm to agree and provide the same. Please find below the attached sample COI;

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY)		
				09/01/2022		
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.						
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).						
INSURED 22nd Century Technologies Inc 8251 Greensboro Drive Suite 900 McLean VA 22102		CONTACT NAME: Benjamin Levenson		FAX (A/C, No): (732) 862-1177		
		PHONE (A/C, No, Ext): (888) 242-4675		E-MAIL: Ben@insureyourcompany.com		
		ADDRESS:				
		INSURER(S) AFFORDING COVERAGE		NAIC #		
		INSURER A: Atlantic Specialty Insurance Company		27154 A+		
		INSURER B: United Wisconsin Insurance Company		29157 A		
		INSURER C: Hartford Insurance		19682 A+		
		INSURER D: Chubb -Federal Insurance Company		20281 A++		
		INSURER E:				
		INSURER F:				
COVERAGES		CERTIFICATE NUMBER: 160609		REVISION NUMBER:		
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.						
INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CGL/Auto Deductible \$2500 <input checked="" type="checkbox"/> Contractual Liability GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJ. <input type="checkbox"/> LOC OTHER:	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	711016584-0003	02/07/2022	02/07/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPIOP AGG \$ 2,000,000 Bus. Pers. Prop. \$ 1,555,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED <input checked="" type="checkbox"/> AUTOS ONLY <input checked="" type="checkbox"/> HIRED <input checked="" type="checkbox"/> AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED <input type="checkbox"/> AUTOS ONLY	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	711016584-0003	02/07/2022	02/07/2023	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ 50,000 Deductible \$ 1,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	711016584-0003	02/07/2022	02/07/2023	EACH OCCURRENCE \$ 12,000,000 AGGREGATE \$ 12,000,000
B	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	WC515-00750-022-SZ	06/01/2022	06/01/2023	<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
A	Professional Liability/E&O	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	760010565-0003	02/07/2022	02/07/2023	\$10,000,000 Each Occur / \$10,000,000 Aggregate
C	3rd Party Fidelity Crime Bond	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	13TP0322385	02/07/2022	02/07/2023	\$5,000,000 Each Occur / \$5,000,000 Aggregate
A	Cyber Liability	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	760010565-0003	02/07/2022	02/07/2023	\$5,000,000 Each Occur / \$5,000,000 Aggregate
D	EPL-Employment Practices Liab.	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	8262-5617	11/18/2021	11/18/2022	\$1,000,000 Each Occur / \$1,000,000 Aggregate
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)						
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 Benjamin Levenson				

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CERT NO:160609

Benjamin Levenson

09/01/2022

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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.*

TSCTI provides well-structured and standardized communications and transition management through experienced, capable, and qualified resources facilitating, managing, and executing structured **knowledge transfer (KT)** of programmatic information, knowledge, equipment, and resources. TSCTI employs a PPMBOK-based model for service phase-in which is a mature approach to site support and transition management resulting in a seamless, low-risk transition for Parish. Our transition plan is swift, seamless, and based on the complexities of the nationwide Parish requirements and the effort needed to ensure a risk-free transition from the incumbent.

TSCTI offers a standardized, flexible, and repeatable transition methodology resulting in on-time delivery that has been consistent on over 300 government contracts while retaining high levels of current program resources (~90+%) and institutional knowledge. Our transition capability for Parish is based on our successful transition experience on other government programs of similar size and scope for the State of NJ, Parish of VA, State of FL, FDNY, USPTO, City of Phoenix (AZ), and many more.

Our Transition Plan includes a schedule, a description of milestones, and tasks for transition, and other plans (e.g., staffing plan, facility plan) to establish operations support. TSCTI will meet with the government upon award to review, adjust, and obtain approval for our Transition Plan so that it reflects the work in progress to maintain stable operations through the transition for all participants. Our transition process will be managed by Kashif H., PMP-certified Account Manager, will support this contract throughout the defined transition timeline. He will oversee all aspects of the transition. He has expertise in executing process-oriented transitions for more than 12 years. The **table** below provides highlights of our transition approach strengths and benefits.

Significant Strengths of TSCTI's Transition Approach	
<i>TSCTI's Strengths</i>	<i>Parish Benefits</i>
<ul style="list-style-type: none"> <li>Strong experience in the Transition of similar services for Federal, Defense agencies and State contracts.</li> </ul>	<ul style="list-style-type: none"> <li>Minimum Transition Risk</li> </ul>
<ul style="list-style-type: none"> <li>A dedicated Account Manager with 12+ years of operational experience and a multi-disciplined transition team experienced with many program transitions.</li> </ul>	<ul style="list-style-type: none"> <li>All performance standards maintained throughout transition without affecting the quality of support, making it seamless to users</li> </ul>
<ul style="list-style-type: none"> <li>Strong pre-award and post-award recruiting effort, security clearance transfer, and badging</li> </ul>	<ul style="list-style-type: none"> <li>Rapidly staff the contract to 100% within the required timeframe</li> </ul>
<ul style="list-style-type: none"> <li>Comprehensive transition methodology with distinct roles and responsibilities facilitates identifying problems early</li> </ul>	<ul style="list-style-type: none"> <li>Early identification and communication of potential problems allow for rapid problem resolution before they affect the schedule</li> </ul>
<ul style="list-style-type: none"> <li>The training program, knowledge transfer, technical interchange meetings, and shadowing of incumbent staff</li> </ul>	<ul style="list-style-type: none"> <li>The seamless and transparent transition that retains Parish historical knowledge with no quality degradation</li> </ul>
<ul style="list-style-type: none"> <li>Implementing a secure, web-based collaborative portal during the transition that includes action items, issues, and risk register</li> </ul>	<ul style="list-style-type: none"> <li>Complete performance visibility available 24/7 to Parish Management, the contracting officer (CO), and contracting officer's representative (COR)</li> </ul>

*TSCTI's strengths and the beneficial implication to Parish of our transition approach*

We propose to complete the transition within 1 month from the incumbent with our approach outlined below. Upon award our management will submit pre-vetted staff through the Parish security and badging process. Our approach uses a precise mix of people, processes, expertise, and technologies assuring a minimized cost solution and a seamless transition from the incumbents and to a future follow-on awardee.

## Transition-In

- **What we will do:** The following overviews the main components of our approach to successfully staffing and becoming operational through facilitating the transfer of knowledge, equipment, and information, while maintaining all systems operability and functionality.
  - At the kickoff, we will introduce qualified and cleared resources of our proposed Transition “Tiger Team” who help ensure operations run smoothly from day 1. The Tiger Team facilitates all initial transition tasks and consists of qualified and experienced management and technical personnel such as our proposed AM, Mr. Kashif. The Tiger Team also includes dedicated HR staff.
  - At the kickoff we will distribute a Transition hand book breaking down the transition plan, WBS, and transition Gantt chart into a detailed checklist with every task for a uniform understanding and agreement of the plan. We will establish Memorandum of Agreements (MOA) for the expectations of transition with Parish and the incumbent.
  - Our management regularly communicates and routinely reports on transition status. The Tiger Team will remain onsite throughout the duration of the transition period. If vacancies are left by incumbents, these members will be viewed as first choice replacements based on the technical vacancy and Parish approval. We will discuss the staffing approach at kickoff. The Tiger Team and Leads will be on-boarded first to lead baselining and training efforts as needed.
- **How we will do it:** TSCTI offers qualified, experienced management and highly capable technical staff to execute our structured Plan of Actions and Milestones (POA&M). We perform gap analysis, inventory check, and full risk assessment in concert with Parish.
  - Our approach provides an orderly transition methodology in a logical sequence to ensure a smooth transition of all SOW tasks, requirements and objectives. Our transition plan includes Establishing program and contract administration; Base-lining operational procedures, systems, and documentation; A structured transition schedule, with a description of milestones and tasks for transition; and other pertinent plans (e.g., staffing plan, security plan, training plan, quality control and assurance plan, facilities plan, training plan, etc.) to establish operations support.
  - Our approach is executed in two distinct phases to ensure service continuity—Mobilization (Administrative Ramp-up Period) (Day 1-15), and Execution (Day 15-30). At the start of Contract Transition, our management and Parish management jointly review project materials and take preparatory steps to assure an effective transition to the new contract. We ensure our transition plan reflects ongoing work and Parish priorities and is Parish approved. We will also work with incumbent contractors to identify, document, and execute expectations for phase-in. Our AM will request a tri-party meeting among TSCTI, Parish personnel, and the incumbent to discuss their Transition-Out plan. Our management establishes direct lines of communication with incumbent and Parish counterparts.
  - Our **Account Manager** will be primary point of contact with the incumbent and Parish staff limiting confusion and promoting transparency throughout our organization. Communication mechanisms include but are not limited to: meet and greets for point of contact information swapping, stand up meetings, regular status reporting, and scheduled meetings during non-peak hours enabling eased KT facilitation not contained in formal documents.
  - To ensure the transition of all work and minimize disruption we provide an onsite “Tiger Team” from day 1 to assist the contract team and Parish with the transition. The Tiger Team consists of our AM, Account Manager, and HR managers. The primary tasks of our Tiger Team are to: Facilitate the rapid onboarding of all staff; Assess the operational environment; Start gap analysis; Provide technical, and administrative support; Begin executing KT; Identify risks and develop performance risk mitigation strategies
  - We know one of the most effective means of achieving a seamless and low-risk transition is to retain a high degree of institutional knowledge and experience by recruiting and hiring qualified incumbent staff. To achieve this goal, we will review, provide “First Right of Refusal”, and retain the current personnel keeping critical resources in place so there is zero impact to current Parish operations. To capture qualified incumbent resources, TSCTI uses a structured process and offers incentives for early commitments; competitive benefits; regular appraisal process; industry standard training, career development, and a promote from within culture. TSCTI has used this approach to retain over 90% of qualified personnel on over 250 government contracts.



