Jefferson Parish
State of Louisiana

Jefferson Parish

Information Technology Support Services and Supplemental Staffing
RFP: 0464

200 Derbigny Street, Suite 4400
Gretna, LA 70053

TECHNICAL PROPOSAL

American Unit
Rethink your options

Response Prepared by

American Unit Inc
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Point of Contact

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Vice President
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Due Date: August 25, 2023, 3 PM

A. Cover Letter

August 25, 2023

Attn: Contracting Officer
Jefferson Parish
Department of Purchasing
200 Derbigny Street, Suite 4400
Gretna, LA 70053

American Unit Inc. ("AU") is pleased to submit its response to the Jefferson Parish ("Parish") to obtain competitive proposals as allowed by Jefferson Parish Code of Ordinances Section 2-895 et. seq. from bona fide, qualified Proposers who are interested in providing Scope of Work as defined in Part II hereof.

We have reviewed and understand the Scope of work (SOW) and will meet the performance standards and requirements set by EIS-parish. AU confirm that we have the ability to perform the services described and negotiate a contract with Parish as mentioned in the RFP.

Our company excels in delivering top-tier IT staffing and consulting services by leveraging a vast network of skilled professionals, an AI-driven talent matching process, and a commitment to client satisfaction. With a proven track record of successful placements and a team of experienced recruiters, we possess the expertise to identify, evaluate, and secure the right talent for a wide range of IT roles. Our dedication to staying updated on industry trends, coupled with our flexible and tailored staffing solutions, ensures that we consistently meet and exceed client expectations. Through streamlined communication, data-driven insights, and a focus on continuous improvement, we stand ready to effectively address all IT staffing and consulting needs.

Our experience with providing IT consulting and Professional services combined with strong local presence ensures we provide skilled and experienced employees to EIS -Parish. Our approach, experience and methodologies have been delved into greater details in subsequent sections of the proposal (RFP) and its response is in strict compliance with the RFP specification and provides detailed information of our capabilities.

AU will comply with all State, federal and local Laws (including but not limited to the Americans with Disabilities Act, Title VII of the civil rights of 1964, Age Discrimination in employment Act, and Civil Rights Act of 1991) as to treatment and compensation of its employees. We accept full responsibility for the Payment of wages, compensation and benefits to personnel and also accept responsibility for the payment of all taxes, assessments, fees and fines that may be due and owing to any Local, State or Federal Government agencies.

By submitting a proposal, AU agrees to comply with all provisions of Louisiana law as well as compliance with the Jefferson Parish Code of Ordinances, Louisiana Code of Ethics, applicable Jefferson Parish ethical standards, and Parish standard terms and conditions as adopted by Jefferson Parish Council Resolution

AU agrees that our proposal will be effective for required number of days. We adhere to the General Instructions and Requirement as outlined in the RFP 0464- Information Technology support services and Supplemental staffing. We thank you for giving us the opportunity to respond to this RFP and we look forward to have a long and continuing profitable mutual partnership.

Best Regards,
Ramana Venigalla

Vice President

B. Table of Contents

C. Technical Proposal Elements

Illustrating and describing compliance with the RFP requirements defined in the Scope of Work/Services (Part II) and Proposer Qualifications. (See Section 2.7.A for further details.)

Response

Below description of our understanding of the technologies and systems and services and applications and how we are qualified to support these technologies. We have provided a detailed breakdown of each technology, additionally we have relevant certifications and industry standards the demonstrate our commitment and compliance.

Oracle - 19c and newer database administration (application server, RAC, WebLogic, 12.2.2 Enterprise Manager, Forms)

Our company is well-equipped to support Oracle 19c and newer database administration due to our team's extensive experience and expertise in managing Oracle databases. We have a track record of successfully implementing, maintaining, and optimizing Oracle databases, ensuring their stability, performance, and security. Our certified database administrators stay up-to-date with the latest Oracle technologies and best practices, enabling us to effectively handle any challenges that may arise in the administration of Oracle 19c and newer databases.

MS SQL Server 2016 and newer

Our company is highly qualified to provide support for MS SQL Server and its newer versions. We have a proven track record of effectively managing and maintaining MS SQL Server databases for various clients across different industries. Our team of experienced database administrators possesses in-depth knowledge of MS SQL Server's architecture, performance tuning, backup and recovery, and security protocols.

Furthermore, we stay abreast of the latest updates and enhancements in MS SQL Server technology through continuous training and certifications. This ensures that we are well-prepared to address the evolving needs of our clients and provide them with the best solutions for their MS SQL Server environments. Our commitment to excellence, coupled with our hands-on experience, makes us a reliable partner for all aspects of MS SQL Server support and administration.

Network - Fortinet (NG Fortigates, FortiManager, VPN), Ruckus & Fortinet Access Points, Cisco routers, switches & Meraki, SD-WAN technology, Layer 2 & 3 routing, BGP protocol.

Our company is exceptionally qualified to provide support for a range of networking technologies, including Network-Fortinet, Ruckus and Fortinet Access Points, Cisco routers, and the BGP protocol.

We have a dedicated team of networking experts with extensive experience in deploying, configuring, and maintaining these technologies. Our team members are certified in Network-Fortinet, Ruckus, Fortinet Access Points, and Cisco routers, showcasing their proficiency in handling diverse networking equipment. Furthermore, our comprehensive understanding of the BGP protocol allows us to design and implement robust, high-performance network architectures. We have successfully managed complex BGP configurations, optimizing routing efficiency and ensuring seamless connectivity for our clients.

Rest assured, our company's expertise in these technologies will ensure a reliable, secure, and efficient networking infrastructure that meets the demands of your organization.

GIS - ArcGIS Enterprise 10.9 and newer, ArcGIS Server 10.9.1 and newer, ArcGIS Portal Server 10.9.1 and newer, ArcGIS Online 4.24 and newer, ArcGIS Administrator

Our company possesses strong qualifications to provide comprehensive support for ArcGIS, ArcGIS Enterprise 10.9, ArcGIS Portal Server 10.9.1, and ArcGIS Administrator.

Our team includes experienced GIS professionals who are adept at implementing, managing, and optimizing ArcGIS solutions. We have successfully deployed ArcGIS in various projects, demonstrating our ability to leverage its spatial analytics, mapping, and data visualization capabilities.

Our proficiency extends to the latest versions, including ArcGIS Enterprise 10.9 and ArcGIS Portal Server 10.9.1. We are well-versed in configuring and maintaining these systems, ensuring optimal performance and scalability for your organization's spatial data infrastructure.

Additionally, our expertise in ArcGIS Administrator enables us to manage user roles, permissions, and system settings efficiently. We ensure that your ArcGIS environment remains secure, compliant, and aligned with your organizational needs.

Overall, our company's extensive experience, combined with our dedication to staying current with GIS technology advancements, makes us a reliable partner to provide comprehensive support for ArcGIS and related components.

