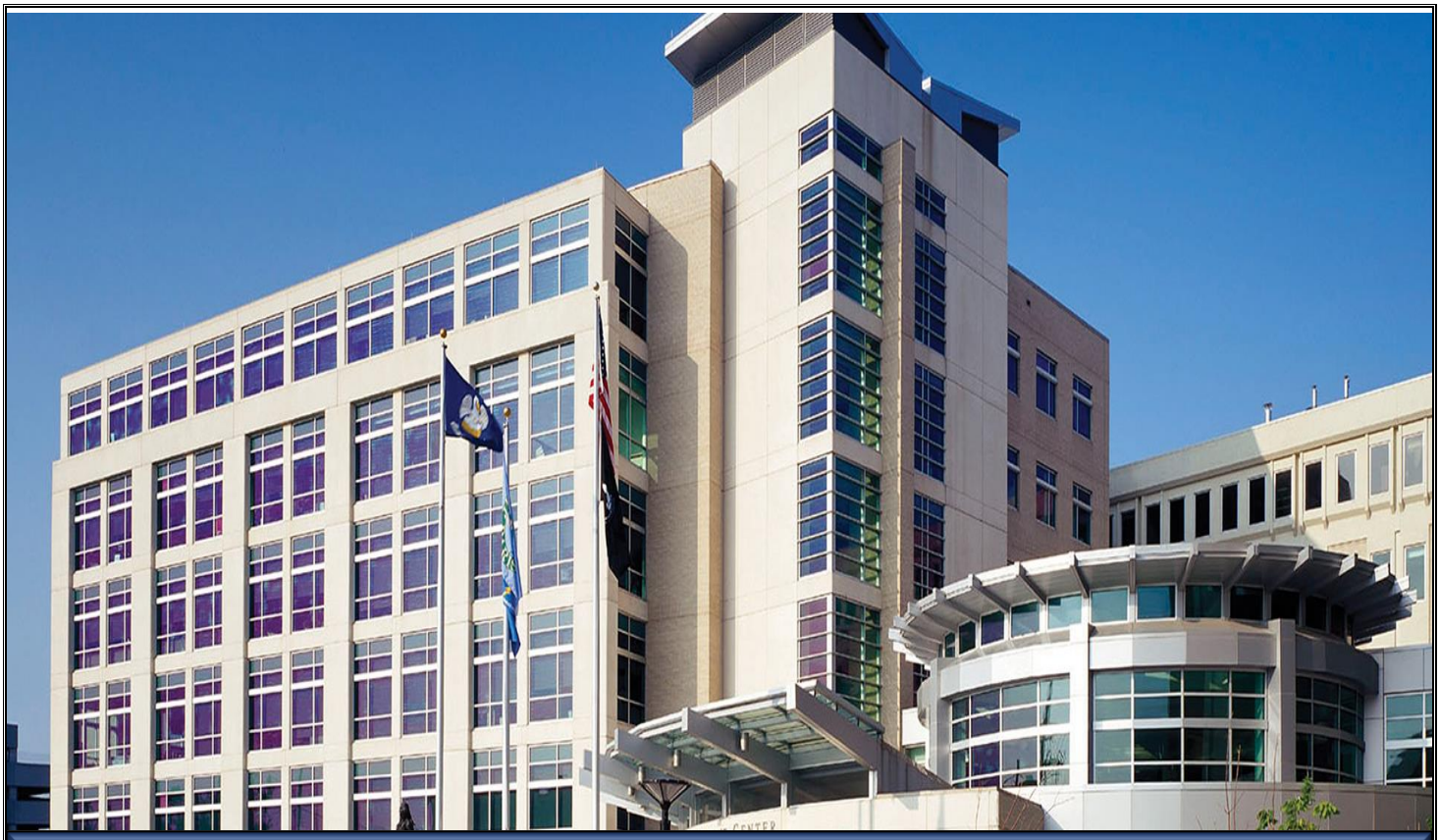


Jefferson Parish State of Louisiana

RFP No. 0464 Information Technology Support Services and Supplemental Staffing

TECHNICAL PROPOSAL

PROPOSAL DUE DATE: August 25, 2023 @ 3:30 p.m.

Bid Prepared for and Submitted via
www.jeffparishbids.net

Submitted by:
DatamanUSA, LLC
6890 South Tucson Way, Suite 100
Centennial, Colorado 80112-3919
720-248-3110 Phone
720-248-3200 Facsimile
contact@DatamanUSA.com

Transmittal Letter

Jefferson Parish Purchasing Department
200 Derbigny Street
General Government Building, Suite 4400
Gretna, LA 70053
Buyer Name: SHANNA FOLSE
Buyer Email: sfolse@jeffparish.net
Buyer Phone: 504-364-2680

August 24th, 2023

Subject: DatamanUSA response to **Jefferson Parish** for **RFP No.: 0464-Information Technology Support and Supplement Staffing for the Department of Electronic Information Systems (EIS) and Telecommunications.**

DatamanUSA (Dataman®) is pleased to submit our response to **Jefferson Parish** for **RFP No.: 0464-Information Technology Support and Supplement Staffing.** Founded in 2000, Dataman is a local firm and leader in providing comprehensive Information Technology Support and Supplement Staffing for both the public and private sector. We have a proven history of successfully delivering similar services for educational and public sector across the nation.

DatamanUSA has been awarded to provide Information Technology Staff Augmentation Services to the **State of Louisiana**

Dataman has delivered similar services to organizations across the country on similar contracts. Our relevant contracts include;

- **State of Louisiana: Information Technology Staffing Support to the Division of Administration**
- State of Texas DIR ITSAC Contract for IT Staffing (covering state and local government)
- State of Texas DIR DBITS Contract for Deliverable Based Services (covering state and local government)
- Texas Department of Transportation for employee search and recruitment services
- Maryland: CATS + Contractor holder of State of Maryland
- IT Staff Augmentation VMS Commonwealth of Pennsylvania through Peoplefluent
- North Carolina: IT Staff Augmentation Contract of the State of North Carolina
- South Carolina: IT Staff Augmentation Contract of the State of South Carolina
- South Carolina: Deliverable based IT Project Contract
- South Carolina: Project Management Contact of the South Carolina DHEC
- NASPO ValuePoint: Temporary Staffing Services to more than 25 participating States
- Virginia: IT Contingent VMS Contract of the Commonwealth of the Virginia
- Goodbuy Purchasing Cooperative for Staffing/HR and Consulting Services
- Tarrant County College District for Information Technology Consulting & Staffing Partners
- New York: Tier-2 vendor of the HBITS of the State of New York
- New Jersey's IT Staff Augmentation Contract
- Michigan: IT Staff Augmentation Contract of the Wayne County, Michigan
- Massachusetts: ITS53-Project Service contract for the Commonwealth of the Massachusetts
- Vermont: IT Staff Augmentation Contract for the State of Vermont
- Dataman has delivered IT Staff Augmentation Services to organizations across the country thought State of South Dakota – Acquisition of IT Staff Augmentation Services
- State of Montana – Staff Augmentation Services
- Regional Transportation District-Denver Oracle and Workday ERP Work Order Contract (Sole Award)
- Denver International Airport IT Strategic Partners Contract (covering staffing and project services)
- State of Kansas - Statewide Master Information Technology Services Contract (MITSC)

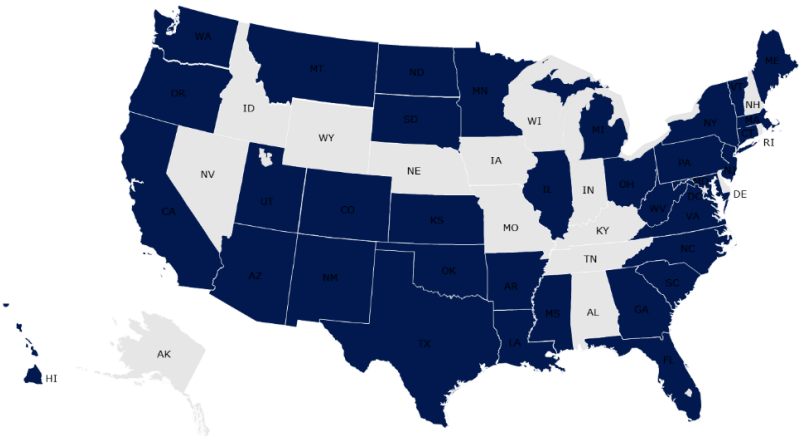
- Burlington International Airport for On-Call Information Technology Services
- City of Cincinnati IT Staff Augmentation Contract
- Connecticut: IT Staff Augmentation VMS Contract
- State of Arkansas: Supplier Managed Staff Augmentation vendor for IT Services
- State of Washington for IT Staffing and Project based Services
- Northrup Grumman Technical Staffing Contract (Nationwide)
- Florida Department of Management Services - Information Technology Staff Augmentation Services
- City of Aurora for IT Staffing and IT Services

Overview

Founded in 2000, Dataman is a leader in providing comprehensive Information Technology Support and Supplement Staffing for both commercial and government organizations. Dataman supports public sector organizations including State Department & Local government agencies in helping them meet their ever-changing business needs. We have worked with numerous public-sector clients to execute sound strategies and deliver cutting edge Information Technology Staffing and Consulting Services. Along with our key personnel and bench of on-staff consultants, we have the ability to quickly recruit and retain resources who fit the diverse needs of our clients across the United States. Our key personnel have experience working with public sector agencies including Local government agencies to understand their unique challenges and needs, identifying and delivering industry talent to help them accomplish their goals. This experience allows us to successfully match market talent with each client's unique organizational needs. Over the last 23 years, more than a thousand Dataman associates have aided our clients in the deployment of successful diverse IT Staffing Augmentation Services, IT Consulting Services, Information Technology Solutions, Professional Services Temporary Staffing, Recruitment Services, Temporary Staffing Services and Business Solutions.

Nationwide Reach

DatamanUSA's provides services to most of the regions across US. DatamanUSA has the ability to deliver to customers across the globe. We have worked with customers in over 30 states including State of Louisiana. Our recruiting team has a national reach and our organization understands how to work with a wide variety of organizations including governmental, higher education, K-12 education, health, non-profit, tribal government, and other public agencies located nationwide. This includes from a staffing standpoint as well as contract and account management. Our account management team is able to provide quality customer service in all areas of the country.



Solution Approach

Dataman believes that 'Doing one thing really well is not enough to create a sustained competitive advantage'. Dataman's commitment to innovation and customer satisfaction has been the cornerstone of its success. To ensure the consistent delivery of results and value to its clients, Dataman has developed an effective and efficient methodology delivered by highly qualified professionals with specific industry and comprehensive technical and functional expertise. Our solution strategy that differentiates us from our competitors and would help us to provide the best services and resources to the Parish:

➢ *State of Louisiana – A priority Client*

Dataman has been supporting multiple organizations in the State of Louisiana, making it a priority region for us. More than 20 resources are currently working in locations that include Baton Rouge, Lake Charles, New Orleans, Shreveport and Lafayette.

We are supporting the following organizations in State of Louisiana for multiple contracts:

- Department of Corrections (DOC)
- Department of Child and Family Services (DCFS)
- DOA Office of Risk Management (ORM)
- Department of Wildlife and Fisheries (LDWF)
- Office of Technology Services

Dataman supports government organizations including Cities, Counties, State agencies, Hospitals, Airports, and Local Transit Districts in helping IT departments meet their ever-changing business needs. We have worked with numerous public-sector clients to execute sound strategies and deliver innovative technology solutions. We understand the unique challenges of government organizations and have the experience to bring industry trends from across the country to our clients. This experience gives us the ability to provide a smooth service for both IT and Purchasing. Dataman brings with us a strong group of trusted local partners who bring unique value along with deep local networks of technical talent.

➢ *Client Advocacy Model*

At the core of the Dataman culture, is its commitment to provide unparalleled value to the client, delivering resources, projects on-time and on-budget. To accomplish this, we developed a ***Client Advocacy Model (CAM)***. The objective behind our model is to demonstrate our commitment to the client and foster a long-term partnership. As the prime vendor, Dataman will objectively balance each work order scope, schedule, goals and budget by leveraging the capabilities of all subcontractors where needed. This may include balancing local resources to minimize travel cost with the ability to bring in national expertise.

➢ *Work Order Process and Methodology*

Our Team's business focus and objectives are very simple and direct – to assist the Parish in delivering solutions across the Enterprise. Dataman has a strong background working on Job Orders/Work Order contracts with State and local agencies. Dataman continues to keep abreast of latest technology trends and methodologies and has successfully continued to provide state-of-the-art services to our customers.

➢ *Project Management Center of Excellence*

Dataman has a Project Management Center of Excellence (PMCoE) which is highly experienced in supporting and managing wide array of projects which include strategy development, grant-specific initiative execution, process engineering, and organizational design. This gives Team Dataman added advantage to support the Parish and provide highly skilled project support team.

Dataman PMCoE will support the Parish PMO through innovation and leadership initiatives and help to reduce cost, accelerate acquisition time, and facilitate a complete, detailed and documented project. Dataman PMCoE will coordinate continuously with the Parish in regards to the project staff supplied and will, ensure that value is achieved in all areas.

➢ *Staffing Services*

Dataman has expertise attracting, recruiting and retaining qualified consultants. We use our proven and proactive approaches, processes and tools practiced for a cumulative of 22 years, to provide staff with required skills. Our staffing approach is driven by selecting meticulous screening process, combining our understanding of the requirement, and similar experience in staffing government and private sector organizations. Our culture, technology platform and compensation system are consistent across categories which are all designed to find, attract and retain the BEST talent across the entire numerous job categories.

With our proven solution approach, Dataman takes pride in our ability to quickly meet our clients ever changing needs and makes a strategic effort to deliver individual projects using local resources to control travel costs. Our philosophy is to team with our client's management, as working together is the only way to ensure success.

Dataman acknowledges the receipt of Addendum.
Dataman accepts the terms and conditions of the procurement, without taking any exceptions and without any additional assumptions. We appreciate this opportunity to collaborate with you. If you have, any questions do not hesitate to contact me at 720-248-3110.

Thank you,

Nidhi Saxena

(Nidhi Saxena)
CEO & President
DatamanUSA LLC
E-mail: Contact@DatamanUSA.com
Phone: 720-248-3110
Fax: 720-248-3200

Table of Contents

TRANSMITTAL LETTER ..... **I**
OVERVIEW II
NATIONWIDE REACH II
SOLUTION APPROACH II
- *State of Louisiana – A priority Client* ..... *iii*
- *Client Advocacy Model* ..... *iii*
- *Work Order Process and Methodology* ..... *iii*
- *Project Management Center of Excellence* ..... *iii*
- *Staffing Services* ..... *iii*

A. TECHNICAL PROPOSAL ELEMENTS **1**
A.I. SCOPE OF WORK 1
A.i.1. DatamanUSA Services Overview *1*
A.i.2. Proficiency in Supporting, Maintaining, and Enhancing Technology Systems, Services, and Applications *1*
A.i.3. Dataman RFP specific past experience *3*
- **Server Technician** 3
- **Network Administrator/Technician** 4
- **Oracle Database Administrator** 4
- **Microsoft Servers and Networking** 6
- **Programmer/Analyst** 7
- **PC/Help Desk Technician** 8
- **Project Management** 9

A.i.4. Case Studies *9*
A.i.4.a State of Louisiana specific case studies 9
A.i.4.b. DatamanUSA Case Studies - State Government Clients 12
A.i.4.c. DatamanUSA Case Studies- Local Government Clients 18
A.i.4 d. DatamanUSA Case Studies - Political Subdivision Clients 22
A.i.4.e. DatamanUSA Case Study - Commercial Client 24

B. PROPOSER QUALIFICATIONS AND EXPERIENCE **25**
B.I. DATAMANUSA OVERVIEW 25
B.II. DATAMANUSA CENTERS OF EXCELLENCE & CORE CAPABILITIES 26
B.III. WELL ESTABLISHED & FINANCIALLY STABLE COMPANY 27
B.IV. DATAMANUSA NATIONWIDE COOPERATIVE CONTRACTS EXPERTISE 27
B.iv.1. NASPO ValuePoint Temporary Employment Services *27*
B.iv.2. OMNIA Partners' cooperative purchasing program for IT Temp/IT Professional Services *27*
B.iv.3. H-GAC Cooperative Purchasing Program *28*
B.iv.4. GoodBuy Purchasing Cooperative *28*
B.iv.5. BuyBoard Purchasing Cooperative *28*
B.V. DATAMANUSA NATIONWIDE CAPABILITIES 28
B.VI. DATAMANUSA UNIQUENESS AND CAPABILITIES 30
B.vi.1. State of Louisiana – A priority Client *30*
B.vi.2. Client Advocacy Model *30*
B.vi.3. Dataman Delivery Excellence Models *31*
B.vi.4. DatamanUSA Public Sector Experience *31*
B.vi.5. Local Staff Augmentation and Recruiting Experience *33*
B.vi.6. Experienced Account Management Team *33*
B.vi.7. Proven Recruitment Process *33*
B.vi.8. Candidate Sourcing and Assessment *33*
B.vi.9. Background Screening *33*
B.vi.10. Quality Assurance *33*
B.vi.11. Technical Capability through Partnership *33*
B.VII. RECENT AWARDS 34
B.VIII. OUR CONTRACT MANAGEMENT TEAM 35
B.IX. RECRUITMENT STRATEGY 37
B.ix.1. Recruiting Methodology *37*
B.ix.2. Dataman Recruiting Tools - Oorwin AI driven platform *38*
B.ix.3. Other Recruiting Resources *39*
B.ix.4. Recruitment Process and Responsibilities *40*
B.ix.5. Commitment to a Thorough Screening Process *42*

- **Skill Assessment Tests** 43
- **Technical-IT related tests** 44

B.ix.6. Timeline *45*
B.ix.7. On-Boarding Plan *46*
B.ix.8. Quality Control Plan *46*
- **Customer Satisfaction** 47
- **Temporary Employee Evaluation and Performance Metrics** 47

B.ix.9. Retention Plan *49*
- **Competitive Compensation and Enrichment Benefits** 50
- **Employee Benefits** 50

B.ix.10. Replacement of Resource *50*
B.ix.11. Invoicing and Timekeeping *51*

C. INNOVATIVE CONCEPTS **53**
C.I. DATAMAN RECRUITING TOOLS - OORWIN AI DRIVEN PLATFORM 53
C.II. EMERGING TECHNOLOGY 53
- *Cloud Services* *53*
- *Internet of Things* *54*
- *Blockchain* *54*

D. PROJECT SCHEDULE **55**
D.I. WORK ORDER (TASK ORDER) MANAGEMENT APPROACH, MEETING AND TRACKING PERFORMANCE . 55
D.II. PROJECT METHODOLOGY 55
- **Stage I – Initiation and Discovery** 56
- **Stage II – Planning and Analysis** 56
- **Stage III – Design and Development** 57
- **Stage IV – Testing and Training** 57
- **Stage V – Deployment** 57

D.III. QUALITY MANAGEMENT PLAN 57
- **Testing & Quality Management Cycle** 57
- **Quality Control** 57
- **Quality Assurance** 58

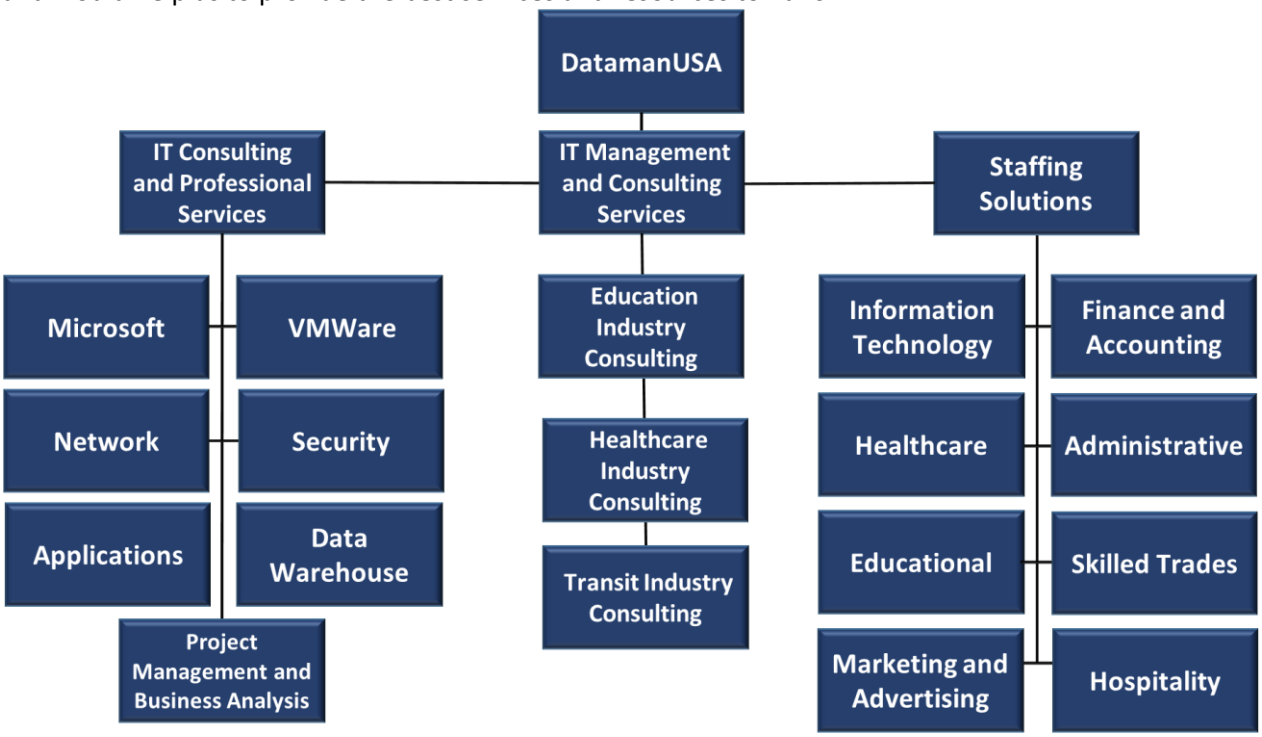
E. FINANCIAL PROFILE **59**
F. TRANSITION PLAN **62**
F.I. DATAMAN PROVEN APPROACH FOR A SEAMLESS TRANSITION 62
F.II. SCHEDULE FOR TRANSITION PLAN 63
F.III. TRANSITION SCHEDULE 64
F.IV. RECRUITMENT AND TALENT CAPTURE 65
F.iv.1. Proposed usage of prime and subcontractors *65*
F.iv.2. Staffing levels during transition *65*
G. KEY PERSONNEL RESUMES **66**
H. ACTUAL RESUMES OF THE CANDIDATES PROPOSED TO PARISH **71**
I. SIGNATURE PAGE **72**
J. AFFIDAVIT **73**

A. Technical Proposal Elements

A.i. Scope of Work

A.i.1. DatamanUSA Services Overview

Dataman believes that 'Doing one thing really well is not enough to create a sustained competitive advantage'. Dataman's commitment to innovation and customer satisfaction has been the cornerstone of its success. To ensure the consistent delivery of results and value to its clients, Dataman has developed an effective and efficient methodology delivered by highly qualified professionals with specific industry and comprehensive technical and functional expertise. Our expert services and State and local Government Center of Excellence differentiate us from our competitors and would help us to provide the best services and resources to Parish.



A.i.2. Proficiency in Supporting, Maintaining, and Enhancing Technology Systems, Services, and Applications

List of technology systems, services, and applications	
Oracle Database Administration	Our team excels in Oracle database administration, encompassing application servers, RAC configurations, and WebLogic. With expertise in Oracle 19c and newer, including Enterprise Manager and Forms, we ensure the seamless operation and optimization of your Oracle environment.
MS SQL Server	Dataman's proficiency extends to MS SQL Server 2016 and newer. We ensure your SQL Server databases run efficiently, securely, and reliably, enabling your organization to leverage data effectively

Network Technologies	Our team possesses a deep understanding of network technologies. This includes Fortinet solutions such as NG Fortigates and FortiManager, Ruckus & Fortinet Access Points, as well as Cisco routers, switches & Meraki, and SD-WAN technology. We specialize in configuring and maintaining Layer 2 & 3 routing, as well as BGP protocol, ensuring your network infrastructure remains robust and responsive.
GIS Solutions	We excel in supporting ArcGIS Enterprise 10.9 and newer, ArcGIS Server, Portal Server, and ArcGIS Online. Our proficiency ensures that your Geographic Information System functions smoothly, enabling effective spatial analysis and decision-making.
Data Center and Systems	Dataman's expertise extends to virtualization solutions like VMware, data storage systems like HPE Synergy, 3PAR, Nimble, StoreOnce, and OS environments like Windows Server 2016 and newer, as well as Linux 9. We ensure your data center operations are optimized for performance, resilience, and scalability
Microsoft Ecosystem	We have a strong command of Microsoft technologies, including Exchange 2016, Office 365 services (eDiscovery, Exchange, Defender, Teams, SharePoint), Active Directory and domain services, WSUS, Azure, and file server support. Our team ensures that your Microsoft ecosystem operates efficiently and securely.
Third-Party Applications	Dataman is well-versed in supporting third-party applications like OpenText document management & workflow, DBVisit 11, NextRequest, NetDocs, and NeoGov. We ensure seamless integration and operation of these applications within your environment
In-House Applications	Our team has extensive experience with in-house applications built on .NET and Oracle platforms, including Juvenile Justice Case Management, JumpStart Jefferson, Code Enforcement Reporting and Violations System, and the Legislative Portal. We provide support, maintenance, and enhancement to drive their functionality and effectiveness.
Cybersecurity and Telecommunications	We offer comprehensive cybersecurity services, including awareness training, multifactor authentication, OT SCADA, assessments, penetration testing, incident response, and forensics investigations. Additionally, our team supports your telecommunications needs, including Avaya call manager, SIP trunking, and session border controllers.

Video and Access Control	Our proficiency extends to video and access control solutions like Genetec and Avigilon. We ensure the security and effective management of your video surveillance and access control systems

In conclusion, Dataman's extensive expertise and diverse skill set align perfectly with the breadth of technology systems, services, and applications you've outlined. We are committed to delivering top-tier support, maintenance, and enhancement to ensure the seamless operation of your IT environment.

A.i.3. Dataman RFP specific past experience

- ***Server Technician***

Dataman takes pride in our deep expertise and knowledge in Windows Server operations, MS Exchange, and VMware management software. Our team of Server Technicians possesses strong hands-on experience in configuring, maintaining, and optimizing Windows Server environments, ensuring seamless and efficient operations.

Advanced Virtualization and Data Center Management:
Our technicians are adept at working with VMware management software, allowing us to deliver exceptional virtualization services. Furthermore, we have a proven track record in setting up and managing geo-redundant data centers, guaranteeing high availability and disaster recovery preparedness for clients that include but are not limited to State of Louisiana, State of Texas, State of Washington, Regional Transportation District- Denver, Northrup Grumman, State of South Dakota, State of South Carolina, City of Cleveland, City of Cincinnati, Houston Metro and many more.

Data Backup and Replication:

Dataman understands the paramount importance of data integrity and availability. Our technicians are well-versed in restoring backup data swiftly and effectively, ensuring minimal downtime in case of any disruptions. Additionally, we excel in data replication to and from cloud services, enabling seamless data movement between on-premises and cloud environments.

Certified Professionals:

Our team comprises certified professionals who hold the certifications you've outlined. Specifically, we have Microsoft Certified Solutions Experts (MCSE) with expertise in Windows Server 2016 and newer, as well as MCSE for Exchange 2012 and newer. Furthermore, our technicians hold the VCP6 certification or higher for VMware, showcasing their proficiency in virtualization technology.

Hewlett Packard Enterprise (HPE) Master ASE:

We are pleased to confirm that Dataman can supply a Server Technician possessing the prestigious Hewlett Packard Enterprise Master Accredited Solutions Expert (Master ASE) certificate. This certification underscores our commitment to delivering top-tier expertise in Hewlett Packard Enterprise solutions, thereby ensuring the highest level of service quality.

In conclusion, Dataman's Server Technician services align seamlessly with the minimum qualifications specified in Jefferson Parish's requirements. Our track record of excellence, coupled with our certified professionals and industry-leading expertise, makes us the ideal partner to address your server-related needs.

➢ *Network Administrator/Technician*

Dataman possesses a deep understanding of diverse network technologies, including Fortinet and Cisco routers, switches, firewalls, as well as Avaya VoIP services. Our team of Network Administrators/Technicians exhibits exceptional prowess in configuring, maintaining, and optimizing these critical components, ensuring seamless and secure network operations.

Comprehensive Wireless Solutions:

We excel in deploying and managing a wide array of wireless solutions. Our technicians are proficient in working with VPN technologies, Ruckus & Fortinet access points, Ubiquiti, and implementing secure 802.1x wireless networks. This expertise ensures not only robust connectivity but also enhanced security measures to protect sensitive data and communications.

Proven Network Management Experience:

At Dataman, we are proud to present a verifiable track record of recent experience managing networks of similar size and complexity. This hands-on experience equips our Network Administrators/Technicians with practical insights and problem-solving skills that are essential for maintaining and optimizing network performance.

Certified Professionals:

Our team is comprised of certified professionals who meet the certification requirements you've outlined. We hold Cisco Certified Network Associate (CCNA) or higher certifications, demonstrating our proficiency in Cisco networking technologies. Additionally, our technicians possess certifications that are equivalent to Fortinet's requirements, showcasing our commitment to maintaining the highest level of expertise in Fortinet solutions.

In line with Jefferson Parish's specifications, Dataman's Network Administrators/Technicians are equipped to provide seamless and secure network operations, ensuring the highest levels of performance, reliability, and data integrity.

Customized Solutions:

We understand that each network environment is unique. Therefore, our approach emphasizes tailoring solutions to meet your specific needs and goals. Whether it's setting up secure connections, optimizing network speed, or ensuring seamless VoIP services, Dataman is committed to delivering customized network solutions that align with your objectives.

In conclusion, Dataman's Network Administrator/Technician services are aligned with Jefferson Parish's requirements. Our deep expertise, certified professionals, and track record of successful network management make us the ideal partner for your network infrastructure needs.

➢ *Oracle Database Administrator*

At Dataman, we pride ourselves on our resources having deep expertise in Oracle database setup, configuration, patching, upgrading, and tuning/optimizing. Our Oracle DBA team possesses extensive experience in handling version 19c Real Application Clusters (RAC) and standalone databases, ensuring optimal performance and high availability.

Linux OS Proficiency:

Our Oracle DBA team excels in working with Linux operating systems, which serve as the host for Oracle databases. We have comprehensive skills in shell scripting, file system maintenance, system monitoring, and upgrades, guaranteeing a solid foundation for your Oracle database environment.

ESRI GIS Integration:

We understand the significance of ESRI GIS data integration within Oracle databases. Our Oracle DBAs are well-versed in leveraging Oracle to maintain ESRI GIS data, facilitating seamless data management and analysis.

Robust Backup and Recovery Solutions:

Our Oracle DBAs have a strong command of Oracle Recovery Manager (RMAN) backup/restore procedures and synchronization techniques. We are equipped to safeguard your data and ensure business continuity through efficient backup and recovery strategies.

Cloud Expertise:

Dataman has hands-on experience with Oracle Cloud and Microsoft Azure platforms. Our Oracle DBA team can seamlessly manage and optimize databases in these cloud environments, harnessing the advantages of scalability, flexibility, and modern infrastructure.

Performance Troubleshooting and Enhancement:

Our Oracle DBAs possess the skills needed to troubleshoot performance issues across databases, networks, and operating systems. We are adept at identifying bottlenecks and implementing enhancements to ensure optimal performance.

Adherence to Best Practices:

We prioritize Oracle's best practices for security, patching, setup, and maintenance. Our approach ensures the highest levels of security, stability, and compliance for your Oracle database environment.

Comprehensive Support and Management:

Dataman's Oracle DBAs have experience with Oracle Enterprise Manager setup, configuration, and database management. We excel in providing users with access to databases and offer comprehensive support for both in-house and Commercial Off-The-Shelf (COTS) applications.

