



INFORMATION TECHNOLOGY SUPPORT SERVICES AND SUPPLEMENTAL STAFFING REQUEST FOR PROPOSAL

PREPARED FOR



PREPARED BY



1601 N Harrison Ave STE # 2B,
Pierre, SD 57501-2312

POINT OF CONTACT:

Name: Prakash Saripalli

Title: President

Phone: (605)-674-4001

Email: prakash@my3tech.com

COVER LETTER

August 25, 2023

Dear Sir/Madam,

My3Tech, Inc. (here in after called as 'My3Tech') is pleased to present our response to the 'Jefferson Parish - Departments for Electronic Information Systems (EIS) and Telecommunications' (here in after called as the 'Parish'), to provide support services and supplemental staffing.

My3Tech is a Certified Minority Business Enterprise (MBE) with over 12.5 years of experience in providing IT Staffing, Solutions and Consulting services. My3Tech is one of the fastest growing IT companies and currently holds more than 25 IT Staff Augmentation Contracts with various State and Local Governments. My3Tech has a proven capability in providing similar services and has been fulfilling the requirements of various State and Local Government clients as well as private sector clients in various projects of high level of complexity. We have a strong relationship with our clients and have always strived to provide our very best services and solutions. We leverage My3Tech's experience and expertise in providing similar services to provide a dedicated team, timely response, qualified professionals, and long-lasting support.

My3Tech understands that the Parish is looking for a vendor to provide Information Technology support services and supplemental staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications. My3Tech's response accurately describes the requirements of the Parish and how My3Tech qualifies to provide what is proposed.

Here is a compilation of technology systems, services, and applications that we intend to propose for the purpose of supporting, maintaining, and enhancing.

- **Oracle** – 19c and newer database administration (application server, RAC, WebLogic, 12.2.2 Enterprise Manager, Forms)
- **MS SQL** – Server 2016 and Newer
- **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
- **Microsoft** – Exchange 2016 (relay), Office 365 (including eDiscovery, Exchange, Defender, Teams, SharePoint), Active Directory and related domain services, WSUS, Azure, file server support
- **Third-party Applications** – OpenText document management & workflow, DBVisit 11, NextRequest, NetDocs, NeoGov
- **Cybersecurity** - Awareness training, multifactor authentication, OT SCADA, assessments, penetration testing, incident response, forensics investigations

My3Tech is a sole proprietorship firm and is willing to perform the above-mentioned services to negotiate a contract with the Parish.

My3Tech acknowledges the RFP and all the addendum(s) issued to this RFP as on bid proposal submission date.

I hope to have the chance to add your organization to our growing base of satisfied customers and look forward to being chosen as your service provider and partner in the years to come. We look forward to the next steps, please contact me should you have any questions or comments regarding this submittal.

Sincerely,

A handwritten signature in blue ink, appearing to read "S. Prakash", followed by a stylized circular mark.

Prakash Saripalli, President
My3Tech, Inc.
1601 N Harrison Ave STE # 2B
Pierre, South Dakota 57501
Off: (605) 674-4001
Cell: (605) 280-9564
Email: prakash@my3tech.com

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1. TECHNICAL PROPOSAL ELEMENTS

Each proposer shall address how the proposer will achieve/meet the Scope of Work as stated in Section 2.1. Technical approach shall detail the following: Plans and/or schedule of implementation, orientation, and/or installation, etc. (whichever is relevant to the RFP requirements).

1.1 ORACLE - 19C AND NEWER DATABASE ADMINISTRATION (APPLICATION SERVER, RAC, WEBLOGIC, 12.2.2 ENTERPRISE MANAGER, FORMS)

Response: My3Tech has consistently delivered Oracle 19c and newer database administration services that exceeded client expectations:

- Successfully migrated and managed Oracle 19c databases for a leading financial institution, improving performance and scalability.
- Implemented a high-availability RAC environment for a healthcare organization, minimizing downtime and enhancing application availability.
- Optimized WebLogic deployments for an e-commerce company, resulting in improved website performance and customer experiences.

Additionally, we have proudly provided exemplary services for the **State of South Dakota**, a testament to our expertise and commitment to public sector success:

- Collaborated with the State of South Dakota's government agencies to modernize their Oracle infrastructure, ensuring seamless integration, enhanced security, and streamlined operations.
- Managed and optimized Oracle Forms applications, enabling efficient data capture and processing for critical state-level processes.
- Assisted the State of South Dakota in implementing Oracle Enterprise Manager 12.2.2, enabling proactive monitoring, efficient management, and timely issue resolution.

Following is our approach to meeting the requirements specified in the Scope of Work.

Oracle Database Administration Excellence	<p>Our approach begins with a thorough assessment of your existing infrastructure, requirements, and objectives. We will design a customized database architecture that aligns with industry best practices and your specific needs. This architecture will optimize performance, scalability, and security while ensuring seamless integration with other components.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Perform a comprehensive review of your current database environment to identify strengths, weaknesses, and areas for improvement. • Develop a detailed migration plan to smoothly transition to Oracle 19c, considering data migration, schema changes, and compatibility testing. • Implement advanced monitoring and alerting mechanisms to proactively identify and address potential issues before they impact operations.
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Application Server and RAC Excellence	<p>Our team will leverage its extensive experience in managing application servers and Real Application Clusters (RAC) to create a highly available and fault-tolerant infrastructure. We will implement RAC configurations that enhance performance, load balancing, and failover capabilities, ensuring minimal downtime and maximum application availability.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Design and deploy a resilient RAC architecture that meets your organization's scalability and high-availability requirements. • Configure load balancing and automatic failover mechanisms to ensure uninterrupted access to applications. • Regularly monitor RAC performance and conduct capacity planning to accommodate future growth.
WebLogic Administration	<p>Our experts will manage the WebLogic environment with a focus on optimization, security, and seamless integration. We will streamline deployment processes, ensure efficient resource utilization, and enhance user experiences by maintaining a stable and high-performing WebLogic infrastructure.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Conduct a comprehensive WebLogic assessment to identify performance bottlenecks, security vulnerabilities, and opportunities for optimization. • Implement best practices for WebLogic configuration, deployment, and monitoring to maintain optimal performance and security. • Provide 24/7 monitoring and support to swiftly address any issues that may arise, ensuring continuous availability of your applications.
Oracle Enterprise Manager 12.2.2	<p>We will harness the capabilities of Oracle Enterprise Manager 12.2.2 to streamline database and application management. Our team will configure, monitor, and manage your Oracle environment using this powerful tool to ensure efficient operations, timely diagnostics, and effective performance tuning.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Set up Oracle Enterprise Manager 12.2.2 to monitor and manage your entire Oracle ecosystem, providing real-time insights into database health and application performance. • Establish alerting and reporting mechanisms to promptly address anomalies, performance degradation, or potential security threats. • Regularly analyze performance metrics to optimize resource utilization and ensure consistent system responsiveness.