Data Center/Systems – VMware, veeam, HPE Synergy, 3PAR, Nimble, StoreOnce, Windows Server 2016 and newer, Linux 9
Our company is exceptionally qualified to provide comprehensive support for a variety of data center and systems technologies, including VMWare, Veram, HPE Synergy Nimble StoreOnce, Windows Server 2016 and newer, and Linux 9.

Our team comprises skilled professionals with extensive experience in managing and optimizing diverse data center environments. We have successfully implemented and maintained VMWare virtualization solutions, Veram data center management tools, and HPE Synergy Nimble StoreOnce storage systems. This hands-on experience enables us to design, deploy, and manage these technologies efficiently.

Moreover, our team's proficiency extends to Windows Server 2016 and newer versions, as well as Linux 9 distributions. We have a track record of configuring, securing, and maintaining these operating systems to ensure stable and secure operations within your data center infrastructure.

With a deep understanding of these technologies and a commitment to staying updated with the latest advancements, our company is well-equipped to provide reliable and effective support for your data center and system needs.

Microsoft – Exchange 2016 (relay), Office 365 (including eDiscovery, Exchange, Defender, Teams, SharePoint), Active Directory and related domain services, WSUS, Azure, file server support
Our company is well-qualified to support Microsoft Exchange 2016, Office 365, Active Directory, and related domain services including Azure and file server support. We have a team of certified experts with extensive experience in managing and maintaining these technologies. Our track record includes successful implementation, migration, and ongoing management of these systems for various clients. We stay up-to-date with the latest industry trends and best practices to ensure efficient and secure operation of these services. Our commitment to providing reliable support and timely issue resolution makes us a strong partner for your requirements.

Third-party Applications – OpenText document management & workflow, DBVisit 11, NextRequest, NetDocs, NeoGov
Our company possesses the expertise required to support a diverse range of third-party applications, including OpenText Document Management and Workflow, DB Visits 11, NextRequest, NetDocs, and Neogov. We have a proven track record of effectively integrating, configuring, and managing these applications to meet our clients' specific needs. Our team of skilled professionals holds experience in

deploying and maintaining these solutions, ensuring seamless operation and optimized performance. We understand the complexities of working with diverse application ecosystems and are committed to providing top-notch support and issue resolution to ensure your business processes run smoothly.

In-house Applications (.net & Oracle) – Juvenile Justice Case Management, JumpStart Jefferson, Code Enforcement Reporting and Violations System, Legislative Portal

Our company is highly qualified to provide support for in-house applications developed in .NET and Oracle technologies. We have a team of experienced professionals who specialize in .NET development and Oracle database management. Our track record includes successful implementation, customization, and maintenance of similar in-house applications such as the Juvenile Justice Case Management system, JumpStart Code Enforcement Reporting and Violations System, and Legislative Portal. We understand the complexities of these applications and possess the technical skills to ensure their smooth operation, scalability, and security. Our commitment to proactive issue resolution and continuous improvement aligns with your need for reliable and efficient support.

Cybersecurity – awareness training, multifactor authentication, OT SCADA, assessments, penetration testing, incident response, forensics investigations

Our company is well-equipped to provide comprehensive support for a range of cybersecurity needs, including:

- **Cybersecurity Awareness Training:** We offer tailored cybersecurity awareness training programs to educate your workforce on best practices and threats, promoting a security-conscious culture.
- **Multifactor Authentication (MFA):** Our expertise in implementing and managing MFA solutions enhances your security posture by adding an extra layer of protection to your systems and applications.
- OT SCADA Assessments: Our experienced team conducts thorough assessments of your operational technology (OT) and SCADA systems to identify vulnerabilities and provide recommendations for enhanced security.
- **Penetration Testing:** We perform rigorous penetration testing to identify vulnerabilities in your systems, networks, and applications, helping you proactively address potential weaknesses.
- Incident Response: Our rapid incident response protocols ensure timely mitigation and recovery in the event of a cybersecurity incident, minimizing potential damage and downtime.
- **Forensic Investigations:** In the aftermath of a security breach, we conduct meticulous forensic investigations to determine the extent of the breach, its impact, and the necessary actions for recovery.
- Our expertise stems from a track record of successful implementations across these areas. We stay up-to-date with the latest cybersecurity trends and adhere to industry best practices. Our commitment to proactive security measures and swift incident resolution positions us as a reliable partner for safeguarding your digital assets.

Telecommunications – Avaya on-premises call manager, SIP trunking, session border controllers

Our company possesses the expertise to provide comprehensive support for telecommunications solutions, including:

- **Avaya On-Premises Call Manager:** We have a team of skilled professionals with extensive experience in deploying, configuring, and managing Avaya On-Premises Call Manager systems. Our expertise ensures reliable communication infrastructure for your organization.
- **SIP Trunking:** We specialize in setting up and managing SIP trunking services, enabling efficient and cost-effective communication between your organization's network and the public switched telephone network (PSTN).

Video & Access Control – Genetec, Avigilon
Our company is well-qualified to provide comprehensive support for Video & Access Control solutions, including Genetic and Avigilon systems:

- **Genetec:** Our team has extensive experience in deploying, configuring, and managing Genetec Video Management Systems and Access Control solutions. We understand the intricacies of these systems, ensuring effective surveillance and access management.
- **Avigilon:** Our expertise includes the implementation and maintenance of Avigilon Video Surveillance solutions. We have successfully integrated Avigilon systems into various environments, enhancing security and monitoring capabilities.

Our track record reflects successful implementations and integrations of these technologies. We are committed to delivering reliable support, optimizing system performance, and ensuring the security of your premises. With our knowledge of the latest industry trends and best practices, we are a trusted partner for your Video & Access Control needs.

Session Border Controllers (SBCs): Our team is well-versed in configuring and maintaining Session Border Controllers, ensuring secure and seamless communication across different networks while safeguarding against potential threats.

Our track record includes successful implementations in these areas, and we stay up-to-date with the latest telecommunications trends and technologies. Our commitment to reliable support, seamless integration, and efficient issue resolution makes us a trusted partner for your telecommunications needs.

Additional Project Support:
Our company excels in providing comprehensive support for application maintenance, upgrades, and integrations. We offer continuous monitoring and troubleshooting to ensure the smooth functioning of our client's applications. Our experience team stays -up -to date with the latest technologies allowing us to seamlessly handle upgrades and integrations.

Our commitment to proactive maintenance and responsive support sets us apart in providing the best possible service for our client's application needs,

History and background of proposer, including but not limited to status with related services to government entities existing customer satisfaction, demonstrated volume of merchants, etc. (See Section 2.7.B for further details.)