Disaster Recovery and High Availability:

Our Oracle DBAs are well-versed in managing and performing disaster recovery procedures. We ensure that your Oracle databases remain highly available, even in the face of unforeseen challenges.

Security and Licensing Expertise:

We have in-depth knowledge of Oracle security management and licensing. Our Oracle DBAs ensure that your data remains secure and that you are in compliance with licensing agreements.

Database Programming and Enhancement:

Dataman's Oracle DBAs possess expertise in database programming for application enhancements, helping you leverage the full potential of your Oracle databases.

Oracle Mobile Server and WebLogic:

We have experience in the administration of Oracle Mobile Server and Oracle Forms and Reports running on Oracle WebLogic. Our expertise ensures seamless integration and management of these components.

Certified Professionals:

Our Oracle DBA resources hold the Oracle Database Administrator Certified Associate certification, showcasing their proficiency and commitment to excellence.

In conclusion, Dataman's Oracle Database Administrator resources align closely with your outlined qualifications. Our deep expertise, adherence to best practices, and dedication to delivering optimized database environments make us an ideal partner for your Oracle database needs.

- ***Microsoft Servers and Networking***

At Dataman, we take pride in our profound expertise in Microsoft servers and networking technologies. Our Microsoft Support Technicians possess a robust understanding of Domain Controllers, DNS, Active Directory, Group Policy, Windows Updating Services, and Server Failover Clustering. This comprehensive knowledge ensures seamless operation and optimal performance of your IT infrastructure.

Diverse Microsoft Services Proficiency:

Our team excels in a range of Microsoft services, including Distributed File Systems, Exchange 2016 and newer, and Office 365. We are equipped to handle the intricacies of these services, ensuring reliable communication, data management, and collaboration within your organization.

Certified Professionals:

Dataman's Microsoft Support Technicians hold the coveted Microsoft Certified Solutions Expert (MCSE) certification. We prioritize continuous learning and certification, ensuring that our technicians remain at the forefront of industry best practices and Microsoft technologies.

Preferred Specializations:

Our team goes above and beyond the minimum qualifications by specializing in MCSE Exchange 2016 and MCSE Server 2016 or better. This advanced certification underscores our commitment to delivering top-tier expertise in Microsoft Exchange and server technologies.

Tailored Support and Troubleshooting:

We understand that every organization's environment is unique. Our approach focuses on offering tailored support and troubleshooting services that align with your specific needs. Whether it's configuring Active Directory, optimizing Group Policies, or enhancing Exchange services, Dataman's Microsoft Support Technicians are well-equipped to deliver effective solutions.

In line with your outlined qualifications, Dataman's Microsoft Support Technicians are poised to provide seamless support and optimization for your Microsoft servers and networking components.

Comprehensive Support Services:

Our support services extend beyond simple issue resolution. We work collaboratively with your team to provide guidance, knowledge sharing, and proactive recommendations that foster a resilient and efficient IT environment.

Proven Experience:

Dataman's track record of successful Microsoft support and implementation projects speaks to our ability to address complex IT challenges. Our experience ensures that your organization can rely on us to deliver results.

Commitment to Excellence:

Our commitment to excellence is reflected not only in our certifications but also in our proactive approach to adopting industry best practices and staying current with the latest Microsoft advancements.

In conclusion, Dataman's Microsoft Support Technician services closely align with your specified qualifications and we have provided support to numerous clients for this position. Our in-depth expertise, certified professionals, and dedication to delivering top-notch Microsoft solutions make us an ideal partner for your IT support needs.

- ***Programmer/Analyst***

Our extensive experience and knowledge in designing, writing, and updating source code across a range of programming languages will definitely be beneficial for Parish. Our Programmer/Analysts possess deep expertise in languages such as Visual Basic, C#, HTML, and SWIFT, allowing us to develop versatile and responsive software solutions.

Robust SQL and PL/SQL Development:

Our team excels in SQL and PL/SQL development. We are well-versed in crafting efficient and optimized database queries, procedures, and triggers that underpin the functionality of your software applications.

Data Connectivity Expertise:

Dataman's Programmer/Analysts have a strong command of data connectivity technologies, including JDBC and ODBC. This expertise ensures seamless integration between your applications and various data sources

HTML Programming and Web Development:

Our team has comprehensive experience in HTML programming, enabling us to develop responsive and visually appealing web-based applications. We prioritize user experience and modern design principles to create engaging and effective interfaces.

In line with your specified qualifications, Dataman's Programmer/Analysts possess the skills and expertise needed to design, develop, and maintain robust software solutions

Custom Software Development:

We understand that each organization's software needs are unique. Our approach emphasizes customized software development that aligns with your specific goals and requirements. Whether it's creating standalone applications or developing web-based solutions, Dataman is dedicated to delivering software that caters to your needs.

Cross-Disciplinary Approach:

Our team comprises individuals with diverse skill sets, allowing us to approach software development from both programming and analytical perspectives. This ensures that our solutions are not only technically sound but also strategically aligned with your business objectives.

Seamless Collaboration:

Dataman values collaboration with your team throughout the development process. We work closely to understand your requirements, provide regular updates, and incorporate feedback to ensure the final product meets and exceeds your expectations.

Data-Driven Insights:

We leverage our SQL and PL/SQL expertise to provide data-driven insights within your software applications. This empowers you to make informed decisions based on accurate and real-time data.

Dataman's Programmer/Analyst services closely align with your outlined qualifications. Our proficiency in various programming languages, data connectivity, and web development, along with our resources' commitment to customized solutions, positions us as an ideal partner for your software development needs.

- ***PC/Help Desk Technician***

Dataman takes pride in our strong knowledge of current Microsoft Windows desktop operating systems and related software. Our PC/Help Desk Technicians possess a deep understanding of Windows environments, enabling us to provide effective and efficient support for your users' desktop needs.

Remote Support and Troubleshooting:

We excel in remote support, utilizing the latest Remote Desktop software to swiftly diagnose and resolve issues faced by end-users. This approach ensures minimal downtime and maximum convenience for your staff, even when they're working remotely.

Imaging, Configuration, and Troubleshooting:

Our team is experienced in imaging, configuring, and troubleshooting Windows operating systems. We streamline the setup process for new systems and swiftly resolve any issues that may arise during daily use, enhancing overall productivity

Network Infrastructure Experience:

Dataman's PC/Help Desk Technicians have practical experience in installing Ethernet wiring, ensuring reliable and efficient network connectivity. This additional skill ensures that your end-users have a stable network connection to support their work.

Certified Professionals:

Our PC/Help Desk Technicians hold the CompTIA A+ certification, showcasing their proficiency and commitment to providing top-notch PC support services. Additionally, our team has a preference for CompTIA Network+ certified technicians, underscoring our commitment to comprehensive network support.

In line with your specified qualifications, Dataman's PC/Help Desk Technicians are well-equipped to provide seamless support and assistance for your organization's PC and network needs.

User-Centric Approach:

We understand that user satisfaction is key to successful PC support. Our approach centers around offering clear and friendly communication, timely issue resolution, and a focus on enhancing the user experience.

Remote and On-Site Support:

Whether your users are working in the office or remotely, our PC/Help Desk Technicians are ready to provide support wherever it's needed. We adapt to your organization's work environment to ensure a seamless user experience

Proactive Problem Solving:

Our team takes a proactive approach to identifying and addressing potential issues before they escalate. We implement preventative measures and offer recommendations to improve overall system stability and performance.

Efficient Ticket Management:

Dataman utilizes efficient ticket management systems to keep track of support requests, ensuring that every issue is addressed promptly and nothing falls through the cracks.

In conclusion, Dataman's PC/Help Desk Technician services align closely with your outlined qualifications. Our deep expertise, certified professionals, and dedication to providing effective PC support make us an ideal partner for your IT support needs.

- ***Project Management***

Dataman is a leader in providing Project/Program Management Support in both the public and private sectors which will allow us to give Parish the greatest possible value in terms of services. Dataman has more than 23 years of experience in providing similar services. We have highly qualified professional who are skilled and certified from international level institutions like International Institute of Business Analysis (IIBA®) and Project Management Institute (PMI).

Dataman has successfully delivered $5 Million of Project/Program Management Support Services until now

Dataman Vertical Highlights

- Dataman has 21 years of experience providing support to government agencies in areas that include Project Management and Business Analysis. Our work includes deliverable-based projects and staffing services. Our Project Managers have delivered high profile projects for organizations that include; the Massachusetts Department of Transportation, New Mexico Corrections Department and the Washington State Patrol.
- Dataman has been responsible for planning, coordinating and directing the development, oversight and coordination for information technology projects for various clients.
- Our consulting services teams have delivered strategic plans to government organizations around SharePoint, ERP. PMO and IT Governance.
- Dataman was recently awarded a large public-sector contract to provide ERP and Cloud Strategy

A.i.4. Case Studies

A.i.4.a State of Louisiana specific case studies

Case study 1 - State of Louisiana-Office of Technology Services

Client: State of Louisiana-Office of Technology Services
Description: Applications Support Dataman is providing System Database Administrator to Office of Technology Services. The scope of services includes but not limited to- Assist team in creating reports from the OTS Service Management application database using SQL services such as SSRS (SQL Server Reporting Services) and Power BI. SQL database queries, report building in SSRS (SQL Server Reporting Services), and Data analysis for reporting purposes will be used.

Case study 2 - State of Louisiana-Office of Technology Services

Client: State of Louisiana-Office of Technology Services

Description: **Information Security**

Dataman is providing Senior Information Security services to Office of Technology Services. The scope of services includes but not limited to-

- Managing Active Directory users and groups
- Understanding Active Directory enterprise-wide deployments with multiple forests.
- Managing enterprise-wide file share permissions
- Managing and reviewing Microsoft Group Policy
- Reviewing and processing information security requests.

Case study 3 - State of Louisiana- Office of Technology Services

Client: State of Louisiana- Office of Technology Services

Description: Applications development

Dataman is providing application development services to Office of Technology Services. The scope of services includes but not limited to-

- Design integration solution; develop High Level Design Document; prepare Mapping and Transformation rules; guide the team on integration development activities; understand requirements and prepare technical specifications; Code Review, Deployment, and Testing support; attend meetings; and update status to the leadership.
- Support integration team on security standards; configure and maintain security for the APIs and MES interfaces; establish proper authentication and authorization for the OTS EA platform; use Identity and Access Management (IAM) to setup Single Sign On (SSO); configure and make sure all integrations are following security standards and apply those standards; define security standards and help the team on configuration; prepare security documentation; and work with team to test all security aspects associated with the APIs and interfaces.

Case study 4 - State of Louisiana- Office of Technology Services

Client: State of Louisiana- Office of Technology Services

Description: Applications development and database administration

Dataman is providing application development services to Office of Technology Services. The scope of services includes but not limited to-

Senior Application Programmer

- Designs, codes, compiles, tests, debugs and documents new and existing web applications, maintenance and support of existing applications and associated databases.
- Research and resolve program, data or system software problems of a highly technical nature, frequently interacting with other employees, supervisors, or users.
- Provide expert advice, assistance or guidance of a highly technical nature concerning specialized application tools, hardware, software, or databases.
- Evaluate, analyse, and prepare information and recommendations on technical solutions or options related to operating and managing an information system.

Application Database Administrator

- Evaluate, perform, and complete a database and server migration.
- Evaluate, perform, and complete a conversion from one database to another database (structure and data);
- Provide primary database architectural and administrative support (Data Modelling, Attribution, Referential Integrity and Database Security);
- Oversee the physical database design including physical file characteristics, backup and recovery requirements, security requirements and physical space requirements dictated by the database design.

Case study 5 - State of Louisiana- Louisiana Workforce Commission

State of Louisiana- Louisiana Workforce Commission

Description: Applications development

Dataman is supporting Louisiana Workforce Commission on various projects which include:

Senior Application Programmers:

- Designs, codes, compiles, tests, debugs and documents new and existing web applications, maintenance, and support of existing applications.
- Participates by providing feedback and detailed design and implementation approaches in all necessary team meetings and design sessions in accordance with delivery (Agile, etc.) ceremonies.
- Provide technical knowledge transfer, training, documentation, mentorship and guidance to LWC and other State staff for all requested work.

Application Programmers:

- Designs, codes, compiles, tests, debugs and documents new and existing web applications, maintenance and support of existing applications.
- Participates by providing feedback and detailed design and implementation approaches in all necessary team meetings and design sessions in accordance with delivery (Agile, etc.) ceremonies.
- Monitor, review, and audit performance of the software and make performance improvements.

Application Database Administrator

- Designs, codes, compiles, tests, debugs and documents Data Extraction, Transformation and Loading activities.
- Designs, develops, and executes database backup and recovery plans.
- Manages application database capacity planning, performance monitoring and tuning.
- Manages any specialized data handling activities

Case study 6 - State of Louisiana- Louisiana Workforce Commission

State of Louisiana- Louisiana Workforce Commission

Description: Applications development

Dataman is supporting Louisiana Workforce Commission on various projects which include:

Project Manager:

- Provide day-to-day project management support.
- Creation of project documentation daily, weekly, semi-monthly, and monthly status reports.
- Project schedules and plans, meeting minutes, risks and issues, other documentation as needed.
- Activity and resource planning.
- Analysing project risks and issues, help identify ways to mitigate risks.

Business Analyst:

- Elicits, analyses and documents customer business needs and requirements to produce an accurate business case for the project.
- Work with customer and quality assurance to identify needed test data and develop test cases that ensure expected functionality and features are validated before and during User Acceptance Testing.
- Performs GAP analysis to determine if business requirements are being met.

IT Tester

- Primarily serve as a quality assurance software tester.
- Perform various testing methodologies on the developed software including usability, functionality, exploratory, system, smoke, monkey, and compatibility testing.
- Generate test cases that ensure expected functionality and features are working within established benchmarks and client expectations.
- Build and maintain automated regression testing framework

Case study 7 - State of Louisiana-Department of Child and Family Services

State of Louisiana-Department of Child and Family Services
Description Business Analysis services Dataman is providing Business Analysis services to Department of Child and Family Services. The scope of services includes but not limited to- • Define and document business functions and processes. • Analyse the integration of business functions with technology. • Assist with business case development and business process reengineering. • Consult with management and personnel to identify, define and document business needs and objectives, current operational procedures, problems, input and output requirements. • Recommend new processes that yield operational efficiencies. • Conduct cost-benefit analysis. • Develop or assist with project work plans, project timelines.

A.i.4.b. DatamanUSA Case Studies - State Government Clients

Case Study 8 - State of Texas Department of Information Resources- IT Staffing

Case Study 8
Client: State of Texas Department of Information Resources
Description: ITSAC IT Staffing Contract and DBITS Deliverable Based Services Contract The Texas Department of Information Resources (DIR) provides state wide leadership and oversight for management of government information and communications technology. The agency's executive director also serves as the chief information officer (CIO) for the State of Texas. Dataman supports State of Texas State and Local government agencies with IT Staffing and IT Deliverable Based Services through contracts administered by the State of Texas Department of information Resources. Dataman has been awarded both contracts multiple times and continues to have great success supporting a wide variety of agencies with diverse IT needs. We have supported organizations across the State that include; City of San Marcos, Texas Credit Union Dept., Texas DOT, Texas Education Association, Texas Office of the Attorney General, Texas Dept. of Human Services, Texas Comptroller, Williamson County and the Texas Secretary of State. ***Services Provided have included;*** Project Management, IT Security, Network Architecture, SharePoint Development, IT Roadmap, Technical Training, Database Administration, Programming, Help Desk Support, Business Analysis, Business Intelligence and System Administration.

Case Study 9 - Texas Department of Human Services - IT Infrastructure Services

Case Study 9
Client: Texas Department of Human Services
Description: IT Infrastructure Services Over a 3 year period, Dataman project managed TXDHS with numerous infrastructure projects that including the Local Area Network (LAN) Modernization at the 12 State Supported Living Centers (SSLCs) located in Abilene, Austin, Brenham, Corpus Christi, Denton, El Paso, Lubbock, Lufkin, Mexia, Richmond, San Angelo, and San Antonio. Dataman delivered services that include; • Local Area Network (LAN) Modernization at the 12 State Supported Living Centers (SSLCs) • DHS Internal Network assessment and recommendations in relation to above projects • Security hardware design, planning and initial implementation completed for the ISO • Infrastructure upgrade of network and fiber at 12 SSLC's

- VDI (Virtual Desktop Infrastructure) implementation, primarily consulting on project to this point
- Video Conferencing Pilot and implementation
- EHR/ELR Evaluation and reporting of RFP Responses
- Network Access Control research, design and implementation

Case Study 10 - Texas Comptroller of Public Accounts - NetSuite technical solutions

Case Study 10
Client: Texas Comptroller of Public Accounts
Description: NetSuite technical solutions Dataman is currently architecting, developing and implementing NetSuite technical solutions for the Texas Comptroller of Public Accounts (TXCPA). Our consulting work includes working with the agencies junior level NetSuite developers and providing detailed instruction and documentation for development tasks and efforts to facilitate knowledge transfer and training. Dataman is currently working on the following initiatives: • Creating a search interface against NetSuite's API to lookup custom records • Implementing custom roles within the customer center to allow different access levels • Creating custom pages in SuiteCommerce Advanced to display filtered sets of custom record data to users and provide an interface for the user to update this custom record data

Case Study 11 - Texas Comptroller of Public Accounts - Port of the obsolete Act! CRM system

Case Study 11
Client: Texas Comptroller of Public Accounts
Description: Port of the obsolete Act! CRM system and reporting database to a platform that integrates with its current SharePoint platform Dataman is currently migrating TXCUD's processes, forms, and reports from the ACT! Database to a modern repository. This project involves creating a list for each process and providing a field to relate each item to a Credit Union. In addition, views and reports are being created in order to provide visibility at varying stages. Training and documentation will also be provided for each of the stakeholders and/or personas involved. **Deliverables:** • Conduct assessment of system requirements and data managed interviewing subject matter experts from the CUD,and submit report of findings with graphical representations. • Evaluate CUD identified solution mapping the future environment to meet the requirements and submit recommendations and plan for solution implementation with graphical representations. • Configuring software to meet documented requirements • Solution Testing • Training • Written Documentation

Case Study 12 - New Mexico Correction Department - Reengineering of the Offender Management System

Case Study 12
Client: New Mexico Correction Department
Description: Reengineering of the Offender Management System Dataman was award multi-phased the Criminal Information and Management System by New Mexico Correction Department. Project involved implementation of the Criminal Information and Management System for New Mexico Correction Department by implementing a **GOTS (government off-the-shelf)** product owned by National Offender Management System (NCOMS). Dataman was awarded this project

as a prime vendor, deliverable based fixed price and multiple phased approach. The project required all phases of COTS-Software Development Cycle and was completed within time and budget.
Project was executed in phased approach where vendor was responsible for implementing GOTS system and development of new modules and application maintenance and support to already implemented modules and existing legacy applications. Dataman was also responsible to provide programming, technical and database support for legacy applications. Dataman also provided Enterprise Architecture. Dataman followed CMM level-III compliant Software Development Life cycle and project management processes. The SOW of whole project was divided into phases. Each phase was divided into a number of well-defined tasks with roles and responsibilities and due date. Dataman delivered these delivered/tasks on time.
Dataman was responsible for whole project management of the project. Dataman developed all project management documents, conducted weekly meeting, submitted weekly and monthly status report, created and maintained risk management plan etc.
This was a fixed price project and scope included tasks and responsibilities listed under this category.
Dataman was the lowest price bidder. Dataman performed very well in this project and completed this project using standard project management practices and process as a result NMCD was able to get much more development then competition within budgeted. Dataman completed three phases for the budgeted amount while other vendors had bid same amount for phase-I. Dataman delivered these tasks on time.

Case Study 13 - South Carolina Enterprise Privacy Office (EPO) – IT Security Analysis

Client: South Carolina Enterprise Privacy Office (EPO)

Description: IT Security Analysis

Dataman worked with the Enterprise Privacy Office (EPO) for the State of South Carolina to support EPO initiatives critical to State of SC Information Privacy Compliance. Dataman supported the implementation of EPO Information Privacy Strategy and Goals, which included various projects and programs central to the privacy function throughout the State Agencies. Dataman was responsible for supporting initiatives related to the design, development and implementation of enterprise wide privacy training, procedures, auditing and monitoring, controls and migration planning. In addition Dataman was a liaison between EPO and the State of South Carolina Agency Privacy Liaisons. Dataman's work included;

- Provided analytical support to the Chief and Deputy Privacy Officers
- Developed and monitored privacy compliance processes
- Created supporting artifacts such as presentations, fact sheets, information papers and training materials
- Reviewed agreements (E.G., Business Associate Agreements, Services Contracts, Confidentiality and Security Agreements)
- Initiated and conducted activities to create information privacy Awareness and Implemented Best of Practices.

Case Study 14– South Carolina Department of Education - Design and Development using ColdFusion

Client: South Carolina Department of Education

Company: Dataman

Description: Design and Development using ColdFusion

Dataman's resource Ashar Mitchell was responsible for analysis, design, code, unit test, and documentation of specific application components in support of SCDE's currently developed applications and new projects as assigned by project manager. Programmer will produce pieces of or all of the solution architecture documentation package and participate in the build, release, and deployment of scripts. Install/deploy code or stage code for deployment.

Technology used: ColdFusion 9 and SQL Server.

Case Study 15– Medical University of South Carolina - System Software/Infrastructure Support

Client: Medical University of South Carolina

Company: Dataman

Description: System Software/Infrastructure Support

Dataman's resource Thomas Mobley was responsible for the analysis, development, modification, installation, testing and maintenance of operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides Tier 2 technical support.

Case Study 16 – Clemson University - Quality Assurance Services

Client: Clemson University

Company: Dataman

Description: Quality Assurance Services

Dataman's resource Neelam Vaidya collaborated with 5010 Project Team to test coding changes, including creation of test scenarios, running of tests, analysis of test results, resolution of differences in actual and expected test results, working with SCDHHS to support User Acceptance testing, and coordination of testing with external Healthcare Providers and Trading Partners. Communicated effectively in both written and spoken communication and work collaboratively with Clemson staff and other 5010 contracted staff.

Description: ICD-9 Project

The project includes making federally mandated HIPAA 5010 changes for EDI Healthcare transactions for the Medicaid system of South Carolina. Harris Marty performed software coding changes to existing EDI healthcare transactions and tested with external healthcare providers and trading partners.

Description: SharePoint MITS Services

Clemson University's Medicaid Information Technology Services (MITS) team develops and operates systems on behalf of the State's Department of Health and Human Services (SCDHHS). In its on-going efforts to improve project management, improve efficiency, and drive down the total cost of project delivery the MITS and DHHS teams are working to improve their use of SharePoint as a project management tool. This effort is a part of two major project's the MITS and SCDHHS teams are undertaking to replace existing systems

Description: Medicaid IT Services

The Member Management project team is a combination of Clemson Information Technology professionals and experienced consultants, and we are seeking individuals who are highly productive, very flexible, and can work effectively in an environment where ambiguity is common. Lalthia was responsible for system analysis, high-level architecture and design, modern software development, unit and systems testing, implementation, and maintenance of complex web systems and service-oriented development. Lalitha worked one of the State's most complex information technology projects as Clemson migrates the State's existing mainframe Medicaid Systems to modern technology environments and platforms.

Case Study 17– Charleston County School District- Client Technologies Support

Client: Charleston County School District

Description: Client Technologies Support
Dataman's resource Sean Korleski was responsible for planning, preparation of assignment that includes but not limited to installing technology devise asset tagging devices, inputting inventory information, verifying device functionality, configuring devices for deployment, answering technical questions presented by end user, documenting all relevant information for project archives.

Description: Desktop/Infrastructure Rollout
Dataman's resource George McFadden is responsible to rollout computers to multiple cost centers. Ensure project documentation is top quality and computers installed per district guidelines.

Case Study 18 - Information Technology Staff Augmentation Services - State of Florida

Client: State of Florida

Company: DatamanUSA
Description: Dataman is currently providing Information Technology Staff Augmentation Services to the State of Florida in the following domain:

- Application Development
- Data Strategy and Management
- Quality Assurance
- Technology Research
- Technical Support Services
- Support Services
- Information Security
- Geographic Information System (GIS)
- Customer support
- Network Management
- Internet Planning, Eng. & Operations
- Telecommunications
- Electronic Commerce
- Business Intelligence Systems Management
- Enterprise Resource Planning
- Sourcing and Vendor Relationship Management
- Business Management
- Project Management
- Business Analysis
- Systems Programming

Case Study 19 - State of Colorado Governor's Office of Information Technology – IT Staffing and IT Services Contract

Client: State of Colorado Governor's Office of Information Technology (OIT)

Description: IT Staffing and IT Services Contract (Local and State)
Dataman has been and IT Staffing and Services partner to the State of Colorado Governor's Office of Information Technology for over a decade. During this time, Dataman has completed IT Staffing engagements with numerous agencies under OIT including the Department of Human Services, Department of Revenue, Department of Transportation and the Department of Agriculture. Along with our staffing engagements, Dataman has completed multiple fixed price technology projects for State of Colorado Agencies.
Staffing Engagements include; Project Manager, Software Engineer, Data Base Administrator, Data Analyst, Network Service Technician, Systems Software Analyst

Case Study 20 - State of Washington – Overall Contract History

Client: State of Washington
Description: IT Staffing and IT Services Contract (Local and State) Dataman was awarded the State of Washington IT Services and Staffing contract in 2015. Since awarded, Dataman has placed over 20 technical resources and delivered multiple fixed price projects. We have provided services to Washington organizations that include; the WA State Patrol, WA Administrative Office of the Courts, WA Department of Labor and Industry, WA Department of Transportation, WA Department of Enterprise Services and the WA Department of Licensing. The State of Washington IT Services contract is a prime example of Dataman's ability to quickly expand our local network and deliver immediate staffing solutions to our clients. For the Washington State Patrol, Dataman has provided IT Staffing and IT Deliverable based Services. We have a 2 year history working with the State Patrol.

Case Study 21 - Washington State Parks - SECTOR Tribal / Municipal Law Table Update Project

Client: Washington State Parks
Description: SECTOR Tribal / Municipal Law Table Update Project Dataman developed a system to assist State Patrol Officers in performance of their duties on Washington State's waterways. The project will resulted in creation of modules within SECTOR that document water vessel related infractions and warnings. The project automated the vessel inspection process. The project supports Washington State Parks and Recreation Commission's (State Parks) goal of increasing marine law enforcement officer's efficient while on the water enforcing the state's recreational boating safety laws. Environment: MVC 5, HTML 5, CSS 3, JavaScript, Razor, JSON, WCF Services, C#, .NET, SQL Server, Team Foundation, Entity Framework, OOP, Layered Application Design.

Case Study 22 - Warren Air Force Base - Help Desk and Technical Support

Client: Warren Air Force Base
Description: Help Desk and Technical Support Dataman is currently providing on-site computer helpdesk and administrative support services for the 90th Medical Group. Our IT Support Technicians responsibilities include receiving all internal employee requests for assistance (i.e. phone calls, email, and walk up visits) regarding inquires and problems associated with Windows XP, VISTA, and 7, Microsoft Office, Health Care System (CHCS/AHLTA), MIPACS, CITA/PIMR, CDA, the Local Area Network (LAN), personal computers (PC's), all network and non-network integrated peripheral devices, external peripheral devices, and PC accessories. Dataman acts as the central point of contact for requests made through the systems flight. Our technician's record encounters and requests in the "Remedy" work ticket tracking application. Our technicians perform problem resolutions in the areas operating systems, applications, and hardware. Our technicians work closely with other technicians and military and civilian support groups to ensure timely and accurate resolution of personnel requirements

Case Study 23 – State of Vermont – Overall Contract History

Client: State of Vermont
Dataman is currently providing temporary staffing services and technical services to the State of Vermont. We are working with agencies that include the Vermont Department of Health and the Vermont Department of Labor. Dataman supports the State of VT through our NASPO Temporary Services Contract. Our current engagements includes; • Vermont Department of Health: Temporary Staffing services for Administrative professionals and Data Entry professionals. • Vermont Health Access: Temporary Staffing for Data Entry professionals.

- Vermont Department of Labor: Quality Assurance and Project Management for the State's Unemployment Insurance Project.

A.i.4.c. DatamanUSA Case Studies- Local Government Clients

Case Study 24 - Overall history - City of Aurora Colorado

Client: City of Aurora Colorado

In 2017 awarded the City of Aurora's Technology Services contract in 2017. Since 2017, Dataman has delivered a wide range of services and projects to the City including;

Accela Web Portal Development

Dataman provides expertise on the Cities Accela Program. This includes; design/deployment of Accela modules, business process review, governance and change management processes, and providing support to the multiple departments in the City to develop policy/procedure development/update to the Accela Platform.

UI/UX Consulting & Design

Provided UI/UX consulting which included portal layout design and form process flow for the Cities Land Management and Licensing solution from Accela.

Network Administration

Currently supporting the City with ongoing system administration support with a focus on VMware, MS O365 and Active Directory

SharePoint Development and Administration

Currently responsible for modernizing the current production Intranet master page with new navigational menus and layout. This includes the design and implementation of an Intranet Classifieds/Bulletin Board custom list.

Report Writing

Dataman is currently migrating reports that are currently in Crystal Reports and ColdFusion on to the SSRS platform.

Case Study 25 – Douglas County School District- Information Technology Staff Augmentation

Client: Douglas County School District

Description: Information Technology Staff Augmentation

Dataman has been awarded staff augmentation and project-based consulting services to DCSD staff for use with its current or new IT platforms, software systems, operating systems, database administration, enterprise financial system, e-mail communication system, communication systems, telecom systems and other systems. The services included but not limited to:

Administration- Call Center Support, Technology Support, Repair Technician, Deployment Tech - Non-Technical, Help Desk Support Technician, Device Collection/Delivery Services Technical Support, Project Manager, Consulting Trainer, Scheduler

Quality Assurance (QA) & Testing- QA/Testing Manager, QA Associate/Analyst

Application Development- Manager, Project Manager, Systems Analyst, Applications Architect, Business Systems Analyst, CRM Business Analyst, CRM Technical Developer

Developer/Programmer Analyst- ERP Business Analyst, ERP Technical Developer, Lead Applications Developer, Mobile Applications Developer, Technical Writer, Analyst. Applications Systems IV, Analyst. Oracle Database, Analyst. Database IV, Programmer. Software, Specialist IV Quality Assurance, Analyst Business Systems

Internet & E-Commerce- Senior Web Developer, Web Administrator, Web Designer, Electronic Data Interchange (EDI) Specialist, E-Commerce Analyst

Networking/Telecommunications- Network Architect, Network Manager, Wireless Network Engineer, Network Management Engineer, Network Administrator, Telecommunications Manager, Operations Manager, Telecom Billing Consultant, Audio/Visual Engineer, Computer Operator

Security- Data Security Analyst, Systems Security Administrator, Network Security Administrator, Information Systems Security Manager

Data/Database Administration- Database Manager, Database Developer, Data Analyst/Report Writer, Data Architect, Data Modeler, Data Warehouse Manager, Business Intelligence Analyst, Portal Administrator
System- Systems Engineer, Systems Specialist, Solutions Architect, Chrome Systems Manager

Case Study 26 – Orange County California IT Security Services

Client: Orange County Department of Health

Description: Dataman supports Orange County through our contract with the National Association of Procurement Officers. Our services to Orange County include our current IT Services engagement with the OC Department of Health where Dataman is responsible for working with a great team of professionals in IT Security and Procurement to define, develop, streamline and implement a vendor risk management program.