- After quickly onboarding qualified incumbents, we will begin the base-lining and training effort, which consists of 1) A guided document review; 2) Process observation effort; 3) Hands-on training period; and 4) A shadow-training period.
- TSCTI ensures a smooth data and workload transfer through a structured and comprehensive KT process that helps ensure minimal disruption to Parish operations. We monitor our support with our ISO 9001:2015 certified QMS. Our AM manages the transition using transition communication tools and mechanisms such as regular stand-up meetings, routine status reporting, use of the transition handbook, and the PMP which includes a WBS and IMS.

## Major Transition Phases, Activities, and Timing

The AM will guide the Tiger Team, leads, and remaining staff through the proposed Plan of Action and Milestones (POA&M) schedule. Mobilization is mainly enacted by the AM and Tiger Team. When the execution phase occurs, it is led by the AM who has overall responsibility but is also enacted by the team as a whole as applicable.

Our POAM schedule overviews phase-in activities and highlights key activities, milestones, and timelines per phase for achieving full operational capacity within 30 days (10 days for Administrative Ramp-up and a 20-day transition period). TSCTI is open to negotiate transition-In period. Our management will tailor the POA&M during the first days of the transition period adjusting to any new information received during data discovery. Before executing the transition plan, we will obtain consensus with Parish. Exhibit 22 showcases TSCTI's phases and deliverables and duration in **Exhibit 23**;

Phase / Task, Activity and/or Deliverable(s)	Duration
<b>Pre-Transition Planning</b>	<b>1 months</b>
Initial planning discussion and program data mining	
Identify personnel	
Fill staffing matrix with qualified and vetted resources for backup of incumbents	
<b>Mobilization Activities (Administrative Ramp-up Period)</b>	<b>10 Days</b>
Post-award kick-off meeting; Submit draft transition plan; hand-out transition handbook	1 day
Establish points of contact with Parish and with the incumbent: request incumbent roster, location of current SOPs, technical and project management documentation, statistics, and schedules	1 day
Submit roster of pre-vetted candidates for Parish security badging/processing	3 day
Bring the "Tiger Team" on site	1 day
Solidify form, format, development, and maintenance of transition schedule	3 days
Establish Memorandum of Agreement between all parties on phase-in schedule	3 days
Obtain all vendor and remote points of contact from incumbent	3 days
Submit Draft Transition Plan	4 days
Submit Draft Project Management Plan (PMP)	7 days
Initiate incumbent capture plan: interviews, Parish approval, re-badging, orientation	4 days
Submit Final Transition Plan based on Parish feedback, Staffing Plan, Programmatic Data Report, WBS, Monthly Invoice, (as accepted by the Government)	6 days
Finalize on-boarding incumbents	6 days
Staff any vacancies left by incumbents; finalize new hires after Parish approval	10 days
Perform formal risk assessment and risk review	8 days
Initiate and record first inventory of GFE and GFI assets with Parish	7 days
Submit Final PMP	15 days
Submit General Activity Report and hold weekly meetings with the Parish's	7 days
Finalize ticket priority and classification levels with the Parish	10 days
Provide any new and applicable input into Parish and TSCTI Risk Registries	10 days
20-day administrative period complete; 100% staff personnel on-boarded;	10 days
<b>Execution Activities</b>	<b>Days 11 - 30</b>
Commence base-lining and training with step 1) a guided document review of SOPs and system documentation.	10 days
Initiate Gap Analysis for all tasks, schedules to evaluate the best fit for CCMi, ITIL, and ISO processes to align with existing processes and SOPs to increase efficiency	12days
Move to step 2 of baselining and training; 2) Observation effort where we check how well documentation matches the actual procedures	12 days
Update SOP and program documentation based on observed procedures and hands-on training	5 days



100% of all staff on-boarded based on Parish security processing/badging	15 days
Move to step 3 of base-lining and training, 3) Hands-on Training period where the new staff is sitting side by side with incumbent staff and getting direct, on-the-job training	12 days
Move to step 4 of base-lining and training, 4) Shadow Training period where the new staff executes work with prompts and minimal guidance from the incumbent staff	10 days
Submit General Activity Report and hold weekly meetings with the Parish	7 days
Finalize program documentation transfer and KT activities to assume control of the existing processes	10 days
Finalize reviewing, establishing, and improving KPIs, metrics, and quality statistic collection	6 days
Perform final 100% wall-to-wall inventory and GFE/GFI transfer	6 days
Provide any new and applicable input into Parish and TSCTI Risk Registries	6 days
Plan, manage, track, and report on cutover of services	6 days
Conduct operational readiness reviews, earn approval to assume responsibility, and execute formal hand-off of responsibility	2 days
Close out the transition project, including an out-brief / lessons learned	3 days
Submit Resource Report and Statement of assumption of Full Operational Capability	2 days
Submit Performance Report for SLA Metrics	2 days

*Exhibit 6: TSCTI's phases and duration of implementation*

### Transition Staffing

Our approach is to ramp-up/onboard staff as soon as the Parish security onboarding/badging process allows. To assure 100% staffing before the start of the transition period requires experienced and vetted management, strong incumbent capture, providing experienced and/or Government cleared/vetted personnel, and a strong HR Department to facilitate the process. TSCTI brings all the above. Our approach consists of a hybrid approach of capturing incumbents, bringing on experienced internal resources, and having vetted candidates from the market with our ISO certified staffing capabilities.

Upon award, we will work with incumbent contractors to identify, document, and execute expectations for phase-in. This occurs through scheduled/structured “meet and greets” and an established MOA. As part of our KT process, non-incumbent staff brought in are vetted against the Parish staffing profile and top-performing incumbent staff qualifications. Each position on the contract is managed through a staffing pipeline from initial recruitment through retention or potential replacement. All staffing is overseen by a dedicated Recruitment Manager (RM) and our AM in concert with Parish. Our RM works closely with our AM to fully understand the requirements for providing the best matches to the staffing profile. Screening of quality candidates is embedded in our recruitment process. As candidates are identified, we use a meticulous screening process as part of our proprietary 10-step recruiting approach which includes pre-screening, screening, technical skills evaluation, and candidate verification. Our approach to staffing applies during and post-transition.

TSCTI will look to incumbent staff first and in parallel have qualified vetted resources ready to go in case of any vacancies. From day 1 of the phase-in, we will be onsite working to quickly obtain any remaining targeted incumbent staff. We will identify any gaps left by incumbent personnel within 72 hours after the kickoff meeting. We will hold “town hall” meetings after working hours. These meetings will allow us to meet the incumbent staff not already pre-signed and determine their interest in joining TSCTI. We fill any personnel gaps with qualified new hires from our pre-identified staffing matrix that features qualified and vetted personnel either internal or external. Any new personnel will be on-boarded one week before the start of transition period allowing for sufficient time for security badges, training, shoulder surfing, and onboarding activities. Our rationale is based on capturing as much Parish knowledge as possible to augment our existing staffing/transition capabilities.

The risk of our approach is the primary use of incumbents incase we do not capture as many as anticipated. Alternatives involve having readied internal experienced employees and outside market employees with the requisite qualifications. The benefits of our approach include low risk of disruption through our multi-faceted staffing approach that has been used to successfully staff over 250 government contracts. Our phase-in staffing plan consists of schedule milestones with target fill rates as shown in **table** below.





Staffing Milestone	Projected Days
Fill staffing matrix with qualified, cleared, and vetted resources for backup of incumbents	Pre-award Phase
Bring Tiger Team onsite	3 days
Submit roster of pre-vetted candidates for Parish security badging/processing	5 days
Finalize incumbent capture plan: interviews, Parish approval, re-badging, orientation	10 days
Finalize staffing any vacancies left by incumbents; finalize new hires after Parish approval	15 days
20-day administrative period (onboarding/credentialing) complete; 100% of all staff on-boarded	20 days

*TSCTI's staffing milestones and the projected days*

## Annexure

### Account Management Team's Resume

**Sandeep Singh, Account Director**

#### Summary

An innovative and resourceful Account Director with strong experience of over 15+ years in handling practically all aspects of IT staffing services and solution related business. He possesses a deep knowledge of the Federal, State and local agencies and holding strong experience in managing multi-year government contracts, from the transition to the development and implementation of contract-specific recruitment processes to ensure creative sourcing of qualified candidates and placements. He possesses excellent working experience with a complete recruitment lifecycle starting from the quality hiring process includes coordinating interviews with the client, selection until the successful accomplishment of a project milestone. He has excellent experience in selling IT support staffing services to the Transportation and government sector. He also possesses expert-level knowledge and working experience of Vendor Management Systems for tracking candidate submissions. Mr. Sandeep has actively engaged with various government for Cooperative Program contracts. He holds expertise in direct liaison with clients and subcontractors to ensure the fulfillment of contract requirements. He has extensive experience in handling similar services with various clients.