Response

Established in the year 2003 by an industry veteran, AU has 20 years of experience in providing IT Consulting Services on a nationwide basis for both government and corporate sector clients. We are a Texas based Small, Minority, and HUB certified company that works to support government entities similar opportunities. With offices strategically located throughout the US, AU currently has over 330 contractors through the US and works with over 65 clients in various industries, including but not limited to: Government (State/Local), Manufacturing, Transport, Education, Automotive, Healthcare, Energy and Utilities, Life Sciences, Agriculture, Défense and Aerospace, Telecommunication, Consumer Products, Finance, and Insurance.

AU has strong administrative and financial capabilities to effectively manage any contract and our annual revenues are over $30 Million. We believe in developing brands – than just some good-looking website or app. Being an experienced Web development company, we ensure that our clients have an effective online presence. We offer development, and re-engineering services for creation, revamping, and reinforcing your online identity. We have extensive experience working with various government hub clients as a prime and subcontractor. This experience has given us complete understanding of the government functioning and environment, its task orders/requests, timeliness, and deliverables. Our mission is to help government and private sector clients plan, build, manage and justify their investments to optimize mission and business performance. We are a rapidly growing firm of professionals, committed to delivering high standard services to our clients since the inception of the company. We believe in using latest technology and web application/design techniques to provide you with the most cost-effective and innovative IT solutions.

With experienced talent pool we take care of all kinds of website development needs. Our core team has a proven track record in their respective domains. Our flexible approach and resourcefulness have delivered success in many industries including Finance, Transport, Legal, Media, Manufacturing and Health. Further, as a Web development company, we pay attention to optimizing client's website for the popular generic and industry-specific search engines and for the social media. Our team will meticulously expedite the process of website development as well as other requisites like development, gathering stakeholder input, migration of content, testing, implementation of maintenance methods, and training for key website content editors.

Differentiators

- **Enterprise Solutions:** JAVA/.NET – Enterprise Custom Solutions, Oracle Applications, Microsoft Technologies, CMS & Web Development, SAP Solutions Sec Dev Ops, CRM Solutions, IT Service Management, Mobile Development and O&M
- **Business Intelligence and Analytics:** MicroStrategy/Business Objects/Hyperion/Splunk, Data Warehousing Data Modeling (Informatica), Tableau, Abinitio
- **Mobility Consulting Services:** We offer various Mobility Services and Security Services, powered by various platforms. Depending on your environment, we design and deploy a solution that benefits your enterprise system and infrastructure.
- **Project and Program Management:** Expertise in Program, Resource, and release Management.
- **Cloud Computing & Virtualization:** Integrated Enterprise Security Solutions, Disaster Recovery and contingency Planning, Network Security Audits, Assessment and Hardening Service, Vulnerability testing

- **Continuous Assessment, Monitoring, and Incident Response Solutions:** For Army Research Lab Defensive Cyber Operations SOC, designed solution for integrated onprem and cloud monitoring of multi-tenant system "high" assets.
- **Development of Agile Cybersecurity Software solutions:** Defensive Cyber Operations – Space developed cybersecurity software capabilities for detection and protection functions using DevSecOps CI/CD pipelines.

Since our inception, AU has delivered nearly two million hours of consulting services to our clients. We leverage this experience in providing top notch solutions and services to meet our client's IT service needs in the below mentioned areas:

Web/Application Support & Maintenance	Technical Writing for documentation
Application Testing	Infrastructure Support & Management
Business Analysis Services	Information Security Consulting and Audit
Business Intelligence, Data Warehousing & Analytics	Mobile/Web Application Development
Client/ Server Application Development	Project / Program Management
Cloud Computing	Quality Assurance & Porting
ETL and ERP Implementation, Maintenance & Support	Legacy Applications support
Network Architecture, Planning, Development and Implementation	Packaged Solutions Implementation (SAP, Oracle Applications and PeopleSoft)
Systems & Application Integration	Web Application & Content Management
Cyber Security Services	Web Design & Development

We provide IT services for the client business needs to ensure projects are implemented successfully. Our service offerings concentrate on our client's specific requirements in the perspective of each development cycle, thus ensuring the finest and professional utilization of available resources.

- Application/Website Development
- Application Support Services
- Computer Programming Services
- Computer Systems Analysis Support Services
- Cyber Security Services
- Database Management Services
- Database Design and Administration
- Desktop Support Services
- IT Networking Services
- IBM TRIRIGA

Application Development

AU will provide Application Development Support and Maintenance Service to our clients. Our IT team will ensure that applications managed and operated seamlessly to provide secure and high-performance platform. To develop, maintenance, management and enhancement of the client applications, we will complete the planning and analysis phases to follow the client processes for gaining approvals of cost estimates and technical approaches prior to undertaking any of development activities.

- **Application Product Development** – AU has it all covered for its clients, from product evolution, to design, development, product support and maintenance.
- **Custom Application Development** – AU is an ideal choice for a long-term partnership to implement innovative ideas that will provide additional value and differentiate its clients in a tough competitive environment.
- **Application QA and Testing** – AU independent Quality Assurance allows for better control of the quality of the application, makes the evaluation of the product's compliance with the original requirements easy and fast and provides an insight to the product's convenience for end-users.
- **Application Security** – AU offers a set of value-added services to improve software security and resolve security issues early in the development process to minimize risks.
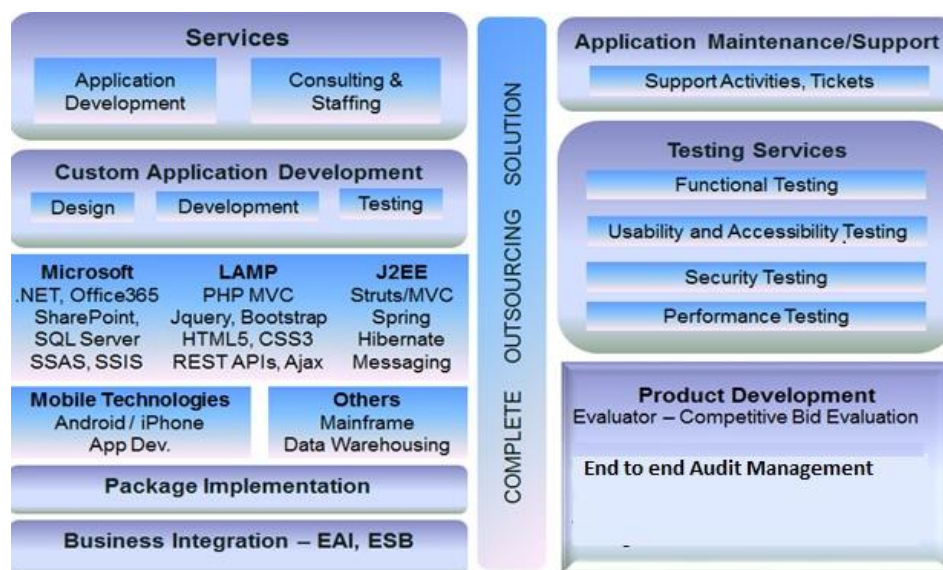
Application Support Services

AU Application Support Services focuses on providing fast, reliable, and customized support services allowing clients to focus on business-critical tasks and leaving part or all of the client support needs in the hands of a single trusted service provider. We recognize that the needs of every organization are unique, and we can customize our services to suit the client needs.