Activities include;

- Identifying current pain points and resolve
- Identifying & implementing useful and pragmatic best practice processes
- Identifying & resolving gaps between Procurement, IT Security and the Business
- Minimizing time for IT Security Reviews and Maximize customer satisfaction
- Developing and implementing weekly reports providing status on Vendor IT Security reviews
- Evaluating and recommending a cloud-based Governance Risk and Compliance (GRC) tool for vendor risk management
- Performing as a Sr. Systems Analyst to generate metrics, write SOWs, perform analysis, etc.
- Performing as an IT Controls Extraordinaire and map controls against accreditations to allow critical vendors meet our IT Security requirements; divergent thinking
- Developing interactive e-learning IT Security training
- Developing and implementing a Vendor Risk Acceptance Form
- Developing and implementing a Vendor IT Security Review Final Results Form
- Revamping IT Security Forms to be easier to complete and are now self-documenting
- Developing and implementing Executive Dashboard for contract reviews
- Developing and implementing an Incident Management Executive Dashboard
- Revamping IT Security Policies and Procedures
- Preparing data for GRC implementation
- Developing a project plan for GRC implementation

Case Study 27 – IT Services for the Los Angeles Police Department

Client: Los Angeles Police Department

Description: Dataman is currently providing technical services to the Los Angeles Police Department under the current LADBS Systems Programmer Contractors Contract. Our services include our current engagement providing Report Development for LAPD's RMS. Our current responsibilities include developing Core LAPD output reports pertaining to LAPD Records Management. This includes building forms which includes building of Data window definitions, output reports, loading and modifications of existing Output Reports, using the NicheRMS Output Report editor.

Areas of expertise provided include; XML, XSL/XSLT, HTMS/XHTML including CSS, XAML, SQL and data modelling.

Case Study 28 – Los Angeles Department of Building and Safety - Staffing Services

Client: Los Angeles Department of Building and Safety

Description: IT Staffing Services

Dataman is currently providing staff augmentation services on the current LADBS Systems Contractor Programmers contract. Dataman is currently working with our contractors to gain a full understanding of not only LADBS's technical needs, but the soft skills required to succeed at LADBS. This analysis will help Dataman build a stronger network of local consultants who fit LADBS's future needs.

Our current contractors are supporting LADBS with services that include;

Engagement #1

- Developing database stored procedures, functions, and packages
- Providing technical expertise and application development assistance in the design, development, testing and contribution of the Plan and the Universal Cashiering System Provide updates on project status and any problems encountered
- Developing the systems in accordance with accepted LADBS and industry standards
- Documenting all program code

Engagement #2 (Began in August 2019)

- Providing technical expertise and assistance in the design, development, implementation, enhancement and maintenance of Non-Ductile Concrete Retrofit Program, Materials Control System, Online Services, FSS/Advance etc.
- Develop the systems in accordance with accepted LADBS and industry standards.

Case Study 29– Tarrant County College District - Information Technology Consulting & Staffing Partners

Client: Tarrant County College District

Description: Information Technology Consulting & Staffing Partners

Dataman has been awarded with Information Technology Consulting & Staffing Partners with the aim of enhancing the emerging technology for the school's ability to attract, engage, and educate students as well as enabling more effective instruction by faculty and making staff more efficient in their day-to-day duties. The services include providing a variety of IT staffing, digital technology and transformation services that will aid IT in planning, implementing, configuring and supporting the school's technology projects and initiatives.

Categories of IT staff include:

Technical Support: Desktop Technician, Call Center Support, Deployment Tech, Device Collection/Delivery Services Technical Support, Repair Technician

Project Management: Application Architect, Business Analyst, ERP Business Analyst, Data Analyst, Cloud Architect, Data Architect (Structured, NoSQL, Unstructured), Enterprise Architect, Enterprise Content Management (ECM) Architect, Enterprise Resource Planning (ERP) Architect, Report Writer (currently Orbit), Graphic Artist, Security Architect, User Experience Designer, ITIL Practitioner (currently ITIL v4), Technical Writer

IT Staffing: Systems Administrator (currently Windows, AIX, and Linux), Security Analyst, Azure DevOps Developer, AWS Developer, Database Developer (currently SQL Server, Oracle), ECM Developer (currently LaserFiche), ERP Developer (currently Ellucian Colleague), IT Service Management Platform Developer (currently Cherwell), Mobile Platform Developer, NoSQL Developer, Web Application Developer, Audio/Video Engineers, Cisco Engineers, Network Engineer, Quality Assurance Engineer, SunGard Engineer, System Engineer, Telecom Engineer, Knowledge Management Engineers, Augmented/Virtual Reality Integrator, Database Administrator (currently SQL Server, Oracle)

Digital Transformation Planning – Research and analysis of creation of strategic guidance for enabling TCCD to achieve their project goals and Initiatives through digital technology platforms and solutions.

Data and Analytics Decision System – Design and development of data-driven systems to enable TCCD stakeholders to make informed decisions and gain visibility into the student lifecycle analytics.

Case Study 30– Baltimore County Public Schools - Technology Support Services

Client: Baltimore County Public Schools
Description: Technology Support Services Dataman assisted with resolving technology related issues at any BCPS school or office. The services included but not limited to: **HELP DESK SUPPORT TECHNICIAN** • Installs and configures applications and other supported software packages • Performs basic troubleshooting and triage of computers via remote computer access and phone • Resolves routine issues and problems related to hardware and software Creates tickets for all problems called into the Technology Helpdesk • Quickly escalates issues and problems that are not resolvable as necessary Assists clients with resolving device related issues via telephone support • Helps determine technical needs of supported systems Participates as team member on projects • Records activities in the service desk software system • Updates/Creates internal supported system documentation **HELP DESK TEAM LEADER** • Supervising and providing feedback to helpdesk technicians Supervising the daily operations of the call center • Serve as "2nd Level" support for Help Desk technicians • Provide metrics reporting to Technology Support Manager Maintaining documentation for processes and procedures • Communicate with all levels of customers verbally and in writing Troubleshooting computers, peripheral equipment and software • Assist help desk technicians as needed with organizing and prioritizing tasks Communicate technical issues, risks, and approaches

Case Study 31 - City of San Marcos - Design and Delivery of the PMO Portal

Client: City of San Marcos
Description: Design and Delivery of the PMO Portal Deployed SharePoint 2013 on premise to provide a PMO solution for the IT, Engineering, and Electrical departments. The solution addressed the need to have a centralized repository and collaboration site for all project related content. The solution addressed these needs with SharePoint services for centralized project documentation, centralized project management, Business Intelligence and Reporting, content and approval workflows, enterprise search, and department level security profiles. Our team led & provided the services for requirements elicitation, project management, system deployment, custom development and report development. We assisted City of San Marcos to established PMO intake processes, defined Project Execution strategy, developed Resource Management strategy, Project Governance and information management. The solution included SQL Server Business Intelligence, Excel Services, SQL Server Reporting Services, PerformancePoint, MS SQL Server 2012, Project Server 2013, SharePoint 2013, and Windows Server 2012.

Case Study 32 - City of Los Angeles - IT Staffing

Client: City of Los Angeles
Description: IT Staffing Dataman holds the City of Los Angeles Department of Building and Safety contract for IT Staff Augmentation. This contract is used by multiple City agencies which Dataman is currently supporting. Our work with the City of Los Angeles has included staffing for many positions including; Project Manager, Report Writer, Information Security Analyst, Network Support, Programmer and Developer, Network

Architect, Database Administrator, Programmers, Software Developer, Software Quality Assurance Analyst/Tester, Web Developer.

A.i.4 d. DatamanUSA Case Studies - Political Subdivision Clients

Case Study 33 - Denver International Airport - Overall Contract History

Client: Denver International Airport

DEN is more than a world-class airport; it's a complex enterprise that generates over $550 million in annual revenues from a wide variety of sources. DEN is the 5th busiest airport in the nation and the 10th busiest in the world. As the nation's newest major airport, DEN has the capacity to double in size and is poised for future growth. DEN is a major hub airport, serving as the port for the Rocky Mountain Region, and is essential in linking Denver's people and products to the world. DEN's 16,000-foot runway - the longest commercial runway in North America - and its central location in the United States position the airport ideally to handle future growth in international traffic.

Dataman has been delivering successful IT Services and Staffing to Denver International Airport in many technology areas since more than 8 years. Below is a partial list of our experience supporting DEN.

Technical Staffing Support Services

Dataman has provided DEN with Technical Staffing support on multiple occasions. Our consultants have supported DEN with SharePoint Development, Programming, Help Desk, Asset Management, Project Management and Training services

Project Description: Casual Data Analytics

Dataman recently completed the first phase of an analysis of TSA Wait lines on Concession revenue at DEN. Our team has assessed the various operational databases from the airport, sought third party data and in integrating concession sales. The resulting model will have a decision support interface that can be used by managers and operators at DEN. Phase 2 analysis concourses A and B will begin in July 2018.

Project Description: Remote Managed Services

Dataman supported DEN's WebLogic Infrastructure, round the clock. Our team of Oracle Certified Engineers and Architects supporting the environment, running mission critical applications. Dataman supported more than two dozen of WebLogic instances running on different technologies, this include J2EE, OSB and SOA suite. Along with regular maintenance and support, Dataman recommended industry best practices to DEN.

Project Description: Maintenance on DEN's Passenger Information Systems/ On-Call Information Technology Support Services

Dataman supported DEN's Passenger Processing Systems (PPS) team which included taking care of any matters relating to Flight Information Display Systems (FIDS) or Common Use (CUSE) systems, BIOS updates, troubleshooting printers and computers, on-call support, etc. In short, Dataman supported PPS, DEN, the airlines, and ultimately, the passengers with issues regarding FIDS and CUSE equipment and software. Support for a wide range of operating systems including Windows and mac.

Asset Management

Manage acquisition, compliance, maintenance renewals, life cycle planning and costing related to software asset management. This includes supporting governance and reporting functions through the collection of data and reporting on status of various software inventories and maximizing financial returns or investment by improving operational efficiencies with software license usage levels.

Technical Writing

Our technical writers are developing SOPs, including one for tagging of emails from sources outside of DEN that includes a Service Catalog item. Our services include global communications for MFA and iSafe, which is a DEN program for determining security assessments levels (SALs). Dataman is preparing several company policy documents for DEN's annual review

Case Study 34 - RTD-Denver- Overall Contract History

Client: RTD Denver

Description: On-Call IT Staffing and IT Deliverable Based Services and Temporary Staffing

Dataman has been working with RTD-Denver as a trusted partner for the last 10 years. Throughout this partnership, Dataman has grown to understand the unique business needs of RTD-Denver and deliver solutions that keep RTD-Denver at the top of innovation in transportation. We have worked with RTD-Denver on deliverable based IT contracts as well as RTD's temporary staffing contract for multiple RTD business units. Over the last 10 years Dataman has delivered over ***$6 Million*** of IT Contract Technical Services that includes over 25 deliverable based IT projects and **over 40 IT Staffing engagements including in all the categories.**

Description: GIS Programming and Development

MyStop is one of RTD's key public facing applications. Marketing and other departments use a development copy of MyStop to test future stop times before the system is released to the public on the day of the next run board. Dataman provided RTD with GIS and C# programming and development services. The project including copying the existing production MyStop application and provide a working copy in RTD's development environment.

Environment: Microsoft's Visual Studio .NET, ASP.NET, C#, JavaScript and Python. Also, the contractor must have a significant amount of experience using ESRI software including; ArcObjects, ArcGIS Server-Google API and SDE.

Case Study 35 - Colorado Air National Guard (COANG) - Data Center Redesign

Client: Colorado Air National Guard (COANG)

Description: Data Center Redesign

Dataman worked with the COANG to provide expertise in Data Center Architecture and Data Security. Dataman has completed numerous Data Center projects for the COANG.

Penetration Testing and Vulnerability Assessment

Configuring, deploying and implementing PKI infrastructure on ASA firewall. Enabling AnyConnect Client for VPN remote access.

WAN Re-Design

Configured Cisco ASR 1000 Series
Configured EIGRP and BGP Routing Protocols
Configured IPsec and DMVPNs
Configured IP SLAs
Evaluated and Optimized Existing Quality of Service Policy
Developed and Implemented a Multicast Framework for IPTV and VTC Traffic
Verified / Optimized MTU/MSS Sizing
Optimized Remote Site Routing / Load Balancing

Datacenter Re-design.

Architecture, Design and Build a 10G Data Center Block
Configured Nexus 7000/5000/2000 series
Configured OTV, LISP
Integrated VMWare ESX Servers
Transition of SAN from FC to 10G IP

Quality of Service Optimization.

Evaluating Current QoS Policy
Developing an Improved QoS Policy Based on changes due to WAN and Data Center refresh

Security Audit.

Assessed overall network security posture and mitigate vulnerabilities.
High-level, passive, non-intrusive security check of the system.
Defined processes and procedures and compile a master checklist of items.

Virtualization (VDI).

VMware and NetApp solutions.

Design and implementation of a Virtual Desktop environment across the enterprise. Included optimizing network configurations in response to network traffic shifts.

Case Study 36 - Houston Metro - IT Support Setup

Client: Houston Metro

Description: IT Support

The Dataman's team of operation technicians were in charge of maintaining and supporting over 1500 users including 7 remote locations. We built and deployed images as well as managed pc's via Altiris. Utilized MDT 2007/2010, WAIK 2.0 and WINPE3.0 to test Windows 7 image extraction and mass deployment. Maintained top levels in customer service and break fix. Sole support for diagnostic laptops used in maintaining the entire METRO bus fleet. Maintained HP Konika Minolta Printers copiers and scanners. Built both Dell and HP images for desktops/laptops. Resolved known issues as well as uncovered unknown issues relating to OS images, connectivity and application conflicts and break fix. Sole support for diagnostic laptops used in maintaining the entire METRO bus fleet. Maintained HP Konika Minolta Printers copiers and scanners. Built both Dell and HP images for desktops/laptops. Resolved known issues as well as uncovered unknown issues relating to OS images, connectivity and application conflicts.

- Resolved ongoing login issue through Active Directory
- Resolved Outlook issue relating to .dll errors
- Resolved Cummins Diesel and EDP proprietary software for diagnostic laptops at 7 remote sites.
- Maintained high closure rate through BMC Service desk
- Wrote countless KB articles through BMC Service Desk
- Sole support for Mac users

A.i.4.e. DatamanUSA Case Study - Commercial Client

Case Study 37 - Northrup Grumman- Overall Contract History

Client: Northrup Grumman

Description: Nationwide IT Staffing Contract

Dataman's has a 10-year relationship with Northrup Grumman and **over 200 Dataman resources** have supported Northrup Grumman on various initiatives with NG's federal government customers across the country including many engagements in the Northeast. We have provided NG with contract staffing, permanent placements and contract-to-hire. Our employees are currently supporting Northrup Grumman on numerous federal government contracts with agencies that include the US Air Force, US Department of Home Land Security and the US Postal Service. Our recruiting team has developed a true partnership with NG and understands what it takes to find the perfect resource for each Northrup Grumman project.

Dataman has provided Northrup Grumman with Staffing for positions that include:

Network Engineer, Application Developer, CISSP Professional, MuleSoft Developer, ServiceNow Developer, Salesforce Architect, Business Analyst, Systems Analyst, Project Manager, IT Helpdesk Technician, Data Analyst, Project Coordinator, Software Engineer, Quality Assurance Analyst, Technical Writer, Help Desk Support, Technical Trainer, Website Designer SOA Developer, Solution Architect, GIS Analyst, Enterprise Architect, Document Management Developer, Information Security Engineer, Information Security Architect, Mobile Developer, ERP Systems Analyst, ERP Developer, Database Developer, Database Administrator, Web Developer, Systems Administrator, Systems Architect, Network Administrator, Network Technician, Telecommunications Technician and Accounting Support.

B. Proposer Qualifications and Experience

B.i. DatamanUSA Overview

Founded in 2000, DatamanUSA, LLC, is a certified SBE, MBE, WBE with several agencies. Dataman is a leader in providing comprehensive Information Technology Support and Supplemental Staffing Services in all the positions including but not limited to Server Technician, Network Administrator/Technician, Oracle Database Administrator, Microsoft Support Technician, Programmer/Analyst, PC/Help Desk Technician etc. on a Turnkey basis with a focus on the government sector. Dataman has the extensive, broad-based technical expertise required to deliver rapid solutions that are practical and customized for each application. During the last 23 years, **over 1,600** Dataman associates have aided our clients in the deployment of successful technology solutions.

Dataman has the unique ability to deliver both IT Deliverable (SOW) based solutions and IT Staffing services with both divisions complimenting each other.

Dataman has been under contract with dozens of Local Government organizations, State Departments, Local Transit Districts and Airports for the delivery of Information technology staff augmentation services, management consulting services, technical consulting services, and managed services. As with our current contracts with the ***State of Louisiana, State of Maryland, Baltimore County Public School GoodBuy Cooperative, Metropolitan State University of Denver, Texas Education Association, Massachusetts Executive Office of Education, South Carolina Department of Education, Medical University of South Carolina, Clemson University, Montclair State University, Tarrant College County District, Adams 12 Five Star Schools, Douglas County School District, Jefferson County School District,*** State of Florida, City of Cleveland, City of Cincinnati, Houston Metro, City of Centennial, City and County of Boulder, City of Aurora, Tarrant County College District, Dallas Areas Rapid Transit (DART), City of San Marcos, Smith County, Williamson County, TX, City of Georgetown, TX, Jefferson County School District, City of Albuquerque, Denver International Airport, Burlington International Airport, Baltimore County Public and more, Dataman has delivered highly skilled professionals and services to support a wide range of client specific information technology and business needs.

Size and location of offices	A Certified small business, MBE, WBE, DBE company Head office in Centennial, Colorado
Type of services offered	• **IT Support Services** • **IT Staff Augmentation Services** • Contingent Workforce Services • Temporary Staffing Services • Professional Recruitment Services • Administrative Support Services • Transit Industry Consulting • IT Contract Technical Staffing • Payroll Services • Very Low Overhead (VLO) Staffing For Pass Through
Number of employees	200+
Year founded	2000
Years in the business	23 years
Form of organization	Limited Liability Company
Type of clients	Federal, State, Local Government Agencies and Private Entities

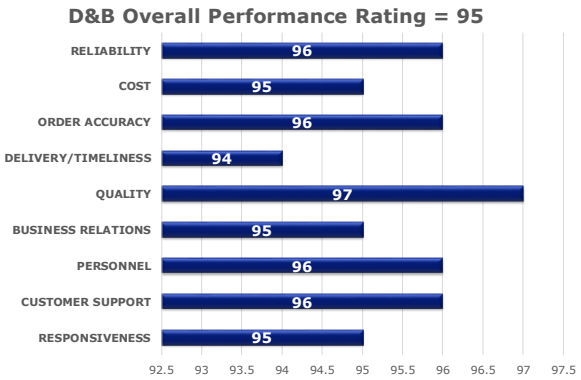
DatamanUSA - Diversity Affiliations & Certifications

Dataman is a certified MBE, WBE, DBE & SBE Company with many state and local certification agencies nationwide.

We understand that every organization has a unique set of challenges and opportunities and we leverage our unique industry insights, honed through decades of experience in the technology sector, to deliver the talent and solutions necessary to achieve each client's specific goals. Backed by our high-impact professionals, we deliver tangible and meaningful results powered by solutions that help create, innovate and lead change.

Dataman has been awarded similar government contracts as the prime vendor by over 50 federal, state and local government agencies. This focus on the public sector has given Dataman's recruiting and delivery teams have a strong understanding of the unique business, and contract management needs of government agencies.

Dataman has earned an exceptional 95% Overall Performance Rating from customers in a recent independent survey conducted by Dun & Bradstreet. Along with this, Dataman has a D&B Rating of 1R3 which indicates that we are a stable and well-established company with low risk.



NASPO ValuePoint

DatamanUSA has been awarded with the *Temporary Staffing Contract* of the **National Association of State Procurement Officers** (NASPO Value Point). This contract can be utilized by any State or Local government agency

Through our expanding national network, our company has helped thousands of candidates find rewarding technology jobs with businesses ranging from high-tech startups to all branches of government including federal, state, local, executive, legislative, courts, and higher education. Dataman's clients rely on Dataman to strengthen their competitive positions and each year we continue to add to our growing list of loyal customers.

DatamanUSA Advantages
• Local Government Contracting Experts: Fast ramp-up, cultural fit and strong understanding of purchasing regulations. • Business Knowledge: Systematic knowledge capitalization and transfer to clients and employees. • Functional Experts: Competence centers collect and create unique know-how. • Unique Partnership: Integrate best capabilities to provide specific solutions. Common values and goals. • Flexible Sourcing: Provide resources that best fit requirements • Assets & Innovation Driven: Derive future needs and reveal business potentials from our innovation lab. Use unique solutions, frameworks, methodology, and tools to speed up delivery. • Value Pricing: Competitive through low overhead, resource mix, and appropriate engagement model. • Seamless Experience: Single point of accountability and contact, clear governance, fully aligned delivery Independent: Vendor agnostic for optimum solving. • Public Sector Development: Our team has provided IT Services and Staffing to State, Local and Federal government organizations across the country.

B.ii. DatamanUSA Centers of Excellence & Core Capabilities

Dataman has following Centers of Excellence (verticals) that core capabilities (horizontals);

Centers of Excellence:

- Public Sector Center of Excellence

  - Federal Government Center of Excellence
  - ***State Government Center of Excellence***
  - Local Government Center of Excellence
- Health-IT Center of Excellence
- Transportation Center of Excellence

Core Capabilities:

- ***IT Staff Augmentation Services***
- ***IT Project based Services***
- Cloud Implementation Division
- Application Development Services Division
- Infrastructure Services Division
- IT Cyber Security
- IT Managed Services
- Temporary Staffing
  - HealthCare Staffing
  - Administrative Staffing
  - Industrial Labor Staffing
  - Engineering Staffing

B.iii. Well Established & Financially Stable Company

Dataman is a financially stable and debt free company. Dataman has delivered over $100 million of IT Staff Augmentation Services, IT Professional Services, Managed Service Support, Technical Support, and Custom Software Development Solution.

Dataman Cumulative Public Sector Revenue Distribution (Total - $100+ Million)			
Regional Transport District, Denver	$10M	Denver International Airport	$2.5M
Northrop Grumman	$4.5M	State of Washington	$5M
State of Colorado	$12M+	State of New Jersey	$454K
Federal Agencies (Nationwide)	$4M	State of Vermont	$2M
State of South Carolina	$2M	State of Texas	$5M
State of Utah	$1M	Sprint / Nextel	$800K
State of New Mexico	$3M	**State of Louisiana**	**$3.5M**
State of North Carolina	$3M	Commonwealth of Massachusetts	$1.8M
Commonwealth of Pennsylvania	$420K	Other Clients	$35M+

B.iv. DatamanUSA Nationwide Cooperative Contracts expertise

DatamanUSA has experience in managing and providing services through similar cooperative contracts. Below is the list of the cooperative contracts that DatamanUSA has and or recently awarded are:

B.iv.1. NASPO ValuePoint Temporary Employment Services

The cooperative contracting arm of the National Association of State Procurement Officials (NASPO) a non-profit organization formed in 1947, comprised of the Chief Procurement Officials of all fifty states, Washington D.C. and the U.S. Territories; to promote public procurement throughout the country. NASPO ValuePoint facilitates administration of the NASPO cooperative group contracting consortium of state Chief Procurement Officials for the benefit of state departments, institutions, agencies, and political subdivisions; as well as other eligible entities including cities, counties, special districts, community colleges, universities, and some quasi-governmental and non-profit organizations.

B.iv.2. OMNIA Partners' cooperative purchasing program for IT Temp/IT Professional Services

The University of California, as the Principal Procurement Agency, has partnered with OMNIA Partners to make the contract available to other public agencies nationally, including state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit, through OMNIA Partners' cooperative purchasing program. OMNIA Partners is the largest and most experienced purchasing organization for public and private sector procurement. OMNIA Partners is proud to offer more value and resources to state and local government, higher education, K-12 education and non-profits.

B.iv.3. H-GAC Cooperative Purchasing Program

The Houston-Galveston Area Council (H-GAC) is a "Government-to-Government" procurement service for States, State Agencies, Local Governments, Districts, Authorities, and qualifying Not-for-Profit Corporations (End Users). End Users become Members of the H-GAC Cooperative Purchasing Program (HGACBuy) by executing an Interlocal Contract, which is free of cost and evergreen unless cancelled.

B.iv.4. GoodBuy Purchasing Cooperative

The Purchasing Program of the Education Service Center, Region 2 in Texas.

GoodBuy Purchasing Cooperative (formerly the Multi-Regional Purchasing Program)objective is to make it possible for our members -- Local Education agencies (independent school districts, charter schools, religious-based schools), city and county governmental entities, non-profit organizations, colleges, universities and day care centers -- to purchase goods and services in an efficient, cost effective and competitive procurement method as outlined in the Texas School Law Bulletin, Sec. 44.031 Purchasing Contracts, and the Texas Government Code, Title 7 Intergovernmental Relations, Sec. 791 Interlocal Cooperation Contracts.

B.iv.5. BuyBoard Purchasing Cooperative

Dataman is currently serving several agencies through BuyBoard Purchasing Cooperative Contract. The Local Government Purchasing Cooperative d/b/a BuyBoard® (Cooperative), 12007 Research Blvd., Austin, Texas 78759 is a statewide purchasing cooperative for school districts, junior colleges, cities, counties, and other political subdivisions. Dataman has been providing Temporary Personnel Staffing and Workforce Management Services to several agencies. The categories include but is not limited to Administrative/Clerical Services, Accounting/Finance Services, Call/Contact Center Services, Education/Instructional Services, Health Therapy Services, Information Technology Services, Logistics and Support Services etc.

B.v. DatamanUSA Nationwide capabilities

Dataman has the ability to deliver to customers across the globe. We have worked with customers in over 30 states in addition to the State of Louisiana.

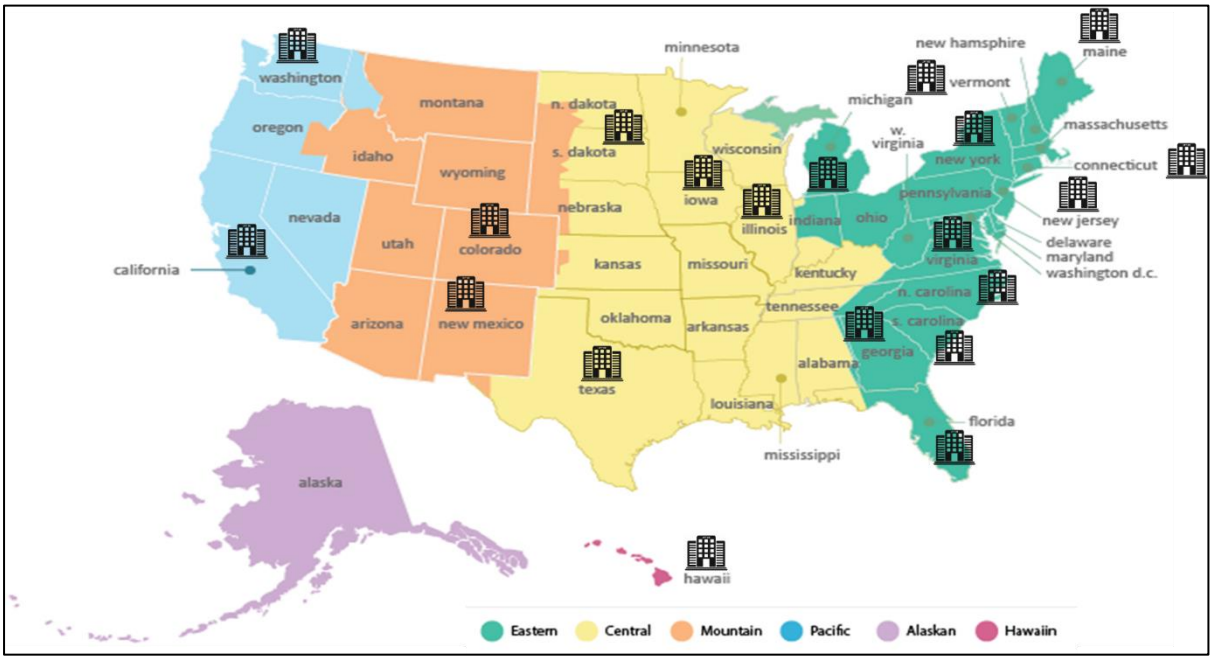
Our recruiting team has a national reach and our organization understands how to work with a wide variety of government organizations nationwide. This includes from a staffing standpoint as well as contract and account management. Our account management team can provide quality customer service in all areas of the country.

Dataman has provided services in the following states:

Dataman has provided services in the following states (listed in alphabetical order):

Arizona	Arkansas	California	Colorado	Connecticut
Delaware	Florida	Georgia	Hawaii	Illinois
Iowa	Kansas	**Louisiana**	Maine	Maryland
Massachusetts	Michigan	Minnesota	Mississippi	Montana
New Jersey	New Mexico	New York	North Carolina	North Dakota
Oregon	Oklahoma	Pennsylvania	South Carolina	South Dakota
Texas	Utah	Vermont	Washington D.C	Washington

Dataman is currently has local presence with offices in more than 20 states across United States making it easily approachable and accessible for any communication with our clients. Dataman presence across United States is illustrated using a map:



B.vi. DatamanUSA uniqueness and capabilities

B.vi.1. State of Louisiana – A priority Client

Dataman's unique service delivery model offers the best of both worlds; dedicated local team and expertise and best practices from other city and local government organizations nationwide.

In our model, the Parish will be the axis (focus) which will be supported by network of our consultants from over 25 states of the USA. Our strong network of consultants will allow us to bring the best practices and to support the Parish.

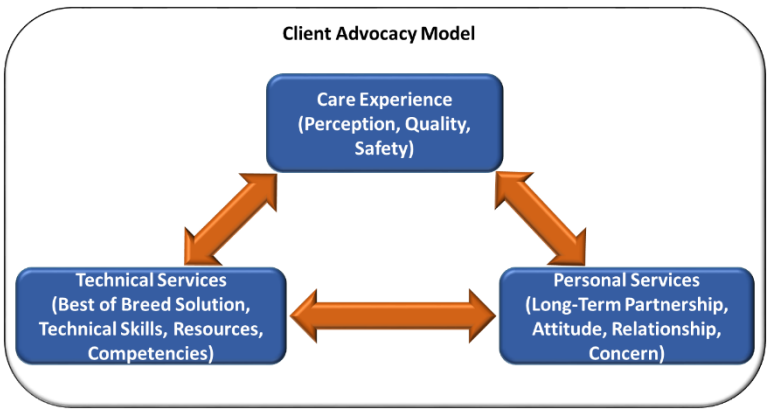
Dataman takes pride in our ability to quickly meet our clients ever changing needs and makes a strategic effort to deliver individual projects using local resources to control travel costs. Our account manager and business development manager will be based in LA and provide fulltime support to the Parish and will be easily accessible over email and phone. With our account manager and partners we have the ability to balance our local team with global temporary staffing expertise for each position.

Our Account Manager, has previous experience working as a vendor account manager with LA.

Dataman has been awarded with Information Technology Staffing Contract and has been providing numerous IT professionals to the **State of Louisiana.** Dataman is providing quality assurance software tester to **State of Louisiana-Department of Corrections**. Dataman is supporting **Department of Children and Family Services** for Scrum Masters, Business Analysts, Project Manager etc. Dataman is supporting **State of Louisiana, Office of Risk Management** to provide resources that include but are not limited to Project Manager, Records and Information Management (RIM) System Analyst and Developer, Business Analyst, Documentation Specialist, Trainer and many more. Dataman has provided **Business Analyst Support Services to State of Louisiana-Department of Corrections.** Dataman is currently providing Project Manager Support Services for Information Technology Application Development Projects to **Louisiana Department of Wildlife and Fisheries.** Dataman is providing End User Support – Incident and Operations Management to **State of Louisiana Division of Administration.** Dataman is providing Information Security, System Database Administrator and Senior Application Programmer to **State of Louisiana Office of Technology Services.** Dataman is supporting **Louisiana Workforce Commission** for job positions like Project Manager, Business Analyst, IT Tester, Senior Application Programmers, Application Programmers, Application Database Administrator. Our philosophy is to team with our client's management, as working together is the only way to ensure success. Key elements of our approach and overall goals remain consistent continuous outstanding performance of assigned personnel and a commitment to service excellence.