1.2 MS SQL – SERVER 2016 AND NEWER

At My3Tech, we have a proven track record of successfully delivering MS SQL Server services, including database administration, performance optimization, high availability, and business intelligence solutions, for government agencies such as the State of South Dakota. Our engagements with the **State of South Dakota** underscore our expertise in providing tailored solutions that meet the unique challenges of the public sector.

We partnered with the State of South Dakota to modernize its data infrastructure, enhancing the efficiency and reliability of its operations. Our team migrated legacy databases to MS SQL Server 2016 and newer versions, leveraging our expertise to ensure seamless data migration and application compatibility.

Results:

- Enabled government agencies to leverage the advanced capabilities of MS SQL Server, resulting in improved data processing speed and enhanced reporting capabilities.
- Enhanced data security and compliance with modern encryption and authentication features.
- Collaborated closely with the State of South Dakota's IT team to ensure a smooth transition and provide ongoing support.

Following is our approach to meeting the requirements specified in the Scope of Work.

Thorough Assessment and Analysis	<p>Our process begins with a thorough assessment of your existing MS SQL Server environment. We analyze database architecture, schema design, query performance, and resource utilization. This analysis helps us identify potential bottlenecks, security vulnerabilities, and areas for improvement.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Perform a comprehensive audit of your current MS SQL Server databases to establish a baseline of performance and security. • Identify opportunities for optimizing query execution, enhancing data storage efficiency, and improving overall database health.
Performance Optimization	<p>We employ industry best practices to optimize the performance of your MS SQL Server databases. Our experts fine-tune queries, configure indexes, and optimize resource allocation to ensure optimal response times and efficient data retrieval.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Utilize advanced performance monitoring tools to identify and address query performance issues. • Implement indexing strategies to enhance data retrieval speed and minimize query execution time. • Continuously monitor resource utilization and adjust configurations as needed to maintain optimal performance.

High Availability and Disaster Recovery	<p>We prioritize data availability and reliability by implementing high availability and disaster recovery solutions. Our team configures SQL Server and prepares disaster recovery plans to minimize downtime and ensure data integrity.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Conduct a comprehensive WebLogic assessment to identify performance bottlenecks, security vulnerabilities, and opportunities for optimization. • Implement best practices for WebLogic configuration, deployment, and monitoring to maintain optimal performance and security. • Provide 24/7 monitoring and support to swiftly address any issues that may arise, ensuring continuous availability of your applications.
Business Intelligence and Reporting	<p>Our expertise extends to business intelligence solutions powered by MS SQL Server. We create data warehouses, design ETL processes, and develop interactive dashboards to provide actionable insights for informed decision-making.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Design and implement data warehousing solutions that consolidate data from disparate sources for meaningful analysis. • Develop ETL processes to ensure consistent and accurate data integration from various systems. • Create intuitive and customizable dashboards to visualize key performance indicators and trends.
Continuous Monitoring and Maintenance	<p>We adopt a proactive approach to database administration by implementing robust monitoring and maintenance processes. This includes regular health checks, security audits, and performance tuning to ensure the ongoing health and reliability of your MS SQL Server environment.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Establish automated monitoring and alerting systems to detect and address potential issues in real-time. • Conduct regular security audits to identify and mitigate vulnerabilities, ensuring compliance with industry standards and regulations. • Perform routine maintenance tasks such as database backups, patch management, and data integrity checks.
Collaborative Partnership	<p>Throughout the engagement, we prioritize open communication and collaboration. We work closely with your team to ensure that our solutions align with your unique business requirements and provide valuable insights for strategic planning.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Maintain regular communication channels to keep you informed about database performance, security updates, and any recommendations for improvement. • Provide training and knowledge transfer to empower your team to effectively manage and maintain the MS SQL Server environment.

1.3 GIS

At My3Tech, we have a demonstrated history of successfully delivering GIS (Geographic Information System) services tailored to meet the specific needs of government agencies, including the State of South Dakota. Our engagements showcase our expertise in leveraging advanced geospatial technologies to enhance data analysis, visualization, and decision-making processes.

We partnered with the State of South Dakota's Department of Natural Resources to modernize its geospatial infrastructure. Our team implemented a comprehensive GIS platform that integrated diverse datasets, enabling streamlined resource management and informed environmental policies.

Results:

- Created a centralized repository for geospatial data, enabling more efficient data sharing and collaboration among various departments.
- Developed interactive maps and visualizations that facilitated data-driven decision-making, enhanced resource allocation and environmental monitoring efforts.
- Collaborated closely with the State of South Dakota's team to ensure data accuracy and provide training for utilizing the new GIS platform effectively.

Following is our approach to meeting the requirements specified in the Scope of Work.

Requirement Analysis and Needs Assessment	<p>We initiate our GIS services by thoroughly understanding your organization's objectives, challenges, and specific requirements. Our team collaborates with your stakeholders to define clear goals and scope, ensuring that our solutions align with your strategic vision.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Conduct in-depth discussions with your team to identify key geospatial data sources, business processes, and desired outcomes. • Analyze existing data structures and identify potential data gaps or discrepancies that need to be addressed for accurate geospatial analysis.
Data Collection and Integration	<p>We gather relevant geospatial data from a variety of sources, including satellite imagery, geographic databases, and proprietary datasets. Our experts meticulously integrate disparate datasets to create a comprehensive and accurate representation of your geographic area of interest.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Source and collect geospatial data from reliable and authoritative sources, ensuring data accuracy and currency. • Employ advanced data integration techniques to harmonize different data formats, projections, and scales, ensuring seamless interoperability.

Geospatial Analysis and Visualization	<p>We empower your decision-making processes by providing actionable insights derived from geospatial analysis. Our team assists in formulating informed strategies, whether it's urban planning, disaster response, resource management, or any other domain.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Collaborate with your team to interpret geospatial analysis results and translate them into actionable recommendations and strategies. • Assist in designing and implementing spatially-informed policies, plans, and interventions that optimize resource allocation and improve outcomes.
Technology Integration and Training	<p>We ensure that your organization is equipped to effectively utilize geospatial solutions. Our team provides training sessions, user guides, and ongoing support to empower your staff to make the most of GIS technologies.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Offer comprehensive training sessions tailored to different user roles, ensuring that your team can proficiently interact with GIS tools and make informed decisions. • Provide documentation and resources to help users navigate geospatial platforms, perform basic analyses, and interpret results.
Continuous Improvement and Collaboration	<p>We believe in fostering a collaborative partnership and continuous improvement. We actively seek feedback, refine our solutions, and explore new opportunities to enhance your organization's geospatial capabilities.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Regularly review and evaluate the effectiveness of implemented geospatial solutions, making necessary adjustments based on feedback and changing requirements. • Explore innovative GIS technologies and best practices to continuously enhance your organization's geospatial capabilities and adapt to evolving needs.

1.4 MICROSOFT

At My3Tech, we have a proven track record of successfully delivering a comprehensive suite of Microsoft services to government agencies, including the State of South Dakota. Our engagements underscore our expertise in providing tailored solutions that optimize communication, collaboration, security, and productivity through Microsoft technologies.