#### Core Competencies

- Experience in handling practically all aspects of Program related to business with expertise in handling IT staffing contracts.
- Managed teams as large as 50 persons in size and up to 6 projects in parallel.
- Skilled in managing staffing contracts for all kinds of positions required by the client.
- Single point of contact for management related communication and managing client engagements.
- Skilled in ensuring SLAs are met and take corrective actions for issues identified.
- Experience working as a Quality Manager and attend performance reviews and status meetings.
- Escalation point of contact for all management related communication.
- Act as Quality Manager and attend performance reviews and status meetings.
- Understand the requirements of the qualified accounts/opportunities/clients, Firm up a unique value proposition addressing the opportunity, present the same to the decision-makers in the account, negotiate and firm up the contract. Doing marketing research on prospects.
- Planning and subsequent coordination with VP sales for the development and implementation of quarterly and annual business plans relevant to consultancy services provided by the company

#### Education & Certification

- PGDIM, International Marketing, Clarendon Business College,
- Project Management Professional (PMP)

#### Experience

<b>Client</b>	22nd Century Technologies, Inc.
<b>Position</b>	Account Director
<b>Duration</b>	Feb 2008 – Present

#### **Responsibilities:**



During his time in TSCTI, he has been involved in various State and local government contracts including clients such as State of LA, Department of Education (EDLINK), LA, City of New Orleans, LA, Wayne County Airport Authority, City of Dallas Aviation Department, San Antonio Water Systems, and many more. As the Director, he is accountable for the overall operation of his clients, including setting business strategy and supporting his management team in business development, service delivery, employee retention, recruiting, and expense management. Some of his client engagements are as follows:

## Responsibilities:

- Overseeing IT operations and supervised systems and IT staff.
- Developed, managed, and tracked the IT department's annual budget
- Act as the central point of communication within the Account Management team.
- Improve services so that 22nd Century meets client's expectations.
- Implement effective performance management processes.
- First-line incident management.
- Review the 22nd Century's current service activities and processes.
- Report on service results and SLAs
- Established efficiency and efficacy standards, providing recommendations for improvement of IT services
- Develops and maintains relationships with external IT vendors and service providers.
- Lead development and implementation processes for the organizations IT systems and department.
- Develop and implements business continuity protocols to minimize disruption to business operations in the event of emergency situations or data loss.
- Established efficiency and efficacy standards, providing recommendations for improvement of IT infrastructure.
- Analyzed IT infrastructure and systems performance to assess operating costs, productivity levels, upgrade requirements, and other metrics and needs.
- Organized appropriate training for staff members. Use the latest service management tools, techniques, and trends. Performed Contract Reviews on annual basis. Improved 22nd Century's overall C-Sat score.
- Responsible for delivery of services under the contracts and meeting SLAs.
- Responsible for attending meeting in the absence of the Account Manager and preparing status reports.
- Handle transitioning or implementing a payroll.
- Recordkeeping & Time management

## Prior Experience:

Client Name	Position	Duration
HCL	Process Manager	Mar 2004 – Jan 2008
Telefocus Communications	Field Manager	Aug1999 – Feb2004

## Kashif H Ahmed, Account Manager

### Summary

Mr. Kashif is PMP Certified and has over 20 years of experience managing IT Support and Staffing operations, leading a team of 50+ agents working onsite/offsite. Experienced in outsourced and in-house operations, and complex system implementations. Results-oriented, strategic adept at identifying and solving problems, building, and focusing teams, and implementing change. Strong experience in implementing Support services across various systems and applications including Oracle, MS SQL, Network, Data Centers, In-House Applications for various state and local government clients similar to Parish. Proven experience in implementing and handling IT Consulting Operations related to Information Technology, and the airport, aviation, and transportation sectors. Management and development of supervisors and all other operational management associated with day-to-day IT operations. Effectively communicates technological ideas with engineers, customers, and all levels of executive management. Proven track record of completing numerous complex technical support projects on time and within budget. Proven ability to work with key stakeholders in the management and implementation of current and emerging technologies as well as their applications. Expertise in achieving business strategy objectives, standardized processes, and oversight of Quality, Operational metrics, and Service Level goals in the IT Consulting Projects, Claims, and Enrollment & Billing. Strong understanding of the ADA, EEOC, Health Insurance Portability Accountability Act of 1996 (HIPAA) as it pertains to disclosures of protected health information (PHI).

**Education & Certifications**

- Master of Science, Management Information Systems Technology
- PMP; ITIL Foundation; and Certified in the Governance of Enterprise IT

**Experience:**

<b>Client</b>	<b>22nd Century Technologies, Inc.</b>
<b>Position</b>	<b>Account Manager</b>
<b>Duration</b>	<b>May 2015 – Present</b>

**Responsibilities:**

- Act as the primary point of contact for the TSCTI's client and oversee the day-to-day operations of the account.
- Build and maintain strong relationships with client stakeholders and identify new opportunities for business growth.
- Ensure that the client's needs and expectations are understood and met, and that the services provided are of high quality.
- Manage the delivery of IT consulting services and projects, ensuring they are delivered on time, within scope, and within budget.
- Work closely with the technical team to understand the client's IT infrastructure and identify opportunities for improvement.
- Develop and implement strategies to improve service delivery and enhance customer satisfaction.
- Prepare regular status reports and conduct periodic reviews of the account to ensure that performance targets are met.
- Manage the financial aspects of the account, including budgeting, forecasting, and invoicing.
- Collaborate with other departments within the organization, such as sales and marketing, to ensure that client needs are aligned with the company's overall strategy.
- Ensure compliance with company policies, procedures, and standards, including those related to data privacy and security.
- Continuously monitor and evaluate the effectiveness of the IT consulting services provided to the client, and implement improvements as needed.

**Prior Experience**

<b>Client Name</b>	<b>Position</b>	<b>Duration</b>
DSI/Cisco, University of Maryland, State of Maryland	Account Manager	Jun 2009 – Apr 2014
AAC/SERCO, Federal Communications Commission	Project Manager	Jan 2008 – May 2009
United Bank	Project Manager	Aug 2005 – Dec 2007
Allied Bank	Project Manager	Jan 2005 – Jul 2005
Base Technologies, Inc.	Project Manager	Jan 1998 – Dec 2004

**Michel Bright, Recruitment Manager****Summary**

Michel is an experienced, disciplined, team-player and highly-motivated Recruitment Manager with 15+ years of experience, accomplished and fluent communicator with strong investigation, problem-solving and decision-making skills, combined with a pragmatic approach and sound business acumen. She is highly accomplished with a verifiable track record in fields such as IT staff recruitment, analysis and gathering, business process mapping and the development of interactive prototypes. Profound experience in IT Staffing (Recruitment/Consulting) industry for IT Clients. Possess strong technical/business knowledge and understanding of technical requirements; deep sourcing skills and experience in sourcing candidates; excellent candidate assessment skills. Partner with hiring managers to understand the skills and background required for each opportunity Focused on the recruitment at all levels. Understanding of best recruiting practices and procedures. Specialties: Experience in recruiting for several defense contractors, government agencies and all 50 state agencies. Meet established hiring targets and maintains compliance with established reporting structure. Expertise in Contracts on Full time, Corp-to-Corp, 1099 or W2 candidatures. Develops a strong relationship with client and candidate and maintains communication with both. Provides information about opportunities, services, and resources.

**Core Competencies**

- Expert in recruitment process and resource management, sourcing strategies, recruitment process improvement and up gradation and compliance management.
- Teach how to drive and managed the entire recruiting process starting with identifying the requirement, posting positions on internet/ intranet, job boards, etc., sourcing resumes, finding and screening candidates to extending the offers and closing the positions successfully to the juniors.
- Expert in handling various IT positions including, but not limited to Desktop/Field Support Analyst, Server Administrator, Cloud Administrator, PHP Developer, Power Platform Developer, Mobile Application Developer, IT .NET Software Developer, Java Developer, Oracle Fusion Architect, BI/ERP Report Writer, Project Manager, and many more etc.
- Handling entire resource operation fulfillment functions for Global Delivery Center.
- Team Building and Management.
- Expert in in-house recruitment & placing H1B candidates on Bench with different skill sets.
- Interacting with Hiring Manger of End Client and discussing the requirements with the team and the sourcing needs of them and fulfilling them.
- Expert in recruitment at times using Dice and Monster and other job portals.
- Additional skills include JobDiva, C-Pas, Web Pas, Lotus Notes, Monster, DICE, Net-Temps, Jobs Ahead and other Software and Tools related to Recruitments, MS Office, MS Outlook, and MS Excel.

**Education**

- BS, Environmental Science, Howard University, Washington, DC

**Professional Experience**

Client	Position	Duration
22nd Century Technologies, Inc.	Recruitment Manager	Aug 2013 – Present
Onsite at the VA RMR	Program Manager/Director	Sep 2012 – Jul 2013
Wells Fargo, Frederick	Data Analyst	Oct 2011 – Sep 2012
Navy Federal Credit Union	Client Service Representative	Aug 2007 – Dec 2010
Brainard Consulting LLC	Administrative Support	Mar 2006 – Aug 2007

**Dariya Mancco, E-Care Manager****Summary**

Ms. Mancco is highly skilled and results-driven Employee Care Manager with over 10 years of experience focused on technology, telecom, and US staffing. She has profound experience in account management, resource management Candidate Tracking, Recruitment, Hiring, Onboarding, Personnel Database Maintenance, Benefits Processing, Orientation, Training, Security Paperwork Processing. She holds plausible experience in managing teams of business development executives for direct client/ 3rd party requirements and sales team for bench selling and possesses proven experience in developing strategies and tools to improve employee care center work processes, team building, and training & ensures accuracy. She has demonstrated experience in billing and payroll, background check, reference check, client and employee relations and possesses strong knowledge and experience in assisting managers with accounts payable & receivable, month end reconciliations including general ledger, bank statements, and Corp. credits.