At AU, our knowledgeable and experienced application support IT staff provide strong back-end support across all types of technology and platforms to ensure they work flawlessly with maximum performance and minimal risk, thus reducing maintenance cost and increase business profitability.

Our Application Support and Maintenance:
- AU consultants strictly follow agile incremental model in application development so almost each requirement is described at the very first level.
- We maintain a well-balanced team of talented and experienced engineers who are professional, easy to work with and strong communicators.
- Follow reliable processes, policies and procedures so that resources can be added smoothly, requests, incidents, and tasks can all be performed and tracked closely, and key metrics/SLAs can be continuously monitored and refined.

American Unit Application Development and Maintenance Services

Computer Programming Services

AU computer programming support services includes innovative change management, extensive automation and on-premise delivery models that can enable a proactive approach to IT service management and reduce business costs and risk. Our staff includes specialists in engineering, science, and business administration - as well as creative design & support personnel. Our state-of-the-art facility includes a high-availability datacenter and quality assurance lab.
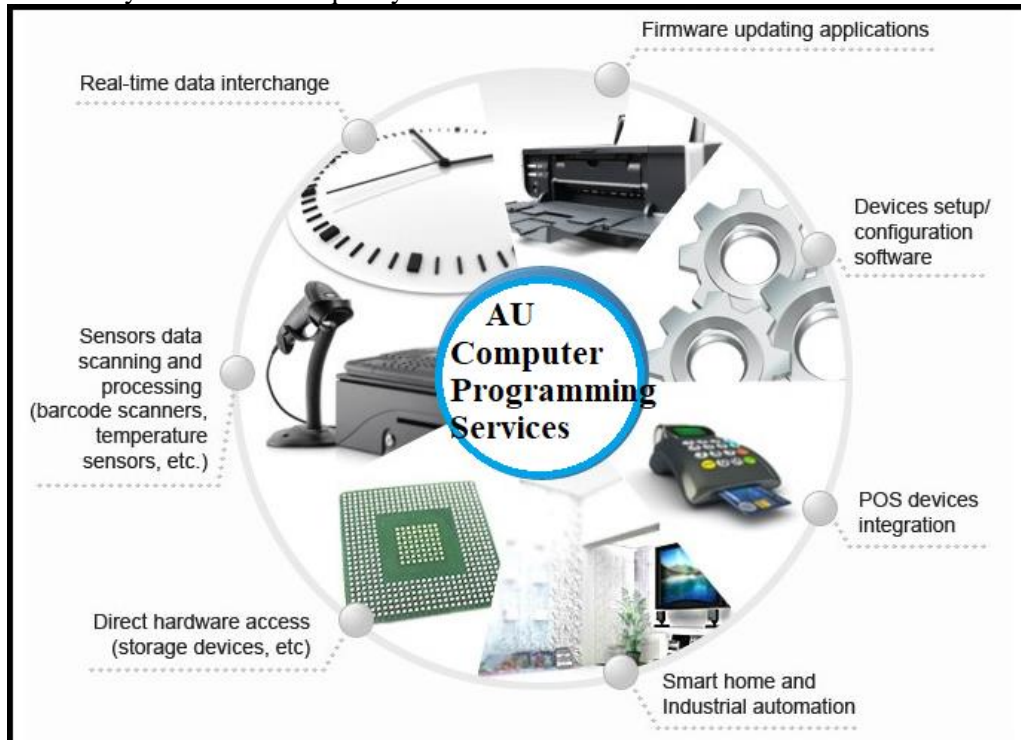
Computer Systems Analysis Support Services

AU's computer systems analysis and strategic planning services is an exercise that helps our clients determine the optimal path for fulfilling their business objectives. AU through its SME's provides a way to plan and manage use of information through a comprehensive and usable framework which links business objectives whilst focusing on information technology. Designing a technology architecture in this manner ensures effective management of information resources. AU offers following benefits to its clients under its computer system analysis support services offering:

- Align technology with the company's business model;
- Assess the current and future information requirements based on the business model;
- Construct a "Business System Architecture" (BSA) that will satisfy identified information requirements;
- Construct an Information Technology Architecture to support the BSA;
- Present the information technology recommendations to management in a way that they can readily understand, evaluate and act upon an implementation plan.

Cyber Security Services

Our cybersecurity consulting services gives the client insight into security management with assessments of the client sensitive data, critical infrastructures and applications. We work with the client to define and implement the right strategy, target operating model and GRC structure. We ensure the client security design and operations support strategic objectives and business continuity. By planning ahead with a cybersecurity strategy as part of the client digital transformation journey, the client will be in a more confident position to stay compliant and achieve cost savings.

Database Management Services

Our Database Administrators provides expert database management services for Oracle, Oracle E-Business Suite, SQL Server, MySQL, DB2 and MongoDB database environments with an unmatched level of service. AU offers a complete Database management solution through its SME's. Our services offering includes:

- Database Architecture
- SQL Performance Tuning
- Database Migrationc
- Database Backup

Database Design and Administration

AU provide Database Design and Administration services to support comprehensive database monitoring, administration and 24×7 support for SQL Server, Oracle, MySQL, DB2 and Sybase and PostGresSQL. By engaging, our DBA support services can be customized to fit the client specific requirements and budget. To support the client, AU fully exploit the database support technologies to accelerate innovation and speed to with on-demand access to our pool of expertise
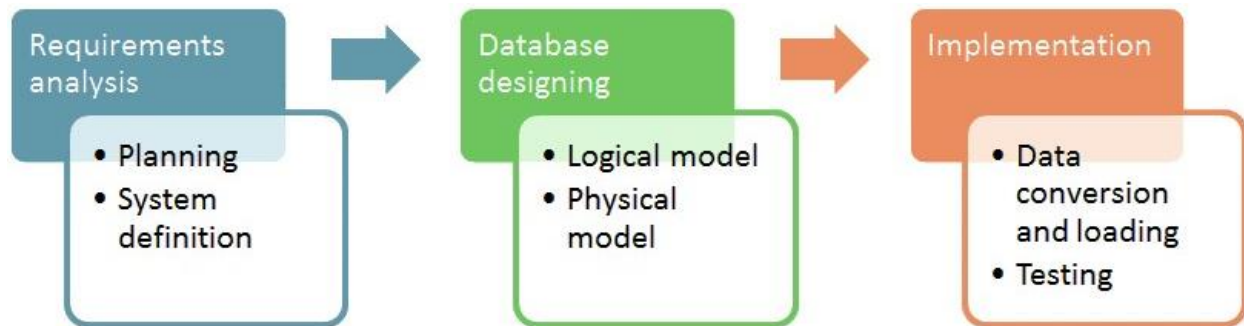
American Unit Database Development Life Cycle (DDLC)

Desktop Support Services

AU offers comprehensive desktop support services to a wide variety of clients. Our desktop support services are comprised of certified IT professionals. We offer high-quality desktop support services through our technical staff. All our technical staff are familiar and trained on our Continuous Process Improvement (CPI) model which is based on the industry standard Information Technology Infrastructure Library (ITIL) Continuous Service Improvement framework.