B.vi.2. Client Advocacy Model

Dataman's commitment to innovation and customer satisfaction has been the cornerstone of its success. To ensure the consistent delivery of results and value to its clients, Dataman has developed an effective and efficient methodology delivered by highly-qualified professionals with specific industry and comprehensive technical and functional expertise. At the core of the Dataman culture, is the commitment to provide unparalleled value to the client, delivering quality resources, and projects, to specification, on-time and within budget. To accomplish this, we developed a ***Client Advocacy Model (CAM)***. The objective behind our model is to demonstrate our commitment to the client and foster a long-term partnership. As the prime vendor, Dataman will objectively balance each work order scope, schedule, goals and budget by leveraging the capabilities of all subcontractors where needed. This may include balancing local resources to minimize travel cost with the ability to bring in national expertise.



B.vi.3. Dataman Delivery Excellence Models

B.vi.4. DatamanUSA Public Sector Experience

Dataman understands the unique nature of government technology programs having worked with State, Local and Federal government organizations. Dataman has provided both technology, management consulting and managed services for hundreds of public sector and commercial clients throughout the past 22 years.

Dataman supports State government organizations in helping IT departments meet their ever-changing business needs. We have worked with numerous public sector clients to execute sound strategies and deliver cutting edge technology solutions. We understand the unique challenges of State, Local, Federal governments and have the experience to bring industry trends from across the globe to our clients. We offer highly skilled on shore and off shore resources to help city government agencies for IT Staff Augmentation services. Our clients include:

Local Government (Partial List)			
Baltimore City Public School	Jefferson County Public Schools	San Antonio Housing Authority Texas	Williamson County Texas
Smith County Texas	DART	Orange County Transit	City of Albuquerque

City of Centennial	City of Cincinnati	City and County of Boulder	Houston Metro
Regional Transportation District-Denver	City of Denver	NYSERDA	Denver International Airport
City of Georgetown Texas	City of Broomfield, CO	City of Phoenix	Orange County Courts
Community Transit, Everett, WA	Los Angeles Dept. of Building and Safety	Los Angeles City Planning Dept.	City of San Marcos Texas
State Government (Partial List)			
State of Louisiana Department of Corrections	**State of Louisiana Department of Children and Family Services**	**State of Louisiana, Office of Risk Management**	**Louisiana Department of Wildlife and Fisheries**
State of Louisiana Division of Administration	**Louisiana Workforce Commission**	Washington State Administrative Office of the Courts	Metropolitan State University of Denver
Maryland Dept. of Transportation	State of Maryland	Washington State Patrol	North Carolina Department of Public Instruction
Pennsylvania Dept. of Transportation	North Carolina Dept. of Transportation	Oregon Department of Transportation	Pennsylvania Department of Revenue
North Carolina A&T University	South Carolina Department of Information Security	Pennsylvania Department of Health	Colorado Department of Transportation
Massachusetts Dept. of Transportation	Washington Department of Transportation	North Carolina Department of Transportation	Pennsylvania Department of Labor and Industry
Colorado Motor Vehicle Department	Texas Education Association	Texas Office of the Attorney General	Colorado Dept. of Corrections
Texas Dept. of Transportation	North Carolina Motor Vehicle Department	Colorado Governor's Office of Information Technology	Colorado Dept. of Revenue
Clemson University	Colorado Dept. of Public Safety	Massachusetts Executive Office of Education	University of North Carolina
Colorado Dept. of Labor and Employment	Texas Department of Aging and Disability Services	Washington State Administrative Office of the Courts	Metropolitan State University of Denver
Federal Government (Partial List)			
US Forest Service	US Bureau of Land Management	Colorado Air National Guard	US General Service Agency
US Bankruptcy Court	Warren Air Force Base	US Veterans Administration	US Defense Information Systems Agency
Commercial Sector (Partial List)			
Northrup Grumman	Lockheed Martin	EnergySavvy	TesTeachers Corporation

Ciber	NTT Data	Cloud Solutions	Verizon

B.vi.5. Local Staff Augmentation and Recruiting Experience

Dataman has strong experience of offering staff augmentation services to local government agencies. The Parish will be supported by a dedicated account manager and recruiter(s) with full understanding of technical, non-technical, social and soft skills requirements of the Parish. We ensure that our consultants blend seamlessly into the work culture of the Parish.

B.vi.6. Experienced Account Management Team

Dataman will assign an experienced account director to support the Parish. Our account director has 10+ years of experience managing government accounts providing IT Support and Staffing services. He has been providing high quality services to many agencies and local government organizations. We follow a proprietary and proven account management process that gives our account team the tools and resources needed to succeed. Our Account Director will work hand in hand with our Recruiting Manager, CIO, Delivery Manager and CEO to deliver high quality valued added candidates to the Parish.

B.vi.7. Proven Recruitment Process

Dataman has developed a Recruitment Process to provide our clients with qualified and experienced temporary consultants on short notice. This includes a strong local network and our processes have been proven through the successful management of numerous State, Local and Federal Government contracts. Dataman uses a custom proprietary staffing portal which provides an easy interface to our recruiting and accounts team. Oorwin provides tight collaboration in various teams included in the recruitment process. It provides tools and features such as, requirement status, number of requirements currently opened, assigned recruiters, submissions made by particular recruiter, etc. Oorwin has over 400,000 resumes in its database. Dataman also has subscriptions of leading job portal like Dice, Monster etc.

B.vi.8. Candidate Sourcing and Assessment

One of the reasons for Dataman's continued success in quickly supplying high- quality staff is our recruiting and matching processes. Dataman employs management practices designed to quickly recruit and hire skilled professionals for any position, which is critical to our business success.

B.vi.9. Background Screening

Prior to sending an employee to work for the Parish, the Dataman Account Management team, in conjunction with the appropriate Parish representative(s), will evaluate what pre-employment background screening will be utilized. Dataman assures the Parish that our screening services will meet the most rigorous requirements.

B.vi.10. Quality Assurance

To ensure that our performance meets Parish requirements, Dataman will use the processes established in our proven Quality Control Program. The overall purpose of Dataman's Quality Control Program is to guarantee that Dataman provides its clients, such as the Parish, with the level of service they expect from a leader in the employment services industry.

B.vi.11. Technical Capability through Partnership

Dataman has been participating in the partnership programs of leading project management institutes and technology companies to ensure that the Dataman staff has access to the latest certifications. We have the experience to integrate business processes and IT systems across enterprise using both packaged and custom solutions.

Project Management **Certifications**	• PMP: Project Management Professional • CAPM: Certified Associate in Project Management • CSM: Certified ScrumMaster • CompTIA Project+ certification • PRINCE2 Foundation/PRINCE2 Practitioner • CPMP: Certified Project Management Practitioner • Associate in Project Management • MPM: Master Project Manager • PPM: Professional in Project Management • PMITS: Project Management in IT Security • Certified Project Director

Technical Partnership	• **Oracle Gold Partner**
	• **Microsoft Silver Partner**
	  ○ Silver Application Integration
	  ○ Silver Midmarket Solution Provider
	• Microsoft Small Business Specialist
	• IBM Business Partner
	• Sun Advantages Partner
	• Project Management Institute Certified PMPs
	• Brocade Alliance Partner
	• Cipher Point Partner (Cyber Security)
	• Fortinet Partner

B.vii. Recent Awards

Dataman has been recently awarded multiple contracts for various State and Local Agencies. Contracts with similar scope and size to the Parish are listed below:

CLIENT	SERVICE AREAS
The State of Florida	**Information Technology Staff Augmentation Services** Dataman has been recently awarded statewide contract for State of Florida to provide for Information Technology Staff Augmentation Services.
Roswell Park Cancer Institute	**Temporary and IT Staffing** Roswell Park Comprehensive Cancer Center is a cancer research and treatment center and a New York State public-benefit corporation located in Buffalo, New York and founded by Dr. Roswell Park. Dataman is providing Temporary and IT Staffing services to the Roswell Park Cancer Institute.
Houston-Galveston Area Council (HGACBuy)	**Temporary staffing, direct-hire and other employer services Contract** Dataman was recently awarded the Houston-Galveston Area Council (HGACBuy) nationwide contract.
Cleveland Metroparks	**Information Systems Staff Augmentation** Dataman has been recently awarded Information Systems Staff Augmentation for Cleveland Metropark

State of North Dakota	**Information Technology Professional Services Contract Pool.** Dataman has recently won a Statewide Information Technology Professional Services Contract Pool contract for State of North Dakota
CONNECT for HEALTH COLORADO	**IT Services Contract** Dataman was recently awarded the C4HCO contract to provided both Staffing and project based services.
Regional Transportation District RTD	**Temporary Employee Placement Services** Dataman was recently awarded a contract for RTD to provide Temporary Employee Placement Services in categories that include Information Technology, Marketing, Professional Services, Administrative
University of California	**Information Technology (IT) Temporary and Professional Services** Dataman was recently awarded a contract for UC-wide Information Technology (IT) Temporary and Professional Services. Dataman is to provide Information Technology (IT) Temporary and Professional Services to all locations i.e. Ten Campuses; Five Medical Centers; UC Office of the President - A central system-wide headquarters with offices primarily located in Oakland and Sacramento, California, and teaching/administrative offices in Washington, D.C.; The Division of Agriculture and Natural Resources; UC Hastings College of Law; Lawrence Berkeley National Lab, which is owned by the Federal Government, but managed by the University of California etc.
Los Angeles Department of Building and Safety CITY LA DBS DEPARTMENT OF BUILDING AND SAFETY	**Bench IT Services** Dataman was recently awarded a contract by Los Angeles Department of Building and Safety to provide IT support in service categories like System Development, Implementation, and Programming, Database Management and Optimization, Systems Analysis and Integration, General IT Consulting Services
Spartanburg County, South Carolina	**Technical Recruiting Services** Dataman was awarded to provide Technical Recruitment Services for Information Technology Systems and Geographical Information Systems personnel to Spartanburg County, South Carolina.
The Judicial Council of California	**Information Technology Consulting Managed Services** Dataman was recently awarded to provide Information Technology Consulting Managed Services to Judicial Council of California

B.viii. Our Contract Management Team

Our executive leadership will take an active role in working with the Parish to meet the goals of this contract. The team members listed below will provide contract management for the Parish. Our team will be available to you 24/7 via e-mail or cell phone to consult and our CEO Nidhi Saxena is always to respond to emergencies.

DatamanUSA Contract Delivery Team

DatamanUSA Team Member	Experience	Contract Specific Role
 Nidhi Saxena **PMP** **President and Contract Manager**	• Over 20 years of Experience managing similar government contracts. Nidhi has a technical background and will be available to the Parish 24/7. Nidhi holds a secret security clearance and provides expertise in HR, Contract Management, Accounting and Resource Management. • Nidhi had been involved in lot of charitable acts, be it financially or time wise. Great education for all kids is the cause which is very close to her heart. • **Affiliations:** • Nidhi is on board of County Denver School of Business. • Nidhi served on the board of STEM, chartered school in Highlands Ranch. • Nidhi served on the board of The Indus Entrepreneurs, Rocky Mountain Chapter. • Nidhi served on Board of Aeolion Institute, a non-profit institute for Music and Dance. • Nidhi Served on Board of National Association of Women Business Owners as Director of Marketing and Communications.	Nidhi will provide Financial and contract management for the Parish. Nidhi will take an active role in quality control and is always available to the Parish.
 Karina Sadh **Account Manager**	Karina has extensive eexperience providing client relations services both for private and public sector clients. She has been handling business development efforts and managing social media handles for existing contracts.	Being the account manager for LA. Karina will oversee contract management and will handle any enquiry from the Parish regarding service delivery.
 Khushboo Mehrotra	Khushboo Mehrotra who is a Legal Director with DatamanUSA has ample of experience in Investigation of suspected frauds and irregularities on behalf of private clients, corporate bodies, financial institutions, law enforcement	Khushboo will oversee compliance for Dataman and has a strong background working with large consultancies. Khushboo's expertise includes advising clients on risk and prevention and providing expert opinion on the

Director – Legal, Compliance & Contract	agencies, Regulatory bodies or the government. Advising clients on fraud risks and practical methods of detention and prevention and Providing Expert opinion on the quantum of losses in context of breach of contracts, business valuation disputes is her forte. With an international experience working in London, Dubai and Australia she has represented Deloitte at many occasions.	quantum of losses in context of breach of contracts and business valuation disputes.
 Arvind Bajpai **Recruiting Director**	Over 15 years of experience in the recruiting industry focusing on Project Management & Information Technology. Arvind has a strong network of Technical Consultants both locally and nationally.	Arvind will oversee recruiting activities including. Mac will work with our account team to understand upcoming Parish needs, which allow us to utilize our proactive recruiting approach and quickly meet the Parish's urgent needs.

Executive Leadership: Dataman's President will provide **Executive Leadership** to our team in support of Parish contract. This hands-on approach by our Senior Management will ensure prompt resolution of all issues that might arise, and demonstrates Dataman's total commitment towards the success of the contract.

Supervision of Work and Project Oversight: Dataman's Sr. Account Manager Karina will provide overall project oversight and supervise the work and performance of our personnel assigned to the Parish. She will provide technical guidance and supervise the work and performance of the team. Dipak report directly to our CEO Nidhi Saxena. This structure will help us **effectively manage** all resources for the duration of each engagement.

Lines of Authority, and Communication: The lines of reporting authority and communication for this contract are clear and direct. Our Sr. Account Manager Karina will have ultimate authority, responsibility and accountability to manage all Dataman resources. Karina will also be the authority on all aspects related to the project including communication, risk management, issue resolution, staffing and quality management. Issues can also be resolved by contacting our CEO Nidhi Saxena. Mrs. Saxena will be involved in all aspects of the contract and easily assessable to the Parish. The direct line of communication and escalation allows for error free communication between Dataman and the Parish.

B.ix. Recruitment Strategy

B.ix.1. Recruiting Methodology

Our recruitment method gives an insight into how we do the job while aiming to keep both sets of our clients happy; that's you, the Parish and all of our resources.

Phase 1. Initiation:

From first contact by the Parish, we assign Sr. Account Manager who will be the Parish's contact until the requirement is completed.

The first steps are all about information gathering and ensuring Dataman receives whatever job specifications Parish has made available to share. Most importantly, Dataman will understand Parish's timescales so that the required pace can be applied to the process of getting an appropriate resource in place.

Phase 2. Planning:

Detailed brief– The Sr. Account Manager will then look to understand the finer details of a job and speak to the Recruitment Manager. At Dataman, we look for the key drivers, the ways of working and organizational ethos, the personality and softer skills needed in order to be successful in the role. All these details will help us to identify the right talent for the Parish and allow us to give candidates a fuller picture of the role on offer.

Phase 3. Selection:

Having the basics in place and a clear understanding of Parish requirements, we commence to our selection phase. We will write about the role and advertise it on the Dataman Temporary Staffing job boards, and (where appropriate) we will also distribute it through both online (job boards, social media etc.) and offline (networking groups, press etc.) channels to attract candidates. Along with new candidate attraction, we will also search our own candidate database of resources that are registered with us – this unique pool of talent is where a high percentage of our temporary staffing candidates originate.

One-to-One interview – After screening candidates who have expressed an interest and inviting those we find in our database, we undertake a detailed screening interview with each potential candidate. This screening typically take 30 to 45 minutes and allow us to understand their suitability for Parish role and also to share with them the challenges and opportunity it offers to them. We will never share candidate details with Parish without carrying out this interview.

Phase 4. Delivery:

Shortlisting– Following our one-to-one screening interviews, we decide which candidates to shortlist to the Parish. The Sr. Account Manager will prepare a profile & resume for those who are to be presented. The profile includes personal details such as availability, qualifications, certifications and date to start.

Interview management– Once the Parish has reviewed the submitted candidates we will be available for any clarification requests and feedback. We will then support the Parish and the candidates through the interview process to ensure that this phase runs as smoothly as possible. Candidates will be booked into interview slots, briefed, and prepared for the meetings. They will also be made aware of any pre-work such as presentations that are necessary to meet your process.

Phase 5. Support:

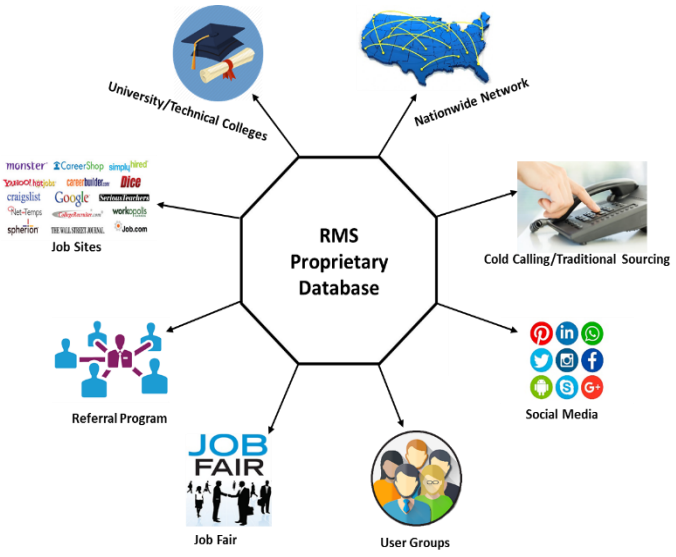
As the Parish identifies the preferred resource, we form the communication bridge to support you through the offer and on-boarding process. The hard work may appear to be done, but our experience tells us that this is a critical phase to convert all the expended effort into the final result where the practitioner turns up to start their new assignment.

B.ix.2. Dataman Recruiting Tools - Oorwin AI driven platform

Oorwin is the new age Intelligent AI driven integrated platform focused on helping Services companies to improve their recruiter productivity, candidate experience, streamline HR business processes and increase sales performance. Few key features of Oorwin are:

- **Bring resumes from multiple sources in Hire with one-click:** Oorwin eliminates the frustrating job of manually downloading and uploading profiles by a one-click, bulk upload facility.
- **Create accurate candidate profiles instantly:** Enterprise-grade tools and plugins to parse any resume format from Outlook, Gmail, Chrome, Inbox. Automatic profile generation and quick candidate rediscovery with version control, making sourcing process a breeze.
- **Match candidates and jobs logically:** Intelligent candidate ranking algorithm to choose and submit high-quality candidates quickly for a job order. Natural advanced search and automatic tagging to find best matches.
- **Find best-fit candidates accurately:** Oorwin's intelligent candidate ranking algorithm help recruiters discover ideal profile recommendation from entire resume database in few blinks and clicks.
- **Set up an interview in less than two minutes:** Integrated interview management tools linked with job orders or applicants to schedule interview fast.
- **Engage candidates and clients together:** Engage clients by tracking communication, receive automated feedbacks, and set reminders. Avoid analysis paralysis at the last minute. Manage interview status and make data-driven decisions to meet number.

B.ix.3. Other Recruiting Resources



- **Bench:** Having successfully filled over 500 positions in the public sector, we keep a strong bench of resources that have previous success with our clients. This allows us to fill our client's immediate needs on short notice.
- **Resume Shopping/ Databases:** Dataman subscribes to multiple resume databases including Dice and Monster. We also use an in-house proprietary recruitment management system (RMS) that currently has over 400,000 resumes with qualified candidates in each labor groups listed in the RFP.
- **Job Board Recruitment:** Dataman posts our open positions on job boards such as Dice, Monster and Indeed when needed. However, most of our positions are filled through our current network of professionals and our proprietary RMS System.
- **Local Recruiting Network:** Dataman is currently working in Colorado and is actively recruiting local candidates for all categories.
- **Creative Sourcing – LinkedIn, Facebook/Social Media, Targeted User groups**: Dataman Recruiters in all categories are trained on web searches, networking via LinkedIn/Facebook, and other methods of finding "passive candidates". These candidates are often not responsive to advertisements and are not posting their resumes in social media. By reaching out to such passive

candidates, we have found candidates in two days, where existing vendors had failed to provide resumes after weeks of searching. Dataman is a member of multiple Java user groups.

- **Employee Referrals:** Many of our new hires are referrals from existing employees. Our referral program allows employees to submit referrals to Dataman. When those individuals are placed on assignments through Dataman, the referring employee receives a monthly bonus for the entire duration of the project allowing for a substantially larger pay out than a traditional referral program.
- **Job Fairs/Advertising:** Dataman participates in numerous expos and job fairs across the country each year. Interested candidates are presented with an overview of Dataman and invited to supply their resumes to our RMS database to participate in Dataman/Client opportunities.
- **Internal Network:** Dataman has a strong network of local and national professionals experienced in various skills. Dataman regularly checks on project end dates of these consultants and submit those who are on the verge of completing their current projects, and are a good fit for the requirement. Our network of professional has proven to be a valuable resource when sourcing hard to find skill sets. Our team members have relationships with user groups across the country for specific niche technologies. These relationships help us in finding high demand hard to find professionals.
- **Nationwide Recruiting Center:** Our Nationwide Recruiting Center is assigned the task of proactively identifying and pre-screening candidates for difficult-to-fill skill sets/locations/pay rates in a variety of locations and for specific clients. Their efforts result in a large proprietary database of pre-screened candidates for our recruiters to pursue when a requirement is received.
- **Subject Matter Experts**: Dataman has Subject Matter Experts on staff and on consultancy to broaden our networks in difficult niche areas through referrals and networking groups. Our SMEs have made a difference in our approach, and we are proud to note that because of their expertise and network, many of our "difficult to find resources" have become less difficult to find.
- **Market Research:** Dataman subscribes to specific market research and taps into local organizations, associations, as well as colleges and universities to build a network of potential candidates for hard-to-fill staffing needs. In addition, our recruiters and account managers are familiar with their geographies and the corporations within them. They know the often-recruited positions at these companies; and prepare and plan to fill those positions when they become available.

B.ix.4. Recruitment Process and Responsibilities

To ensure consistent best fit for the Parish, Dataman will use our twelve-step recruiting framework also referred to as our recruitment productivity process, which makes our process unique. Staffing services is a Dataman core competency executed according to best practices developed through industry analysis and optimization.

There are management controls throughout the process. Each of the twelve steps has its own key metrics, and team members are held accountable for performance against them. We report on metrics every day, making adjustments to ensure that we deliver client's objectives as productively as possible. This selective recruitment policy ensures that only the best of the industry is inducted and they provide cost-effective solutions to the challenging needs to meet up to our customers satisfaction.

DatamanUSA Recruitment Process and Responsibilities

Recruitment Process	Responsibility
Parish's Requisition	
• Analyzing the Parish's staff requisition and write synopsis of the requisition • Submitting position description and requirements in our Recruitment Management System (RMS)	Sr. Account Manager
Identify Candidates	

• Assigning to team lead through RMS • Check if there is matching skilled consultant available "on bench" • **Check for matching candidates who have Government experience** • Identifying existing skill sets and candidates within Dataman RMS database • Sharing job profile to all consultants by posting it on our website and sending mailer to approved consultants for referrals • Posting job to external job sites (DatamanUSA website, Dice.com, Monster.com, CareerBuilder.com and shared with approved subcontractors)	Recruitment Manager
Pre-Screening & Interview (DatamanUSA Level)	
• Executing a comprehensive pre-screening that confirms motivation, previous experience, salary, skill level, clearance and potential team-fit. • Pre-screening includes **online test** (using **Prove-It, Brainbench & internal tool**s) and **general knowledge test**. • Interview – Conduct detail technical interviews based upon client's requirement. (Most IT skill sets are interviewed by our TR team, and if expert skills are required, these are taken care by our panel of SME's having excellent experience in same domain, which form our Qualified Technical Screen team) • Discussing salary requirements and relocation needs with candidates • Evaluating attitude and aptitude by discussing team scenarios. • <u>Technical Skill Evaluation</u> • Conducting initial assessment of the candidate's technical qualifications. • Conducting detailed technical interviews based on job requirement. • <u>Soft Skills Evaluation</u> • Evaluating candidate's communication, creativity, thinking, flexibility, change-readiness, problem solving, team building and listening skills.	Technical Recruiting Team and SME's
Evaluation (DatamanUSA Level)	
• Preparing the feedback form to summarize the results of the interview and update RMS with qualified consultants. • Relaying interview results • Checking references	Recruitment Manager Sr. Account Manager
Submission to the Parish	
• Confirm we have Right to Represent from the candidate for each position • Creating skilled matrix matching required skills with experience of consultants to present consistent skill summary to the Parish • Submitting resumes with a skill summary and references to the Parish	Recruitment Manager Sr. Account Manager
Parish Interview	
• Discussing interview schedule with hiring manager for pre-qualified consultants • Setting up face to face or telephone interview as per client requirement	Recruitment team Sr. Account Manager
Background Checks (If requested by the client)	
• Depending upon requirement, conducting criminal, citizenship or legal working status, driving records, drug tests, employment records, license verification and background check for selected candidate	HR Manager

Offer	
• Complete all due diligence before extending an offer to successful consultants • Extending the offer • Share candidate's decision or initial response with hiring managers	HR Manager Sr. Account Manager
Joining	
• Informing the joining date of the candidate to the client's manager • Conducting e-Verification • Confirming candidate joins the project on specified date	HR Manager Program Manager
Invoicing	
• Client manager signs timesheets • Candidate email signed timesheets to Dataman • Accountant submit invoices (as per invoicing terms) and deliver to client. Invoices are supported with approved timesheets and any additional report requested by client.	Accountant
Payment to Employee / Subcontractor	
• Dataman runs payroll every fortnight (on 15th and the last day of the month) to pay employees. Salaries are direct deposited in employee's bank accounts.	Accountant
Ongoing Support and Training	
• Conducting training on need/ project basis • Updating PDP (Personal Development Plan) of each candidate	HR Manager

B.ix.5. Commitment to a Thorough Screening Process

A quality screening process is critical to business success. Many staffing firms claim to be dedicated to screening candidates thoroughly, but few have a screening process in place with tangible results and outcomes that can prove their due diligence. Dataman understands that there is more to providing candidates than just meeting the skill requirements on the resume. Our recruiters and account managers are trained to dig deep into our candidates' background to make sure we have the right fit. The Dataman recruiters average 10 years of technical recruiting experience supporting government customers. Dataman proactively recruits and maintains a full pipeline of qualified candidates ready to hire for every one of our customers.

The work is initiated as soon as we get the sourcing requirement from the customer. The job order is immediately entered into our centralized recruitment Management System (RMS). The Sr. Account Manager understands the requirement of the client based upon the job order received from them. This includes an understanding of the requirements, SOW, environment, qualification, experience, mandatory and desirable skill set requirement. The Sr. Account Manager drafts a requisition about the requirement and submits the requirement in RMS along with sending it to the recruitment manager. From there, recruitment team will source the candidate using one of following sources. After finding 4-5 consultants per requirement, the screening process is triggered.

Screening: For the Parish, we will use proven skills testing and screening mechanism to shortlist qualified resources. Based on specific staffing request, we use our own technical experts to technically evaluate the potential candidates. For Example, if a project manager requirement comes, the potential candidates' technical evaluation will be done by existing Senior Project Managers and or SME's who will have similar and expert level experience in the related field of technology and domain. We have prepared a set of test papers for evaluation of candidates. We conduct on-line technical test for the candidates to evaluate their skills. Only the candidates scoring more than 75% marks are interviewed by Dataman technical experts.

Below is the detailed testing and screening procedure to place best technical consultants to meet your needs:

- **Step 1: Pre-Screening** – Executing a comprehensive pre-screening confirms experience, motivation, skill level, clearance, potential team-fit, salary requirements and relocation needs with candidates and update in our Recruitment Management System (RMS)
- **Step 2: Technical Skills Evaluation & Interviews** – Conduct detail technical test and interview
- **Step 3: Reference Check** – In order to get an accurate assessment of the candidate, Dataman's reference check process involves contacting those people who have observed & are in a position to discuss the candidate's experience, skills & knowledge. In addition to this, we use back door reference as well which use our vast network & speak with someone at organization where the candidate worked who will give you candid information. Based upon the feedback of this reference check, candidature of the successfully shortlisted candidate is processed.
- **Step 4: Drug Screen -** 5 Panel Drug Test is done prior to the onboarding and in every quarter. Dataman uses the resources of scientific laboratories to determine if any of the individuals within the organization are using illegal drugs.
  Drug testing commonly requires individuals to submit urine samples for analysis, although occasionally blood or hair samples may be used.
- **Step 5: Background Check** – Various background checks are done based upon client's requirement:
    - Citizenship or Legal Working Status
    - Driving and Vehicle Records
    - Criminal, Arrest, Incarceration, and Sex Offender Records
    - Education & Employment Records
    - Financial Information, Credit History Check
    - Social Security Number
  - The candidate is notified and is required to sign a consent and authorization form as to the procedures set forth in the Background Check Policy.
  - An independent agency is mandated the task to perform background check on the candidates.
  - The agency after performing the checks provides the results to Dataman.
  - The candidates successfully clearing the background check proceed to join the client.

Dataman ensures that all temporary staff will pass a Criminal Background Check, Credit Check and Drug Testing by the Parish at no additional cost to the Parish.

To enhance Dataman's ability to find skilled, able and educated candidates for government and public sector entities, Dataman uses an Assessment Series, a validated applicant classification system that focuses on customer service skills, aptitude and attitude assessment. The content underlying these tests is carefully studied and determined to be related to the job performance of the positions. All our tests have a proven track record of success, showing that those who take the tests have better performance on the job, significantly increasing their productivity. We have in place assessment tests for all of the job groups that we are bidding.

➢ *Skill Assessment Tests*

The Clerical Skills Tests Module has been designed specifically to cover a fully comprehensive range of clerical tasks. These prebuilt assessments enable us to identify and evidence the candidate's core skills set required to perform in a role related to typical clerical responsibilities.

The assessments within this module can be utilised throughout the full employee life cycle. From recruitment and assessment through to development and succession planning, this module offers a variety of skills testing that can be combined and tailored for each unique role.

Behavioral & Aptitude Tests	Software Skills Tests	Basic Admin Skills Tests	Tests by Industry
• Workplace Success Profile • Behavioral Profile-General • Cognitive Profile • Customer Service Profile • Management Profile • Sales Skills Profile	• Microsoft Excel Tests • Microsoft Word Tests • General Computer Skills Tests • Windows & PowerPoint Tests • Outlook Tests	• General Work Skills Test • Grammar & Spelling Tests • Basic Math Tests • Typing & Data Entry Tests • Attention to Detail Tests	• Medical Office / Healthcare • Accounting Knowledge • Industrial Warehouse Skills • Legal Office Skills

If needed, our assessment series can be customized to meet the Parish's specific requirements for job descriptions.

- ***Technical-IT related tests***

Dataman uses various pre-employment testing services like Brainbench/SHL for IT Technical personnel. There are many tests to cover positions under this job category. There are over 1000 tests along with functionality of design custom tests. These job categories cover all positions required in this RFP. A candidate may undergo one or many standard tests to test all skill sets required for a position or take a custom designed test.