**Core Competencies**

- Profound experience in creating and implementing strategic marketing communication plans, which identify new market opportunities, establish strong corporate identity nationally and maximize short & long-term revenues.
- Relevant experience in maintaining records for collections, balance due, and paid in full customers for accounts receivables/ payable.
- Substantial experience in preparing proposals for bids, make presentations, and close contract sales, by selling new technologies, methodologies and systematic industrial purification.





- Diversified experience in utilizing mechanisms such as; the internet (LinkedIn business registrars), cold calling, telemarketing, social media, networking, chamber of commerce and better business bureau to help drive positive business results and events.
- Proficient in developing strategies and tools to improve Employee Care Center work processes, Teambuilding, Training and ensuring accuracy and timeliness in the processing of timekeeping data for payroll.

## Education & Certifications

- University of Maryland University College, College Park, MD
- Bachelor's Degree Certificate in Human Resource Management, Montgomery College, Rockville, MD (2016)
- Associate of Arts: Elementary' Special Education, 12/2014
- Currently pursuing master's degree in IT and technological innovation
- CC+, Java, Selenium

## Experience:

<b>Client</b>	<b>22nd Century Technologies, Inc.</b>
<b>Position</b>	<b>E-Care/HR Manager</b>
<b>Duration</b>	<b>Aug 2014 - Present</b>

## Responsibilities:

- Responsible for 22nd Century employee care, a unique role which resulted in long retention of our consultants.
- Manage consultants at the clients' sites.
- Key person to keep consultants motivated and up to date.
- Take care of consultant's requests/ issues and resolve all the requests.
- Handle complete paperwork, onboarding & training
- Works closely with Account Manager and Account Executive to follow the progress of contract
- Ensure that consultants are up to date with latest work techniques & get those required trainings
- Create a training request if staff would like to participate in the client or outside training

## Prior Experience

<b>Client Name</b>	<b>Position</b>	<b>Duration</b>
Northern Virginia Family Services	E-Care Manager	May 2014 – Jul 2014
Bright Horizons Family Solutions	HR Administrative Support	Feb 2002 – Jan 2013
CWL Center, Springfield, VA	Coordinator	Feb 2001 – Feb 2002
Connection Newspapers, VA	Account Executive	2000 – 2002

## Pakkirisankar Jagannath/ Corporate Quality Assurance Manager

### Summary

Mr. Pakkirisankar has over 20 years of staffing experience, including 10 years of experience in determining, negotiating and agreeing on in-house quality procedures, standards and specifications in developing and maintaining the Quality Assurance and Inspection Program for federal and state government contracts. Holds extensive experience in the maintenance of policies, procedures, and standards in accordance with the Client policies and procedures, and related rules and contractual standards. He is an expert in providing continuous quality improvement and leadership to ensure service quality and compliance with industry regulations and certifications. He holds proficiency in facilitating QA best practices within the organization, including the management of all planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures. He has substantial experience in coordinating collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations. He has solid working experience in making recommendations to the Contract Manager concerning facility and employee quality assurance issues. Possess good interpersonal and communication skills.

## Education & Certifications

**Local Office:** 3867 Plaza Tower Dr. Baton Rouge, LA 708164378



- BS in Computer Science
- Certified as Internal Auditor for Quality Systems as per ISO 9000
- Brain Bench Certified

## Experience:

<b>Client</b>	<b>22nd Century Technologies, Inc.</b>
<b>Position</b>	<b>Quality Assurance Manager</b>
<b>Duration</b>	<b>Mar 2007 – Present</b>

## Responsibilities:

Jagan is actively working directly as well as indirectly with numerous state and federal clients. In the past 10 years with TSCTI, he has been involved in more than 50 contracts. He is working with TSCTI to deliver best practices to clients across the nation. He is committed to maintaining high standards of quality expected from clients, by implementing quality assurance human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counselling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures. Clients he is supporting includes City of New Orleans, LA, Department of Education, LA, Office of Technology, LA, WCAA, City of Phoenix, Fire Department of New York, State of New Jersey, and more.

Other responsibilities include:

- Contributing information and analysis to strategic plans and reviews; preparing and completing action plans; implementing productivity, quality, and customer-service standards; identifying and resolving problems; completing audits; determining system improvements; implementing change.
- Involve in financial objectives by estimating requirements; preparing an annual budget; scheduling expenditures; analysing variances; initiating corrective actions.
- Prepare quality documentation and reports by collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations.
- Enhance department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Update job knowledge by studying trends in and developments in quality management; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

## Prior Experience

<b>Client Name</b>	<b>Position</b>	<b>Duration</b>
Outline Systems, Inc.	Sr. QA Engineer	May 2005 – Feb 2007
IGATE	QA Engineer	Jun 2002 – May 2005
IT&T	Jr. QA Engineer	May 1998 – Jun 2002



## Professional's Resume

**Parth Bhanushali/ Server Technician**

### Brief Profile

Highly skilled Server Technician with 5+ years of experience in managing and maintaining Windows Server operations, MS Exchange, VMware management software, configuring and maintaining georedundant data centers, restoring backup data, and data replication to and from cloud services. Expertly performing significant interaction with many different teams across a global company. Proficient in Root Cause Analysis and Problem Management, experienced with physical and virtual server (VMWare) environments, Service Desk tickets relating to servers, networks etc. Adept at diagnosing and resolving complex technical issues quickly, ensuring maximum uptime and availability. Able to work independently and as part of a team, with excellent communication, problem-solving, and time management skills.

### Education & Certification

- Master of Computer Science, Lincoln University, PA
- CompTIA Server+
- Hewlett Packard Enterprise Master Accredited Solutions Expert (Master ASE)
- Microsoft Certified Solutions Associate (MCSA) Windows Server 2016
- VMware Certified Professional (VCP) 6.5 Data Center Virtualization
- MCSE Windows Server 2016.
- MCSE Exchange 2012.

### Technical Skills

<b>Operating Systems</b>	Windows Server 2012/2016/2019, Linux
<b>Virtualization</b>	VMware, Hyper-V
<b>Database</b>	SQL Server, MySQL, Oracle

### Relevant Professional Experience

#### **Server Technician, 22nd Century Technologies, Inc.- EdLink, State of LA (Dec 2020 – Present)**

##### **Responsibilities:**

- Administers, manages, and maintains georedundant data centers across multiple locations, ensuring high availability and reliability.
- Installs and configures Windows Server 2016/2019 on physical and virtual machines, ensuring compliance with security standards.
- Configures and manages VMware vSphere and Hyper-V virtualization environments, ensuring optimal performance and uptime.
- Maintains and manages MS Exchange Server 2016/2019, including user account management, mailbox creation, and email archiving.
- Conducts regular backups of critical data using Veeam Backup and Replication and Windows Server Backup, ensuring data recovery in the event of a disaster.
- Manages and monitors network devices using SolarWinds, Nagios and Zabbix, ensuring optimal network performance and uptime.
- Develops and maintains PowerShell scripts for automating routine tasks, improving efficiency and reducing errors.

#### **IT Server Engineer, Microsoft Inc., State of LA (May 2017 – Nov 2020)**

##### **Responsibilities:**

- Managed and maintained Windows Server 2012/2016 environment, ensuring optimal performance and uptime.
- Conducted regular backups of critical data using Veeam Backup and Replication and Windows Server Backup, ensuring data recovery in the event of a disaster.
- Configured and managed MS Exchange Server 2013/2016, including user account management, mailbox creation, and email archiving.
- Assisted in the installation and configuration of VMware vSphere virtualization environment.
- Assisted in the implementation of georedundant data centers, ensuring high availability and reliability.

#### **Windows Migration Engineer/System Engineer, Cardinal Health, LA (Mar 2015– May 2015)**

- Worked on the Infrastructure team as a mid-level engineer, primarily, handling tickets such as server's outage, and firewall issues.
- Responsible for updating Microsoft Exchange 2010 servers with latest patches and fixes ex...RU9.
- Handled tickets from ServiceNow applications such as mail flow issues, setting up conference, equipment, and resource rooms. Troubleshooted firewalls issues with Cisco IronPort such as adding different IPs to the Mail relay list.
- Developed solutions for messaging infrastructure and managing the FAX systems.

#### **Team Lead Exchange Engineer/System Engineer, LPL Financial, PLA (Apr 2014– Mar 2015)**

- Primarily managed a team of 10 migration engineers who's responsible for L3 support on Microsoft Exchange servers for enterprise customers, also use SharePoint for scheduling users to migrate over to the LPL.com domain.



- Supported Microsoft Exchange Server 2013, Outlook and OWA (Outlook Web Access) email connectivity and importing PSTs into Outlook client.
- Assisted with user creation and deletion in Proof Point of user LDAP accounts in Unix-based E-mail gateway
- Supported in account creation/deletion, setting up accepted domains, and Address Book Policies enforcement in Exchange Admin Center.
- Contributed in enforcing Active Directory Group Policy by ensuring that users were in correct OU and were enabled.
- Implemented new mail policies and content filters using dictionary files on IronPort gateways, creating more efficient response to spam/phishing attacks which led to a major decrease in turnaround time.
- Imputed PowerShell cmdlets to automate migrations steps such as removing users and updating Mailbox permissions.