Our desktop support services include:

- Install and upgrade, support and troubleshoot the Operating systems
- Monitoring, operating and managing Client PC's
- Develop trends by constant monitoring and analyzing the support requests.
- Deal with the software and hardware related queries
- Remote desktop support
- Virus detection, removal, and protection
- Data recovery and backup
- Software installation
- Software updates
- New PC and MAC setup

- Software verification
- Issues with the Laptop
- Installation of drivers

IBM TRIRIGA

IBM's solution for workplace data integration is IBM TRIRIGA. This solution provides an integrated workplace management system(IWMS).

TRIRIGA and FILENET
  I.   Implementation
  II. Upgrade
  III. Integration
  IV. Customization
  V.   Production support

TRIRIGA UI / UX
  I. Simplification of the end –user experience
  II. (MVC) based user interface that is compatible with Google Polymer

Network Support Services

AU network support services includes providing support to LAN/WAN and also provide monitoring, event management, maintenance and support services for client Internet Protocol (IP) enabled device endpoints on their premises. Additionally, our services also include any qualifying devices in the customer Wide Area Network (WAN) or Local Area Network (LAN). AU' IT professionals at our Network Operations Center provide round-the-clock monitoring, maintenance and support for the client LAN / WAN services. Through this, AU support the connectivity of the client workstation and peripherals to its LAN/WAN/VLAN systems.

With front-running technologies, we utilize established, industry-leading tools to design and create networking and IT infrastructure that will help maximize productivity, reduce operational costs, and manage complex consolidations.

The inner dynamics of collaboration, cloud computing, big data, Bring Your Own Device (BYOD), IPv6 and network virtualization is constantly shifting and are not easily assimilated into networks. Our team of networking solutions professionals and our alliances with leading network providers, such as Cisco and IBM, can help deploy, procure and configure a final solution.

AU Technical Competency

Specialty Areas of Expertise - Technology Expertise

Web & E-Commerce	ASP.Net, C#, HTML, DHTML, XML, ADO, Java, JavaScript, JavaBeans, EJB, WebLogic, WebSphere, VBScript, ActiveX, IIS, MTS, SOAP, Web Services
Front-End Development	VB.NET, Visual Basic, Visual C++, MFC, SDK, C/C++, COM, DCOM, ATL, ABAP/4, Dexterity, RPG/400.
Back-End Database	MS SQL Server, SQL.NET, Oracle, Sybase, DB2, Informix, MS Access.
Oracle Tools	Oracle 10G, 9i, Oracle DBA, PL/SQL, PERL, Pro*C, ETL, Oracle Discoverer, PSP, Java Script, Java, JDeveloper, Oracle Applications Server, Oracle Developer Suite.
Operating System Tools	UNIX, Windows, Windows NT, OS/400 ERWIN, Visual Source Safe, MS Office.

ERP/CRM Technologies	SAP, Siebel, PeopleSoft, Oracle Applications, Clarify
Business Intelligence/DW	Ab-Initio, Informatica, Business Objects, DataStage
Mainframe	Micro Focus COBOL, DB2, VSAM, CICS, COBOL, JCL, IMS DB/DC, IDMS, ADSO, Assembler.

IT Applications

Software	Windows O/S, Cobol, Unix C++, Java, J2EE, JSP, VC++, VB, IDMS, VBA, VB Script, VB.NET, C#, MFC, XML, Perl, Delphi, PHP, REXX, FORTRAN, Delphi, Java, Ruby Power Builder, Lotus Notes, MS Exchange , ABAP, J2EE, Linux, Apple
Enterprise Resource Planning (ERP)	SAP, PeopleSoft, JD Edwards, Siebel, Clarify, SAS, Ariba, Vignette, Business Objects, Informatica, Cognos, and Vantive
Graphic Production	Adobe Photoshop, Corel Draw, Visio, Jasc Paint Shop Pro, Adobe Illustrator
Web Server Software	Apache, Microsoft IIS, Igor Sysoevnginx, Google GWS
Database Development	MySQL, Microsoft SQL Server, Oracle, IBM, DB2, Firebird, PostgreSQL, Ingres, Sybase and Max DB.
Web and Mobile Development Software	HTML editors, Adobe Flash, Silverlight, WAMP, Adobe Dreamweaver, Coda, Freeway, Microsoft Expression Web, NetObjects.
Open Source	Linux, Unix, Red Hat, Fedora, Ubuntu, SuSE, Drupal
Data Warehousing – ETL Data synchronization, software as a service, Business process outsourcing	Apatar, CloverETL, Flat File Checker, Jitterbit 2.0, Pentaho Data Integration, RapidMiner, Scriptella, Talend Open Studio, Ab Initio, AltovaMapforce, HitSoftwareAllorda, Digital , Informatica PowerCenter, Fuel Service Flow, Lavastorm martin Dawes Analytics , Apache Cocoon, Cognos, Cosort, IBM InfoSphere DataStage, and HiT Software

Languages/Programing skills:	Python, Java, R, Visual Basic, C, SQL, XML
J2EE Technologies	JSP, Servlets, JDBC, Log4J, Junit, XML (SAX & DOM), Applets, Spring, Hibernate, AJAX, JMS, Microservices, Spring MVC, Spring Boot, Web Services, JSP, JSF, JPA
Middleware:	ODBC, JDBC
Methodologies:	Agile, SCRUM, Waterfall
Software Tools:	MS Access, MS Office and MS Excel, NetBeans IDE, VS Code, Eclipse IDE
CI/CD Tools:	Jenkins, Maven
Web Technologies:	HTML, CSS, CS3, JavaScript, Node JS, AngularJS, AJAX, React JS, Angular, Bootstrap
O/S:	UNIX, LINUX, Windows XP and Windows7
Databases:	My SQL, Oracle 10g/11g/12c, SQL Lite, MS Access, PL/SQL, SQL Server
Cloud Platform	Amazon Web Services (AWS)
Application Servers:	Apache Tomcat, Weblogic, Web Sphere
Web Services:	SOAP, REST, WSDL, AWS
Frameworks:	Spring, Hibernate, Angular, Spring boot, Junit, Rational Rose
Modeling Languages:	UML

E. Innovative Concepts

Present innovative concepts, if any, not discussed above for consideration. How is the responding firm uniquely different from other firms? What new innovations can you offer?