Details of Some Tests:

<table>
<tr><td>Potential Job Titles</td><td>Network Technical Support</td></tr>
<tr><td>Description</td><td>The Network Technical Support test measures knowledge of setup, configuration, and maintenance of a local area network. Designed for technicians with hands on-experience, this test covers the following topics: Hardware/Media, LAN Support, Network Design, Services, System Administration, System Security, WAN Support, WLAN Support, and Workstation Support.</td></tr>
<tr><td>Test Length:</td><td>Approximate Completion Time: 33 Minutes</td></tr>
<tr><td>Dimensions:</td><td>
<table>
<tr><td>Hardware/Media
• Backup Media
• Cabling
• LAN Hardware
• Server Hardware
• WAN Hardware
• WLAN Hardware</td><td>LAN Support
• Cabling Faults
• LAN Configuration
• LAN Diagnostics
• Subnets and VLANs</td><td>Network Design
• Disaster Recovery
• Environmental Considerations
• Fault Tolerance and Backup Types
• Topology</td></tr>
<tr><td>Services
• DHCP
• DNS
• E-Mail
• VoIP
• Web and File Server</td><td>System Administration
• Device Monitoring
• Load Balancing
• Routine Maintenance
• System Logs
• User Accounts</td><td>System Security
• Common Threats
• Countermeasures
• Encryption and Data Security
• Firewalls
• Physical Security</td></tr>
<tr><td>WAN Support
• Routing and Remote Access</td><td>WLAN Support
• Physical Placement Considerations</td><td>Workstation Support
• Adds, Moves, Changes</td></tr>
</table>
</td></tr>
</table>

	• WAN Configuration • WAN Diagnostics	• Wireless Protocols • Wireless Security • WLAN Configuration • WLAN Diagnostics	• Administration Tools • Workstation Diagnostics

Name:	**Java 2 Platform Enterprise Edition (J2EE)**
Description:	The Java 2 Platform Enterprise Edition (J2EE) test measures the candidate's knowledge of the J2EE architecture. Designed for Java programmers and architects, this test includes the following topics: J2EE 1.3.1 Architecture, Enterprise Java Beans (EJB 2.0), JDBC 2.0, J2EE Clients, JavaMail 1.2, Java Naming and Directory Interface (JNDI 1.2.1), XML, and Distributed Computing Application Development.
Test Type:	Knowledge & Skills
Adaptive(CAT):	PreVisor's Computer Adaptive Testing (CAT) technology dynamically adjusts the test to the proficiency level of the test taker resulting in shorter test times, increased accuracy and enhanced security. Adaptive tests are powered by PreVisor's PreView TM technology.
Category:	Information Technology
Max # of Questions:	30
Max Time Allowed:	3 Minutes Per Question
Test Length:	Approximate Completion Time: 38 Minutes

B.ix.6. Timeline

Our Sr. Account Manager, supported by Recruitment Team, is responsible for ensuring the timely fulfillment of the staffing requirements of the Parish. Dataman will assign a dedicated Sr. Account Manager to handle the Parish program. On receiving the requirement from the Parish, our Sr. Account Manager will create a skill matrix of the specific job requirement. Normally we present qualified resources within one business day as our recruiting team has a strong network of local, pre-screened resources to go along with our qualified on-staff resources. Below you will find our standard timeline for fulfilling customer needs (through our proactive delivery approach, our timeline can be adjusted based on unique customer needs).

Dataman uses a proactive delivery approach for our staff augmentations contracts. This approach allows us to deliver services quickly for immediate needs.

Step	Elapsed Time	Activity/Output
Respond to Temporary Personnel requests	1 business day from receipt of requirement	• Review Bench and on call candidates and reduce the applications to those qualified for the position. • Review results and submit resumes to client for review.
Interview Qualified Applicants	1 to 3 business days from receipt of requirement	• Design interviewing structure and questions • Handle all interviewing and scheduling logistics for all phases of the selection process • Clarify applicant information and summarize results • Conduct preliminary interviews and summarize results • Review, interview qualified applicants, perform reference checks and provide final applicants to the client

Final Selection	1 to 3 business days from receipt of requirement	• Meet to assess final applicants and advise on final interviewing strategy, timing and elements • Provide assistance and guidance to client enabling them to conduct final interviews and make the final selection. • Documentation for candidate joining
Follow Up and feedback	3 to 6 business days from receipt of requirement	• Follow up with client on candidate joining and services provided

Recruiting Processes and Elapsed Time (all hours in business hours/days)

We understand that each customer is unique and timelines can be modified as per the Parish's needs and schedule

B.ix.7. On-Boarding Plan

Dataman has more than 22 years of experience onboarding temporary employee to our team. Our onboarding process is focused on transparency, simplicity and retention. We strive to make the onboarding to as smooth as possible. We believe that a smooth onboarding provides a warm welcome for the new members of the Dataman family.

Dataman has a dedicated Change Management Group which is dedicated to making onboarding as seamless as possible for our clients. Our onboarding team will provide:

- **Oversight** of the transition and onboarding process via onsite engagement with the appropriate groups/individuals.
- **Accountability** in the form of a dedicated Account Manager who will coordinate the efforts of the Change Management Group, and who will serve as the Parish's primary point of contact over the life of the contract.

Total Onboarding within one business days (as low as an hour)

Dataman offers a simple, paperless, ***Digital Onboarding*** **-** Our onboarding system enables customization of onboarding templates for client. Customize onboarding templates for quick onboarding for the Parish.

- Real time onboarding with digital signature - Make onboarding fast and seamless with inbuilt digital signature application. Track status and stay connected with both candidate and client for a stress-free job close experience.
- Paperless onboarding - 100% Paperless onboarding process ensuring recruiters do not waste time in printing, taking signs, scanning, and faxing/emailing many documents. Reduces carbon print and saves precious productive hours.

B.ix.8. Quality Control Plan

For the past 21 years, Dataman has demonstrated the value added by our company and the strength of our underlying commitment to quality. Focusing on serving our government clients and consistently meeting or exceeding their requirements and expectations, has so far yielded maximum return, repeat business and an outstanding reputation. Dataman Quality Policy is to meet or exceed all contractual, legal, regulatory and other requirements in all our daily tasks.

Central to our philosophy of continuous improvement is the establishment of a culture that creates and pursues high standards, identifies and resolves problems, acts on recommendations for improvement and promotes mutual respect and effective communication between Dataman, its employees and its customers. Dataman Senior Management believes that there are three essential aspects to making sure that our work is of high quality:

Figure 02 - Essential aspects of Quality

Our goal is to apply the highest standards of quality in all our business practices and operations without compromise. Our primary objective is to practice continuous process improvement in everything we do so that we can surpass our client's needs and expectations. Quality performance is the cornerstone of our company philosophy and is considered a personal responsibility of all our employees. We consider it the responsibility of Dataman's management personnel at all levels of the organization to lead a continuous quality-improvement effort. It is also the responsibility of every Dataman employee to ensure that our customer's quality and delivery expectations are met, our processes are operating efficiently and our costs are under control and that all levels of management are made aware of any opportunities for improvements to services and processes.

To ensure highest standards of quality in all our business practices and operations, we abide by 2 aspects:

- ***Customer Satisfaction***

Dataman truly believes in creating a partnership with our clients and our consultants. We work hard to understand your specific needs and organizational culture in an effort to match the perfect Temporary Staffing need to your organization. We believe in providing our clients with the Transparency, Integrity and Innovation that is required to have a winning partnership.

Our customer relationship key matrices include:

- Standing in our client's shoes
- Lean forward and anticipate
- Track Trends
- Prepare our Clients
- Surveys
- Employee Feedback
- Customer Service Training

- ***Temporary Employee Evaluation and Performance Metrics***

Dataman believes that evaluating employee performance at every level can increase the quality of work we deliver to our clients.

We conduct list of employee performance metrics which helps us in understanding how the performance of an employee can be inflated. Effective employee performance review systems require quantifiable metrics to accurately gauge each employee's performance.

Productivity Metrics

Productivity is a basic component of performance for employees of any business. It refers to the amount of work an employee accomplishes in a specific time frame, such as a single work day. New hires generally show less productivity than more experienced workers, steadily increasing the speed of their work overtime. We measure employee productivity using different metrics in different situations.

Efficiency Metrics

Dataman believes that efficiency is a necessary counterpart to productivity. Efficiency is the result of maximizing productivity with minimum effort or expense. Efficiency metrics relate to cutting costs and reducing production time in operations, both of which contribute to bottom-line profits for our clients.

Training Metrics

Dataman Employee training programs work improve employees' performance in some way. We understand that using quantifiable metrics to measure employees' success with training programs can shed light into the programs' impact on employee performance as a whole. Training programs that include written or hands-on tests – for the sole purpose of monitoring training effectiveness – can provide readily available performance metrics such as test scores and pass/fail rates.

Goal-Setting

Dataman strongly believes that Collaborative performance review systems bring employees and their supervisors together to set individual performance goals. This philosophy, also referred to as management by objectives, creates personalized, measurable metrics designed to increase employee performance on an individual level, incrementally increasing productivity and efficiency over time.

Mastering new job duties, completing specific training programs and being on time for work are all examples of goals which managers and employees may set together.

Here is a sample of our Key Performance Indicators (KPIs), which helps us monitor each metrics:

No.	Key Result Areas	Key Performance Indicators	Weight of KPIs	Target	Actual	Score	Total Score
1	Technical & Domain Knowledge	** Labour Category Specific*	**30**				
2	Training and Development	% difference in the rate of productivity before and after training	**20**				
3	Performance and Career Management	Decision making ability	**15**				
		Execution of Individual Development Plan	**10**				
4	Communication and Work Ethics	Team player	**10**				
		Adherence to the Code of Conduct policy of the Client	**15**				
			100				

Dataman believes that the primary goals of a performance evaluation system are to provide an equitable measurement of an employee's contribution to the workforce, produce accurate appraisal documentation to protect both the employee and employer, and obtain a high level of quality and quantity in the work produced. In order to meet the evaluation system goals, Dataman utilizes the "Employee Evaluation Form".

Temporary Employment Performance Evaluation

Employee Name: _____

Staff ID #: _____

First Day worked: _____ **Last Day worked:** _____

Department: _____

Supervisor: _____

Reason:

Assignment Ended	Employee resignation	Employee Performance

Notice Given by Employee:

Written (attach)	Oral	None

Thank you for filling out this performance evaluation on your Temporary Employment employee. It is important to us when considering future assignments for each employee. Please complete and return this form to the DatamanUSA, LLC office by faxing to 720-248-3200 or send the original via mail to: DatamanUSA, LLC, 100 Congress Avenue, Suite 2000, Austin, TX 78701.

Rating Scale:
1 = Rarely Meets Expectations 2 = Sometimes Meets Expectations 3 = Meets Expectations
4 = Occasionally Exceeds Expectations 5 = Consistently Exceeds Expectations

	1	2	3	4	5
Was the employee reliable?					
Did the employee call when late or absent?					
When assigned a task, was it completed promptly, efficiently, and correctly?					
Was appearance appropriate to dept.?					
Was conduct to co-workers, visitors, telephone callers, etc. appropriate?					
Attention to detail					
Overall Quality of Work					
Overall quantity of work					
	YES			NO	
Would you re-employ this individual					
Would you recommend this employee for other assignments?					

Additional Comments:

_____

_____

_____

Supervisor Signature: _____

B.ix.9. Retention Plan

Dataman is sensitive to the Parish's need for employee retention and workforce stability. Our retention approach includes a competitive compensation plan with realistic pay rates, incentives, and health insurance coverage. This approach directly benefits our mission-oriented clients, such as Sandia, because we are able to recruit and retain the most qualified personnel. We provide our temporary employees with the incentives and fringe benefits required to successfully perform. Our retention plan includes focusing on contractors who will be on boarded to Dataman as well as new employees recruiting by Dataman to work at the Parish.

FRINGE BENEFITS

Employee Referral Program	Dataman prides itself on attracting the best and brightest talent. We understand that great talent attracts great talent. Therefore, we have built a strong employee referral program which generates a strong pool of trusted candidates.
Understanding of the Public Sector	At Dataman, we believe that the best way to retain employees is to understand our customers work environment from both a technical and personality standpoint and recruit candidates who fit with our customers. Our public sector experience will allow us to **meet this expectation from day one**.
Open Information Channels	Dataman's "open door" policy is a management tool used to ensure appropriate information sharing with employees up and down the chain. Our CEO is always available to our temporary employees and our account managers stay in constant touch to build lasting relationships with our temporary employees. This open-door policy is in place for both Dataman employees and Sandia representatives.
Employee Engagement Program	We conduct a quality call on a regular basis with every employee on assignment. Along with our phone contact, Dataman meets in person with employee on a regular basis. The goal of this policy is to learn how to best support each employee and to recognize positive outcomes.
Professional Career Growth	Dataman firmly believes in promoting growth from within. We encourage career development through educational/training opportunities for employees to enhance their skills and move up the career ladder. This includes access to our Microsoft Partnership for our employees.
Other Benefits and Discounts	In addition to Affordable Care Act (ACA) compliant medical benefits, Dataman offers further benefits that includes a 401k savings plan with employer match.

➢ *Competitive Compensation and Enrichment Benefits*

Dataman offers better than market compensation and benefits due to its low over-head model. Our benefits include:

- Salary supported by market research
- Holidays as observed at client location (or minimum 6 holidays)
- 2 weeks of paid vacation
- 401K plan with company contribution
- Health and Dental insurance reimbursement
- Referral and on-the-spot bonus
- Performance Bonus and Profit Sharing
- Continuous Training
- Career Growth

➢ *Employee Benefits*

- Health Insurance
- Dental Insurance
- Vision Insurance
- Voluntary Life Coverage
- Flexible Spending Accounts (FSA's)
- AFLAC
- Contribution to 401K

B.ix.10. Replacement of Resource

Less than 5% of Dataman consultants fail to meet expectations and need to be replaced. Although this is rare, Dataman has in place processes to make this scenario as painless as possible to the Parish. After we complete the recruitment, selection, and screening process, we continuously strive to

motivate and retain our employees. In case, if you ask for replacement of consultant due to his/ her inability to perform the tasks set out by you, we have a well-defined process to handle these situations. As soon as a complaint is received by the Sr. Account Manager, we would work to understand the specific behaviour / issues of concern. In talking through expectations with the Sr. Account manager, we determine if there is a chance to work with the contractor or if an immediate change is required. We have a strong database of potential candidates matching Parish' requirement at any one time. If a change was required, we would immediately implement that to the best of our ability. If the hiring manager sees value in attempting to improve the performance of the employee, then we would meet with and review a performance improvement plan (Human Resource document of our own), which would be signed by the contractor ensuring their understanding. Monitoring with agreed upon timeframes would then ensue. If the performance improvement is not recognized, we would then suggest a replacement. The Dataman Sr. Account Manager will meet with the new replaced consultant, complete the orientation, and deliver that individual to the client site for their first day of work. Dataman keeps a bench of potential replacements ready at all times for our customers.

Terminating employees is one of the most unpleasant aspect for Dataman. But if terminating resource is necessary, then Dataman performs it in the most ethical, and professional manner possible. Following are the steps taken while terminating a resource from its assignment:

- Dataman Account Manager confirms the end date with the Customer. If a replacement is requested, the backfilling process is initiated immediately.
- Dataman contacts the consultant to initiate the off-boarding process and reiterate our confidentiality policy. We also share the cause of the termination with the consultant and thank them for being a part of our organization
- Dataman initiates the knowledge transfer process to minimize the termination impact.
- The consultant prior to leaving the customer has to fulfil exit criteria and return the entire customers property before leaving the customers premises. In addition, consultant must report to the Dataman Account manager and fulfil all the formalities.
- Dataman verifies with customer Account Manager that all equipment has been returned.
- Dataman Account Manager collects badge from the consultant on the last working day.
- Dataman Account Manager deliver the badge to a customer representative.

B.ix.11. Invoicing and Timekeeping

Dataman has over 23 years of experience in this area working with government organizations. We have put into place timekeeping and invoicing procedures that are tailored to the public sector. Dataman has accounting system that allows different invoicing format/layout/content for each client. We will tailor our invoice to meet the preferences of the Parish. Our invoices are sent monthly and include employee timesheets. Timing of invoices can be adjusted to fit the Parish's preferences.

Timesheet included with the invoice will include at minimum the following:

- Name of the Procuring Agency;
- Name of the temporarily assigned individual;
- Dates worked;
- Beginning and ending time;
- Number of regular hours worked each day; and
- If applicable, number of overtime hours worked each day
- Signature of employee
- Approval of timesheets by the Parish manager

Dataman will process all the time sheets and provide the Parish with accurate invoices on regular basis. To ensure that we comply with the Parish's invoicing requirements, Dataman will work with the Parish's representative to modify our process. Our technical and program manager will be responsible to modify invoicing process within 24 hours, whenever required during the term of the contract. Dataman offers both, manual and electronic billing system and can produce the invoices as per the convenience of the client. Additionally, we also believe that electronic billing system reduces paper use and is more accurate as it minimizes billing adjustments.

Procedures and Control

Dataman prioritizes billing accuracy and follows strict policies and procedures with regards to the billing and adjustments. At the end of every week, employees submit their time sheets to the project manager, further to which the time sheet is forwarded to the Dataman's payroll team for approval. Once approved by the payroll team, the time billed is entered in the electronic billing system. The time sheet of all the employees is then extracted by the Dataman headquarters where an audit is conducted before processing the invoice to the client.

Electronic Time Keeping

In order to simplify and improve time management process, we also offer electronic time keeping. The electronic time keeping eliminates manual entering of time and hassle of managing timesheets on individual basis. This is a secured system and can be accessed through web. To log into this system, associates' credentials are required. Moreover, project manager and supervisors are given additional rights to view and edit the hours of the associates, in accordance to the project needs and audit checks.

C. Innovative Concepts

C.i. Dataman Recruiting Tools - Oorwin AI driven platform

Oorwin is the new age Intelligent AI driven integrated platform focused on helping Services companies to improve their recruiter productivity, candidate experience, streamline HR business processes and increase sales performance. Few key features of Oorwin are:

- **Bring resumes from multiple sources in Hire with one-click:** Oorwin eliminates the frustrating job of manually downloading and uploading profiles by a one-click, bulk upload facility.
- **Create accurate candidate profiles instantly:** Enterprise-grade tools and plugins to parse any resume format from Outlook, Gmail, Chrome, Inbox. Automatic profile generation and quick candidate rediscovery with version control, making sourcing process a breeze.
- **Match candidates and jobs logically:** Intelligent candidate ranking algorithm to choose and submit high-quality candidates quickly for a job order. Natural advanced search and automatic tagging to find best matches.
- **Find best-fit candidates accurately:** Oorwin's intelligent candidate ranking algorithm help recruiters discover ideal profile recommendation from entire resume database in few blinks and clicks.
- **Set up an interview in less than two minutes:** Integrated interview management tools linked with job orders or applicants to schedule interview fast.
- **Engage candidates and clients together:** Engage clients by tracking communication, receive automated feedbacks, and set reminders. Avoid analysis paralysis at the last minute. Manage interview status and make data-driven decisions to meet number.

C.ii. Emerging Technology

➢ ***Cloud Services***

Dataman provides consultancy services to its customers on Cloud Services, choosing right deployment models and right service model basis on customer needs and future requirements. Beside this Dataman has a team of programmers writing APIs for different cloud-based applications.

Cloud Deployment Models:

Dataman supports the following cloud deployment models.

- **Public Clouds:** A public cloud is a publicly accessible cloud environment owned by a third-party cloud provider.
- **Community Clouds:** A community cloud is similar to a public cloud except that its access is limited to a specific community of cloud consumers.
- **Private Clouds:** A private cloud is owned by a single organization. Private clouds enable an organization to use cloud computing technology as a means of centralizing access to IT resources by different parts, locations, or departments of the organization.
- **Hybrid Clouds:** A hybrid cloud is a cloud environment comprised of two or more different cloud deployment models. For example, a cloud consumer may choose to deploy cloud services processing sensitive data to a private cloud and other, less sensitive cloud services to a public cloud.

Cloud Service Models:

Dataman supports the following cloud delivery models:

- **Infrastructure-as-a-Service (IaaS):** The IaaS delivery model represents a self-contained IT environment comprised of infrastructure-centric IT resources that can be accessed and managed via cloud service-based interfaces and tools.
- **Platform-as-a-Service (PaaS):** The PaaS delivery model represents a pre-defined "ready-to-use" environment typically comprised of already deployed and configured IT resources.
- **Software-as-a-Service (SaaS):** A software program positioned as a shared cloud service and made available as a "product" or generic utility represents the typical profile of a SaaS offering.

➢ *Internet of Things*

Dataman has always been instrumental in leveraging new technologies and adopting them first in the industry. We are providing end to end technology development and support for IoT projects.

➢ *Blockchain*

Dataman offers premium blockchain consulting services, with both regional and global representation for clients. Dataman consultants have experience that spans across a wide range in the blockchain industry. Our government and enterprise teams have worked alongside Fortune 100 enterprises and global governments to accelerate blockchain adoption and transformations within the enterprise or country and we have built blockchain products with various architectures including POC's to production applications.

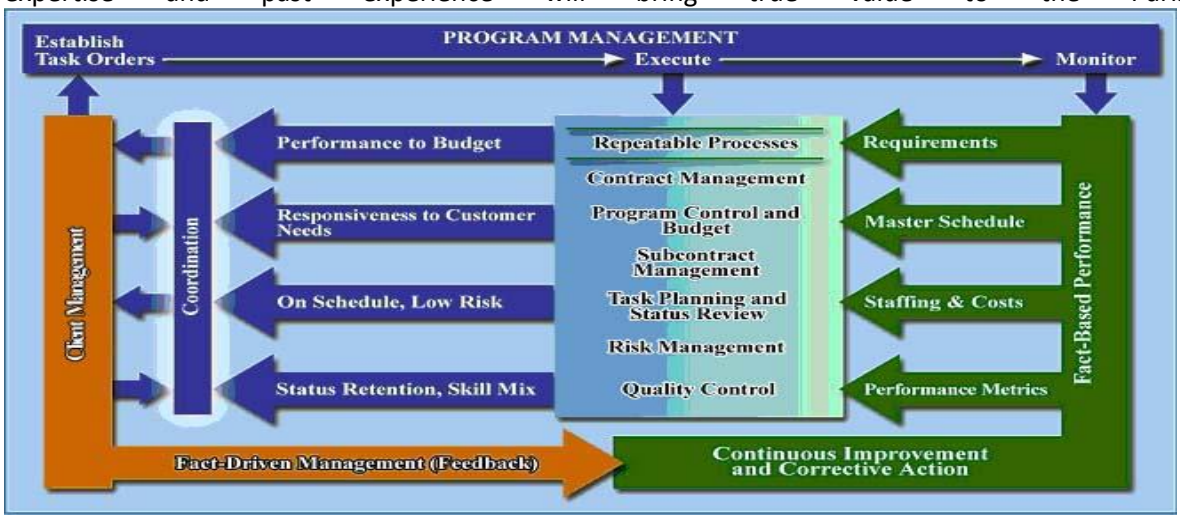
D. Project Schedule

D.i. Work Order (Task Order) Management Approach, Meeting and Tracking Performance

DatamanUSA will manage the contract and any work orders as the single point of contact for the Parish. Using DatamanUSA's ***Client Advocacy Model*** for service delivery, we will objectively balance each work order scope, schedule, goals and budget to determine the right blend of consultants to best support each individual Work Order. This may include balancing local resources to minimize travel cost with the ability to bring in national expertise when required.

Strong Understanding of the Parish's Technical and Business needs: Having a true understanding of the Parish's business and procurement practices and technical needs will be crucial in Dataman being a true partner in meeting the Parish's goals.

Continuity combined with new expertise: Dataman offers the Parish a unique capability of continuity in key consultants combined with new and more specialized expertise with the addition of few new partners. Dataman was created with the mutual understanding of an alliance where each company's expertise and past experience will bring true value to the Parish.



Work Order (Task Order) Management Approach, Meeting and Tracking Performance

DatamanUSA will apply our proven integrated Task Order (aka work order) Management approach to manage each of the Parish's work order and drive task planning, staffing, organizing, directing, conducting, producing, monitoring and reporting for each task order, in order to ensure on-time and on-budget completion of all task orders' deliverables, while maintaining superior quality of the deliverables. This approach is flexible and can be tailored to the needs of each individual task and easily accommodates both standard as well as short notice tasks requirements. Figure above illustrates our Task Order Management Approach

D.ii. Project Methodology

DatamanUSA uses a proven 5 stage project methodology that is based on the Oracle Unified Method (OUM) and incorporates leading practices from PMBOK, SDLC and Agile Methodology. Our methodology also incorporates what we have learned through our extensive experience implementing applications in a wide range of environments. This proven methodology facilitates a quick startup, effective implementation process, and lays the foundations for on-time and on-budget project completion.

DatamanUSA's core project methodology is meant to be flexible and can be modified depending on the scope and complexity of each work order. Our methodology covers all aspects of any project including strategies, assessments, upgrades, implementations, enterprise integrations, conversions, SaaS and Cloud implementations as well as managed services. The core elements of our methodology include:

• Project Management	• Testing

• Enterprise IT Strategy, Architecture, and Governance	• Performance Management
• Business Requirements Collection and Analysis	• Data Acquisition and Conversion
• Mapping and Configuration	• Documentation
• Design	• Organizational Change Management
• Implementation	• Training
• Technical Architecture	• Transition
• Operations and Support	

DatamanUSA's five-stage, deliverable-based methodology is structured in accordance with project management best practices. Each implementation tasks rolls up to a summary task or work package and each series of work packages forms a deliverable. This disciplined approach is translated easily into a well-organized project schedule and work breakdown structure. The Parish's project team, stakeholders and sponsors are given clear visibility to seamlessly monitor and control the effectiveness and progress of the project team.

While the approach is a waterfall approach with a significant number of deliverables, it can be modified to fit the needs of our clients. Based on the scope of work identified by the Parish and the desire to take a more Agile approach, the Initiation & Discovery and Planning & Analysis phases are best performed holistically, and then each development effort (and subsequent stages) can be treated as mini-projects that will run concurrently. As each effort is completed and approved by the Parish's, it will be migrated to Production. The following diagram provides an overview of the Dataman's project methodology by project stage.

➢ Stage I – Initiation and Discovery

In this stage, project leadership establishes the foundation for project success by ensuring the project objectives and success criteria are clearly defined, and expectations are properly set with key stakeholders and sponsors alike. During Initiation, Team Dataman establishes the preliminary project plan and defines the processes, procedures, and tools for planning, monitoring, and controlling the project. This will provide the definition and stability required to achieve project goals and lays the foundations for Stage II - Planning and Analysis.

➢ Stage II – Planning and Analysis

The Planning and Analysis stage begins with a comprehensive review of College's requirements. Using the Statement of Work as the starting point, the project team analyzes all identified functional, development, and system administration requirements and further elaborates on those requirements by updating the requirements matrix and producing a series of requirements deliverables. Following completion of the requirements analysis, the project team will conduct a Fit/Gap Analysis and produce a deliverable identifying all of the known gaps between the College's business requirements and the new or enhanced system. The project team will then produce a Gap Resolution deliverable which records Parish's decision on how to address each Gap (e.g. business process workaround, policy change, customization, etc.). At the conclusion of the Gap Resolution Deliverable, the project team can define the final scope of the project, which is captured in the Project Scope Deliverable. The project scope then drives the schedule, enabling project management to produce the Detail Project Plan deliverable. In addition, the organizational readiness team continues to prepare for change by defining communication, training, and change management strategies.

- Stage III – Design and Development

The immediate focus of the project team during Stage III – Design and Development is to facilitate system design work sessions in order to establish a preliminary design including application configuration, development specifications, and system administration configuration.
The functional team members configure the Oracle applications by loading table values in accordance with the application configuration design. The development team codes and executes data conversion, interface, customization, and report programs in accordance with the corresponding specifications. The system administration team members complete the portal, security, and workflow configuration also to specification.
To complete the Stage III tasks, the project team conducts unit testing of the application configuration, development, and system administration. Successful unit testing marks the completion of Stage II – Design and Development and serves as entrance criteria for the integration testing cycles which are conducted in the next stage of the project.
While the project team is focused on completing the successful design, development, and unit testing of the application configuration, development, and system administration items, the project management and infrastructure resources are focused on planning for the testing activities that will follow in Stage IV – Testing and Training.

- Stage IV – Testing and Training

The primary focus of Stage IV – Testing and Training is for the project team to execute an extensive testing program and conduct a comprehensive end user training initiative to ensure both a quality system and prepared user population. The focus of the functional, development, and system administration team members will be to execute the tasks and complete the deliverables identified in the Test Plan deliverable (Stage III). This will include test script development, integration testing, performance testing, and user acceptance testing. Project team members will collaborate on conducting the testing, reporting defects, and implementing fixes to ensure quality.
Upon completion of the updates, all design documentation and specifications are updated to include the latest design decisions, configuration, and program code in preparation for the transition of the system from the project team to the operations team following Stage V – Deployment.

- Stage V – Deployment

The final stage of the project is Stage V – Deployment. Here, the application is moved from the test environment to the production environment and system support transitions from the project team to Parish's operations team. Prior to the start of Stage V, the project team will have clearly defined the steps necessary to achieve these objectives. In Stage IV – Testing and Training, both the Deployment Plan and Operations and Maintenance Plan deliverables are developed and distributed to the project team and the Parish's operations team. The deliverables in Stage V – Deployment are simply the tasks associated with executing these plans. The Execute Deployment Plan deliverable ensures the successful migration from the Test to Production environment. The completion of the Production Support deliverable marks the completed transition of support from the project team to the Parish's operations team.

D.iii. Quality Management Plan

- **Testing & Quality Management Cycle**

Dataman Quality Management plan encompasses control processes that are in place to provide upfront quality in each deliverable, work product, and sub-deliverable. The Objectives also encompass assurance processes that are in place for continually improving the quality of future work. The quality objectives defined in the Plan and utilized throughout the project lifecycle by both the Parish and Team Dataman can be summarized in two categories that combine to form the Quality Management Cycle: Quality Control and Quality Assurance. A summary of each objective follows here.

- **Quality Control**

The objective of Quality Control is to produce outcomes that best meet the needs of the Parish by controlling the work that creates the outcome. Quality Control consists of processes to monitor and

track the quality of deliverables, work products, and other key outcomes of the project. Project Quality Control activities occur continually throughout the project lifecycle. While the management team for the Parish and Team Dataman defines, monitors, and helps guide Quality Control activities, the initiation and completion of the activities themselves are the responsibility of all team members.

- **Quality Assurance**

The objective of Quality Assurance is to improve the quality of future project outcomes by evaluating and analyzing completed project outcomes. Quality Assurance consists of the evaluation of processes to enable continual improvement of project outcomes. Planned project Quality Assurance activities occur after completion of each of the Initiation, Design, Development, and Validate phases of the project lifecycle. Additional Quality Assurance activities occur as necessary based on input and requests from project management or executive leadership.

As part of the work order ("WO") process, Dataman would expect to build out a more comprehensive plan that provides quality management while allowing the support efforts to remain efficient and effective. This plan would be built by the Quality Assurance Manager presented in our response with oversight from our Service Delivery Manager and Engagement Manager. As part of the Requirement gathering phase, a Requirement Traceability Matrix will be created and agreed upon, which will be used as the baseline for all requirements to be met and delivered during the project.

E. Financial Profile

Dataman is a financially stable and debt free company. Dataman has delivered over $100 million of IT Staff Augmentation Services, IT Professional Services, Managed Service Support, Technical Support, and Custom Software Development Solution.

Dataman Cumulative Public Sector Revenue Distribution (Total - $100+ Million)			
Regional Transport District, Denver	$10M	Denver International Airport	$2.5M
Northrop Grumman	$4.5M	State of Washington	$5M
State of Colorado	$12M+	State of New Jersey	$454K
Federal Agencies (Nationwide)	$4M	State of Vermont	$2M
State of South Carolina	$2M	State of Texas	$5M
State of Utah	$1M	Sprint / Nextel	$800K
State of New Mexico	$3M	**State of Louisiana**	**$3.5M**
State of North Carolina	$3M	Commonwealth of Massachusetts	$1.8M
Commonwealth of Pennsylvania	$420K	Other Clients	$35M+

Please find attached our Financial Statements at the end of this proposal.

Dun & Bradstreet (D&B) SQR and Past Performance Reports

dun & bradstreet

Supplier Qualifier Report

Print this Report

Copyright 2019 Dun & Bradstreet - Provided under contract for the exclusive use of subscriber 263159923

ATTN: **Name1**

Report Printed: APR 29 2019
In Date

BUSINESS INFORMATION

DATAMANUSA,LLC
6890 S Tucson Way Ste 100
Centennial, CO 80112

Rating Change

This is a **single** location.

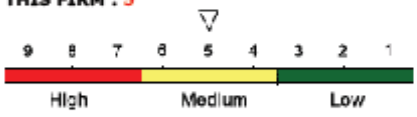
Telephone:	720 248-3100
Manager:	NIDHI SAXENA, PRES
Year started:	2000
Employs:	45

All amounts are displayed in local currency.