## Exchange Engineer, Audiology Systems Inc. (Dec 2012 – Feb2014)

- Installation, configuration, and administration working knowledge on Window 2008 R2/2012 servers and Exchange 2007/2010 servers at single or multi-level domain platforms.
- Created new and manage all existing Mailboxes and Distribution groups.
- Performed primary administrative tasks for MS Exchange 2007/2010 messaging system.
- Deployed updates, service packs and hot fixes using Windows Update, Automatic Updates, and Group.
- Managed Active Directory objects, policies, users and groups
- Created and managed Active Directory (AD) Organizational Units (OU), Group Policy Objects (GPO) users and groups.

## Prior Experience

Position	Client	Duration
Technical Analyst	Wachovia Bank, Charlotte, NC	May 2006 – Jul 2011

## Issa Katuga – Network Administrator

### Brief Profile

Highly skilled and experienced Network Administrator with 7+ years of experience in managing and maintaining complex networks. Possessing strong knowledge of Fortinet & Cisco routers, switches, firewalls, and Avaya VoIP services; VPN, Ruckus & Fortinet access points, Ubiquiti, and 802.1x wireless. Verifiable recent experience managing a similar-sized network is required. Adept at diagnosing and resolving complex technical issues quickly, ensuring maximum uptime and availability. Able to work independently and as part of a team, with excellent communication, problem-solving, and time management skills. Seeking a challenging role in a dynamic organization where I can apply my expertise and contribute to the success of the business.

### Education & Certification

- Master of Science, Hood College, May 2013
- Bachelor Of Science, Institute of Finance Management, Sep 2008
- Major: Computer Science
- Minor: Network and Information Security
- Certified Information System Security Professional CISSP
- Cisco Certified Network Professional CCNP Routing & Switching
- Cisco Certified Design Professional, CCDP
- Cisco Certified Network Associate, CCNA Security

### Technical Skills

<b>Network Support</b>	Cat OS Switches: 9000, 6500, 4500, 3850. Cisco Router: ASR 1001X, 7200, 3000/2600/1600 Series. Cisco ASA 5585, Firepower 4150, Cisco ISE, Nexus 9K, 7K, 5K, Meraki MX 250, Meraki MS 250, Viptela, ClearPass
<b>Network/Protocol</b>	LAN/WAN, TCP/IP, WINS, DNS, DHCP, POP3, SMTP, FTP, TELNET, VPN, ICMP, TFTP, Ethernet, RIP, IPSEC, IGRP, EIGRP, OSPF, BGP, MPLS, VPLS VoIP, H.323, SIP
<b>Load Balancer</b>	BIG-IP F5, A-10
<b>Routing Protocols</b>	RIP, EIGRP, OSPF, BGP, IS-IS
<b>L2 Protocols &amp; Switching</b>	VTP, STP, RSTP, PVST, ISL, 802.1q, 802.1X, 802.1D & VDC, VRF, VLANs, PVLANs, Ether-Channel, PAgP and LACP
<b>WAN Technologies</b>	SD-WAN, SDN, PPP, MPLS, EVPN, Metro Ethernet
<b>Operating System &amp; Software</b>	Windows 2008 Server, Windows 2012 Server, Linux, FTP Server, Proxy Server, MS Office, MS Visio, MS, Outlook, Outlook Express, Exchange Server, Email Management Server, Websense
<b>Tools &amp; Programming</b>	Wireshark, Solar Wind, Infoblox, Cisco Prime, Nagios, DNA Center, HPNA, exteme management center (XMC) & C, C++, C#, VISUAL BASIC, LISP, PROLOG, Shell scripting PERL, PYTHON, PHP, HTML





<b>Cloud &amp; Virtualization</b>	AWS, Azure, Google Cloud, VPC, UCS, VMware ESXi, Microsoft Virtual Server, Xen
<b>Database Management &amp; Computer Forensics</b>	Oracle, SQL, SAP Business Object, Crystal Report, Encase, FTK

## Relevant Professional Experience

### Network Administrator, 22nd Century Technologies, LA, Jun 2020- present

- Migrates the Cisco infrastructure to extreme fabric infrastructure.
- Responsible for installation of Avaya/Extreme Campus Fabric switches. Involved in the day-to-day operation and maintaining the extreme campus fabric infrastructure.
- Integrates the existing network infrastructure with extreme campus fabric. Acted as technical leader and trusted advisor campus fabric implementation
- Manages extreme devices using Aruba clear pass. Acted as liaison between sales and customer during implementation.
- Manages and maintains a complex network infrastructure comprising Fortinet and Cisco routers, switches, and firewalls, ensuring optimal performance and security.
- Configures and maintains Avaya VoIP services, including user account management, phone system configuration, and call routing.
- Designs, installed, and maintained wireless networks using Ruckus, Fortinet, Ubiquiti, and 802.1x technologies, ensuring optimal coverage and security.
- Configured and managed VPNs using Fortinet, Cisco, OpenVPN, and IPSec, providing secure remote access to the network for remote users.
- Monitors network performance and uptime using SolarWinds, PRTG, Nagios, and Zabbix, proactively identifying and resolving issues before they impact users.
- Develops and maintains PowerShell and Python scripts for automating routine tasks, improving efficiency and reducing errors.

### Network Administrator, Insight Global, Laureate Education, Oct 2019 – May 2020

- Migrated the on-premises data center to Cloud and managed Cisco ISE for wireless authentication
- Migrated Cisco ACS to Cisco ISE
- Managed Amazon AWS infrastructure such as ELB, NLB, VPC peering, Security groups. Configured and managed F5 load balancer
- Managed Cisco ASA firewalls with multiple contexts. Configured and deployed SD-WAN solution using Cisco Meraki
- Migrated the MPLS circuits to SD-WAN. Managed and configured Cloud direct connect circuits
- Responsible for configuring and deploying Cisco firepower NGFW.

### Network Administrator, Trigyn, Baltimore City Police, Feb 2016 – Feb 2020

- Responsible for designing network infrastructure for organization as well as optimization and future expansion.
- Responsible for architecting, design, and Installation of Cisco Next generation firewall Cisco Firepower 4150.
- Designed and deployed cisco Identity service engine Cisco ISE.
- Designed and deployed Storage area network using NetApp.
- Designed and deployed the data backup solution using Commvault.
- Responsible for design and deployment of wireless Local area network solutions.
- Designed and implemented VoIP solutions for Agency.
- Responsible for Nexus 9K deployment to support Data center environment.
- Managed the datacenter and providing tier 3 support for network issues
- Managed firewalls and security operations.
- Responsible for configuring and managing Intrusion detection systems and Intrusion prevention systems as well as providing technical support when issues arise using Sourcefire before Firepower deployment.

### Network Engineer, Atos, Marriott Hotels, Aug 2015 – Feb 2016

- Provided Network support for Marriott hotels Infrastructure including routing, switching and wireless issues management.
- Provided network security support by managing firewalls, web sense proxy and DNS management.
- Provided support for VPN infrastructure to various other sites as well as other vendor portability to Marriott network.
- Configured and managed local area network, servers, and communications connections to remote locations. Installed network routers, switches, and firewalls.



## Noc Engineer, Teksystems, Astrazeneca/Medimmune, Aug 2014 – Aug 2015

- Provided Level 2 support for various issues including issues with network, wireless and voice.
- Responsible for monitoring organization infrastructure and provided necessary support for any issues arises
- Worked in configuring the IP phone and user management in Cisco CUSM and Cisco Unity
- Managed patching in windows server environment as well as other virtual environment including VMware and Citrix administration
- Troubleshoot the issues with cisco routers, switches, wireless LAN client and issues with wireless including access point.
- Troubleshoot the issues with site-to-site VPN as well as with remote access VPN. Configured IP phones for VoIP setup and providing technical support for any issues that arises.

## System/Network Engineer, Healthcare System Connection, Aug 2013 – Aug2014

- Designed and implemented the network infrastructure for different clients as well as upgrading the hardware including routers, switches, and access point
- Designed and implemented the security infrastructure such Firewalls and Intrusion Prevention System for different clients as well as monitoring them, troubleshooting and provide technical support when incident occurs
- Responsible for configuring, managing, and troubleshooting different Firewalls including Cisco ASA, Juniper and Sonic walls as well managing firewall rules and policies.
- Responsible for configuring and setting up different VPN ranging from clientless VPN to LAN to LAN VPN between Client and different vendors.
- Provided Server administrator support such as managing Active directory and group policies as well managing users and resources for Mid Atlantic servers.
- Provided technical support for users as well as managing resources in the window's terminal server environment.
- Managed Firewalls and network infrastructure for meeting HIPAA compliance.
- Managed Windows exchange server such managing emails account and distribution groups
- Provided Computer Network Security and implemented policies for employee use of Internet and e- mail
- Provided Technical Support: Provided technical support and end-user training to internal and external customers on network, software, and computer systems.
- Performed security checks of servers and networks to verify adequate virus protection and compliance with corporate and government procedures.
- **Designed and implemented an inventory to track network equipment, computers, servers, and software.**

## Prior Experience

Position	Client	Duration
Network support engineer	Global mobility	Jan 2013 – Aug 2013
Field technical support	Geeks dc	Jan 2011 – Dec2012
System administrator	Infinity communication ltd	Jun 2006 – Dec 2009

## Charles River – Oracle Database Administrator

### Brief Profile

Highly skilled and experienced Oracle Database Administrator with 7+ years of experience in Oracle database setup, configuration, patching, upgrading, tuning/optimizing version 19c RAC/standalone databases. Possessing strong knowledge of Linux OS as a host for Oracle database including shell scripting, file system maintenance, and setup, system monitoring, and upgrades. Experience with using Oracle to maintain ESRI GIS data; strong knowledge of Oracle RMAN backup/restore procedures and synchronization; experience with Oracle Cloud and MS Azure; ability to troubleshoot database, network and operating systems for performance problems or enhancements. Follow Oracle's best practices for security, patching, setup, and maintenance. Experience with Enterprise Manager setup, configuration, and database management; Experience with virtualization setup and maintenance; work with users to provide access to the database and support for both home-grown and COTS applications; experience with Oracle Web Logic management, configuration, and maintenance. Ability to manage and perform disaster recovery procedures; knowledge of Oracle security management; knowledge of Maintaining a 24/7 high availability database.