Response

AU is uniquely qualified to meet the needs of the Parish. With dedicated delivery team for our Information Technology, Administrative, and Human Resources clients, we are positioned to understand your unique needs and have designed our service and delivery channels accordingly. The following summary demonstrates our Unique Selling Propositions (USPs) to provide services to the Parish.

Delivery-Focused Approach – At AU, we differentiate ourselves from our competition in our delivery-focused approach, instead of the traditional sales-focused approach. Our Account Managers are experienced and responsible individuals who have a service-oriented approach and put their client's interests ahead of their own as compared to other firms with sales-oriented Account Manager as their primary contact.

AU will assign a dedicated team specifically tasked with supporting the Parish. Our Account team has local and regional oversight to ensure the team's performance meets and exceeds Parish's performance expectations and metrics.

Process-Driven Organization – Through our experience supporting large and diverse clients, AU has honed our programs and processes to provide superior delivery and performance to our clients. From our mature operating protocol, the AU Operating Procedure, to our National Accounts Program, our processes are the cornerstone of our delivery model ensuring consistent delivery and quality across all verticals and geographies. We are confident in our abilities, and we develop mutually beneficial metrics so that we deliver the same quality of service year after year to our clients across multiple locations.

Proven Customized Recruiting and Screening – Based on client and market demands, AU maintains a pipeline of candidates representing the most common skill sets throughout US. Our recruiting process requires each recruiter to identify and pre-screen a select number of resources, allowing our recruiters to become experts in certain skill sets. This pipeline method greatly reduces our time to fill by streamlining the candidate submittal process for our clients. AU proactive pipeline recruitment guarantees a turnaround time of less than 48 hours.

Domain-Centric Recruitment Model – AU employs domain-centric recruitment to recruit highly specialized staff. Our recruiting teams have the domain insight and experience to help clients meet their staffing goals along with meeting their season-specific needs.

Complete Workforce Solution Provider – At AU we use our insight, knowledge, and national resources to make exceptional connections. With over 65 clients throughout US spreading across every industry, AU has the reach and experience to meet Parish's business objectives and exceed the Parish's expectations. Client diversification allows AU to more quickly adapt to change in market conditions, client requirements, and preferences, invest more in resources and better understand the industries that are prevalent in major areas when compared to competitors with more client concentration.

The Parish can also leverage AU's expertise in workforce management to design, develop and manage workforce strategies and effectively control the costs associated with vendors, all categories and classifications of labor, fringe benefits, and statutory obligations.

Client-Focused Customer Service – Above all, AU strives to meet client needs in a timely and efficient manner. As our business partner, the Parish will be our top priority. Starting with the personal attention of

an Account Manager, the Parish will have a direct link to the AU executive team keeping the lines of communication open and available. The dedicated Account Manager will be supported by a host of back-office individuals ensuring accurate statements and prompt reports.

F. Project Schedule

Detailed methodology/approach to project management.

Response

AU's Project Management methodology consists of seven high-level functional areas including: Integration Management, Scope Management, Time Management, Cost Management, Quality Management, Communication Management and Risk Management.

The Project Management Office (PMO) would oversee the project and will reflect the true teaming relationship between the Parish and AU team that you would like to establish. Below Figure highlights the key features and benefits of our proposed project management approach.

Project Management Responsibilities	Benefits
Oversight and Monitoring	- Allows for real-time analysis and decision making via a dashboard for centralized management data - Augments Parish's existing Project Management office - Provides common processes / tools
Governance	- Defines a clear structure for decision making and escalation of risks and issues - Drives collaboration between key stakeholders
Risk Management	- Assessment of risks - Tight control, monitoring, escalation and active mitigation of risks - Bring new ideas to mitigating existing organization risks to decrease issue realization ratio - Focus on critical path activities and phase-containment
Issue Management	- Tight control, monitoring, escalation and resolution of issues - New ideas for resolving existing organizational issues
Document Management	- Secure storage and easy retrieval of artifacts generated on project - Strong foundation artifact storage and retrieval that support training and knowledge transfer services - Configuration management of contractual documents
Quality Management	- Vigorous internal American Unit measures that facilitates quality in work completed and deliverables created - Enhances existing quality infrastructure across the organization - Independent assessment of the project progress and risk through periodic quality reviews by an American Unit Quality Director
Scope Management	- Robust Change Control process that makes and communicates decisions on changes in a timely manner - Active management of requirements and related changes to prevent scope creep and cost overruns
Schedule Management	- Early identification of tasks that could delay schedule and hurt cost control measures - Flexibility and ease of adjusting staffing to drive on-time completion of scheduled tasks
Resource Management	- Highly qualified subcontractor that complements our delivery of services - Virtually seamless integration

Project Communications	▪ Promotes cross-team awareness and integration
	▪ Encourages knowledge transfer and collaboration

AU team has defined five guiding principles of project management to guide the project and to facilitate achieving Parish requirements and goals. These guiding principles include:

- **On Time** – complete the project according to the schedule that is developed and agreed to with the Parish leadership
- **Within Budget** – complete the project within the workday and cost budgets for both the American Unit team and the Parish team efforts
- **Conformance to Specifications –** complete project deliverables in substantial conformance with mutually agreed upon requirements to facilitate value creation for the Parish and high performance for system users
- **Effectively Manage Risks and Issues** – remove roadblocks to project success as expeditiously as possible
- **Knowledge Transfer** – promote knowledge transfer to build capabilities and facilitate

Specifically, AU project management team will work closely with the Parish Team on the following efforts:

- Contract Management, including: supervision, control and coordination of our team's contractual obligations; managing contract compliance; managing deliverable process and schedule; managing the change control process; managing subcontractor agreements
- Fiscal Management, including: managing budgets, expenses, invoicing and financial reporting
- Project Management, including: risk and issue management, project schedule management and development, work planning and work tracking, resource management, quality assurance management, project measurement and reporting management, communication management, governance, regulatory and administrative budget management
- Office Management and Administration, including: project-office-facility management responsibilities; office administrative-support activities

Our Project Manager will work with the Parish project manager, to support the quality assurance process, formal deliverable review process, coordination of staff and stakeholder participation; work plan management, issue and risk management, organizing regularly scheduled meetings including the project kick-off and Steering Committee meetings. We will work collaboratively with your team on a daily basis to support compliance and reporting activities as they relate to the Parish project. Additionally, working with you, our project management team will develop a Control, Standards and Procedures document to emphasize and standardize consistency across activities, tasks, work products and deliverables. This will be developed using our methodology tailored to health and human services engagements as a starting point and then customizing it based on the standards in place for the Parish. A well-organized project, following standards and common tools is one of the first steps to enabling a project to succeed.