Net worth F:	1,954,478
Gross revenue F:	5,364,138
History:	CLEAR

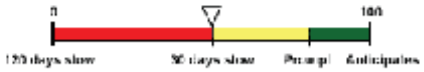
D-U-N-S® Number:	84-148-3857
D&B Rating:	**1R3** Formerly 3A2
Number of employees:	1R is **10 or more** employees.
Composite credit appraisal:	3 is **fair.**
D&B Supplier Risk:	**5**

SUPPLIER EVALUATION RISK (SER) RATING FOR THIS FIRM : 5



D&B PAYDEX®

D&B PAYDEX: 50
When weighted by dollar amount, payments to suppliers average 30 days beyond terms.



Based on up to 24 months of trade.

SUMMARY ANALYSIS

D&B Rating: **1R3**
Number of employees: 1R indicates **10 or more** employees.
Composite credit appraisal: 3 is **fair.**

The Rating was changed on October 15, 2018 because the company has not submitted a current financial statement. The 1R and 2R ratings categories reflect company size based on the total number of employees for the business. They are assigned to business files that do not contain a current financial statement. In 1R and 2R Ratings, the 2, 3, or 4

Open Ratings

Past Performance Evaluation

1. COMPANY OVERVIEW

Primary Name :	DatamanUSA,LLC
Alternate Name :	(none)
D-U-N-S® :	84-148-3857
Address :	6890 S Tucson Way Ste 100 Centennial,CO 80112
Telephone Number :	+1 (720) 248-3100

Past Performance Evaluation	
Report Date :	04-26-2019
Order Number	4397411

Company Information	
Year Started:	2000
Year of Current Control:	2000
Annual Sales:	
Total Employees:	45
SIC/Line of Business:	7379/Computer related services, nec

2. SUPPLIER PERFORMANCE RATINGS

The supplier's overall performance rating is an assessment of predicted performance. Ratings are on a scale from 0 to 100, where 100 represents the highest level of customer satisfaction. The SIC-level benchmark indicates how the supplier's overall performance rating ranks in comparison against peers.

Overall Performance Rating	95		Bottom	Top
Overall, how satisfied do you feel about the performance of this company during this transaction?			SIC:	7379/Computer related services, nec

SIC/Quintile

Detailed Performance Ratings

		0 25 50 75 100
RELIABILITY:		
How reliably do you think this company follows through on its commitments?	96	
COST:		
How closely did your final total costs correspond to your expectations at the beginning of the transaction?	95	
ORDER ACCURACY:		
How well do you think the product/service delivered matched your order specifications and quantity?	96	
DELIVERY/TIMELINESS:		
How satisfied do you feel about the timeliness of the product/service delivery?	94	
QUALITY:		
How satisfied do you feel about the quality of the product/service provided by this company?	97	
BUSINESS RELATIONS:		
How easy do you think this company is to do business with?	95	
PERSONNEL:		
How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	96	
CUSTOMER SUPPORT:		
How satisfied do you feel about the customer support you received from this company?	96	
RESPONSIVENESS:		
How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	95	

© Dun & Bradstreet, Inc.

F. Transition Plan

F.i. Dataman proven approach for a seamless transition

Dataman has completed numerous successful transitions similar in size and scope of Parish and involving Service Contract Act (SCA) employees. Our success is grounded in the principle that we are Hiring Made Human; therefore, we value taking the time to understand and retain incumbent contractors. Upon contract award Team Dataman's transition team, led by the Transition Manager (TM), will spend dedicated time with each incumbent contractor to present Team philosophy, assets, and merits.

Key Principles Of Transition Plan
• managing the transition as a discrete project, • early coordination and involvement of all parties, • no disruption of ongoing activities, and smooth transition of incumbent staff, • we focus on ensuring the continuity of operations and the retention of incumbent employees, • we maintain safe and compliant operations (at offices and sites) and protection of the workers, the public, and the environment.

The transition period is expected to **last 45 days** from the award of the contract with a buffer period of 15 days. During the transition period, the TM role is considered a key-personnel role in the contract. Following the transition period, the TM will take the responsibility and provide oversight to the contract.

As with all transitions, Dataman understands that the incumbent contractors have an obligation to disclose necessary, non-personal records and to allow the new contractor to conduct on-site interviews as required. Dataman recognizes the crucial aspect of retention of current personnel to maintain continuity of work performed. With Parish approval, Dataman plans to retain existing personnel on tasks with little to no disruption in service. On similar transitions, Dataman's retention rate is 98 percent of incumbent employees. Iterations of the below plan were implemented on current large-scale, long-term contract.

Upon contract award notification, Dataman will initiate the following steps to ensure a high rate of incumbent retention:

- **Step 1:** Dataman will immediately contact the COTR Contract to schedule a meeting to discuss transition steps, timing, goals, plans, and issues.
- **Step 2:** Dataman will contact incumbent Supervisors and schedule meetings to introduce the Team, to gather information about the current workplace atmosphere and to discuss operational procedure, philosophy expectations and code of ethics.
- **Step 3:** Finally, members of Dataman's headquarters staff will contact all incumbent employees to initiate the electronic on-boarding process using Web Recruiter. All paperwork is completed using e-signature and uploaded into our Office Automated database. A customized welcome letter is distributed to each employee by the Government Solutions team detailing information about payroll benefits, anniversary dates, PTO, etc.

Dataman offers a secure, custom website for our government clients that provides Dataman standard online application, customized employee handbook, and required agreements, as well as I-9 and E-Verify documents. All documents can be filled out and submitted online.

In addition, the website contains detailed benefit information, access and information on web timecards and direct deposit authorization forms, all specific to the client. Contractors can also access additional forms throughout their assignment such as travel authorizations, per diems, etc. This website can be customized to meet the requirements and needs of Sandia as needed.

This process is anticipated to take approximately **45 working days** from contract award with a buffer period of 15 days. Team Dataman understands that transitions move smoothly into contract performance periods when program management, human resources, and contract oversight personnel are visible and openly communicate with onsite employees. Individual employee meetings will be scheduled at the employee place of performance so as not to disrupt workflow.

F.ii. Schedule for Transition Plan

Dataman proposes the following transition plan to ensure an effective change in administrative contract management. The transition period, as outlined below, is designed to take as little as four (4) weeks. Each key event has a designated time period for completion. For purposes of this proposal, the transition plan is assumed to start upon contract award.

DAY 1 – Contract Award: While planning is taking place prior to this date, award of contract is the trigger event that will set in motion the formal transition plan that the Team has identified as necessary for a smooth transition of contractor employees. The date of an official notification of the award of this contract will be considered as "Day 1" on the Master Plan Schedule.

DAY 2 - Management Conference: Dataman's executive staff and the TM will request a prompt conference with the client Contracting Representative. The purpose of this meeting will be to:

- Introduce Team members and their respective roles in the transition;
- Review Team Dataman's transition plan activities with client representatives and adjust those plans to any new circumstances including agreement on timeline and executables;
- Coordinate the transfer of contract employee data to Team Dataman, including names, contact information, position title, initial assignment start date at client site, group assigned to and current straight time hourly rate.
- Agree upon contact methodology to contract employees (letter, emails, et al). Gain approval from client on letter/email content (letter provided by Team Dataman for review).

DAY 3 - 13 - Send Communication to Contract Personnel to be transitioned: Communication letters will be sent to all identified contract employees to be transitioned, at all sites, with information including: meeting schedules, meeting places, and an overview of Dataman's organization. A Team contact list will be provided to each contractor so they are able to reach out directly if they require additional information or would like to set up a one-on-one meeting. The letter, which will be sent both physically and electronically, will request an RSVP for one of the scheduled meetings. Team Dataman will follow-up with contractors that have not indicated their attendance two days before scheduled meeting dates.

DAY 5 – 15 Orientation Sessions for Employees: Team Dataman will hold Orientation Sessions for the entire staff. To accommodate the various work shifts, the Team will arrange for a block of individual meeting times throughout the week (day and evening). Group sessions will be offered in the evening to minimize disruption of contract operations. It is expected that the group meeting will not last more than one hour with enough time for employee sign-up thereafter.

Meetings will begin with a welcoming address by the TM including contract overview, introduction of Team members, and timelines for transition. This is followed by a discussion on benefits, employee hiring processes, and benefit enrolment procedures. After the briefing, Dataman's staff will be available to assist contractors with their on-boarding paperwork and benefit enrolment forms. Outside benefit consultants can be on hand to answer questions and assist employees with issues ranging from health insurance programs to 401(k) plan options. Employees who wish to have one-on-one sessions may sign up for available slots later in the week or may be assisted at the time of the meeting.

DAY 10 – 45 Continue Sign-Up Process: Follow-up calls will be conducted throughout the next two weeks to ensure total capture of incumbent personnel. The team members' companies will input new employees into their respective databases to prepare for live payroll and benefits administration.

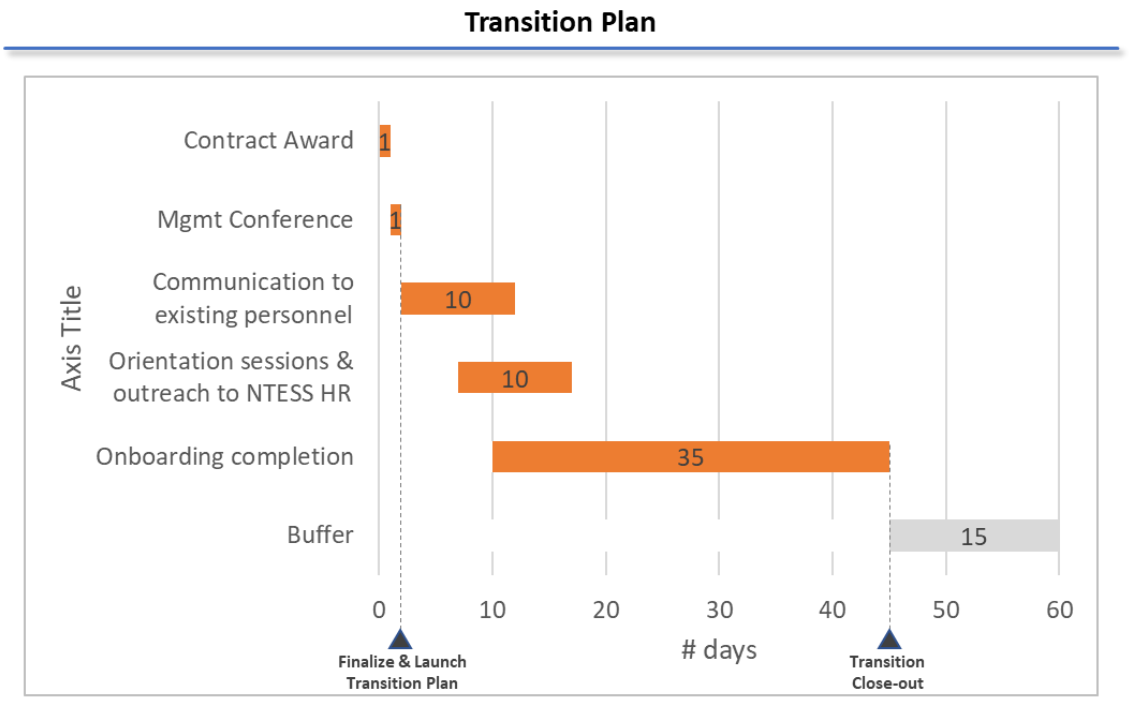


Figure: Transition Timeline for Parish.

F.iii. Transition Schedule

The following schedule summarizes significant transition tasks and associated timeframes for accomplishing all tasks.

WBS Activity	Timeline (maximum 30 - Day Transition)			
	Day 1 - 7	Day 8 - 14	Day 15 - 21	Day 22 - 30
Transition Management				
Notification of Award	X			
Launch AJJV Transition Web Site	X			
Submit Transition & Communications Plan	X			
Deploy Transition Team	X			
Kick Off Meeting	X			
Transition Status Briefing / Report	X	X	X	X
Readiness Briefing / Report including Staffing Proposal				X
Hire Employees				
Hold Job Fair / Collect Resumes	X			
Conduct Interviews	X	X		
Generate and Distribute Offer Letters	X	X		
Pre-employment Screening		X	X	
Hire Employees			X	X
New Hire Orientation				X
Safeguards & Security / Badging				X
Submit EEO/AA Plan				X
Health & Safety				
Obtain Training Requirements and Training Records from N3B	X			
Develop Training Matrix to Upload into		X	X	X

WBS Activity	Timeline (maximum 30 - Day Transition)			
	Day 1 - 7	Day 8 - 14	Day 15 - 21	Day 22 - 30
N3B's Training System				
All Hands Safety Briefing				X
Integrate Systems				
Time & Expense Integration	X	X	X	
Standardization of Invoices & Reports			X	X
Map Job Family and Grade Designation to Exhibit D-1			X	X
Recruit & Fill Unstaffed Positions				
Meet with N3B Programs to Identify Unstaffed Positions		X	X	
Internal Recruiting throughout AJJV Members		X	X	
External Recruiting		X	X	
Candidate Vetting with N3B Programs			X	X
Amend Staffing Proposal				X
Hire Employee				X

Table 1. Transition Work Breakdown and Schedule

F.iv. Recruitment and Talent Capture

F.iv.1. Proposed usage of prime and subcontractors

Dataman's approach to re-badging and choice of vendor will primarily be driven by a focus on ensuring best value to Parish and the affected employee. Furthermore, our Acceleration VMS enables to allow affected employees to continue working with existing employers/vendors, as it allows us to seamlessly integrate existing payrolling arrangements, as necessary. Having an option to retain existing vendors can potentially result in lower costs and lower risk during a transition.

F.iv.2. Staffing levels during transition

As a best practice recommendation, Dataman would recommend consolidating the roles of Operations Manager and Transition Manager – in our experience, having one point-person overseeing both the transition and ongoing operations results in greater business continuity. Our key personnel – i.e., GM, OM/TM, HRR, ARR, and FSO would be supported by additional team members to ensure a timely and smooth transition.

G. Key Personnel Resumes

Nidhi Saxena
CEO & President

- Nidhi, a certified PMP (Project management Professional) and certified Masters in Oracle Applications is a bachelor's in electrical engineering with more than 25 years of experience in IT industry. She started her career as a programmer analyst and was working as Senior Systems Analyst, when decided to start her own venture in 2000.
- Nidhi originally founded DatamanUSA, LLC as a single person software solution provider. Today with her perseverance, persistence and patience, DatamanUSA, LLC has grown multiple folds and has made a presence in the software industry.
- Nidhi is an expert in public sector contracting and reporting. Her background includes playing the role of liaison between IT Department, Purchasing Department, Business Units, Technical Resources and Subcontractors.
- Nidhi has supported DatamanUSA programs with clients that include; Bureau of Land Management (BLM), US Dept. of Interior, USDA Forest Services, National Guard, US Air Force, Northrup Grumman, Colorado Governor's Office of Information Technology, Massachusetts Department of Transportation, Denver International Airport and more.
- Nidhi had been involved in lot of charitable acts, be it financially or time wise. Good education for all kids is the cause which is very close to her heart.

Highlights

- Nidhi, a certified PMP, has over 20 years of IT experience; a skilled web and client server programmer; Oracle Application analyst and programmer; an experienced database architect, QA Consultant and an effective Project Manager. She has managed projects using ISO-9001 procedures.
- Nidhi is a senior Oracle Professional with strong experience in most of modules of the Oracle Application, Oracle Developer, Oracle Designer and Database Administration. She has completed numerous classroom-training courses at Oracle University and has been awarded Masters in Oracle Application by Oracle University.
- Nidhi's skills span the full software development life cycle including requirements analysis, request for proposal, system analysis, design, QA, testing, client/server architecture, database architecture, database administration, website development, resource management, project management, implementation and production support.
- Her broad-based industry experience includes direct broadcast satellite television, manufacturing and telecommunication and automobiles and health industries. She has extensive experience in Commissions, Account Payable, Account Receivable, Purchasing System, MRP, HRM, Customer Care & Billings and web based CRM solutions.

Affiliations

- Nidhi is on board of CU Denver School of Business.
- Nidhi served on the board of STEM, chartered school in Highlands Ranch.
- Nidhi served on the board of The Indus Entrepreneurs, Rocky Mountain Chapter.
- Nidhi served on Board of Aeolion Institute, a non-profit institute for Music and Dance.

- Nidhi Served on Board of National Association of Women Business Owners as Director of Marketing and Communications.

Karina Sadh
Account Manager (MST & PST Region)

Background:
Karina oversees account management for PST region. She has extensive experience in managing public sector accounts. She is also responsible for facilitating new deals with clients from PST region. She ensures timely and successful delivery of our solutions according to customer needs and objectives.

Professional Experience:

DatamanUSA LLC Mar. 2017 to present
Account Manager (PST Region)
Responsibilities:

- Strong Temporary Staffing Experience
- Answer client queries and identify new business opportunities among existing customers.
- Serve as the interface between the customer service and the sales team in a company.
- Developing strong relationships with customers, connecting with key business executives and stakeholders and preparing sales reports.
- Operates as the point of contact for assigned customers.
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives.
- Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders.
- Responsible for working with the Sales team to onboard and integrate new clients and developing existing client relationship
- Distribute requirements to team recruiters and submit qualified consultants on Client portal.
- Fetching requirements from the portals and making Job Description mention rates and distribute to recruiters
- Responsible for scheduling interview and communicating consultants after selecting for project.
- Lead 06 recruiter's team and archive targets monthly, Quarterly, Half-Yearly and Yearly.
- Possess knowledge of recruiting processes including sourcing, interviewing, reference checking, tracking, salary negotiations, and closing.
- Experienced with various Vendor Management Systems such as Beeline, PeopleFluent, Covendis and IQ Navigator etc.

DatamanUSA LLC Aug. 2017 to Apr. 2019
Business Development Associate
Responsibilities:

- Conducting market research and identifying potential clients.
- Cultivating strong relationships with new clients, while maintaining existing client relationships.
- Collating and maintaining client information in the CRM database.
- Developing and implementing sales strategies, client service and retention plans, and analysing sales data to inform or update marketing strategies.
- Assist with drafting business plans, sales pitches, presentations, reference material, and other documents as required.
- Ability to manage multiple projects concurrently and meet deadlines.
- Demonstrate strong interpersonal skills with the ability to engage effectively with various levels of management, staff, and clients.

Khushboo Mehrotra
Compliance/ Legal Director

Background

Khushboo oversees compliance for Dataman and has a strong background working with large consultancies. Khushboo has a background in financial analysis and legal. Khushboo's expertise includes advising clients on risk and prevention and providing expert opinion on the quantum of losses in context of breach of contracts, business valuation disputes is her forte.

Current Role

Compliance/Legal Director – DatamanUSA, LLC

Previous Experience

- Assistant Manager – Forensic International - Deloitte Global Financial Advisory
- Senior Analyst – Restructuring Services - Deloitte Financial Advisory Pty Limited - Sydney, Australia
- Analyst – Quality and Risk Management – Deloitte Corporate Finance Limited - Dubai
- Assistant Manager– Insolvency Support Services – Deloitte UK
- Thomson Reuters – Litigation Solutions, Document Review

Awards/ Achievements

- Received the Outstanding Contribution Award 2015, for the Quarter from Deloitte in respect of top quality work and building relationship with the member firms.
- Received an Outstanding Performer award 2016 for Contract management project done with the QRM team, Dubai
- Awarded Green Dot Innovative Thinker in 2017 for an outstanding work in setting up Insolvency Support team

H. Actual Resumes of the Candidates Proposed to Parish

A.

Please refer to the actual resumes attached at the end of the proposal

I. Signature Page

B.

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: DatamanUSA LLC

Address: 6890 S. Tucson Way, Suite 100 , Centennial, CO 80112-3919

Phone Number: 720 201 5617 Fax Number 720-248-3200

Type Name of Person Authorized to Sign: Nidhi Saxena

Title of Person Authorized to Sign: CEO & President

Signature of Person Authorized to Sign:

Email Address of Person Authorized to Sign: contact@datamanusa.com

Date: 08/25/2023

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.

J. Affidavit

Request for Proposal

AFFIDAVIT

STATE OF Colorado

PARISH/COUNTY OF Douglas

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

Affiant further said:

Campaign Contribution Disclosures

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

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

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

Affiant further said:

Debt Disclosures

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

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

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

Affiant further said:

Solicitation of Campaign Contribution Disclosures

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

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

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

Affiant further said:

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

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

Affiant further said:

Subcontractor Disclosures

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

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

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

Nidhi Saxena
Signature of Affiant

NIDHI SAXENA
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME
ON THE 9th DAY OF August, 2023.

Shaun Barnes
Notary Public

SHAUN ALEXANDER BARNES
NOTARY PUBLIC
STATE OF COLORADO
NOTARY ID 20234006569
MY COMMISSION EXPIRES 02/17/2027

Shaun Barnes
Printed Name of Notary

20234006569
Notary/Bar Roll Number

My commission expires 02/17/2027.

Robert Whaley
Windows Engineer

MCSE | Linux/Unix Admin Certified | Cisco Network Spec. Certified | Dell Certified

Active Directory | DNS | Office 365 | DHCP | TCP/IP
Citrix | Group Policy | SCCM | AWS | Server | Exchange | Remedy | Ghost | SAN | NAS

Summary:

Windows Engineer with 18+ years of diversified experience in performing analysis and troubleshoot issues in the Citrix, DNS, and DHCP environments.

- Performed moves, adds, changes, deletes on active directory accounts. Wrote PowerShell scripts.
- Used Dell EMC Avamar administrator restores, and configured group policy
- Worked vCenter VMware vRealize Operations, Grafana, and Log Insight to for root cause analysis.
- Worked to recover faulty disks and RAM in vXrail nodes and bring vCenter clusters online
- Used Failover Cluster Manager to assist with Windows SQL server and cluster recoveries
- Configured TCP/IP, WINS, DNS, and DHCP settings and configured wireless network security.
- Setup Microsoft Exchange calendars, created distribution groups, and aided in mailbox restoration.
- Setup and configured a test environment with 2003 and 2008 domain controllers and 2003 Exchange
- Edited group policies and configured vbscripts for AD logons and virtualized applications.
- Increased drive space available for Windows SQL, and web servers. Restarted IIS web instances.
- Performs exchange database maintenance by compacting, consolidating, and removing white space
- Managed and maintained the uptimes of Windows servers 2012 – 2019 Active Directory
- Generated AHS report log files for HP blades and iLO log files for the servers

Education:

- Chattahoochee Technical College (Cartersville, GA) Network Specialist – AAS, CIS Program– Graduated - August 2018 – GPA 3.8 - Honor Society

Certifications:

- MCSE, Linux/Unix Admin Cert, Cisco Network Spec Cert, Dell

Memberships:

- NSLS (National Society of Leadership and Success - Honor Society)
- AITP (Association of Information Technology Professionals)

Technical Skills:

Software: VMware vSphere, vCenter, SCCM, Windows Server 2019, 2016, 2012, Enterprise, Core, Exchange Server, Active Directory, Backup Exec, Azure, Avamar, Impero, AWS, Symantec Endpoint Protection Manager, IIS, Windows 11/10, MS Office 2016-2019, 1010, Office 365, VPN, RAS, Chrome, IE, SMC, NetCool, Heat, Remedy, Ghost, DNS, DHCP, TCP/IP

Hardware: Hubs, Switches, Dell PowerEdge, Blade, EqualLogic, Latitude, ThinkPad, OptiPlex, IBM, HP, desktops, servers, laptops, iPhone, Samsung, Android, IOS, iSCSI, Wireless, Tivoli, Exabyte Tape, SAN, NAS, iSCSI, Bluecoat

Professional Experience:

United Parcel Service Spire Inc., Alpharetta, GA **September 2018 to August 2023**
Windows Engineer III

- Managed and maintained the uptimes of Windows servers 2012 – 2019 Active Directory
- Active Directory environment of over 160,000 users, 60,000 groups, and 230,000 computer objects.

- Used iDRAC, BlueCat, and iLO to remotely administer HP and Dell servers.
- Used Active Directory Users and Computer to create users and groups. Created GPO objects.
- Generated AHS report log files for HP blades and iLO log files for the servers
- Identified repeatable, predictable tasks and used Ansible to assist with scripts to automate jobs
- Pulled logs files, ran traces, and other administrative information to assist with root cause.
- Managed incidents received from other departments and adhered to ITIL process using change controls.
- Used SMC ServiceNow and IBM NetCool to log, manage, and update trouble tickets and incidents.
- Followed proper documentation for resolving incident (tickets) or escalated as needed for remediation.
- Used Dell EMC Avamar administrator restores, and configured group policy
- Created and ran PowerShell scripts in active directory to identify trends and help with automation
- Worked with Symantec Endpoint Protection and vendor to identify trends to prevent problems
- Attended weekly team meeting via Zoom and Microsoft Teams in an Office 365 environment
- Performed restores to servers from cell managers using Micro Focus Data Protector
- Performed analysis and troubleshoot issues in the Citrix, DNS, and DHCP environments.
- Increased drive space available for Windows SQL, and web servers. Restarted IIS web instances.
- Resolve issues in CrowdStrike, Symantec Endpoint Protection, and Check Point Endpoint Security
- Assisted with troubleshooting issues with web pages by restarting web page instances.
- Worked with desktop employees to bring up new preconfigured domain controllers.
- Ansible scripting and automation tool. Assisted in the of upgrade Windows server 2012 and 2016.
- Used Grafana to be able to analyze stored data regarding server behavioral patterns.
- Used Failover Cluster Manager to assist with Windows SQL server and cluster recoveries
- Provide support for Check Point Endpoint Security VPN client software and configurations
- Provided remote support through RDP using Impero Guest and Host client software.
- Created VM snapshots in vCenter for Microsoft dumps to be analyzed to determine root cause.
- Performed data restore from field servers and cell managers using MicroFocus Data Protector.
- Worked vCenter VMware vRealize Operations, Grafana, and Log Insight to for root cause analysis.
- Worked to recover faulty disks and RAM in vXrail nodes and bring vCenter clusters online
- Helped to manage software upgrades, and worked with vendors for support and assistance.
- Created working documents for work flow and problem resolution for the team.
- Documented procedures and processes used to research, assess, troubleshoot, test resolve support issues.
- Worked with vendors to schedule service and repair of servers, blade, chassis peripherals, etc.
- Proactively learned new technologies inside and outside of work hours to add value to the company

Voestalpine, White, GA **May 2017 to March 2019**
Information Technology Dept.

- Managed and administered 2008/2012 Active Directory. Moves adds, changes, deletes of user accounts.
- Managed file and print server. Managed Exchange 2016 mailboxes. Coordinated pricing with vendors.
- Administered and managed corporate cellular account with Verizon. Provided vendor management.
- Assisted C-level in making economical I.T. decisions in regards to upgrades and related projects
- An escalation point for IT issues throughout the facility and report to C level management
- Configured production and lab environment for laptops, workstations, and servers.
- Configured point to point VPN tunnel for remote locations. Configured Group Policies
- The company's ITAM (Information Technology asset manager) and used Remedy to keep track assets.
- Use SCCM server to image IBM laptops, HP desktops, and HP minis with Windows 7 and 10
- Helped to manage software upgrade. Worked with vendors for support and assistance.
- Helped configure Cisco switches, configure DHCP scopes, and setup new users in 2008/2012 AD
- Documented procedures processes used to research, assess, troubleshoot, and resolve support incidents
- Help to manage inventory using Remedy system and Dell Identity Management system.

Mohawk Industries Aliyah Staffing, Calhoun, GA **February 2017 to May 2017**

Logistics – Special Projects

- Worked directly with the Plant Manager to help figure expenses (outgoing and incoming) for shipping
- Monitored and tuned the video capture software that gives provides accountability for outgoing orders
- Created a diagram of network components / internal wiring of computer / forklift video capture system.
- Setup and administered fixed asset management locker system for handheld scanners, tablets.
- Created, diagramed, and labeled a detail schematic of the southern portion of the warehouse.

Self Employed, Atlanta, GA **November 2013 to February 2017**
Network Administrator

- Managed IT services for small companies by managing uptime, performance, resources, and IT security
- Helped upkeep, configuration, and reliable operation of all servers and platforms within the organization
- Led team to organize processes for transportation and helped to create a better flow for employees.
- Designed solutions 2008-2012 Active Directory environment vSphere, vCenter, appliance ESXi 6.5.
- Assessed network vulnerabilities and set firewall rules and password policies.
- Cleaned operating system of virus and malware. Performed OS patching tested application compatibility
- Checked server and desktop logs to resolve OS functional issues. Configured wireless printing wireless
- Built desktop computers and laptops from barebones materials. Backup and restore customer data.

Randstad – Corporate Office, Atlanta, GA **May 2010 to October 2013**
Network Administrator III

- Administer servers in a Windows 2012 (R2), 2008 (R2) and 2003 32-bit / 64-bit AD environment.
- Led team to setup VMware virtual environment for copying, and exporting, and creating virtual servers.
- Led team to setup new IBM Blade servers and configured ESX hosts for virtual environment.
- Patched and managed the software levels on VMware ESXI, server OS, and SAN, and all images.
- Performed hands on physical to virtual (P2V) and V2V conversions of 200 devices and Exchange 2007.
- Worked closely with vendors from VMWare, Dell for storage, and IBM for blade support
- Identified and suggested solutions to help the VMware network traffic to flow more efficiently
- Upgraded Server OS from Windows 2003 to Server 2008 during physical to virtual conversion.
- Configured VMware Update Manager for patches and updates. Managed the whole vSphere project.
- Configured Dell EqualLogic SAN device and managed disk space between servers
- Trained management and coworkers. Mentored subordinates on Windows and VMware and technology.
- Performed moves, adds, changes, deletes on active directory accounts. Wrote PowerShell scripts.
- Configured and updated templates, and patched and updated ESXi hosts and VM's
- Configured environment for HA groups, vMotion between hosts, and DRS rules.
- Blacklist/whitelist domains and email accounts on Barracuda firewall.
- Familiarity with ITIL and the process and helped to adhere to those standards.
- Configured and setup a virtual desktop infrastructure (VDI). Troubleshot Citrix server connections.
- Performed firmware updates for blades, ESXi hosts, and performed upgrade from VMware 4.1 to 5.0
- Configured postini entries for proper routing of email to public folders and distribution lists
- Performed storage replications across WAN between iSCSI SAN partners
- Configured EqualLogic and used Dell SANHQ to monitor disk usage, firmware, utilization, disk I/O
- Configures SAN replication partner, tested and ensured replication was working properly.
- Built physical and virtual domain controllers and file servers. Setup cluster print servers in VMware.
- Wrote scripts for Exchange PowerShell to extract active directory data for users and computers.
- Configured mail enabled public folders, calendars, and other related duties.
- Monitored Tivoli server backups and re-ran failed jobs. Restored missing, deleted, files and folders.
- Performs exchange database maintenance by compacting, consolidating, and removing white space
- Configured IIS on Exchange servers and help troubleshoot SMTP relay issues.

Consulting, Atlanta, GA **October 2009 to April 2010**

Network Administrator / Desktop Support

- Administered servers in a Windows 2003 and 2008 32-bit and 64-bit Active Directory environment.
- Setup AD structure, network printers, and shares with permissions.
- Built servers and desktops from scratch both X64 and x86 installed OS and other SW.
- Resolved network connectivity, email, and application issues with MS Office on desktop and laptops.
- Performed server HW and SW maintenance by replacing and/or calling warranty support
- Refurbished desktops and laptops and resolved wireless network connectivity issues.
- Configured TCP/IP, WINS, DNS, and DHCP settings and configured wireless network security.