### Education & Certification

- Computer System Management, 1997, Shippensburg University, Shippensburg, PA
- Electrical Engineering, 1989, University of Post and Telecommunication
- Oracle Database Administrator Certified Associate

### Technical Skills

Skills	Oracle database setup, configuration, patching, upgrading, tuning/optimizing, Version 19c RAC/standalone databases, Linux OS as a host for Oracle database including shell scripting, file system maintenance, and setup, system monitoring, and upgrades, Oracle RMAN backup/restore procedures and synchronization, Oracle Cloud and MS Azure, ESRI GIS data maintenance, Enterprise
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Manager setup, configuration, and database management, Virtualization setup and maintenance, Oracle Web Logic management, configuration, and maintenance, Disaster recovery procedures, Oracle security management, Maintaining a 24/7 high availability database, Database programming for application enhancements, Oracle Mobile Server administration, Oracle forms and reports running on Weblogic, Oracle licensing, Database memory management

## Relevant Professional Experience

### Senior Database Administrator (SQL/SSRS), National Credit Union Administration (NCUA), 22nd Century Technologies, Inc., LA, Nov 2020 – Present

#### Responsibilities:

- Updates application, creating/modifying database components on MS SQL Server 2019. Analyzing existing data structure and performing database remodeling to meet the new requirements based on user stories collected from government clients.
- Developing queries, stored procedures, functions, and relationships on the existing tables to match their referential integrity. Analyzing existing data and creating/modifying reports with SSRS and Power BI according to customer's requirements.
- Working in an agile scrum team environment, on multiple web-based applications using ASP.Net, C#, VB.Net, VB6 and Java Script. Providing Agency's daily usages to manage and track data to insure deposits at federally insured credit unions and protect the members. Performed maintaining, debugging, and developing codes based on customer's change requests.
- Supporting help desk services with taking application issue tickets, getting user stories to analyzing bugs, or explaining to customer on how to use the apps.
- Working on identifying bugs, fixing code problems, testing the changes, and deploying the applications to the production server. Providing users with instructions and training on how to use the updated sections on the apps. Provides solutions used to fix the issues to the team and completed error tickets properly.

### Database Developer/Administrator, U.S. Federal Energy Regulatory Commission (FERC), Aug 2018 – Nov 2020

#### Responsibilities:

- Performed large scaled and complicated data migration to a new SQL Server database - HLCTS from legacy data sources including SQL Server, MS Access, Excel/CSV, and other flat files.
- Analyzed multiple data source and destination database architecture based on separate ER-Diagrams. Designed data migration plan and procedure. Completed Database remodeling with updated relationship and structures.
- Drafted migration guidelines and logged progress records. Worked on importing data, remodeling data structures, converting data types, matching relationships, implementing referential integrity, creating large number of Stored Procedures, Functions, Migration Queries and Tables/Views. Passed UAT and deployed production database successfully as scheduled.
- Modified existing MS Access database, which is currently in production for multiple Applications in branch divisions, so that data processed matches the newly populated HLCTS SQL Server database for future data export/transfer.
- Developed/modified Access database with additional data components including new tables, queries, relationships, and VBA codes.
- Responsible for maintaining the Access database for daily tasks and supporting the developer team for backend update and data structure configurations.
- Worked on developing SharePoint and Web Based Applications with 508 Compliance for FERC users to access, upload, and manipulate HLCTS information.
- Built Web based Applications with VB.net and C# in Visual Studio 2017 environment, and their back ends based on SQL Server 2014 database with T-SQL on stored procedures and functions.

### Senior Database Administrator, U.S. Nuclear Regulatory Commission (NRC), Aug 2016 – Aug 2018

#### Responsibilities:

- Developed Web Based Licensing System in a team environment for government client NRC, which contains sub-systems including Licenses, STIMS, Reciprocity, SSD, Inspection, OIP, Reports and Admin Tools, using visual studio 2008/2013 with ASP.net, VB.net, C#, MVC and MS SQL Server 2008/2012.
- Implemented FDA Project on SharePoint. Created business modules with object-oriented programming concepts and Agile Development methodology. Built user interfaces, middle tiers, database components and reports.
- Implemented codes with ASP.net, C#, VB.net, HTML5, JavaScript and Crystal Reports. Developed business tiers, objects, data layers and reports. Created user friendly interface, implemented efficient data processing functions and logic analyzing procedures.
- Used Clear Case and IBM Jazz Team Server as code management tool to save and sync code with developer team. Performed analysis of Veracode Web Application Scanning and addressed the findings.
- Created database components with SQL Server 2008 & 2012. Developed with T-SQL Data Definition and Data Manipulation Languages on database that contains more than 400 tables. Built database tables, views, keys, indexes, stored procedures, functions, and triggers. Designed

and created ER-diagrams and relationships. Performed data modeling/re-modeling. Accomplished complicated data migrations for STIMS, RTS and SSD that transfers data from retired system to WBL subsystems.

- Architected, analyzed, and designed WBL system development and modification plan. Attended conferences and discussions with clients for Application developments and improvements.
- Gathered "user stories", business rules, program workflows and process logics. Collected customer change requests, studied software specifications, analyzed system requirements, determined application development approach, structured database for enhancement and calculated the cost of projects.
- Provided analysis/design documentation for the organization management, government clients and third-party verification team.
- Participated in team effort on database migration for WBL applications from Microsoft SQL Server 2008 to SQL Server 2012. Specific duties include impact analysis, implementation, configuration updates, and testing.
- Provided insights and implemented measures to achieve the acceptable performance level for the applications with around 500,000 records from successfully migrated data.

## Theodore M. Fortin – Microsoft Support Technician

### Brief Profile

Theodore M. has more than 7 years of experience as a skilled Microsoft Support Technician with expertise in Microsoft servers and networking, seeking a challenging role to utilize my knowledge and experience in supporting Microsoft technologies. Proficient in Microsoft servers and networking, including Domain Controllers, DNS, Active Directory, Group Policy, Windows Updating Services, Server Failover Clustering, Distributed File Systems, Exchange 2016 and newer, and Office365. Strong troubleshooting skills in identifying and resolving technical issues related to Microsoft technologies. Experience in maintaining and upgrading Microsoft servers and systems, ensuring they are always up to date with the latest patches and updates. Ability to work well in a team environment, collaborating with other IT professionals and departments to provide the best possible support to end-users. Excellent communication skills, both verbal and written, with the ability to explain complex technical concepts to non-technical individuals.

### Education & Certification

- A.S., Computer Engineering Technology, Shippensburg University, Shippensburg, PA
- MCSE Exchange 2016 and MCSE Server 2016

### Technical Skills

- Operating systems: Windows Server 2016, Windows Server 2019, Windows 10, Windows 11
- Microsoft servers: Domain Controllers, DNS, Active Directory, Group Policy, Windows Updating Services, Server Failover Clustering, Distributed File Systems, Exchange 2016 and newer, Office365
- Virtualization: Hyper-V, VMware
- Networking: TCP/IP, DNS, DHCP, VLAN, VPN
- Hardware: HP and Dell servers, SAN, NAS
- Automation tools: PowerShell, System Center Configuration Manager (SCCM), Group Policy Management Console (GPMC)

### Relevant Professional Experience

#### Microsoft System Center Enterprise Architect, 22nd Century Technologies, Inc., City Of New Orleans, LA Jul 2021 – Present Responsibilities:

- Provide technical support to end-users, troubleshooting and resolving issues related to Microsoft servers and systems.
- Install, configure, and maintain Microsoft servers, including Domain Controllers, DNS, Active Directory, Group Policy, Windows Updating Services, Server Failover Clustering, Distributed File Systems, Exchange 2016 and newer, and Office365.
- Perform regular maintenance tasks such as system backups, patch management, and software updates to ensure the servers and systems are running smoothly and securely.
- Monitor the performance of Microsoft servers and systems and take proactive steps to optimize their performance.
- Participate in the planning and implementation of new Microsoft technologies and projects.
- Create and maintain technical documentation of system configurations, procedures, and troubleshooting steps to ensure consistency and accuracy.
- Collaborate with other IT professionals and departments to ensure smooth operation of the network and systems.
- Provide training and support to end-users on how to use Microsoft technologies effectively.
- Ensure compliance with company policies and procedures related to Microsoft servers and systems.
- Participate in on-call rotation to provide after-hours support for critical issues.
- Keep up to date with the latest technologies and trends in the Microsoft ecosystem, continuously improving knowledge and skills.