G. Financial Profile
2019 – Financial Statement

PorteBrown™
ACCOUNTANTS &
ADVISORS

March 20, 2020

American Unit Inc.
Parkway Center I
2901 North Dallas Parkway, Suite 333
Plano, TX 75093

Management is responsible for the accompanying financial statements of American Unit Inc., which comprise the balance sheet as of December 31, 2019, and the related statement of income for the year then ended, in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

Management has elected to omit substantially all of the disclosures and the statement of cash flows required by accounting principles generally accepted in the United States of America. If the omitted disclosures and statement of cash flows were included in the financial statements, they might influence the user's conclusions about the Company's financial position, results of operations, and cash flows. Accordingly, the financial statements are not designed for those who are not informed about such matters.

PORTE BROWN LLC
Certified Public Accountants

Porte Brown LLC
Porte Brown LLC
Elk Grove Village, Illinois

10-2810000fsmJGC

www.portebrown.com

AMERICAN UNIT INC.

BALANCE SHEET

DECEMBER 31, 2019

ASSETS

CURRENT ASSETS

Cash (and cash equivalents)	$ 392,179	
Accounts receivable	5,967,634	
Employee advances	57,227	
Stockholder loans	197,831	
		$ 6,614,871

FIXED ASSETS

Property and equipment	$ 306,896	
Less: Accumulated depreciation	(240,057)	
		66,839

TOTAL ASSETS $ 6,681,710

LIABILITIES AND STOCKHOLDERS EQUITY

CURRENT LIABILITIES

Credit cards payable	$ 293	
Accrued payroll	939,153	
		$ 939,446

STOCKHOLDERS EQUITY

Common stock		$ 1,000	
Retained earnings:			
Beginning of period	$ 5,084,151		
Net income (loss) - current period	3,994,601		
Distributions to stockholders	(3,337,488)		
		5,741,264	5,742,264

TOTAL LIABILITIES AND STOCKHOLDERS EQUITY

$ 6,681,710

See independent accountants' compilation report

AMERICAN UNIT INC.

STATEMENT OF INCOME

FOR THE YEAR ENDED DECEMBER 31, 2019

CONSULTING INCOME		$ 27,300,370
OPERATING EXPENSES		
Advertising	$ 4,385	
Automotive	10,264	
Business meals and entertainment	10,722	
Depreciation	21,041	
Dues and subscriptions	5,605	
Employee benefit programs	129,656	
Insurance	97,730	
Interest	1,074	
Office	31,083	
Officer salaries	230,023	
Payroll service fees	9,638	
Permits	5,454	
Postage	4,849	
Professional	488,831	
Rent	86,463	
Salaries	12,219,137	
Subcontract	8,850,982	
Taxes - payroll	858,500	
Telephone	13,711	
Travel	202,090	
		23,281,238
OTHER INCOME (EXPENSES)		
Interest	$ 19,744	
		19,744
INCOME BEFORE TAXES		$ 4,038,876
PROVISION FOR STATE REPLACEMENT TAX		$ 44,275
NET INCOME (LOSS)		$ 3,994,601

See independent accountants' compilation report

2020 – Financial Statement

American Unit Inc.

Balance Sheet

As of December 31, 2020

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
53 Bank	0.00
Cash and Cash Equivalents	-36,236.42
Lasalle Bank	0.00
Total Bank Accounts	**$ -36,236.42**
Accounts Receivable	
Accounts Receivable	6,346,594.39
Total Accounts Receivable	**$6,346,594.39**
Other Current Assets	
Employee Advances	56,477.26
Officer Loan	1,800.00
Prepaid expenses	0.00
State payments for Devender	0.00
Stockholders loans	196,031.00
Undeposited Funds	0.00
Total Other Current Assets	**$254,308.26**
Total Current Assets	**$6,564,666.23**
Fixed Assets	
Accumulated Depreciation	-240,057.50
Property and equipment	306,896.14
Total Fixed Assets	**$66,838.64**
Other Assets	
Cash advances	0.00
Total Other Assets	**$0.00**
TOTAL ASSETS	**$6,631,504.87**

Accrual Basis Wednesday, March 10, 2021 01:43 PM GMT-06:00   1/2

Small, Minority, and Hub Certified Company

American Unit Inc.

Balance Sheet

As of December 31, 2020

	TOTAL
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	0.00
Total Accounts Payable	**$0.00**
Credit Cards	
Due to Credit Cards	126.56
Total Credit Cards	**$126.56**
Other Current Liabilities	
53 Bank (Line of Credit)	0.00
Accrued Payroll	988,768.70
Customer deposits	0.00
Deferred Comp	0.00
Due to Credit Card	0.00
Due to Employee	0.00
Loan to Others	2,366,350.00
Payroll Liabilities	0.00
Payroll Taxes Payable	0.00
Total Other Current Liabilities	**$3,355,118.70**
Total Current Liabilities	**$3,355,245.26**
Long-Term Liabilities	
Stockholder Loans	0.00
Total Long-Term Liabilities	**$0.00**
Total Liabilities	**$3,355,245.26**
Equity	
Common Stock	1,000.00
Distributions to Stockholders	-5,878,952.00
Retained Earnings	5,741,261.36
Net Income	3,412,950.25
Total Equity	**$3,276,259.61**
TOTAL LIABILITIES AND EQUITY	**$6,631,504.87**

Accrual Basis Wednesday, March 10, 2021 01:43 PM GMT-06:00

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American Unit Inc.

PROFIT AND LOSS

January - December 2020

	TOTAL
Income	
Consulting Income	26,510,117.10
Total Income	**$26,510,117.10**
GROSS PROFIT	**$26,510,117.10**
Expenses	
1099	58,176.00
Advertising Expense	4,588.19
Automobile Expense	3,228.13
Bank Service Charges	9,738.66
Business Meals & Entertainment	1,855.29
Dues and Subscriptions	5,760.50
Equipment Rental	2,164.29
Insurance	183,594.30
Licenses and Permits	127.00
Miscellaneous	4,013.39
Office Supplies	29,923.13
Officer Salary	210,021.00
Payroll Service Fees	13,031.18
Postage and Delivery	3,074.60
Professional Fees	384,401.88
Purchases	253.41
Rent	86,316.09
Salaries and Wages	12,702,840.92
Subcontract	8,243,980.72
Taxes	1,097,322.87
Telephone	7,635.33
Travel	48,834.87
Utilities	287.72
Total Expenses	**$23,101,169.47**
NET OPERATING INCOME	**$3,408,947.63**
Other Income	
Interest Income	26,286.15
Total Other Income	**$26,286.15**
Other Expenses	
Penalties	84.00
State Income Tax	75,862.97
State taxes - gross receipts	15,127.78
Total State Income Tax	**90,990.75**
Total Other Expenses	**$91,074.75**
NET OTHER INCOME	**$ -64,788.60**
NET INCOME	**$3,344,159.03**

Accrual Basis Saturday, February 6, 2021 01:54 PM GMT-06:00   1/1

2021 – Financial Statement

American Unit Inc.