My3Tech partnered with the State of South Dakota to deliver an integrated suite of Microsoft services, addressing diverse technological needs across government agencies. Our approach encompassed Exchange 2016 deployment, Office 365 integration, Active Directory management, Azure cloud migration, Microsoft Defender implementation, and robust file server support.

Implementation:

Exchange 2016 Deployment and Mail Relay Solutions	<ul style="list-style-type: none"> • Migrated email services to Exchange 2016, enabling advanced features and enhanced performance. • Implemented a secure mail relay solution to minimize spam, phishing, and malware threats. • Conducted thorough user training for a smooth transition to the new email platform.
Comprehensive Office 365 Integration	<ul style="list-style-type: none"> • Integrated Office 365 components, including Exchange Online, SharePoint Online, and Teams. • Enabled real-time collaboration, document sharing, and efficient communication among government employees. • Conducted targeted training sessions to ensure effective utilization of Office 365 tools.
Robust Security Solutions with Microsoft Defender	<ul style="list-style-type: none"> • Implemented Microsoft Defender to strengthen cybersecurity, providing real-time threat detection and response. • Conducted security assessments to identify vulnerabilities and proactively address potential risks. • Offered comprehensive training to empower IT staff in leveraging Microsoft Defender's security features.
Efficient Active Directory and Domain Services Management	<ul style="list-style-type: none"> • Optimized Active Directory and related domain services to enhance user authentication and access control. • Implemented role-based access control (RBAC) mechanisms for secure network resource access. • Conducted regular health checks and optimizations to maintain a reliable directory infrastructure.
Azure and Cloud Integration	<ul style="list-style-type: none"> • Migrated designated workloads to Azure, leveraging scalable infrastructure and disaster recovery solutions. • Implemented Azure Site Recovery for robust disaster recovery and business continuity. • Provided training and ongoing support for the State's IT team to effectively manage Azure resources.
File Server Support and Management	<ul style="list-style-type: none"> • Optimized file server configurations to improve data storage and retrieval efficiency.

	<ul style="list-style-type: none"> • Established secure access controls and permissions to ensure data integrity. • Implemented automated data backup and recovery processes for critical government data.
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Results:

The comprehensive suite of Microsoft services provided by My3Tech significantly transformed the State of South Dakota's IT landscape:

- Enhanced communication and collaboration capabilities among government agencies, fostering seamless information sharing.
- Strengthened cybersecurity posture with advanced threat detection and response mechanisms.
- Improved data management, accessibility, and disaster recovery through Azure integration.
- Streamlined user authentication and access control with optimized Active Directory management.
- Provided reliable and efficient file server support, ensuring data availability and security.

At My3Tech, our approach to achieving and meeting the comprehensive Microsoft suite of services reflects our commitment to excellence, expertise, and innovation. Our tailored strategies and proven methodologies are designed to optimize communication, collaboration, security, and productivity for the State of South Dakota.

Exchange 2016 Deployment and Mail Relay Solutions	<p>In-depth Analysis and Planning:</p> <ul style="list-style-type: none"> • Conduct a thorough assessment of your current email infrastructure and requirements. • Design a scalable and robust Exchange 2016 deployment plan aligned with your organization's goals. <p>Seamless Transition and Mail Relay Implementation:</p> <ul style="list-style-type: none"> • Execute a seamless migration to Exchange 2016, ensuring data integrity and minimal disruption. • Implement a secure mail relay solution to enhance email communication and safeguard against threats.
Comprehensive Office 365 Integration:	<p>Holistic Integration Roadmap:</p> <ul style="list-style-type: none"> • Collaborate closely with your team to understand collaboration and communication needs. • Develop a comprehensive integration roadmap for Office 365 components, optimizing functionality. <p>Efficient Migration and Enhanced Collaboration:</p> <ul style="list-style-type: none"> • Migrate email services to Exchange Online, facilitating real-time communication and remote collaboration. • Establish SharePoint Online sites and Microsoft Teams workspaces for streamlined document sharing and team collaboration. <p>eDiscovery, Security, and Compliance:</p> <ul style="list-style-type: none"> • Implement eDiscovery tools to ensure legal compliance and data retention.

	<ul style="list-style-type: none"> Strengthen security with Microsoft Defender, enabling real-time threat detection and response.
Efficient Active Directory and Domain Services Management	<p>Active Directory Optimization:</p> <ul style="list-style-type: none"> Perform a thorough assessment of your Active Directory environment and recommend improvements. Implement best practices for user management, access control, and organizational efficiency. <p>Disaster Recovery and Redundancy:</p> <ul style="list-style-type: none"> Ensure high availability by deploying redundant domain controllers and disaster recovery plans. Maintain data integrity and continuity in case of unexpected events.
WSUS (Windows Server Update Services) Management	<p>Centralized Update Management:</p> <ul style="list-style-type: none"> Deploy WSUS to efficiently manage Windows updates across your network. Configure update policies to ensure timely patching and optimal system performance.
Azure and Cloud Integration	<p>Strategic Azure Adoption:</p> <ul style="list-style-type: none"> Conduct a comprehensive assessment to determine the suitability of Azure for your workloads. Develop a well-structured migration plan, ensuring a smooth transition to the Azure cloud. <p>Seamless Migration and Resilience:</p> <ul style="list-style-type: none"> Migrate select workloads to Azure for improved scalability, resilience, and cost-efficiency. Implement Azure Site Recovery to establish robust disaster recovery and ensure business continuity.
File Server Support and Management	<p>Optimized File Storage and Access:</p> <ul style="list-style-type: none"> Analyze your file server infrastructure and implement optimization strategies for improved performance. Enhance data retrieval efficiency to streamline user access to critical information. <p>Access Control and Data Security:</p> <ul style="list-style-type: none"> Implement stringent access controls and permissions to safeguard sensitive data. Establish automated data backup and recovery processes to ensure data availability and protection.

1.5 THIRD-PARTY APPLICATIONS

At My3Tech, we take pride in our successful track record of delivering Third-party Applications services that empower government agencies, including the State of South Dakota, to leverage cutting-edge technologies for enhanced efficiency, streamlined workflows, and improved citizen engagement. Our engagements underscore our expertise in implementing, integrating, and optimizing various third-party applications to meet the unique needs of the public sector.

My3Tech partnered with the State of South Dakota to deliver a comprehensive suite of Third-party Applications services, addressing a diverse range of technological needs across government agencies. Our approach encompassed OpenText document management & workflow, DBVisit 11 database management, NextRequest citizen engagement platform, NetDocs document collaboration solution, and NeoGov talent management.