IST Management, Atlanta, GA **May 2005 to October 2009**

Network Administrator / Desktop Support

- Administered servers in a Windows 2003 and 2008 32-bit and 64-bit Active Directory environment.
- Setup Citrix Xen Server virtual environment for copying, and exporting images Citrix virtual servers.
- Managed new account projects by detailing the scope, and managing the timeline and responsibilities.
- Test and implemented VMware ESX Server, Workstation, and VMware Infrastructure.
- Managed full and incremental backups using Symantec Backup Exec and Exabyte Tape backup
- Performed file daily and weekly backup and file restoration. Worked with TCP/IP, DNS
- Setup and configured Cisco VOIP phones using Cisco Call Manager and Unity Administrator.
- Built out domain controllers, file printer server that was also a printer and share server.
- Configured logon scripts, home directories, reset passwords, and created mail enabled accounts.
- Setup and configured a test environment with 2003 and 2008 domain controllers and 2003 Exchange
- Edited group policies and configured vbscripts for AD logons and virtualized applications.
- Setup wireless routers, projectors, desktop firewalls, and served as a desktop architect.
- Configured Firebox firewall, and setup VPN between sites. Blacklist/whitelist domains on Barracuda.
- Exported and imported IIS websites in .xml when bringing up new Web servers in IIS 5.0
- Exhibited strong doc skills by creating custom SOP and disaster recovery documentation
- Configured firewalls/routers and with natted address for FTP site to external network.
- Setup Microsoft Exchange calendars, created distribution groups, and aided in mailbox restoration.

John Sipos

Network Administrator

Cisco Certified Network Associate (CCNA)

Fortinet | Cisco Routers | Switches | Firewalls | Web filter | Avaya phone system | Cisco ASA
Palo-Alto | Wireless Infrastructure | Ruckus Wireless Controllers | Access Points | VPN

Experience working with Charleston County, SC

Summary:

Network Administrator with 16+ years of extensive experience working on cisco Meraki, HP, Adtran, Ruckus, Tropos, controllers, radios, routers, switches, FortiNet.

- Strong experience in set up, configured and maintained Cisco routers, switches and Firewalls
- Assisted in migrating DataCenter to Cloud using AWS
- Support for Avaya PBX and VoIP systems
- Implemented a new Wireless Infrastructure, Ruckus Wireless Controllers/Access Points.
- Installed and managed Ubiquiti access points and switches using Unifi controller software.
- Configured and managed WAN connectivity to remote networks using Cisco and Fortinet IPSEC VPN tunnels.
- Managed Anti-Virus, PC patching, Google Apps, Web filter and Avaya phone system.
- Hands on experience in install/configure site2site iKev1, iKev2 VPN Tunnels using cisco ASA, palo-alto and Firepower Management.
- Implemented a new Wireless Infrastructure, Ruckus Wireless Controllers/Access Points.
- Configured Ubiquiti base Station, EnGenius base station and Mikrotik RouterBoard base station for point –to-point and point-to -multipoint wireless connection.

Education:

- Associate in Programming from Horry-Georgetown Tech college, Graduating Date: 07/15/1997

Certification:

- CISCO CCNA Cert 2015

Technical Skills:

Firewall Management:	Algosec, PanoRama, FirePower
Vpn client:	Anyconnect, global protect
Firewall Appliance:	Palo-Alto, Cisco ASA, FTD, Managed Switches (Cisco, DELL, Enterasys, Ubiquiti, etc.)
Routers:	Cisco, Arista, and Juniper Cisco ASA, Dell Sonicwall, Fortinet, Juniper switches/routers, Migrate Cisco Firewalls to Fortinet using FortiConverter tool
Switches:	Cisco Catalyst, Nexus, MX, EX, SRX
Scripting:	Python
SDWAN:	Cisco Viptela, AWS cloud, Imperva WAF, Zscaler Proxy (ZIA, ZPA)

Professional Experience:

Vaco Inc, Brentwood, TN **March 2023 to Present**
Network Administrator

- Participated in a large Ip Network roll-out for Health Care system
- Designed Visio Diagrams for new system
- Travel onsite to various locations to meet with Management and to perform inventory
- Performed / Troubleshoot network changes to accommodate new address ranges including vLans, routing updates, SVI's.
- Layer 2 & 3 network hardware: Cisco Cat 9500's, 4500, 3500's, Nexus 5k's and cisco WLC

- Configured and maintained Cisco ASA 5520 & Fortinet Firewalls.
- Assisted in migrating DataCenter to Cloud using AWS

Blue Health intelligence, Chicago, Illinois **November 2021 to February 2023**
Sr Network Administrator

- Design, Maintain Cisco Nexus/Catalyst Network switches
- Support / Maintain Cisco Wireless Controllers
- Support for Avaya PBX and VoIP systems
- Design/Manage Cisco ASA, Next Generation FTD 2140 FW's w/Firepower Manager
- Design L2L ipsec tunnels, remote vpn solutionsw/DUO
- Support Cisco Identity Service Engine
- Manage vendor license/Contracts
- Maintain F5 Load Balancers, Zscaler Tunnels, URL filtering, Zscaler Proxy (ZIA, ZPA)
- Maintain Visio Network Diagrams
- Configured and managed WAN connectivity to remote networks using Cisco and Fortinet IPSEC VPN tunnels.
- Configured Ubiquiti base Station, EnGenius base station and Mikrotik RouterBoard base station for point –to-point and point-to -multipoint wireless connection.
- Installed and managed Ubiquiti access points and switches using Unifi controller software.
- Maintain secure connectivity between several remote locations/DataCenter
- Cisco Meraki, HP, Adtran, Ruckus, Tropos, controllers, radios, routers, switches, FortiNet.
- AWS Network design and Support with Direct Connect and VPC network services
- Support/design layer 3 and layer 2 network protocols
- Design/provide access to shared services within a DMZ with a flow from external to DMZ and internal to DMZ.
- Implemented a new Wireless Infrastructure, Ruckus Wireless Controllers/Access Points.
- Auditing and review of the rules in security policies in multi-vendor firewall environment like Checkpoint, Fortinet and Palo Alto.
- Performed network automation using python
- Troubleshoot/config MPLS, BGP, OSPF networks
- Imperva WAF to allow external users' to web apps, create approved whitelist, create policies

Tidelands Health | Murrells inlet, South Carolina **July 2018 to November 2021**
Sr Network Engineer

- Design, Maintain Cisco Nexus/Catalyst Network in 3 Datacenters
- Design/implement the upgrade of the primary Data Center that services over 500 servers to Cisco Catalyst 9500, 9200 and Nexus 9300's. Upgrade included 40GB, 25GB, 10GB redundant uplinks to all network devices. Design included VLAN, VLAN TRUNK, Port-Channel and routing vPC
- Migrated all WAN connections to from layer 3(MPLS) to private layer 2 circuits creating a true Mesh network with Routing protocols OSPF, BGP
- Managed HP switches, Avaya and Spectralink phone systems and VMware environment.
- Managed Anti-Virus, PC patching, Google Apps, Web filter and Avaya phone system.
- Setup and maintain networks using Fortinet firewalls including mac address filtering, traffic shaping, firewall policies, routes, sd-wan, dual-wan via policy routes.
- Assisted with design/install Cisco ISE for wired/wireless devices
- Maintain/configure cpe equipment such as cisco isr4331, isr1000, NCS540, catalyst 8500, HUAWEI routers
- Installed, Support and maintained Ruckus controllers, Ruckus Access points
- Design/Manage Cisco ASA , Next Generation Palo Alto to include designing/maintaining DMZ.
- Manage network license contracts including service providers
- Manage /Maintain wireless network (Cisco 5520 wlc and Cisco Cat9800 wlc) to include over 400 wireless AP's.
- Install/configure site2site iKev1, iKev2 VPN Tunnels using cisco ASA , palo-alto and Firepower Management.
- Install /Configure SDwan Cloudegenix 7000 series, ion 3000 and the ion 2000 series appliance

- Monitoring tools such as Solarwinds. and Zscaler
- Point-to-Point setup and configuration (Ubiquiti)
- Install/Troubleshoot Multifactor Authentication w/ DUO
- Imperva WAFImperva WAF to allow external access to web apps, create approved whitelist, create policies

Citi Financial| Charleston SC **March 2017 to July 2018**
Sr Network Engineer

- Microsoft Office 365 (migration)
- Support Virtualization (Microsoft HyperV)
- Setup / maintain Cisco routers, switches and firewalls
- Identity Access Management duties including creating user accounts and granting permissions.
- Network Security – Cisco, Juniper
- Network Security – Cisco, SonicWall, Fortinet
- Utilize SCSM gather and document information as well as resolve issues.
- Performs incident response and incident handling based on risk categorization and in accordance with established procedures
- Perform duties demonstrating expert knowledge of Microsoft Word, Excel, PowerPoint and Visio.
- Recommend, purchase and installation of Hardware / Software.
- Support Microsoft Server 2016, 2012, 2008.
- Backup - Plan, schedule and perform proactive maintenance, including hardware and software upgrades and patch installation on Windows Servers.

Dupont | Monks Corner, SC **May 2012 to March 2017**
Sr Network Engineer

- Installed and configured Dell PowerEdge Servers – Microsoft 2008, 20012 Server
- Maintained Cisco InterVlan environment
- Troubleshoot/install Cisco Wifi devices
- Part of the SOC team responsible for monitoring and analyzing security posture and vulnerabilities.
- Set up, configured and maintained Cisco routers, switches and Firewalls
- Performed Unix administration-.minimal
- Utilized Rapidfire to conduct hunts for evidence of compromise.
- Utilize proprietary SCSM to gather and document information as well as resolve issues.
- Performed incident response and incident handling based on risk categorization and in accordance with established procedures
- Provided installation, maintenance and troubleshooting of network devices in the Local Area and Wide Area Networks.
- Performed duties demonstrating expert knowledge of Microsoft Word, Excel, PowerPoint and Visio.
- identity access management duties including creating user accounts and granting permissions.
- Tested new and modify network configurations hardware and software.
- Analyzed data to provide solutions to complex problems and assist in resolving issues. Perform work orders from the Service Desk.
- Maintained services, applications, and operating systems for network devices and ensures that network devices are maintained to a high level of security.
- Maintained and configure Cisco and Juniper switches in an Inter-VLAN environment
- Cisco ASA Vpn Solutions – DMVPN – VPN GRE over IPSec

Charleston County, Los Angeles, CA **June 2011 to May 2012**
Network Technician

- Installed and serviced on-line, real time parking access and revenue control systems for Charleston County.
- 24 Hour Onsite and Remote Support
- DART: Data Analysis and Reporting Tool

- Provided detailed activity reports on an as needed basis or run on a regular reporting schedule.
- Provided charts, graphs and variance information on all lane and system activity, information on every ticket taken, validations, and when it was processed
- Network administration in a mixed HP/Cisco networking environment, Fortinet firewall administration, HP Wireless.
- Reconfigured/Installed replacement parts and software as needed
- Linux Network Support and Maintenance
- Maintained OpenSSH Server

Conway Medical | Conway, SC **June 2006 to May 2011**
Senior Network Technician / Engineer

- Responsible for installing, maintaining and supporting computer communication networks between other hospitals.
- Performed incident response and incident handling based on risk categorization and in accordance with established procedures
- Installed, supported and maintained new server hardware and software
- Managed email, anti-spam and virus protection
- Identity Access Management duties including setting up user accounts, permissions and passwords
- Ensured that all IT equipment complies with industry standards
- Analyzed and resolved faults, ranging from a major system crash to a forgotten password.
- Undertaking routine preventative measures and implementing, maintaining and monitoring network security
- Provided training and technical support for users with varying levels of IT
- Supervised other staff, such as help-desk technicians
- Planned and implemented future IT developments and undertaking projects
- Maintain all network routers/switches

Denis Nusta Kodjo

Oracle Database Administrator

Oracle 11g Certified Associate (OCA) | International Scrum Institute – Scrum Master Certification

Oracle Database Administration
Oracle Golden Gate | SQL | AWR | ADDM | RMAN | CPU | Linux | RAC
Azure | AWS | IAM | Lambda | 19C | SQL | PL/SQL | TOAD | JIRA | DBCA | DATA GUARD

Summary:

Oracle Database Administrator with 13+ years of extensive experience in crisis management, performance tuning, and high availability to increase reliability, maximize productivity and ensure system efficiencies.

- Experience in Oracle database administration in heterogeneous system environment including Solaris, UNIX, and Windows, supporting a variety of mission critical applications with Oracle 10g, 11g and 12c.
- Upgrade Databases from 12C to 19C – Exadata/Red Hat Linux Platform
- Responsible for launching, maintaining and securing services and applications running on both Azure and AWS cloud environments.
- Database monitoring/maintenance, replication process and performance tuning are done using OEM (Oracle Enterprise Manager).
- Experience as On-Call 24x7 production DBA support, application/development DBA, system administrator.
- Configured and maintained replication using Oracle Golden Gate.
- Tuning of database using Utlstat scripts Statspack and dynamic performance views to monitor system statistics and wait events, AWR, ADDM and Tuning of SGA.
- Responsible for RMAN backups, and improvement to backup with incremental back by adding block change tracking feature of Oracle 19c.
- Maintaining and scheduling Cold Backups, Hot Backups, and Export Dumps. Maintaining backups of Archive logs and automating cleaning of archive logs. Deploying RMAN to automate backup and maintaining scripts in recovery catalog.
- Installed and maintained Real Application Clusters (RAC)
- Involve in the design and implementation of attaching a GIS Spatial component (SWAP) utilizing ESRI ARCSDE technology to an existing generic Oracle database
- Analysis, Design and Implement a prototype by using Oracle Mobile Server.
- Responsible for the development, deployment, and ongoing support of business critical information systems. Supported systems are a mix of both custom and COTS applications (Commercially off the Shelf Applications)
- Database backup concepts and options such as user-managed backup, RMAN-managed backup with or without catalog, operating system backup, cold and hot backup, full backup, incremental and cumulative backup. Implementing backup and recovery strategies.
- Deployed Standby databases using Data Guard 11G (Maximum Performance).

Education:

- B.Sc. Microbiology with a minor in Medical Laboratory Technician, University of Buea, Cameroon- 2009

Certifications:

- Oracle 11g Certified Associate (OCA)
- International Scrum Institute – Scrum Master certification Sept 2018

Technical Skills:

Databases:	10g Release 1 & 2; 11g Release 1 & 2; 12c Release 1, 18c and 19c Release 6
Operating Systems:	HP-UX 10.x, 11.x. Sun Solaris 2.5, 2.6, 8, 9, 10, AIX 5.1, 5.2, 5.3, 6.1 RHEL 2.1, 3.x, 4.x, 5.x.Linux Enterprise Server 9, 10, Windows 95/98/NT/2000
Tuning Tools:	TKPROF, EXPLAIN PLAN, STATSPACK, AWR, ASH and ADDM

Languages: SQL, PL/SQL, UNIX Shell Scripting, PERL.

Utilities: RMAN, OEM / Grid Control, SQL*Loader, EXP, IMP, Data pump,, TOAD, Oracle SQL Developer, Foglight, SONAR G, IBM GUARDIUM, UC4, Chef CyberArk, Winscp, GRAFANA, JIRA, DBCA, DBUA, Goldengate 12.3.0.1.4, MatterMost, DATA GUARD, SNOWFLAKE

Professional Experience:

Metron Aviation, Herndon, VA **November 2021 to Present**

Oracle Database Administrator

- Migrate databases from Solaris to Exadata (Oracle Enterprise Linux)/Red Hat Linux
- Upgrade Databases from 12C to 19C – Exadata/Red Hat Linux Platform
- Install, Configure Golden gate for data replication
- Extensively used Datapump, conventional export/import utilities for loading data to & from databases, logical backups and migration of databases.
- Fixed various database performance issues using Automated Workload Repository (AWR) and Automatic Database Diagnostics Monitor (ADDM) and Active Session History (ASH).
- Achieved optimal performance tuning by using explain plan, STATSPACK, SQL TRACE, TKPROF utilities.
- Installation, configuration and maintenance of Physical Standby using OracleData Guard for Disaster recovery process on Oracle 11g to 19c.
- Extensively used AWR, ADDM and explain plan for periodic performance tuning.
- Work with architects and application development teams to ensure a stable and highly available and performant database environment.
- Maximize database availability and performance to meet or exceed defined SLA's.
- Provide Security Management (Logins, Users, Database/Server Roles and Granting/revoking permissions) for MYSQL Server databases.
- Maintain information and currency of content in the DBA Confluence pages.
- Oracle Multitenant
- Manage MongoDB databases for clients

Ally Bank, Detroit, MI **February 2021 to September 2021**

Infrastructure Database Administrator

- Worked in an environment comprising 200 databases with the largest databases each of size 5 TB.
- Used Guardium to audit privilaged users like Firefighter account.
- Performed frequent refreshing/cloning of production databases to development & testing databases using DataPump, RMAN Duplicate database.
- Database monitoring/maintenance, replication process and performance tuning are done using OEM (Oracle Enterprise Manager), Foglight.
- Automated the processes like moving files, managing alert log, efficient backup by developing PYTHON scripts.
- Analysis, Design and Implement a prototype by using Oracle Mobile Server.
- Involve in the design and implementation of attaching a GIS Spatial component (SWAP) utilizing ESRI ARCSDE technology to an existing generic Oracle database
- On-Call 24x7 production DBA support, application/development DBA, system administrator.
- Installed, Configured and maintain Goldengate for data center migration
- Used Guardium to monitor firewall ports for external sessions to audit and analyze logon time, running sql statements, user privs, hostnames.
- Replicating Data Definition Language (DDL) using Golden Gate for dynamic in-house, developed database applications. Hence eliminating need for import/export
- Achieved real-time/no –real-time data replication using GoldenGate installed on a downstream system
- Database Consolidation and Solution Design for MySQL Server Database technology.

- Maintained ODS downstream database using goldengate intergrated replication methodology
- Schedule and tune backups, automate refreshes and STATS jobs using UC4 and crontab.
- Capacity planning of tables, indexes, table spaces and databases to allow for growth potential.
- in Implementing, configuring, trouble shooting, switchover, failover of Physical Standby Data Guard
- Creating database objects Tablespaces, Application Users, Database schemas, profiles, granting privileges and roles, and creating database links.
- Extensively worked on complete & incomplete recoveries of the databases including Point in time recovery (PITR) and Tablespace point in time recovery (TSPITR) using RMAN utility.
- Involved in performing upgrades from Oracle 12.2 to Oracle 19.5 grid and database homes.
- Applied RU Patches as a part of maintenance activity Using Ansible Playbooks to meet deadlines and for environment consistency.
- Responsible for launching, maintaining and securing services and applications running on both Azure and AWS cloud environments.
- Experience in migrating and implementation of multiple applications from on premise to cloud using AWS services like IAM, DBMS, CloudFormation, S3, Route53 Glacier, EC2, RDS, Lambda and VPC.
- Build and configure a virtual data center in the Amazon Web Services cloud to support Enterprise Data Warehouse hosting including Virtual Private Cloud (VPC), Public and Private Subnets, Security Groups, Route Tables, Elastic Load Balancer.
- Build servers using AWS, importing volumes, launching EC2, RDS, creating security groups, auto-scaling, load balancers (ELBs) in the defined virtual private connection.

Environment: Oracle 11.2.0.4, 12.1.0.2, RHEL 7.5, Sun Solaris 10.0, Exadata, ASM, Peoplesoft, SQL Developer, RMAN, OEM, Datapump, AWR, ADDM, ASH, TOAD, Foglight, Service Now, UC4, RAC, Windows 12r2, goldendate 12.3.0.1.4

American Express – Serve, St Petersburg, FL **April 2017 to January 2021**
Lead Infrastructure Database Administrator

- Worked in an environment comprising 200 databases with the largest databases each of size 5 TB.
- Used Guardium to audit privilaged users like Firefighter account.
- Performed frequent refreshing/cloning of production databases to development & testing databases using DataPump, RMAN Duplicate database.
- Database monitoring/maintenance, replication process and performance tuning are done using OEM (Oracle Enterprise Manager), Foglight.
- Maintaining and upgrade of Oracle Mobile Field Services
- Responsible for the development, deployment, and ongoing support of business critical information systems. Supported systems are a mix of both custom and COTS applications (Commercially off the Shelf Applications)
- Automated the processes like moving files, managing alert log, efficient backup by developing UNIX scripts.
- On-Call 24x7 production DBA support, application/development DBA, system administrator.
- Installed, Configured and maintain Goldengate for data center migration
- Used GoldenGate to replicate data from source to target in order to eliminate overhead on the source database
- Used Guardium to monitor firewall ports for external sessions to audit and analyze logon time, running sql statements, user privs, hostnames.
- Replicating Data Definition Language (DDL) using GoldenGate for dynamic in-house, developed database applications. Hence eliminating need for import/export
- Achieved real-time/no –real-time data replication using GoldenGate installed on a downstream system
- Database Consolidation and Solution Design for MySQL Server Database technology.
- Maintained ODS downstream database using goldengate intergrated replication methodology
- Schedule and tune backups, automate refreshes and STATS jobs using UC4 and crontab.
- Capacity planning of tables, indexes, table spaces and databases to allow for growth potential.
- Experience managing PostgreSQL Server in (Development, testing and production) environments, troubleshooting Cron jobs, Backup compression

- Supporting EBR (Edition Based Redefination) releases for DB & code changes & validate DB rollback testing in UAT Environment
- Support EBR Migration of the current release to production biweekly
- Worked for Incident & Problem Management and Change Release Management to meet business SLAs (Service Level Agreement).
- Enforced corporate business rules through adequate user/resource/object management.
- Good experience in regular Security patching on oracle products and interim patching for various bug fixes on database products.
- Reconcile functional and technical problems through interaction with the client by researching and identifying the defined issue and by fully testing and confirming possible solutions to the problem.
- Experience in Implementing, configuring, trouble shooting, switchover, failover of Physical Standby Data Guard
- Creating database objects Tablespaces, Application Users, Database schemas, profiles, granting privileges and roles, and creating database links.
- Worked on datacenter migration using Ansible to deploy RDBMS/GRID software during cluster builds, patching software homes and OS configurations.
- Involved in performing upgrades from Oracle 12.2 to Oracle 19.5 grid and database homes.

Environment: Oracle 11.2.0.4, 12.1.0.2, RHEL 7.5, Sun Solaris 10.0, Exadata, ASM, Peoplesoft, SQL Developer, RMAN, OEM, Datapump, AWR, ADDM, ASH, TOAD, Foglight, Service Now, UC4, RAC, Windows 12r2, goldendate 12.3.0.1.4

Great American Insurance Group, Cincinnati, OH **January 2016 to February 2017**
Senior Database Administrator

- Installation of oracle 11g databases in production, development and test environments depending on project requirements.
- Collaborated with the UNIX system Administrator to configure any software and hardware requirements that will function with the Oracle Database
- Refreshing development/test database from production using Export/Import & RMAN backups.
- Making structural changes to the databases. Sizing database objects for effective space management and optimal performance.
- Creating and assigning appropriate roles and privileges to users depending on the user activity.
- Defragmentation of tables and indexes for improved performance and effective space management.
- Used Guardium for data encryption.
- Successfully implemented physical standby database using Oracle Data Guard feature for High availability configuration
- Have touch-point calls with offshore team and make sure all issues happen in off business hours are addressed with sense of urgency.
- Supported, maintained and troubleshooting Oracle Golden Gate for data replication and high availability databases.
- Completed data mining through GoldenGate integrated replication for application schemas
- Debugging Golden Gate replication issues such as Abend.
- Define database design and infrastructure standards in conjunction with the server configurations for Postgress SQL databases,
- Monitoring and troubleshooting the gaps between source and target databases configured with golden gate.
- Successfully upgraded the databases from 11g to non CDB 12c.
- Created Oracle Wallets and implemented Tablespace level TDE security.
- Managed Database Maintenance Activities to achieve optimum database uptime.
- Configuration of Listener and Tnsnames.
- Doing the regular activities like monitoring the alert logs, redo log status, listener. Log and checking the space for normal segments, rollback segments and tablespaces.

- Created database link between two databases to access the table data from one local database to remote database using distributed database feature.
- Planned database backups (operating system, full/partial backups, and export/import) using various types of backups on UC4 clients and designed the backup methodology for the organization..
- Performed other Oracle DBA responsibilities performance tuning, monitoring tablespaces, monitoring users, etc. as well as much problem solving.
- Designed Logical and physical database for business transaction functionality.
- Provide production support for the deployed project till it is stabilized.
- Enhancing SQL statements performance using Explain Plan and Oracle optimizer hints
- Ability to manage high availability solution centers using Oracle Real Application Clusters (RAC) with several nodes.
- Deployed environment maintenance Python scripts for alert log rotation, filesystem cleanup and daily backup reports.

Environment: Oracle 11g/10g/9i, Linux, Solaris, SQL Developer, PL/SQL, Shell scripting (Bourne), OEM, Statspack, RMAN, AWR, ADDM, DataPump, IBM Guardium.

Northern Trust, Chicago, IL **December 2012 to November 2015**
Database Administrator

- Worked in an environment comprising 200 databases with the largest databases each of size 5 TB.
- Performed periodic refreshing/cloning of production databases to development & testing databases using RMAN Duplicate database.
- Extensively worked on complete & incomplete recoveries of the databases including Point in time recovery (PITR) and Tablespace point in time recovery (TSPITR) using RMAN utility.
- Involved in performing upgradation from Oracle 9i, 10g to Oracle 11.2.0.3 RAC database.
- Applied PSU Patches (10.2.0.3, 10.2.0.4) as a part of maintenance activity.
- Extensively used Datapump, conventional export/import utilities for loading data to & from databases, logical backups and migration of databases.
- Fixed various database performance issues using Automated Workload Repository (AWR) and Automatic Database Diagnostics Monitor (ADDM) and Active Session History (ASH).
- Achieved optimal performance tuning by using explain plan, STATSPACK, SQL TRACE, TKPROF utilities.
- Schedule Performance jobs, Backups in all environments, STATS jobs, refreshes, and alerts on UC4 clients
- Ensure sound database definitions, structures and documentation.
- Creating and cloning database from PROD to DEV, UAT and QA.
- Installation, configuration and maintenance of Physical Standby using OracleData Guard for Disaster recovery process on Oracle 11g, 10g.
- Extensively used AWR, ADDM and explain plan for periodic performance tuning.
- Implemented proactive monitoring using Tuning Pack, Diagnostics Pack, and STATSPACK, SQL Trace & TKPROF, EXPLAIN PLAN.
- Database monitoring/maintenance, replication process and performance tuning are done using OEM (Oracle Enterprise Manager).
- Automated the processes like moving files, managing alert log, efficient backup by developing UNIX scripts.
- Capacity planning of tables, indexes, table spaces and databases to allow for growth potential.
- Worked with application developers to address and clarify data requirements to resolve technical and functional issues.
- Installed and configured Oracle Data-Guard on standby servers to online transfer and apply archived log files to keep standby server in sync with primary database
- Enforced corporate business rules through adequate user/resource/object management.
- Reconcile functional and technical problems through interaction with the client by researching and identifying the defined issue and by fully testing and confirming possible solutions to the problem.
- Creating database objects Tablespaces, Application Users, Database schemas, profiles, granting privileges and roles, and creating database links.

Environment: Oracle 11.2.0.3, 10.2.0.5, RHEL 5.5, Sun Solaris 10.0, DataGaurd, RAC, RMAN, OEM, Datapump, AWR, ADDM, ASH, TOAD 11.0.

Amerimax (Euramax) International, Duluth, GA **April 2010 to December 2012**
Database Administrator

- Estimating table sizes, table spaces.
- Created database objects like tables, tablespaces, buffer pools, indexes and views.
- Analyzing tables and indexes for performance tuning.
- Creation, maintenance, backups and restoration of databases.
- Analysis and Designing Database.
- Create a PL/SQL function, stored procedure, package to support reports.
- Refreshing and manipulating data in tables using PL/ SQL procedures.
- User creation with proper roles and privileges.
- Responsible for administering and supporting production and development Oracle 11g databases
- Responsible for installing, upgrading and configuring the Oracle server, creating databases, storage structures and objects, database backup and recovery, monitoring and optimizing database performance
- Designed backup and recovery procedures for OLTP system
- Partitioned large tables to increase the performance. Configured scripts to monitor activity with database
- Responsible for optimizing the queries and application tuning
- Implement Hot, Cold and Logical backup plans

Environment: Oracle 11.2.0.3, 10.2.0.2, Sun Solaris 10.0.

Kelly Rousan Berkey

PC/Help Desk Technician

CompTIA A+ Certification | Comp TIA Network+ | Dell MRA Certified

Windows Server | Imaging | Configuring
Troubleshooting | Endpoint Support | Hardware/Software | Heat Mapping
WAN /LAN | Cisco VPN | CISCO Networking | Microsoft Software | SolarWinds | Lotus Notes | Outlook

Summary:

PC/Help Desk Technician with 15+ years of extensive experience in endpoint Support Install, configure, test, maintain, monitor and troubleshoot end user workstations and related hardware and software in order to deliver requires endpoint service levels.

- Experience in endpoint Support Install, configure, test, maintain, monitor and troubleshoot end user workstations and related hardware and software in order to deliver requires endpoint service levels.
- Configures, images and assigns end user laptop and desktop units
- Performing network repair, software troubleshooting, and diagnosing issues
- Enhancing intranet performance and creating internet domains. Testing the exchange of data between computers, servers, modems, and routers.
- Configuring Macintosh based PC's for dial-up and/or Ethernet connections.
- Basic networking cabling jobs including running Ethernet cable, terminating, and patching.
- Configures and maintains end user computers, network printers, plotters, switches, routers and access points for multiple contractors and vendors
- Administrator experience for file and print servers
- Able to analyze and isolate issues in regards to network functionality
- Experience with System Center Configuration Manager/System Management
- Experience with Cisco VPN services. Graduate of the CISCO Networking Academy: CISCO I, II, III, & IV
- Trained in Operating Systems involving memory management, diagnosing and troubleshooting
- Able to install and configure Windows Operating Systems, Server Software, Active Directory and Group Policy Management, Service Now
- Ability to physically or remotely install, configure and modify power devices, computer hardware, software and network devices including desktop /laptop computers, routers, switches, access points, network printers, plotters, smartphones and VOiP services
- Very effective at handling multiple tasks and meeting deadlines

Education:

- Associate Degree in Occupational Studies from Delta School of Business & Technology, 2007
- Dean's Llst Student
- Campus Memberships: Phi Beta Lambda Business Fraternity

Certifications:

- TWIC - Expires 2025
- CompTIA A+ Certification
- Comp TIA Network+-01/10 /20
- Dell MRA Certified-11/06/2013

Professional Experience:

Iberia/First Horizon Bank, Lafayette, LA **August 2022 to Present**
Field Operations Technician

- Pc Recovery Team
- IT Equipment Procurement

- Imaging Tech
- Imaging desktops and laptops from scratch while also preserving and preventing data loss.
- Active Directory
- Provided remote desktop/laptop/printer/ support to users

LyondellBasell, Lake Charles, LA **May 2022 to August 2022**
Field Service Technician

- Supporting Process Control Network LIMS/Labware
- Performing network repair, software troubleshooting, and diagnosing issue.
- Configuring Macintosh based PC's for dial-up and/or Ethernet connections.
- Works with vendors to meet client needs
- Deployment in hardware, software, and other equipment and undertake protective maintenance assignments on all equipment.
- Enhancing intranet performance and creating internet domains. Testing the exchange of data between computers, servers, modems, and routers.
- Installing, configuring, and updating network software, as well as maintaining hardware and network devices.