Balance Sheet
As of December 31, 2021

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	**$285,176**
Accounts Receivable	
Accounts Receivable	7,694,127
Total Accounts Receivable	**$7,694,127**
Other Current Assets	
Employee Advances	56,977
Investments	9,866
Stockholders loans	197,831
Total Other Current Assets	**$264,674**
Total Current Assets	**$8,243,976**
Fixed Assets	
Accumulated Depreciation	(270,541)
Property and equipment	306,896
Total Fixed Assets	**$36,356**
TOTAL ASSETS	**$8,280,332**
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Other Current Liabilities	
Accrued Payroll	1,020,326
Total Other Current Liabilities	**$1,020,326**
Total Current Liabilities	**$1,020,326**
Total Liabilities	**$1,020,326**
Equity	
Common Stock	1,000
Distributions to Stockholders	(3,749,525)
Retained Earnings	5,629,504
Net Income	5,379,027
Total Equity	**$7,260,006**
TOTAL LIABILITIES AND EQUITY	**$8,280,332**

Thursday, February 10, 2022 10:49 AM GMT-06:00   1/1

American Unit Inc.

Profit and Loss

January - December 2021

	TOTAL
Income	
Consulting Income	27,242,959
Total Income	**$27,242,959**
GROSS PROFIT	**$27,242,959**
Expenses	
Advertising Expense	11,610
Automobile Expense	4,961
Bank Service Charges	226
Business Meals & Entertainment	26
Depreciation	11,566
Dues and Subscriptions	2,653
Equipment Rental	2,597
Expense Proration	14,616
Insurance	191,185
Licenses and Permits	273
Office Supplies	49,819
Officer Salary	240,024
Payroll Service Fees	17,824
Postage and Delivery	2,354
Professional Fees	363,276
Rent	87,138
Salaries and Wages	14,728,846
Subcontract	4,969,205
Taxes	1,047,837
Telephone	9,875
Travel	76,012
Total Expenses	**$21,831,921**
NET OPERATING INCOME	**$5,411,037**
Other Income	
Interest Income	4,581
Total Other Income	**$4,581**
Other Expenses	
Non-deductible	1,179
State Income Tax	35,412
Total Other Expenses	**$36,591**
NET OTHER INCOME	**$ (32,010)**
NET INCOME	**$5,379,027**

Accrual Basis Thursday, February 10, 2022 10:51 AM GMT-06:00

1/1

Small, Minority, and Hub Certified Company

H. Transition Plan

To ensure business continuity and no disruption to Jefferson Parish operations, the proposer shall submit a detailed Transition Plan. At a minimum, the plan should include the new contractor's transition approach, a description of the Transition Team, how the workforce will transition (including subcontractors), how network user accounts and passwords will be transitioned, knowledge & intellectual property transfer, and how Parish equipment and Contractor equipment be transitioned. In addition, proposers shall indicate what is expected of the Parish to ensure a successful transition.

Response

AU employs a meticulous approach to ensure a smooth transition process for teams, workforce, subcontractors, network user accounts, passwords, and client equipment. We adhere to the following steps:

Detailed Planning: We initiate the transition process with a thorough planning phase. This involves assessing the current state, defining roles and responsibilities, and creating a detailed transition plan.

Team Onboarding: Our dedicated transition team works closely with your existing teams, ensuring a seamless knowledge transfer. This includes sharing project documentation, best practices, and conducting training sessions if required.

Workforce Transition: We ensure that the workforce transition is managed smoothly by conducting regular communication sessions to address any concerns and provide necessary guidance. This helps maintain a productive and motivated team.

Subcontractors Integration: Our approach includes engaging subcontractors early in the transition process. We establish clear communication channels, define expectations, and ensure they are aligned with project goals and timelines.

Network User Accounts and Passwords: We follow strict security protocols during the transition of network user accounts and passwords. This includes secure data transfer methods, encryption, and resetting passwords according to your organization's security policies.

Client Equipment Transition: We work closely with your IT department to coordinate the transition of client equipment. This involves inventory management, data migration (if applicable), and thorough testing to ensure the equipment operates seamlessly in the new environment.

Testing and Validation: Before completing the transition, we conduct rigorous testing to ensure that all systems, user accounts, and equipment are functioning as expected. This helps identify and address any potential issues proactively.

Communication Strategy: Throughout the transition, we maintain transparent and regular communication with all stakeholders, keeping them informed about progress, addressing concerns, and obtaining feedback.

Monitoring and Support: After the transition, we continue to provide ongoing monitoring and support to address any issues that may arise. This ensures a stable and reliable environment for your operations.

By following this comprehensive approach, we ensure a successful transition process that minimizes disruptions, maintains data security, and sets the foundation for a productive and collaborative working relationship.

Expectations from Parish: For a smooth transition, clients play a vital role in collaborating with our team. Here's what clients should do:

Provide Information: Should furnish comprehensive information about their current systems, processes, and infrastructure. This includes documentation, access credentials, network configurations, and any relevant details to facilitate a seamless transition.

Designate Point of Contact: Should assign a dedicated point of contact who can liaise with our transition team. This contact should have a deep understanding of the project, be available for regular communication, and facilitate information exchange.

Engage in Training: Parish- teams may need training on new systems, processes, or tools. Participation in training sessions helps users become familiar with the changes and ensures a smoother transition to the new environment.

Address Concerns: Should promptly address any concerns or questions during the transition process. Open communication is essential to resolve issues and ensure alignment with the evolving project requirements.

Collaborate on Testing: Should actively participate in testing processes. This involves validating the functionality of systems, user accounts, and equipment to ensure they meet the desired operational standards.

Approve Milestones: Should review and approve transition milestones, acknowledging that specific stages have been successfully completed. This helps maintain transparency and ensures everyone is on the same page.

Adhere to Timelines: Parish- timely response and adherence to agreed-upon timelines greatly contribute to a smooth transition. Cooperation in meeting deadlines for tasks like providing necessary data or feedback helps keep the project on track.

Allocate Resources: Should allocate sufficient resources, both in terms of personnel and time, to actively engage in the transition process. This commitment aids in resolving issues promptly and optimizing the transition's success.

Update Policies: If required, should update their internal policies to align with the changes introduced during the transition. This includes security protocols, access controls, and user guidelines.

Provide Feedback: Constructive feedback from Parish is invaluable. It helps us address any gaps, fine-tune processes, and ensure that the transition meets the clients' expectations and objectives.

By actively participating in these steps, clients contribute to a collaborative and effective transition process that minimizes disruptions and maximizes the benefits of the changeover.