Implementation:

Optimized Document Management and Workflow with OpenText	<ul style="list-style-type: none"> • Collaborated with the State's Department of Administration to design and implement an OpenText-based document management and workflow system. • Streamlined document storage, retrieval, and approval processes, facilitating efficient government operations. • Conducted thorough training sessions to ensure effective utilization of the OpenText solution.
Efficient Database Management with DBVisit 11	<ul style="list-style-type: none"> • Assisted the State's Information Technology Department in implementing DBVisit 11 for advanced database replication and failover. • Ensured real-time replication, data redundancy, and minimal downtime for critical databases. • Provided training and support for IT staff to manage and maintain DBVisit 11.
Streamlined Citizen Engagement with NextRequest	<ul style="list-style-type: none"> • Enhanced document collaboration and management for legal and administrative departments through NetDocs. • Implemented a cloud-based solution to streamline secure document sharing, version control, and compliance. • Provided training and support to ensure seamless adoption of NetDocs.
Efficient Recruitment and Hiring with NeoGov	<ul style="list-style-type: none"> • Collaborated with the State's Human Resources Department to optimize recruitment and hiring processes using NeoGov. • Implemented a comprehensive talent management solution to automate job postings, applicant tracking, and onboarding. • Conducted training sessions to empower HR staff to effectively manage the entire recruitment lifecycle.

Results:

The comprehensive suite of Third-party Applications services provided by My3Tech significantly transformed the State of South Dakota's government operations:

- Enhanced document management and workflow efficiency with OpenText, facilitating streamlined approvals and document accessibility.
- Achieved database reliability and minimized downtime with DBVisit 11's real-time replication and failover mechanisms.
- Transformed citizen engagement through NextRequest, improving transparency and response times.
- Facilitated secure document collaboration with NetDocs, enhancing version control and accessibility.
- Streamlined recruitment and hiring processes with NeoGov, reducing administrative overhead and enhancing applicant management.

At My3Tech, our approach to achieving and meeting the diverse spectrum of Third-party Applications services demonstrates our commitment to innovation, integration, and optimization. Our methodology is designed to empower the State of South Dakota with advanced solutions that enhance document management, database reliability, citizen engagement, document collaboration, and talent management.

Optimized Document Management & Workflow with OpenText	Comprehensive Assessment and Planning: <ul style="list-style-type: none"> • Collaborate with your team to understand document management needs and workflow challenges. • Design a tailored OpenText solution that aligns with your government agency's objectives and processes. Customized Implementation and Adoption: <ul style="list-style-type: none"> • Implement OpenText document management and workflow tools to streamline document storage, retrieval, and approval. • Provide comprehensive training sessions to ensure efficient adoption and utilization of the OpenText solution.
Efficient Database Management with DBVisit 11	Database Assessment and Strategy: <ul style="list-style-type: none"> • Evaluate your current database environment and identify opportunities for enhanced reliability and availability. • Develop a robust strategy for implementing DBVisit 11's real-time replication and failover mechanisms. Seamless Implementation and Management: <ul style="list-style-type: none"> • Deploy DBVisit 11 to ensure continuous database replication and failover for minimized downtime. • Offer hands-on training and ongoing support to your IT staff, enabling them to effectively manage DBVisit 11.
Streamlined Citizen Engagement with NextRequest	Citizen Engagement Analysis: <ul style="list-style-type: none"> • Collaborate closely with relevant departments to understand citizen engagement goals and challenges. • Design and customize the NextRequest platform to align with the State's transparency and responsiveness objectives. Platform Integration and User Training:

	<ul style="list-style-type: none"> • Integrate NextRequest into your operations, streamlining public records request management. • Conduct user training to empower your team to efficiently manage and respond to citizen inquiries.
Seamless Document Collaboration with NetDocs	<p>Document Collaboration Assessment:</p> <ul style="list-style-type: none"> • Evaluate your current document collaboration processes and identify areas for improvement. • Develop a strategy for implementing NetDocs to enhance document sharing, version control, and compliance. <p>Efficient Implementation and User Enablement:</p> <ul style="list-style-type: none"> • Implement NetDocs to centralize document storage, ensuring secure access and collaboration. • Provide training sessions to ensure smooth adoption and utilization of NetDocs among your staff.
Efficient Recruitment and Hiring with NeoGov	<p>Talent Management Evaluation:</p> <ul style="list-style-type: none"> • Collaborate with your Human Resources Department to understand recruitment and hiring pain points. • Customize NeoGov to streamline job postings, applicant tracking, and onboarding processes. <p>Seamless Integration and Staff Training:</p> <ul style="list-style-type: none"> • Integrate NeoGov into your talent management workflows, improving recruitment efficiency. • Conduct training sessions for HR staff to effectively utilize NeoGov for end-to-end talent management.

1.6 CYBERSECURITY

In the rapidly evolving landscape of digital threats, My3Tech stands as a steadfast guardian of your organization's security. Our unwavering commitment to cybersecurity excellence is grounded in our mission to fortify your digital frontiers, ensuring that your critical assets, sensitive data, and operational integrity remain impervious to the ever-present risks of the digital world.

My3Tech partnered with the State of South Dakota to deliver a comprehensive suite of cybersecurity-related services, encompassing awareness training, multifactor authentication, OT SCADA security, assessments, penetration testing, incident response, and forensics investigations.

Implementation:

Cybersecurity Awareness Training	<ul style="list-style-type: none"> • Developed and conducted tailored cybersecurity awareness training programs for government employees. • Covered essential topics such as phishing prevention, password hygiene, and safe online behavior. • Utilized engaging content and simulations to enhance employee understanding and adherence to best practices.
Enhanced Security with Multifactor Authentication (MFA)	<ul style="list-style-type: none"> • Collaborated with the State's IT team to implement multifactor authentication across critical systems and applications. • Strengthened access controls by requiring multiple forms of verification for user authentication. • Provided user-friendly guidance and training to facilitate seamless adoption of MFA.
Securing OT SCADA Environments	<ul style="list-style-type: none"> • Conducted a comprehensive assessment of the State's OT SCADA systems to identify vulnerabilities. • Implemented targeted security measures to safeguard operational technology against cyber threats. • Developed a robust incident response plan specific to OT SCADA environments.
Thorough Assessments and Penetration Testing	<ul style="list-style-type: none"> • Performed rigorous cybersecurity assessments and penetration tests on critical infrastructure. • Identified potential weaknesses and recommended remediation strategies to fortify defenses. • Collaborated closely with the State's security team to ensure comprehensive risk mitigation.
Swift Incident Response and Forensics Investigations	<ul style="list-style-type: none"> • Developed an incident response plan tailored to the State's unique requirements. • Established a rapid-response team ready to address cybersecurity incidents effectively. • Conducted forensics investigations to identify the scope, impact, and source of security breaches.

Results:

My3Tech's expertise in providing comprehensive cybersecurity services delivered significant outcomes for the State of South Dakota:

- Strengthened the state's cyber resilience through tailored awareness training, enhancing employee vigilance and threat recognition.
- Implemented multifactor authentication, fortifying access controls and mitigating unauthorized access risks.
- Enhanced security posture for operational technology and SCADA systems, ensuring uninterrupted critical services.
- Provided actionable insights through rigorous assessments, penetration testing, and incident response, reducing potential attack surfaces.
- Facilitated rapid incident containment and recovery, minimizing disruptions and data loss.
- Conducted meticulous forensics investigations to identify security breaches, supporting legal and strategic responses.