Iberia/First Horizon Bank, Lafayette, LA **February 2022 to May 2022**
Field Operations Technician

- Completed Computer Migration Project
- Pc Recovery Team
- Basic networking cabling jobs including running Ethernet cable, terminating, and patching.
- IT Equipment Procurement
- ITIL Service Desk Coordinator
- CMDB Administrator

LyondellBasell, Lake Charles, LA **May 2021 to December 2021**
Field Service Technician

- Completed Network migration project
- Migrated network devices along with Labware and instrumentation software to new network
- Performing computer network repair, software troubleshooting, and related tasks
- Installs equipment and software to meet client needs
- Assist in the duties of the walk-up helpdesk by imaging laptop loaners.
- Assists with all on site installation, repair, maintenance and test tasks
- Diagnose errors or technical problems and determine proper solutions
- Endpoint Support Install, configure, test, maintain, monitor and troubleshoot end user workstations and related hardware and software in order to deliver requires endpoint service levels.
- Deployment in hardware, software, and other equipment and undertake protective maintenance assignments on all equipment
- Enhancing intranet performance and creating internet domains. Testing the exchange of data between computers, servers, modems, and routers. Installing, configuring, and updating network software, as well as maintaining hardware and network devices.
- Installs equipment and software to meet client needs

Sasol Mega Project, Lake Charles, LA **September 2016 to May 2020**
IT Operations Specialist

- Assists with developing project plans and facilitating all aspects of the implementations in conjunction with the Systems Group Managers, Network Architects, Testing, project roll-out and installation teams
- Service owner for power devices ATS /PDU /UPS
- Configures and maintains end user computers, network printers, plotters, switches, routers and access points for multiple contractors and vendors

- Monitors power devices through SolarWinds
- Deployment in hardware, software, and other equipment and undertake protective maintenance assignments on all equipment.
- Asset Management
- Endpoint Support Install, configure, test, maintain, monitor and troubleshoot end user workstations and related hardware and software in order to deliver requires endpoint service levels.
- Enhancing intranet performance and creating internet domains. Testing the exchange of data between computers, servers, modems, and routers. Installing, configuring, and updating network software, as well as maintaining hardware and network devices.

Bravo Computers and Networks, Lake Charles, LA **June 2015 to June 2016**
Help Desk Technician

- Corporate level computer/network support
- Troubleshooting, diagnosing and repair of network devices
- Hardware/Software management and installation
- Data backup and migration Cable Installation
- Imaging experience
- Endpoint Support Install, configure, test, maintain, monitor and troubleshoot end user workstations and related hardware and software in order to deliver requires endpoint service levels
- Deployment in hardware, software, and other equipment and undertake protective maintenance assignments on all equipment
- Enhancing intranet performance and creating internet domains. Testing the exchange of data between computers, servers, modems, and routers.
- Installing, configuring, and updating network software, as well as maintaining hardware and network devices.

L'Auberge, Lake Charles, LA **February 2015 to June 2015**
***IT Analyst**

- Provided phone, email, remote and onsite network and computer support for Casino employees
- Configured, repaired and maintained AS/ 400 iSeries systems
- Endpoint Support Install, configure, test, maintain, monitor and troubleshoot end user workstations and related hardware and software in order to deliver requires endpoint service levels
- Active Directory Experience
- Repaired or replaced network time clocks, ATM machines, POS systems and card embossers
- Enhancing intranet performance and creating internet domains. Testing the exchange of data between computers, servers, modems, and routers. Installing, configuring, and updating network software, as well as maintaining hardware and network devices.

CB&I-Lutech, Lake Charles, LA **April 2014 to February 2015**
Global Support Specialist-Nuclear

- Hardware/Software maintenance setup and installation
- Data backup and migration
- Troubleshooting and identifying issues with network stability/ connectivity
- Endpoint Support Install, configure, test, maintain, monitor and troubleshoot end user workstations and related hardware and software in order to deliver requires endpoint service levels
- Experience with asset management software
- Configures, images and assigns end user laptop and desktop units
- Win7, SCCM, Cisco VPN, Word, Excel, Outlook, AutoCAD, Vault, Inventor, Formsoft

A PC Tech To You, Lake Charles, LA **January 2010 to April 2014**
IT Specialist/ Owner

- Worked as an independent contractor for companies such as NCR Radiant, Home Depot, Wal Mart, Office

Depot and Tolt Solutions installing, troubleshooting and maintaining network devices and POS systems

- Providing onsite computer services and repair
- Configured and managed residential and business networks
- Installed and repaired POS/ ATM systems
- Repaired and configured computers, printers and fax machines including a wide range of media devices
- Enhancing intranet performance and creating internet domains. Testing the exchange of data between computers, servers, modems, and routers. Installing, configuring, and updating network software, as well as maintaining hardware and network devices.

Cameron Communications Sulphur, LA **October 2007 to January 2010**
Technical Support Specialist

- Implemented process and procedure for repairing and maintaining voice, data and video services
- Calix software experience
- Configured and maintained business and residential network functionality
- Troubleshooting while identifying and resolving customer issues

Durga Prasad Nanduri
Software Developer

SDLC | Java/J2EE | JSP | SWIFT| HTML | JDBC
Spring Framework | Java Beans | Restful Web Services | SOAP | Angular 4/6/7/8
Node.js | Angular JS | JavaScript | jQuery | Bootstrap | MVC | SQL | PL/SQL | Core Java | ANT | JUNIT

Worked with Texas Department of Transportation and New York Office State Comptroller

Summary:

Software Developer with 09+ years of extensive experience working with System Development Life Cycle(SDLC) environments to create innovative solutions and Coding, Developing and deployment

- Experience in Core Java, J2EE, JSP, Servlets, Struts, JDBC, Spring Framework, Spring Boot, Java Beans, EJBs (Session beans, Entity Beans and JMS), XML, JAXP, JAXB, Maven, Hibernate, Restful Web Services, SOAP.
- Developed the Course Buddy App using Swift to assist the Students in their Course Work.
- Designed Visual Basic forms and screens connected to Oracle database allowing users seamless data updates and retrieves.
- Utilized Visual Basic for Applications (VBA) to design and develop automated Excel macros, enhancing data validation and report generation.
- Skilled in leveraging C# features and frameworks to develop robust, scalable, and high-performance applications.
- Developing and integrating web services and APIs using Java and C# technologies.
- Developed optimized PL/SQL packages, procedures, triggers for critical business functions
- Designed and developed database stored procedures in PL/SQL to generate daily, weekly and monthly sales reports increasing efficiency by 50%.
- Used PL/SQL and Visual Basic skills to prototype and develop database solutions as part of SDLC practice.
- Expertise in creating UI online applications for businesses utilizing front-end tools like Angular 4/6/7/8, Node.js, Angular JS, HTML5, CSS3, JavaScript, jQuery AJAX, JSON, and Bootstrap.
- With Struts Framework, Developed Maintainable and Extensible web applications usingindustry standards like XML, JSP pages, JavaBeans, and resource bundles.
- Experience with all phases of SDLC in the Waterfall model and Agile SCRUM methodologies.
- Experience in designing and developing applications using middleware/back-end technologies like Java and J2EE technologies using Core Java, Servlets, JDBC, spring modules, etc.
- Strong experience in database design using SQL, PL/SQL-Stored Procedures, Functions, Triggers, Sequences, Packages and Views.

Education:

- MS in Computer Science/University of Houston, 2013

Certification:

- Machine Learning and Natual Language Processing

Technical Skills:

Programming Languages:	Python, Scala, C, C#, C++, JavaScript, PL/SQL ,Core Java, Hive, R,Groovy, Swift, Kotlin, Shell, Python, Perl, Unix and HBase
Technologies:	J2EE, ReactJs, HTML, CSS, Bootstrap, Servlets, Angular JS, XML, XSLT, DOM, JDBC, Spring, Hibernate, SOAP/REST services, Django, Flask
Framework:	Spring MVC, Struts, Spring, Hibernate, Apache Axis, Apache CXF for web services
Hadoop/BigData Technologies:	HDFS, Map Reduce, Azure Data Lake, Data Factory, Azure Databricks, AWS, Sqoop, Flume, Hive, Oozie, Impala, Zookeeper, Spark, Snowflake, Spark Streaming and Kafka, Horton Works, Cloudera and EMR.

Databases: MySQL, SQL ,& No -SQL, MongoDB, Firebase, HBase, Cassandra
Micro-Services Tools: Docker, Spark, Kafta, Kubernetes
Tools & IDEs: Tableau, SSRS, Alteryx, Splunk, UFT, HP ALM, Microsoft Visual Studio, Jupyter Notebook, X Code, Sonar, Black Duck, LeanFT, Android Studio, Apigee, WEKA, Jenkins,Git/Bitbucket, Puppet
Cloud Platforms: AWS, Azure, Google Cloud, Oracle, VMware
Project Management Tools &Methodologies:TDD, BDD , ATDD, Lean, Agile, FDD, ASD

Professional Experience:

Amazon, Payment Services, Austin, TX **June 2022 to Present**
Software Engineer

- Worked on implementing Weblabs that are constantly experimenting with the user interface on the website, getting statistical data from real usage patterns about which interfaces work best and conducting a systematic Dial down or Dial up of Weblabs based on the Statistical Data procured
- Designed Tracker Monitors for Disbursements to monitor their metrics based on ourestimated thresholds and restricted them with respective Alarms to alert their concerned team CTI (Category, Type, Item)
- Integrated AWS Chatbot to enable Slack for CRUX Notification Using SNS Watchers bycreating its SNS topic and required CRUX rule to auto add for the Bindle's Group
- Configured actionMode and fixed the issues for the MonitorLizard Package which is responsible to create Carnaval Monitors and these Carnaval Monitors gives the dynamic visual description of Alarms w.r.t. their Metrics to alert whenever the alarm rises, can also suppress them from Alarm State upon requirement
- Refactored different monitor package like payStationtrackerMonitors, paystationDisbursementMonitors and Worked on CTI(Category, Type,Item) change's for to reroute the tickets to their corresponding Plugin teams
- Coding and Developing business components using Java/J2EE Technologies and alsoresponsible for unit testing
- Enabled RTP checks in enforced mode to check the functionality of availability and eligibility checks for RTP disbursements, Using AWS AppConfig created freeform type profile and configured JSON to encapsule the toggle value in the profile and retrieved App Config features using AWS SDK and handled the RTP checks accordingly
- Fixed customer Disbursements issues by resolving certain bussinessName Check to passencrypted customer id to thunder validation without obfuscating it and for testing compared the amount requested in BETA and PROD for requester id
- Strong knowledge of the Java ecosystem, including frameworks such as Spring and Hibernate, and ability to apply similar concepts in the C#/.NET environment.
- Engaged throughout the full development and implementation process, includingspecification, documentation, quality assurance, and release testing, and was aware of business challenges as they affected the final product.
- Resolved ticket issues regarding the Paystation Disbursements, RTP Disbursements,Shepherd risks, Thunder rules, CloudWatch Error Logs and their metrics and S3 bucket policies
- Built an effecient Stored Procedure in PL/SQL to update inventory levels when order shipments were processed resulting in near real-time stock visibility.
- Developed the Course Buddy App using Swift to assist the Students in their Course Work .
- Designed the Wireframe & Mockup for the Application and developed a prototype using marvelapp
- Implemented Signup and Login Features for the students to set up their own accounts and maintain their own personalized data in their respective accounts
- Configured Home Page setup by navigating Pending Activities and Pending Deadlines and can easily delete them after finishing it by checking the box easily
- Developed exceptions, cursors, error handling in PL/SQL packages ensuring robust system performance in case of failures.
- Skilled in leveraging C# features and frameworks to develop robust, scalable, and high-performance applications.
- Implemented Remainders integrating with the device calendar and can also easily turn off the remainder if there

is no need.

- Designed Visual Basic forms and screens connected to Oracle database allowing users seamless data updates and retrieves.
- Utilized Visual Basic for Applications (VBA) to design and develop automated Excel macros, enhancing data validation and report generation.
- Integrated the Google FireBase for Users to store login and their respective coursework data separately.
- Identified automation requirements and developed automation road maps
- Created XCUITest for automated UI testing covering the test cases for each component and functionality of the application UI
- Triaged automation failures and drove them to quick resolution
- Analyzed XCUI test suite report and worked on increasing the test coverage percentage

Environment: Java, J2EE, Spring,C#, WebSphere Server,Swift, SOAP, Web Services, JavaScript, CSS, Servlet, Struts, JDBC, AWS Cloud (EC2, VPC, ELB, S3, RDS, Cloud Trail and Route 53), Cloud Watch, Chef, Perl, Python, AWC EC2, Ant, CI/CD, Bash Scripts, Jira, Kotlin, Maven, Git, SQL,PL/SQL, J2EE, Nagios, Subversion, Jenkins, Unix/Linux, Shell scripting, UML, Eclipse, JUnit, Maven, Spring Boot (Micro services), Scrum, JMS, Apache Tomcat, , Scrum, JIRA, GIT.

Texas Department of Transportation, Austin, TX **January 2018 to June 2022**
Software Developer

- Created a web-based reporting system for a credit monitoring system using HTML5, XHTML, JSTL, custom tags, and the Struts framework.
- Develop both front-end UI/JSP pages and necessary backend JAVA classes to support data access.
- Built and Deployed Android Application using kotlin for Self Management Diabetes Empowerment
- Developed automated test plans, test scenarios, and test cases for the application in collaboration with cross-functional teams.
- Created and maintained automated test scripts using Selenium WebDriver and Appium
- Used Appium UI automation test tool for the application to generate the test report of the required functionalities
- Worked on Hive's metadata imports and migrating existing tables and programs to run on Hive and the AWS cloud.
- Developed application using Spring JPA, Angular JS and Bootstrap on the presentation layer, the business layer is built using spring and the persistent layer uses Hibernate.
- Used MockMVC to write unit tests & integration test for controller classes.
- Using Sqoop, the relevant RDBMS tables were imported into HDFS and Real-time data streaming into HBase was then accomplished by utilizing Storm/Spark streaming and Kafka.
- Developed low- and high-level documentation while collaborating closely with thebusiness analysts to translate the business requirements into technical requirements.
- Excuting transformations using Hive, MapReduce, hands on experience in copying .log, snappy files into HDFS from Greenplum using Flume & Kafka, loaded data into HDFS and extracted the data into HDFS from MYSQL using Sqoop.
- Wrote Junit tests using Mockito and Power Mockito for controller, service layer and other utility classes.
- Created a Virtual Data Lake by querying a big quantity of data stored on S3 using AWS Redshift, S3, Spectrum, and Athena services without using an ETL process.
- Expertise in Writing Map Reduce jobs for text mining and worked with predictive analysis team and Experience in working with Hadoop components such as HBase, Spark, HIVE, Sqoop, Oozie, Impala, Yarn, Kafka, Zookeeper, PIG and Flume.
- Designed DB stored procedures in PL/SQL to auto-generate monthly sales reports increasing efficiency.
- Implemented Object Relational/Persistence mapping using Hibernate to provide database independence to support a wide range of databases and query services.
- Applied AWS Glue and PySpark for loading the data into S3 buckets. Involved in filtering data stored in S3 buckets using Elasticsearch and loaded data into Hive external tables.
- Created a brand-new member and provider booking system that enables providers to reserve new timeslots by

submitting the member leg and provider leg straight to TP through DataLink.

- Created a data analysis tool using Visual Basic for Applications (VBA) to process and analyze large datasets.
- Maintained and supported existing Visual Basic applications, troubleshooting issues and implementing enhancements.
- Developing and integrating web services and APIs using Java and C# technologies.
- Understanding of database systems, SQL, and ORM (Object-Relational Mapping) tools in both Java and C#.
- Used Amazon Simple Storage Service (Amazon S3) and Amazon DynamoDB as well asAWS EMR to transform and transfer huge volumes of data into and out of these AWS data stores and databases.
- Using Maven and Gradle as a build tool for creating JAR file to be deployed in application servers and integrated with Jenkins.
- Developed optimized PL/SQL packages, procedures, triggers for critical business functions like employee payroll, order processing etc. Reduced payroll processing time by 35% through efficient logic.
- Used Jackson JSON parser for serialization and deserialization of objects.
- Used Java Messaging Service JMS for reliable and asynchronous exchange of information such as new account holder's security compliance status.
- Analyzed various type of raw file like Json, Csv, Xml with Python using Pandas, NumPy
- Experience with Akka parallel processing and the Play framework.
- Deployed Spark applications using Scala for easy Hadoop transitions, Had Hands-on experienced in writing Spark jobs and Spark streaming API using Scala and Python.
- Developed Spark code and Spark-SQL/Streaming for quicker testing and data processing, and used Spark API over Cloudera Hadoop YARN to execute analytics on data in Hive.
- Solid knowledge of Hive's partitioning and bucketing ideas, and expertise designing both Managed and External tables for maximum efficiency.
- Used Struts framework for building web applications with resources bundles and JSP Pages.
- Created EBS volumes for storing application files for use with EC2 instances.
- Designed and developed the core data pipeline code, involving work in Java and Python and built on Kafka and Storm.
- Designed and developed User Defined Function (UDF) for Hive and Deployed the Pig UDF'S to pre-process the data for analysis as well as experience in (UDAFs) for custom data specific processing.
- Solid knowledge of Hive's partitioning and bucketing ideas, and expertise designing bothManaged and External tables for maximum efficiency.
- Expertise in using Spark Streaming and Apache Kafka to fetch live stream data from DB2 to an HBase table.
- Developed software applications for the cloud that were written in Scala, Spray IO, Akka, and Slick.

Environment: Java, J2EE, HTML5,C#, CSS, J Query, Log4J, Ant, Maven, AJAX, Spring, JMS, JavaScript, SOAP, Restful Web Services, Swift, Kotlin, UML, JDBC, Spring MVC, Unix, Node JS, TDD, Apache Camel, tomcat, Python, Django, Linux, MySQL, SQL, PL/SQL, Map Reduce, HDFS, Hive, Pig, HBase, GCP, Python, Sqoop, Flume, Oozie, Impala, Scala, Spark, Apache Kafka, Play, AWS, AKKA, Zookeeper, Red Hat, HP-ALM, Eclipse, Cassandra, SSIS,XML, JSP, JSON, GitLab, Pandas, Agile, Bitvise SSH Client

New York Office State Comptroller, Albany, NY **January 2014 to January 2018**
Software Engineer

- Developed various J2EE components like JSP, JSTL, AJAX, XSLT, JAXP, JNDI, LDAP, JMS, MQ Series by using Eclipse.
- Experience in creating and launching EC2 instances using AMI's of Linux (Amazon, RHEL, SUSE, Ubuntu). Creating roles, users, groups and implemented MFA to provide additional security to AWS account and its resources in IAM
- Used various SQL commands like Create, Delete, Update, and Inner, Outer, Left, and Right Joins to update the database and retrieve data for data analysis and validation.
- Used Spark for transformations, developed Spark scripts using Python & Scala as per the requirements.
- Practical expertise in Spark Core, Spark SQL, and Spark Streaming.
- Created Datasets characterized by Case classes and dealt with Structured information by using Spark-SQL to

Load Parquet data utilizing Spark SQL which were finally stored into Hive tables for downstream utilization.

- Implemented agent-server messaging dialog using Apache Camel and JMS (Active MQ implementation)
- Implemented Business Applications using the Oracle Relational Database Management System (RDBMS).
- Expertise in using AWS services like EC2 and S3 for processing of small data sets and their storage, experienced in maintaining the Hadoop cluster on AWSEMR.
- Deployed the application using agile methodology and planned the scrum meetings.
- Created action plans to track identified open issues and action items related to the project Prepared analytical and status reports and updated the project plan as require.
- Developed Toad SQL queries to perform data analysis, validation, and manipulation tasks.
- Analyzed data by running SQL queries against various database sources (i.e., Oracle, SQL Server, MySQL).
- Wrote controller classes for Rest end points using GET, PUT, POST, DELETE methods etc.
- Set up numerous VPCs, NAT gateways, security groups, network ACLs, internet gateways, and route tables to assure an organization's secure zone in the AWS public cloud.
- Developed solutions leveraging AWS (VPC, EC2, S3, ELB, EBS, RDS, IAM, Cloud Formation, Route 53, Cloud Watch, Cloud Front, Cloud Trail) and orchestration tools like Kubernetes, Docker, and Ansible to translate design into infrastructure code.
- Created RESTful API's calls with server, parse output json data and perform field-by-field comparison in Kwikee database.
- Designed and developed database stored procedures in PL/SQL to generate daily, weekly and monthly sales reports increasing efficiency by 50%.
- Created Python libraries that allow the transfer of data from Kwikee SQL Database to Oracle Database.
- Implemented web-service integration components from SOA using SOAP, WSDL and RESTful webservices.
- Composed and executed MongoDB scripts to insert and update NoSQL database; automating data changes and reporting.
- Added logging and debugging capabilities using Log4j and using SVN.
- Used Django's ORM (object-relational Mapper) to automate the transfer of data stored in Kwikee database tables into objects that are more commonly used in application code.
- Created and implemented distributing data architectures using NOSQL technologies such as data distribution networks to deliver data into the data storage layer and API components for Client. Worked and familiar with Mango DB, and Cassandra.
- Used Agile practices and Test-Driven Development techniques to provide reliable, working software early and often
- Developed DAOs layer using Cassandra big database and it was integrated with whole framework. Implemented a Cassandra NoSQL based database and associated RESTful web service that persists high-volume user profile data for vertical teams
- Configured CI tools like Jenkins's servers, Jenkins's nodes, focusing on continuous integration and deployment, promoting Enterprise Solutions to target environments
- Used PL/SQL and Visual Basic skills to prototype and develop database solutions as part of SDLC practice.
- Created user-friendly forms, screens and reports using Visual Basic 6.0 to retrieve and display data from backend Oracle database.
- Used a Micro Service architecture, with Spring Boot-based services interacting through a combination of REST and Apache Kafka message brokers.
- Developed RESTful APIs that allow sophisticated, effective and low cost application integration.
- Worked in Creation and configuring Elastic load balancers and auto scaling groups to distribute traffic in a cost efficient, fault tolerant in a highly available environment.
- Worked on setting up dashboards for monitoring server infrastructure and SNS alerts for corrective actions or notifications using Cloud Watch service, Splunk, Prometheus & Grafana.
- Scripted Templates for AWS infrastructure as a code using Cloud Formation templates to build staging and production environments.

Environment: Core Java, JDBC, JSPs, JSF,C#,Servlets, EJBs (session bean, massage driven bean), Python, PySpark, Swift, Kotlin, JavaScript, Spring, Struts, Bootstrap, AJAX, JQuery, Pandas, MySQL, Servlets,Agile,

MySQL, SQL, JUnit, Log4j, Subversion, Ant, Cassandra, AWS RDS, AWS S3, AWS EC2,Kafka, JSON, Restful API, MVC architecture, GitLab

Mart Demas

Server Technician

Microsoft Certified Systems Engineer
Certified Novell Engineer | Agile for Teams Certificate
A+ Certified | HP, Compaq, IBM, Epson, NetApp Certifications

Active Directory | Exchange | VMware NSX
VMware vSAN | VMware vRealize Operations | SRM | Office 365
Microsoft Azure | AWS | Cisco Routers, Switches and ASA | Cisco UCS | LRS/SRS | MS-Office | SharePoint

Summary:

Server Technician with 12+ years of extensive experience working with administered Active Directory to include user setup and maintenance, domain configuration, report generation, and OU creation

- Strong experience in managed AD, Exchange, and Symantec out-sourced spam and content filtering
- Experience in configured and managed VMware NSX, VMware vSAN, VMware vRealize Operations and VMware Site recovery manager (SRM).
- Proficient with bare metal servers running many VMware instances.
- Setup HA and am familiar with snapshots and VCenter
- Spun-up many different OS environments, such as Linux, Exchange, AD, SQL, and log gathering servers.
- Experience with many different types of mail servers and SMTP relays
- Well versed in troubleshooting email tracing as well as a multitude of spam filtering cloud providers and some hardware appliances, such as Fortinet and Norton.
- Proficiency with VMware servers, DNS, DHCP, VLANS, VEEAM, and cloud-based platforms such as AWS, Rackspace, and Azure
- Ext6ensive experience in AD on premises troubleshooting and synchronization with cloud based Azure using AD connect
- Configured and managed VMware NSX, VMware vSAN, VMware vRealize Operations and VMware Site recovery manager (SRM).
- Administered Active Directory to include user setup and maintenance, domain configuration, report generation, and OU creation
- Designed and Implemented VMware High Availability (HA) and DRS clustering, and achieved implementation and managing of projects with limited resources.
- Diagnosing client problems, repairing servers and web systems with Data Center.
- Created VMware High Availability and VMware DRS Clusters with VMware vSAN for SDDC.
- Responsible for AD on premises troubleshooting and synchronization with cloud based Azure using AD connect

Education:

- Control Data Institute, B.S. Computer Technology, 1983

Certifications:

- Microsoft Certified Systems Engineer (MCSE)
- Certified Novell Engineer (CNE), Netware 4.11
- Agile for Teams Certificate
- A+ Certified
- HP, Compaq, IBM, Epson, NetApp Certifications
- Kaseya, ServiceNow, OTRS helpdesk ticketing systems
- Amazon Web Services technical accreditation

Professional Experience:

Ranstad / Democracy Federal Credit Union, Alexandria, VA **May 2023 to Present**
I.T. Specialist – Contractor

- Hardware & Software Installations - Coordinate the installation, upgrade, or replacement of workstation software and hardware within established timeframes. Makes sure installations are operable and trains users as needed.
- Maintain software and ensures appropriate safeguards are in place including equipment and licensing agreements, ensuring that updates are completed timely to minimize latency or service interruption
- Project Management – This position periodically required working on small projects while simultaneously demanding strong organizational skills and the ability to multitask.
- Deliver excellent support services to staff, our internal members, by providing assistance, accurate information, sustainable problem resolution with a smile, courtesy, and expedient
- Test, implement, deploy, maintain, review, and administer network and security service capabilities that are required to effectively manage computer network defense.
- Initiates and produce accurate and timely routine daily job stream processes, running reports as needed or requested
- Desktop Support
- Helpdesk
- Active directory
- Office 365/O365
- VMware
- Intune

Technical and Project Engineering, Alexandria, VA **July 2017 to February 2023**
Server Technician

- Administered Active Directory to include user setup and maintenance, domain configuration, report generation, and OU creation.
- Responsible for AD on premises troubleshooting and synchronization with cloud based Azure using AD connect
- Setup new domains using AD and Sites and Services applet.
- Managed high profile installation of all IFS and FMS projects in large enterprise data centers.
- Responsible for Disaster recovery and backup plan using Veeam, Backup Exec and Richcopy
- Team lead for Office 365 Migration
- Keeping track of developing trends in data center technologies.
- Team lead for phone upgrade from on-premises Cisco CM/UC to cloud based service, such as ZOOM.
- Configured and managed VMware NSX, VMware vSAN, VMware vRealize Operations and VMware Site recovery manager (SRM).
- Liaised with vendors and contractor and provided product and service recommendations
- SharePoint setup and training. Maintained external facing website
- Office 365 support and configuration
- Tier 1,2 and 3 Desktop and server support to include hardware and software for multiple locations
- Insured NIST 800-171, CMMC and ISO compliance
- Performed cabling install for voice and data
- Onboarding of new users to include AD, O365 and computer setup
- Managed Barracuda spam filtering service
- Maintain SAN environment to include Dell, NETAPP, QNAP, and Synolgy devices
- Responsible for DNS records using Go-Daddy
- Responsible for maintaining all UCS units, NetApp appliance and VMware instances
- Maintained Inventory and inventory records
- Responsible for ordering and support of Apple products such as IPad and IPhone.
- Administered Active Directory to include user setup and maintenance, domain configuration, report generation, and OU creation

- Expertise of VMware vSphere Architecture, SDDC, Guest OS installation, VM migrations, Storage migrations, Cloning and Snapshots and deployment using PowerCLI/Powershell.

AS Data Center Technician:-

- Assisting DCOs and Independently swap out hardware devices, hard drives, and media devices.
- Performs cable preparation, labeling, verification, and management
- Conducted BBU preparation, patching, cabling and data management and assist the team with data rack transfers across multiple Amazon clusters.

Nexus Systems, Falls Church, VA **September 2015 to July 2017**
Server Technician

- Performed Tier 1, 2, and 3 support
- Managed and coordinated helpdesk operation to include prioritizing service requests via severity levels.
- Assisting the team with data rack remediation and decommission, I've worked with the break/fix team on configuration, troubleshooting, and swapping out drives and media install across multiple.
- Team lead for Microsoft O365 migration/implementation, operation and training
- Accountable for production systems rollout and loaner pool management
- Trained staff, Interns and IT personnel on new hardware and software
- Responsible for all Active Directory management.
- Configure Active-Active and Active-Passive data replication
- Configure DR site monitor data syn between Primary and data replication
- Virtualized physical production servers to cloud and VMWare
- Designed and Implemented VMware High Availability (HA) and DRS clustering, and achieved implementation and managing of projects with limited resources.
- Implemented VMware vSphere deployments on Dell PE-730/930/740/940 Servers.
- O365 SharePoint Administrator
- Trouble shooting of gg extract, pump, and Data replication process
- Responsible for Disaster Recovery Plan.
- Data Center Technical Operations Technician
- Data CenterRecognized by multiple clients and vendors for providing exceptional resolutions to complex problems.
- Data center Designed, developed, and implemented end to end solutions across IT and network organizations.
- Diagnosing client problems, repairing servers and web systems with Data Center.
- Data center Troubleshooting network problems with 3rd party vendors and customers.

Binary Group, Arlington, VA **August 2012 to September 2015**
Server Technician

- Developed disaster recovery plan for three locations to include AWS
- Performed DFS management and configuration across several locations and platforms.
- Created and maintained daily automated PowerShell scripts to ensure all aspects of IT services are functioning correctly
- Managed Active Directory and GPO's for entire organization to include schema administration
- Installed, configured, and maintained Dell MDM -1000, EqualLogic and Synology NAS devices
- Setup and maintained local SMTP server to facilitate scan to email, developer, and server notices
- Technical knowledge of VMware virtualization technologies (vCenter, ESXi, DRS, vMotion, SvMotion, HA, FT, DRS).
- Maintained and approved WSUS updates for servers and end users
- Ensure in-house servers are patched and firmware is up to date
- Insure cloud-based servers are patched and all software is up to date
- Setup and configured Spiceworks to manage all servers, end-user equipment, switches, and phone system in real-time

- Installed and configured Symantec End Point Manager (SEPM) to manage anti-virus protection for all servers and end-user computers
- Setup and maintained Wiki for both end-users and IT department using SharePoint
- Managed SQL and MySQL servers and databases
- Setup and configured IIS 7.0 for development and production environments
- Setup and configured Application Request Routing (ARR) for IIS
- Maintained and setup all DNS records.
- Deployed virtualization Infrastructure with VMware vSphere 6.7
- Responsible for all IT password and logon parameters using Keypass
- Responsible for patching/package updates for several Linux (Ubuntu) servers to facilitate IPsec tunneling, development, and ticketing systems
- Oversaw Office 365 services throughout organization. Used PowerShell to setup and troubleshoot most administrative duties
- Managed SharePoint deployment of new sites, site collections, and backups using Metavis
- Performed and negotiated all IT purchasing and contracts
- Responsible for all Cloud based servers, to include turn up, renewals, resale, backup, maintenance, billing, and pricing
- Maintained servers, Cisco routers, SonicWALL devices, managed switches, and ASA devices at two locations
- Managed IP based phone system using Mitel, Polycom, and Cisco equipment
- Performed new user setup and orientation
- Setup and configured IP based surveillance system
- Facilities management duties to include keyless access system (Data watch), HVAC, lighting
- Responsible for OTRS helpdesk ticketing system
- Installed and configured the new Skype (formerly Lync) using the Smart SRS system and PowerShell
- Responsible for IT inventory.

Madison Marquette, Washington, DC **December 2009 to August 2012**
Network Administrator

- Responsible for companywide backups utilizing DFS, Backup Exec and Iron Mountain
- Performed tier 1, 2, and 3 Desktop/LAN/WAN support for over 35 offices nationwide
- Supported Cisco phones using Unity and Call manager, to include the viewmail plugin
- Supported several hundred Verizon smart phones in addition to the Blackberry Enterprise server
- Deployed VMware NSX and implemented Logical Switches and Distributed Logical Routers (DLR), Microsegmetation, Edge Firewall, Load balancer (LB), and Implemented VMware based SDDC.
- Created VMware High Availability and VMware DRS Clusters with VMware vSAN for SDDC.
- Responsible for Server and Desktop patch management using Kaseya
- Facilitated conference room maintenance comprising of Tandberg, Crestron, and Polycom equipment
- Performed server hardware/software maintenance and repair
- Managed AD, Exchange, and Symantec out-sourced spam and content filtering