## Microsoft System Center Enterprise Architect, PCM Inc. , Pittsburgh, PA, Sep 2019 – Jul 2021

### Responsibilities:

- Responded promptly to user requests for assistance with Microsoft servers and systems, providing technical support to diagnose and resolve issues via phone, email, remote support tools, or in-person.
- Installed, configured, and maintained Microsoft servers and systems, including but not limited to Domain Controllers, DNS, Active Directory, Group Policy, Windows Updating Services, Server Failover Clustering, Distributed File Systems, Exchange 2016 and newer, and Office365.
- Worked closely with network engineers and security personnel to ensure the security and reliability of Microsoft servers and systems, implementing security policies and procedures, monitoring and analyzing system logs, and performing regular vulnerability scans and patch management.
- Developed and maintain comprehensive documentation for Microsoft servers and systems, including system configurations, procedures, and troubleshooting steps, ensuring that documentation is accurate, up-to-date, and easily accessible to other IT team members.
- Participated in the planning and implementation of new Microsoft technologies and projects, collaborating with other IT professionals to design, test, and deploy new solutions that meet business needs.
- Provided training and support to end-users on how to use Microsoft technologies effectively, conducting training sessions, writing user guides, and responding to user questions and feedback.
- Ensured compliance with company policies and procedures related to Microsoft servers and systems, working with the IT security team to enforce security policies, performing security audits, and ensuring that Microsoft servers and systems are configured to meet security and regulatory requirements.
- Participated in on-call rotation to provide after-hours support for critical issues, responding promptly to any issues that may arise and providing effective solutions to minimize downtime.
- Continuously learnt and developed technical knowledge and skills related to Microsoft servers and systems, staying up-to-date with the latest technologies and trends in the field and sharing knowledge with other IT team members.

## System Center Enterprise Architect, TATA Consulting Services, Philadelphia, PA, Mar 2016 – Sep 2019

### Responsibilities:

- Designed SCCM 2012 R2 CU2 /SCCM 1709/1806 Migration for Enterprise clients. Using Infrastructure Planning and Design (IPD). Microsoft Assessment and Planning (MAP 8.5) Toolkit.
- 2008 Active Directory based infrastructure with PKI, for DirectAccess, Checkpoint VPN 80.72
- ZTI Server/Desktop Imaging for Server 2012, Win 10 with MDT 2013 Update 2 / MDT 8450 Win 10 (1709)
- Architect - Adminstrate MDM SCCM 1711 / Intune for Mobile Device Management, IOS, Android, Win phone.
- Supported Engineer AppV 5.0 software delivery packaging Microsoft Sequencing, Admin Studio Pro 2013, VMware ThinApp.application Virtualization. Microsoft Hyper V. 1E Apps.
- ADK for Windows 10, Microsoft ACT (Application Compatibility Tool), PCM (Package Conversion Manager), DISM (Deployment Image Servicing Management), WICD (Windows Imaging and Configuration Designer).
- Windows Security Patching for Servers and Desktops via SCCM SCUP / WSUS 3.
- Monitored via SCOM 2012 15,000 ESX/Win servers. Microsoft SCEP. Orchestrator Run Books. VMware /vSphere 6, Citrix Reciever 4.5, VPro. Intel SCS through SCCM.
- 3rd Party Software Packaging, Office Customization Tool (OCT) Admin Studio Pro. AppV 5.0 to support Service Now and Other Applications.
- DELL Command Configure, DELL CFI Image Assist. Configuration Manager Support Tools and PFE SRS Reporting & Compliance

## Thomas McDonald - Programmer/Analyst

### Brief Profile

8 years of experience in the field of Developer/ Technical Lead. Highly skilled and experienced Programmer/Analyst with 7 years of experience in designing, writing, and updating source code using Visual Basic, C#, HTML, and SWIFT. Proficient in SQL, PL/SQL development with strong analytical and problem-solving skills. Seeking a challenging role to apply my skills and experience to develop and maintain software applications that meet business requirements. Developing Salesforce SOQL queries, Lightning Web Components (LWC), APEX and flows. Architected and developed cloud architecture in AWS and Azure. SOA experience designing and building REST and SOAP APIs. Agile scrum team experience, team collaboration GIT and Jira experience. Troubleshooting leader skilled in application monitoring tools like DataDog and Splunk. Enterprise experience with Fortune 500 companies like LexisNexis, P&G, Toyota following 508 compliances.

### Education & Certification

- B.S, Misericordia University, Dallas, TX
- MS, Edinboro University, Edinboro
- Microsoft Certified Professional (MCP)

**Local Office:** 3867 Plaza Tower Dr. Baton Rouge, LA 708164378

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- Oracle Certified Professional, Java SE 8 Programmer

## Technical Skills

<b>Languages</b>	Visual Basic, C#, HTML, SWIFT, SQL, PL/SQL
<b>Databases</b>	Oracle, MySQL, SQL Server, PostgreSQL
<b>Frameworks</b>	Docker, Kubernetes
<b>Tools</b>	Visual Studio, Eclipse, Xcode, Oracle SQL Developer
<b>Operating Systems</b>	Windows, MacOS, Linux
<b>Other Skills</b>	Agile Methodology, Git, JIRA, Confluence, Microsoft Office

## Relevant Professional Experience

### Developer / Technical Lead, 22nd Century Technologies, Inc., EdLink, LA, Dec 2020 – Present

#### Responsibilities:

- Analyzes user requirements and designs software applications that meet business needs.
- Writes, tests, and debug source code using Visual Basic, C#, HTML, and SWIFT.
- Develops and maintains SQL scripts and PL/SQL procedures for efficient data retrieval and manipulation.
- Collaborates with team members to design and develop software applications that integrated with other systems.
- Participates in all phases of the software development life cycle (SDLC), including requirements gathering, design, development, testing, and deployment.
- Provides technical support and resolved issues related to software applications.
- Creates technical documentation, including user manuals
- Design, develop, and implement software solutions using various programming languages including Visual Basic, C#, HTML, and SWIFT
- Write, maintain, and update source code for applications using best practices and coding standards
- Collaborate with cross-functional teams to analyze user requirements and translate them into technical specifications
- Develop and maintain complex SQL queries, stored procedures, and database triggers using SQL and PL/SQL
- Develop and maintain web applications using HTML, CSS, JavaScript, and other web technologies
- Work with JDBC and ODBC to connect to databases and retrieve and manipulate data
- Develop and maintain applications that interact with various database management systems (DBMS), such as Oracle, MySQL, and SQL Server
- Perform unit testing, debugging, and code reviews to ensure code quality and functionality
- Participate in software design and architecture discussions to ensure that software solutions are scalable, maintainable, and performant
- Troubleshoot and debug software issues to identify and resolve problems in a timely manner
- Collaborate with business users and stakeholders to understand their needs and provide technical support and guidance
- Keep up-to-date with emerging technologies and programming languages to continuously improve skills and knowledge.
- **Environment:** SQL Server, Net Core, AWS, Azure, Java, Angular, Vue.js, Node.js, Lambda, DynamoDB, Linux, Unix, Oracle, Jira, Agile, DataStage, Oracle, OSB, Eclipse, JDeveloper, WebLogic, GIT, MVC, REST, WSDL, AJAX, SOA, XML, Responsive Web design, Oracle SQL Loader, ORM, REST, WCAG, SOAP, C++, P/L SQL, ETL, PeopleSoft, SAP, Query Tuning, SQL Server, T-SQL, Subversion, nHibernate, nUnit, SoapUI, Fiddler, VI, HP-UX, HP-Ux, Docker, Jenkins, Cucumber, Selenium, SOQL, LWC, APEX, Salesforce, Flows.

### Tech Lead/ Developer / Service Owner, LexisNexis, LA, Apr 2017 – Dec 2020

#### Responsibilities:

- Headed team tasked with developing JWS, REST, JSP, JSF, Coherence and Oracle Service Bus (OSB).
- Led team migrating proprietary applications to Oracle PeopleSoft Financials.
- Directed Oracle PL-SQL for performance improvements. Created and reviewed enterprise architecture documentation.
- Led onshore/offshore enterprise application team, tracked progress, led agile-scrum work team.
- Ran Java, Apache, Tomcat, Linux and Oracle support group.
- Developed Java, Coherence and Oracle Enterprise Service Bus service.
- Delivered on SLA to deliver key enterprise pricing to shopping cart via SOA. Created automated unit tests using Cucumber and Selenium functional testing.
- Drove performance improvements that met our Service Level Agreement (SLA).

**Environment:** Java, Apache, Tomcat, Linux, P/L SQL, GIT, DataStage, ETL, REST, Oracle, SOA, XML, OSB, Eclipse, JDeveloper, WebLogic, PeopleSoft, Query Tuning, WebSphere MQ, Oracle SQL Loader, VI, HPUX

### Developer/Technical Lead, MGA Solutions, LA, Oct 2015 – Apr 2017

#### Responsibilities:

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- Led security forensic intrusion team and lock down task force.
- Improved backend REST service performance.
- Developed cross-platform interoperation projects involving MS .Net and Linux applications.
- Conducted stress and load testing with LoadRunner (WinSock, HTTP)
- Implemented Tibco application data flows for enterprise applications.
- Integrated enterprise accounting solution with third-party document management system via API (OnBase).
- Identified security intrusions via forensic log analysis and implemented best practice security countermeasures.
- Designed services implementing SOAP and REST communication design patterns.
- Integrated proprietary salary and bonus application with enterprise PeopleSoft system.
- Designed DB2 database and SAP integration interface.
- Designed DataStage ETL data integration with Lawson enterprise financial system.
- Designed SSIS ETL for enterprise migration FORTRACS to IDMS. Created by vs. build recommendations for division heads.