At My3Tech, our approach to achieving and meeting a comprehensive array of Cybersecurity services reflects our unwavering commitment to safeguarding your critical assets, data, and operations. Our multifaceted strategies are designed to address the evolving landscape of cyber threats, ensuring proactive defense, rapid response, and effective incident resolution.

Cybersecurity Awareness Training	<p>Customized Training Programs:</p> <ul style="list-style-type: none"> • Collaborate with your teams to assess your organization's specific cybersecurity awareness needs. • Develop tailored training programs that educate employees about the latest threats, prevention techniques, and reporting procedures. <p>Engaging Workshops and Simulations:</p> <ul style="list-style-type: none"> • Deliver engaging workshops and simulations that immerse participants in realistic cyber threat scenarios. • Utilize interactive exercises to enhance understanding and retention of cybersecurity best practices.
Multifactor Authentication (MFA) Implementation	<p>Comprehensive Assessment:</p> <ul style="list-style-type: none"> • Conduct a thorough evaluation of your organization's systems and applications to identify critical access points. • Determine the optimal MFA solutions based on your infrastructure and user requirements. <p>Seamless Integration and Training:</p> <ul style="list-style-type: none"> • Collaborate with your IT team to seamlessly integrate MFA solutions across your ecosystem. • Provide comprehensive training to ensure smooth user adoption and minimal disruption.
OT SCADA Security Enhancement	<p>Specialized Assessment and Protection:</p> <ul style="list-style-type: none"> • Deploy specialized teams with expertise in operational technology (OT) and SCADA environments. • Conduct thorough assessments to identify vulnerabilities and potential attack vectors. <p>Customized Security Measures:</p>

	<ul style="list-style-type: none"> • Implement tailored security measures to protect OT and SCADA systems, ensuring the continuity of critical operations. • Develop and implement incident response plans specific to OT environments.
Comprehensive Assessments and Penetration Testing	<p>Holistic Security Assessments:</p> <ul style="list-style-type: none"> • Conduct in-depth cybersecurity assessments across your infrastructure, applications, and networks. • Identify vulnerabilities, weaknesses, and potential risks to provide a comprehensive risk profile. <p>Rigorous Penetration Testing:</p> <ul style="list-style-type: none"> • Perform controlled penetration tests to simulate real-world attacks and identify potential breach points. • Deliver detailed reports with actionable recommendations to mitigate identified vulnerabilities.
Incident Response and Forensics Investigations	<p>Tailored Incident Response Plans:</p> <ul style="list-style-type: none"> • Collaborate to develop incident response plans that align with your organization's specific needs and compliance requirements. • Establish clear roles, responsibilities, and communication protocols to ensure swift response. <p>Rapid Response and Forensics Expertise:</p> <ul style="list-style-type: none"> • Mobilize a dedicated incident response team to contain and mitigate cybersecurity incidents. • Conduct meticulous forensics investigations to determine the scope, source, and impact of security breaches.

Plans for necessary training, where applicable. Information demonstrating an affirmative statement shall be required that the proposer has reviewed the Scope of Work, understands the nature thereof and is willing and capable of providing the services thereof.

Response: At My3Tech, we prioritize knowledge transfer and continuous improvement. Our comprehensive training strategy ensures that our team is fully equipped to provide exceptional services. We affirmatively state that we have thoroughly reviewed the Scope of Work, comprehended its essence, and possess both the willingness and capability to deliver the required services.

Training Strategy:

- **Needs Assessment:** Conduct an in-depth analysis to identify specific training needs based on the Scope of Work and the unique requirements of Jefferson Parish.
- **Customized Training Plans:** Develop tailored training plans for each technology system, service, and application proposed. These plans will align with the skill levels and roles of Parish personnel.
- **Training Modalities:** Offer a blend of on-site and remote training sessions, workshops, webinars, and hands-on exercises to ensure effective knowledge transfer.
- **Documentation and Resources:** Provide comprehensive training materials, user manuals, and guides for easy reference and ongoing learning.
- **Continuous Learning:** Establish a culture of continuous learning by offering refresher courses, advanced training, and updates on emerging technologies.

Affirmative Understanding:

We affirmatively acknowledge that we have:

- **Thoroughly Reviewed the Scope of Work:** We have meticulously examined the Scope of Work, gaining a comprehensive understanding of its objectives, requirements, and intricacies.
- **Comprehended the Nature Thereof:** Our team understands the nature of the services outlined in the Scope of Work and is well-prepared to address the challenges and opportunities they entail.
- **Willingness to Provide Services:** We are committed to providing the services specified in the Scope of Work, embracing the responsibilities and expectations outlined.
- **Capability to Provide Services:** Our team possesses the necessary expertise, skills, and experience to deliver the proposed services effectively, meeting and exceeding expectations.

Proposer shall likewise include any information concerning any innovative concepts pursuant to this RFP and terms and conditions that the proposer desires consideration by the Parish.

Response: Please refer to 'Section 3 – Innovative Concepts' for detailed explanation.

1.7 PROPOSER MINIMUM REQUIREMENTS

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

Response: At My3Tech, we stand proudly with over four years of steadfast commitment and unparalleled expertise in providing comprehensive support across a spectrum of critical systems. Our extensive and verifiable track record spans Oracle, MS SQL, GIS, Microsoft technologies, Third-party Applications, and Cybersecurity. With a rich tapestry of successful engagements and transformative solutions, we assure you of our unwavering dedication to excellence and innovation.

Our Experience Speaks Volumes:

Oracle Mastery	For over four years, My3Tech has been at the forefront of Oracle database administration, application server management, Real Application Clusters (RAC), WebLogic, Enterprise Manager, and Forms support. Our proven strategies have elevated operations and empowered organizations to harness Oracle's potential to the fullest.
MS SQL Expertise	Our solid four-year experience in MS SQL Server administration and support encompasses versions 2016 and newer. We've enabled organizations to harness the power of MS SQL for robust data management, performance optimization, and seamless integration.
GIS Excellence	With a track record spanning over four years, My3Tech has been a trusted partner in providing GIS services. Our proficiency in spatial data analysis, mapping, and geospatial solutions has driven efficiency and data-driven decision-making for organizations.
Microsoft Suite Mastery	Our journey of more than four years in providing Microsoft services includes Exchange, Office 365, Active Directory, Azure, and comprehensive support for a range of Microsoft tools. Our solutions have empowered organizations to embrace collaboration, productivity, and cloud innovation.
Third-party Applications	My3Tech's four-plus years of experience in delivering Third-party Applications services, including OpenText, DBVisit, NextRequest, NetDocs, and NeoGov, have streamlined operations, enhanced citizen engagement, and optimized document management.
Cybersecurity Leadership	With over four years of hands-on experience, we have been the vanguard of cybersecurity, offering awareness training, multifactor authentication, OT SCADA security, assessments, penetration testing, incident response, and forensics investigations.