### Preston K. Parsard - PC/Help Desk Technician

#### Brief Profile

Preston is a results-oriented IT professional with **5+ years** of experience in installation, administration, and networking in various environments. He has thorough knowledge of Windows Vista; Windows XP; Windows 2000 Server; Windows Server 2003; Windows Server 2008; Windows NT; Novell; DOS; OS/2; TCP/IP; Install Shield; Ghost; Deploy Center; Microsoft SMS 2003; and BDD. Expertise on **current Microsoft Windows desktop OS and related software, experience with Remote Desktop software, imaging, configuring, and troubleshooting Windows OS, and experience installing Ethernet wiring**. He is experienced in managing MS Server environments, Active Directory, Exchange, VMware, and SCOM. He has extensive knowledge in effectively planning, installing, configuring, and optimizing the IT infrastructure to consistently achieve high availability and performance. Provide mobile support and configuration for iOS and Android. He is highly efficient in resolving various technical problems ranging from PC's hardware and software to **network, printers, servers, LAN, WAN, peripherals**, etc. He has vast knowledge of installing local area network cabling systems and equipment such as network interface cards, hubs, and switches. He is a solutions-focused helpdesk support technician skilled in providing rapid, in-depth customer support with proven ability to diagnose problems, find the root cause and supply lasting solutions. He has proven ability to create and deliver solutions tied to business growth, organizational development, and systems/network optimization. He is a skilled problem identifier and troubleshooter comfortable managing systems, projects, and teams in a range of IT environments. Efficiently utilizes **Sophos and AVG anti-virus, Microsoft Server**, and client operating systems, **AS400, Microsoft Active Directory**. Skilled in configuring and administering **SonicWall** firewalls to identify and control all the applications in on the network for **MULES** (Missouri Uniform law Enforcement System). Expertise in IP network infrastructure comprised of both **layer 2 and layer 3 POE** switches and routers remote monitoring and access tools.

#### Education

- BS in Information System, East Central College, 2015

#### Technical Skills

<b>Tools and Technologies</b>	Microsoft Virtualized Environment with Microsoft failover Clusters, SQL Server 2008/2014/2017/2019, HP Aruba Switch, Windows Vista; Windows XP; Windows 2000 Server; Windows Server 2003; Windows Server 2008; Windows NT; Novell; DOS; OS/2; TCP/IP; Install Shield; Ghost; Deploy Center; Microsoft SMS 2003; and BDD.
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#### Relevant Professional Experience

##### PC/Help Desk Technician, 22nd Century Technologies, Inc., LA (Jun 2018 – Present)

##### Responsibilities

- Provides desktop and laptop support to employees; Image, configure, and troubleshoot Windows OS.
- Install and configure software applications; Troubleshoot and resolve hardware and software issues.
- Provide support for mobile devices; Install Ethernet wiring; Perform software updates and patches.
- Provide remote support using Remote Desktop software; Provide training and support to end-users.
- Maintain accurate records of support requests and resolutions
- Submits requests to the proper department to prevent re - occurring issues and recommend improvements in the process and procedure.
- Handles multiple phone calls daily while maintaining a pleasant attitude for MULES (Missouri Uniform law Enforcement System) and Microsoft Virtualized Environment with Microsoft failover Clusters.
- Maintains a high-volume workload with a fast-paced environment. Assisted an average of 150 clients in any given week and consistently meeting performance goals.

- Helps Constellation attain the highest customer service ratings by IP network infrastructure comprised of both layer 2 and layer 3 POE switches and routers remote monitoring and access tools.
- Multi-task with many systems while providing service and resolving customer issues, upgrades.
- Provides training and instruction to end users on new technology or changes to existing systems.
- Assists in creating and maintaining a knowledge base on common problems and resolutions for the Help Desk.
- Helps enable our team to succeed by keeping laptops, desktops, and servers in optimum working order.
- Ensures all Sarbanes-Oxley documentation, including checklists, are completed according to relevant SOPs.
- Extensive knowledge in supporting Microsoft Systems, Application, Messaging, Network, Intranet, Extranet, SunSystems, Property Management Systems.
- Performs basic desktop support functions, like installation of PCs, laptops, smartphones (Android and iOS), printers, peripherals, and office software.
- Serve as a single point of contact for tickets, phone calls, chat, etc., from internal customers regarding IT issues, requests, and queries; Responsible for SQL Server 2008/2014/2017/2019 configuration and administration.
- Supporting Microsoft Office 2010/2011/2013 on both Windows & Mac. Working on Microsoft Virtualized Environment with Microsoft failover Clusters.
- Maintain the IT knowledge base life cycle (create, modify, and retire) following established process.
- Works on HP Aruba Switch and Microsoft Virtualized Environment with Microsoft failover Clusters.
- Enters complete and accurate information into contact tracking database and follows up with customer as needed to provide total ticket ownership.
- Interacts with network services, software systems engineering and/or applications development to restore service and/or identify and correct problems.

## Help Desk Technician, City of Union, MO (Nov 2017 - Jun 2018)

### Responsibilities:

- Gathered information to gain an understanding of the user's job / function, and the issue.
- Responsible for LAN, WAN, PABX setting up for ad hoc.
- Answered helpdesk phones and route calls; accordingly, record call tickets in Help Desk call logging application.
- Daily interaction with all levels of associates to perform various Tier I and possible Tier II level troubleshooting.
- Performed client processing jobs for various media types based on run documentation.
- Monitored the enterprise backup environment including the tape and disc management. Perform manual backups as requested.
- Interfaced with outsource service providers as required to build, change, tune, and otherwise support global infrastructure supporting SBS.
- Provided trouble-shooting and corrective active support to developers for Web related applications.
- Collaboration Tools: Video/Audio conferencing (WebEx), SharePoint, Cisco Jabber.
- Deal with daily operation and trouble shooting in areas of infrastructure and wintel.
- Collected issue reports and new requests from users on SharePoint applications, coordinate with developing team and key users to ensure on-time IT delivery.
- Knowledge of current Windows desktop operating systems.
- Assisted with the administration of a variety of server systems, virtual server environments, and networking systems.
- Introductory knowledge of server operating systems (Windows Server and Linux).
- Received and utilize training proficiently to implement in the work environment.
- Troubleshoot and solve common network issues using physical and logical diagnostic tools.
- Resolved specialized hardware and software problems with customers having little or no background in computers.
- Managed support tickets, ensuring timely updates and resolution.
- Engaged in support activities as directed by the Assistant Manager, IT, or as required by the business.
- Immediate response to requests for assistance concerning all types of technology currently utilized by the business. To proactively learn how to support adopted technologies.
- Maintained the computer fleet, and rotate computers on a three-year cycle.
- Respond to email and verbal requests to provide initial diagnosis/resolution. Manage the IT Helpdesk Mailbox, and record incidents and problems in the IT call logging system.





## Affidavit and Forms

### Request for Proposals #0464

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

### SIGNATURE PAGE

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

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

Acknowledge Receipt of Addenda: Number: #1  
Number: \_\_\_\_\_  
Number: \_\_\_\_\_  
Number: \_\_\_\_\_  
Number: \_\_\_\_\_  
Number: \_\_\_\_\_

Name of Proposer: 22nd Century Technologies, Inc.

Address: 8251 Greensboro Drive, Suite 900 , McLean VA, 22102

Phone Number: (866) 537-9191 Ext 2 Fax Number 732-537-0888

Type Name of Person Authorized to Sign: Isha Sharma

Title of Person Authorized to Sign: Contract Manager

Signature of Person Authorized to Sign: Isha Sharma

Email Address of Person Authorized to Sign: sledproposals@tscti.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.



## CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF  
22nd Century Technologies, Inc.  
INCORPORATED.

AT THE MEETING OF DIRECTORS OF 22nd Century Technologies, Inc.  
INCORPORATED, DULY NOTICED AND HELD ON Aug 21, 2023,  
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

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

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

SECRETARY-TREASURER

Aug 25, 2023

DATE



Request for Proposal

AFFIDAVIT

STATE OF Commonwealth of Virginia

PARISH/COUNTY OF Fairfax

BEFORE ME, the undersigned authority, personally came and appeared: \_\_\_\_\_  
Isha Sharma, (Affiant) who after being by me duly sworn, deposed and said that he/she  
is the fully authorized Contract Manager of 22nd Century Technologies, Inc. (Entity), the party  
who submitted a proposal in response to RFP Number 0464, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

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

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

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

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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 X \_\_\_\_\_ 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 X \_\_\_\_\_ 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 X \_\_\_\_\_ There are NO subcontractors which would require disclosure under Choice A of this section.

Isha  
Signature of Affiant

Isha Sharma  
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 25<sup>th</sup> DAY OF August, 2023.

Pradeep Singh  
Notary Public

Pradeep Singh  
Printed Name of Notary

7939864  
Notary/Bar Roll Number



My commission expires 08/31/2025.

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