Please refer to the following link for list of contracts My3Tech had/having with the State of South Dakota. This information is publicly available, if further information is requested, we will be glad to provide a copy of all our contracts with various agencies in the State.

<https://open.sd.gov/contracts.aspx>

Here is the snapshot of the contracts search page, please enter My3Tech as vendor name to get the details of the contracts.

Grants and Contracts
as required by SDCL 1-56-10 and SDCL 1-27-46
as of 7/2/2023 12:26:24 PM

Department:

Vendor Name contains:

Document Description contains:

Contract/Grant Number contains:

Filter: ☒ All ☐ Contracts Only ☐ Grants Only

Contract/Grant Number	Description	Vendor Name	Agency and Name	Begin Date	Amount
23SC087815	SUPPORT THE STATE WITH IMPLEMENTING THE CHILD CARE SERVICES MODULE.	MY3TECH INC	08 - SOCIAL SERVICES	20230101	\$1,879,200
23SC081804	IMPLEMENTING OFFICE OF LICENSING AND ACCREDITATION MANAGEMENT INFORMATION S...	MY3TECH INC	08 - SOCIAL SERVICES	20221201	\$1,354,590
2023C-189	BIT Staff Augmentation for Technical Support of SD-STARS	MY3TECH INC	12 - EDUCATION	20221017	\$247,698
21-0131-009-12	STAFF AUGMENTATION- MANAGED SERVICES CONTRACT	MY3TECH INC	08 - SOCIAL SERVICES	20220801	\$3,960,407
21-0131-009	Acquisition of IT Staff Augmentation Services	MY3TECH INC	013 - BUREAU OF INFORMATION & TELE.	20220701	\$25,000,000
23SC090305	Staff will support dashboard creation, maintenance, and support for COVID a...	MY3TECH INC	09 - HEALTH	20220601	\$306,272

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

Response:

At My3Tech, we understand the importance of a seamless and integrated partnership. As a testament to our commitment, we offer the ability to provide consistent on-site team members to augment and fortify your workforce. Our approach isn't just about offering solutions; it's about becoming an integral extension of your team, ensuring consistent support, knowledge sharing, and a shared pursuit of success.

Our On-Site Supplementation Promise:

- **Seamless Integration:** Our on-site team members seamlessly integrate into your organization's environment, culture, and workflows. We don't just work for you; we work with you.
- **Expertise at Your Doorstep:** With our on-site team members, you gain access to a pool of seasoned professionals who bring diverse skill sets and specialized expertise directly to your doorstep.
- **Supplementing Your Strengths:** Whether it's Oracle, MS SQL, GIS, Microsoft technologies, Third-party Applications, or Cybersecurity, our on-site team members augment your existing talents, adding depth and breadth to your capabilities.
- **Flexible Engagement Models:** Our on-site team members can be tailored to meet your specific needs, whether it's short-term project-based support or long-term ongoing collaboration.
- **Knowledge Sharing and Collaboration:** Beyond technical support, our on-site team members actively engage in knowledge sharing, empowering your team with insights, best practices, and cutting-edge solutions.

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

Response: At My3Tech, we prioritize transparency, communication, and efficient issue resolution. As part of our commitment to seamless support, we provide you with a comprehensive support escalation path contact list. This list includes the phone numbers and email addresses of our Operations Head, Account Manager and President, ensuring that you have a direct line to our leadership for swift and effective issue escalation.

Our Support Escalation Path: Your Assurance of Priority Attention

Operations Head	Name: Vinay Kumar Email: kumar@my3tech.com Phone: 605-220-5051
Account Manger	Name: David Horton Email: david.horton@my3tech.com Phone: 717-329-2420
President	Name: Prakash Saripalli Email: prakash@my3tech.com Phone: (605)-674-4001

Rapid Response, Resolution, and Accountability:

- **Immediate Attention:** Our support escalation path is designed to ensure that your concerns are addressed with the utmost urgency. Reach out directly to our supervisors, directors, or CEOs, and rest assured that your inquiry will be given immediate attention.
- **Streamlined Communication:** By providing direct contact details, we eliminate unnecessary delays and facilitate streamlined communication. You'll have a direct line to decision-makers who are committed to resolving your challenges swiftly.
- **Accountability and Quality:** Our leadership team takes ownership of escalated matters, ensuring that they are resolved to your satisfaction. We value your feedback and work tirelessly to maintain the highest standards of service quality.
- **Continuous Improvement:** Your escalated concerns provide invaluable insights for our ongoing improvement. We consider each escalation as an opportunity to refine our processes and enhance your overall experience.

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

Response: Acknowledged

2. PROPOSER QUALIFICATIONS AND EXPERIENCE

Proposers shall provide a detailed statement of related services to government entities or private entities which identifies customer satisfaction, demonstrated volume of merchants, etc. Proposer must provide a detailed description of customer service capabilities, including resumes of personnel assigned, total number of personnel and timeline of customer inquiries and complaints, as applicable.

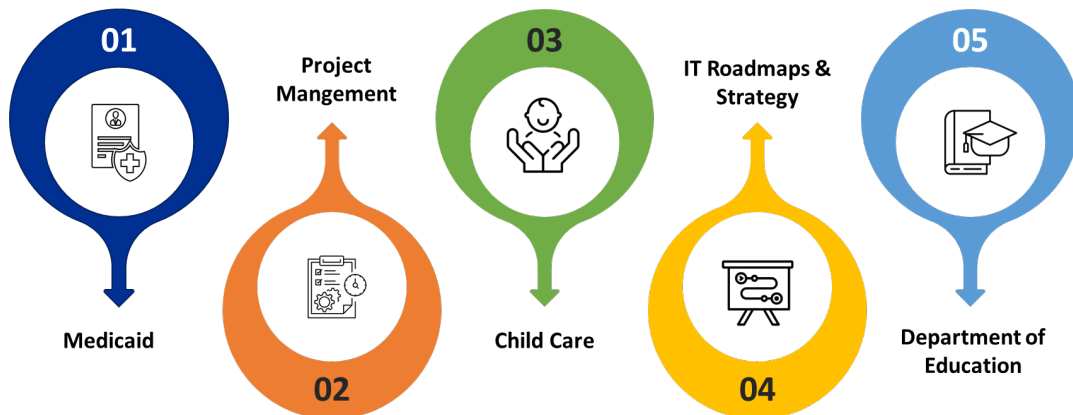
Response: My3Tech is an IT services firm focused on catalysing transformational IT initiatives of its clients through deep domain knowledge, technology expertise and customer commitment. My3Tech delivers solutions for various state government agencies including Social Services, Health, Labor and Regulations, Education, Transportation, and Agriculture/Environment/Natural Resources. Social Services and Healthcare plays a major part of our expertise in areas like Medicaid IT System (MMIS), Child Care & Child Support. A trusted long-term service provider for various state governments across both the software product development and IT Staff Augmentation.

- Certified Minority Business Enterprise (MBE) with over 12+ years of experience
- Successfully executed 50+ large size projects
- Trusted and dependable vendor for both Public and Private sector clients across USA
- Provided more than 550+ professionals to various government and commercial customers
- We are in the process of getting certified as an ISO & CMMi certified organization

The following table illustrates My3Tech's experience with various States and Local Governments:

State	Name of the Department	No. of Resources Placed
State of South Dakota*	Department of Social Services	19
	Department of Health	8
	Department of Labor	12
	Bureau of Information and Telecommunications	58
	Department of Natural Resources	5
	Department of Education	8
State of Texas	Education Agency	9
	Department of Criminal Justice	2
	Higher Education Board	16
	Office of Attorney General	6
	Department of Transportation	2
State of Virginia	Department of Medical Assistance	5
State of Indiana	Department of Workforce Development	2
State of Florida	Department of Health	1
State of Pennsylvania	Pennsylvania Department of Environmental Protection	1
State of New York	Department of Education	1
State of Kentucky	Administrative Office of Courts	2
State of Vermont	Department of Labor	2
State of MA	Department of Transport	2
Private Sector and Other areas		397

The following are our few Staff Augmentation key specializations:



*My3Tech has been very successful over the past 12.5 years providing staffing, managed services, consulting, and other services as needed to various agencies in the State of South Dakota both remotely as well as on-site. The following are the few projects which we successfully implemented for the State of South Dakota.

My3Tech has been working with the State of South Dakota, Department of Social Services and Bureau of Information and Telecommunications since December 2010.

Key Projects/Services Performed by My3Tech:

- Providing IT Managed Services to State of SD, Medicaid IT System (MMIS) – As part of this contract My3Tech is:
 - Maintaining and supporting MMIS Mainframe Systems,
 - Providing application/system design & development
 - Technical/Systems/Database Architecture
 - Systems/Interface Integration Services
 - Cloud Migrations and Cloud Application development/maintenance
 - Data Warehouse/Data mart development
 - Business Intelligence/Dashboard Solutioning
 - Medicaid Expansion planning/implementation/support
 - MMIS System Replacement IT Roadmap and Strategy
 - Systems Integration for Provider Enrollment System replacement
 - Systems Integration for CMS Interoperability Patient Access and Provide API Solution
- Project Management, Solution architecture, design, development, and implementation of Datawarehouse/ Business Intelligence Solution and Data Governance for Department of Social Services and Division of Medical Services. (Currently in progress since 2020)
 - Design, development, and implementation of Data Lake that serves as a data hub to integrate multiple solutions and applications.
 - Operational Readiness Review (ORR) of Data Warehouse and BI Solution
 - CMS Certification of the Data Warehouse and BI Solution

- Design, development, and implementation of Transformed Medicaid Statistics Information System reporting (T-MSIS) to CMS.
- Data Migration of MMIS Claims and supporting data for Lewin BI Solution
- Project Management, Analysis, Data Migration, Data Conversion, Interface Development, and Implementation of Medicaid Pharmacy Point of Sale (POS) and Pharmacy Benefits Management (PBM) System including Medicaid Drug Rebate data conversion.
- Project Management, Analysis, development/update of MMIS System for native Implementation of ICD-10
- Maintaining and documenting Technical and system documentation as per industry standards
- Audit Support in developing action plans to correct the audit findings and report the status back to the state agency.
- Medicaid Eligibility System Replacement Planning
- Health Insurance Exchange (HIX) System Implementation Planning
- Medicaid Expansion Planning and Implementation (in progress)
- Data Migration of MMIS Claims and supporting data for Outsourced BI Solution for Office of Fraud Investigation Recoveries (ORFI)
- Medicaid Provider Enrollment/Management/Revalidation/credentialing and screening system (CooP) development, support, and maintenance
- Medicaid Provider Enrollment System replacement - System Integration and Project management support (in progress)
- MMIS System - UB Claims APC pricing model and NCCI Edits
- Non-Emergency Medical Transportation (NEMT)
- Systems Integration for implementing CMS Interoperability Patient Access and Provide API (FHIR) (in progress)
- Medicaid Provider Online Portal (<https://dss.sd.gov/ocp/>) – This Portal Application development was started in June 2016, we have added lot of functionality to this Portal to help provider community, addition of functionality and enhancements are continuing to happen in the Portal.
 - User Administration / Maintenance
 - Reports
 - Adjudicated Claims Listing
 - Census Status Reports
 - Health Home (HH) RA's / Caseload / Claims Paid / Core Services
 - Primary Care Provider (PCP) RA's / Caseload/ Claims Paid
 - Medicaid Provider Negative Balance
 - Medicaid Claims Remittance Advice's (RA's)
 - Provider Enrollment Continuity of Operations
 - In-Patient 6-Day Stay Reporting
 - Health Status Reports for Recipients Participating in PCP/HH Program
 - Recipient
 - Eligibility Inquiry
 - Service Limits

- Claims
 - Claims Submission (HCFA & UB)
 - Claims Inquiry (HCFA & UB)
 - Claims Adjustments and Voids (HCFA & UB)
 - Provider PEND's Queue
- PCP/HH Selection/Change form
- Telephone Service Unit Call log
- Appeals/Communications
- PRTF Form submissions
- HH Re-Tiering
- Provider Rates for both Negotiated and HCPC rates (In Progress)

Technologies used:

• Microsoft .Net Full Stack	• SQL Server Analysis Services (SSAS)
• MVC	• Mainframe (Cobol/CICS/VSAM)
• jQuery	• Natural ADABAS
• Azure Cloud	• Software AG WebMethods
• Azure DevOps (ADOS)	• API Management
• Azure App Insights	• Electronic Data Management System (EDMS)
• SQL Server (Managed Instance)	• Electronic Data Interchange (EDI)
• Power BI	• Microsoft Project

My3Tech has been working with the State of SD, Department of Health since March 2014.

Key Projects/Services Performed by My3Tech

- COVID-19 SAS (Statistical Analysis System) reporting
- Management Dash Boards and reporting using Power BI
- Immunization Information system (IIS) maintenance and support, as well as Data Conversion and implementation support related to System Replacement
- Supporting immunization order intake, process and submit orders to Centers for Disease Control (CDC), inventory management, and reconciliation
- SD Health Link Assessment for Policy and System Operations.
 - SDHL is a public-private partnership between the South Dakota Department of Health (SDDOH) and participating member organizations to provide Health Information Exchange (HIE)

Technologies used:

• Microsoft .Net Full Stack	• Power BI
• MVC	• Statistical Analysis Services (SAS)
• jQuery	• Health Level 7 (HL7)
• Azure Cloud	• Electronic Health Records (EHR)
• Azure DevOps (ADOS)	• Microsoft Project
• SQL Server	

My3Tech have been working with State of SD, Division of Economic Assistance - Medicaid Integrated Eligibility & Enrollment (IE & E) System Replacement effort since August 2020

Key Projects/Services Performed by My3Tech

- Interface Management, Architecture, and development support
- Data Conversion Management
- Project Management and Technical Assistance with Child Care Subsidy System Implementation
- Project Management and Technical Assistance with Office of Licensing & Accreditation (OLA), Management Information System Implementation

Technologies used:

• Mainframe (Cobol/CICS/VSAM)	• Electronic Data Management System (EDMS)
• Natural ADABAS	• IBM Curam Platform
• Software AG WebMethods	• JIRA
• API Management	• Microsoft Project

My3Tech have been working with State of SD, Department of Labor, and Regulations (DLR) and BIT since May 2015

Key Projects/Services Performed by My3Tech

- Unemployment claims submission system
- Web Development, Application Maintenance, and support

Technologies used:

• Microsoft .Net Full Stack	• Power BI
• MVC	• Mainframe (Cobol/CICS/VSAM)
• jQuery	• Software AG WebMethods
• Azure Cloud	• API Management
• Azure DevOps (ADOS)	• Electronic Data Management System (EDMS)
• SQL Server (Managed Instance)	• Microsoft Project

My3Tech have been working with State of SD, Department of Agriculture and Natural Resources (DANR) and BIT since Aug 2020

Key Projects/Services Performed by My3Tech

- Underground Tanks Database Web Application development and GIS integration
- Conversion of DANR's main water rights database and irrigation water use reporting from Visual FoxPro to a Web Application with full GIS capabilities

Technologies used: Microsoft .Net Full Stack

• MVC	• ArcGIS Server
• JQuery	• ArcGIS Portal
• Azure Cloud	• ArcObjects
• Azure DevOps (ADOS)	• ArcGIS Runtime SDK for .Net
• SQL Server	• Arc Engine
• Power BI	• ArcSDE
• API Management	• ArcInfo Including: Geostatistical Analyst, Network Analyst, Spatial Analyst, ArcGIS SDKs (JavaScript APIs and WPF)
• Geographic Information System (GIS)	• ArcGIS Pro
• ArcGIS (9.x 10.x)	• Visual Fox Pro
• ArcGIS Desktop	•

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

Response: Following are the resumes of the account manager(s) and other key personnel.

Account Manager

DAVID KEITH HORTON

PHONE: 717-329-2420

E-Mail: dk.horton@outlook.com

Professional Experience

15 years of experience working in project management/implementation management for Medicaid or other programs provided by the federal, state & local government programs with Department Health & Human Services agencies with multiple disciplines - strategic planning, applications development/modernization, business process, development, design, and implementations and operations with healthcare payer-commercial, Medicare, Medicare Stars, Medicare Advantage Organizations (MAOs) and Medicare Prescription Drug Plans (PDP) Managed Care (MCOs), Medicaid (Enterprise) Management Systems (MEMS), customer service, and analytics experience, both participating in and leading efforts to select and implement business and technology solutions, assess operational impacts, and improve efficiencies in all phases of healthcare operations, including client relationships, organic growth within the program.

Education

- Computer Learning Center: Computer Sciences Business Management – Certificate
- Camden County College, Blackwood, NJ, Business Management
- Attending Villanova online Project Management courses.

Technical Expertise

- Skilled in Microsoft Project, Word, Excel, PowerPoint, Access, and Adobe software
- Extensive knowledge of test management principles and best practices
- Hands-on experience with tools like RedGate SQL Compare, Tableau, AWS, Azure, ServiceNow, Smartsheet, Zonar
- Strong understanding of CMS' Seven Standards and Conditions and the Medicaid program
- Experience in Medicaid or Major Health Care Payer projects (interChange, Facets, QNEXT, eCAMS, Enterprise)
- Knowledge of Health Insurance Portability and Accountability Act (HIPAA) and Personally Identifiable Information (PII) privacy and security measures
- Business process re-engineering, business analysis, and requirements development
- Solid work experience managing projects implementing healthcare or related systems, including data transmission and interface requirements
- Extensive experience working with various state health departments (Texas, North Carolina, Pennsylvania, Maryland, Louisiana)
- Managed implementation projects for state health agencies
- Experience with CMS procurement requirements and Medicaid programs

References

Name	Title	Email	Contact Number
Linda Moore	NC DHHS Product Manager	Linda.Moore@dhhs.nc.gov	803-833-0459
Kristy Dudley	NC DHHS MES Manager	Kristy.Dudley@dhhs.nc.gov	919-349-9608
Andy Mason	E&E Consulting, Manager	amasson@ene-it-consulting.com	717-975-1664

Professional Experience

Peterson Technologies Partner (Beacon Mobility)

Sep2022 to Present

Transition Lead Manager – Boston, MA

Responsibilities

- Managed deployment transportation software to provide operations, time and attendance and safety management solution under one platform. Software integrates with GPS data to streamline operations, reduce cost and digitize manual processes.
- Managed the integration of existing routes from antiquated systems into TransFinder routing system that would also provide an additional data feed into ByteCurve
- Successful management of LEO's operations and part-time team to meet the objectives of the company's overall strategic plan
- Responsible for Risk Management, Change Management, and Schedule Management
- Ensured all revisions and client requests were communicated to the client, vendors, and staff.
- Managed Hardware deployment to deployment locations
- Managed training of users

Prior Experience Summary

Client Name	Position	Duration
Gainwell Technologies	Transition Lead Manager	Feb 2022 to Jul 2022
NC Department of Health (InstaServe Consulting)	Senior Project Manager	Oct 2020 to Feb 2022
Penn State Health (e&e Consulting)	Project Manager/Business Analysis – Hershey PA	Apr 2020 to Oct 2020
Pennsylvania Department of Health	Program Manager – Harrisburg PA	Mar 2019 to Sep 2019
Highmark, Harrisburg, PA	Senior Project Manager	Apr 2018 to Jan 2019
Ahold – Carlisle, PA	Senior Project Manager	Mar 2017 to Mar 2018
Highmark - Harrisburg, PA	Senior Project Manager/Capabilities Manager	Jul 2012 to Oct 2016
Geisinger - Danville, PA	Senior Project Manager	May 2012 to July 2012
CNSI (Louisiana MMIS Implementation) MD, LA	Functional Implementation Manager	Oct 2011 to May 2012
Capital Blue Cross, Pennsylvania Department of Transportation Harrisburg, PA	Project Manager	May 2011 to Oct 2011
Costal Sunbelt, Kodak, Baltimore, MD	Project Manager	May 2010 to May 2011

Network Tech

MUSTAFA MAHMOOD (USC)
(954)-588-5525
centcomDoD33@gmail.com

Professional Summary

- Results-driven Network Engineer with over 8 years of extensive hands-on experience in Cisco network design, deployment, and troubleshooting. Adept in managing complex network environments, I possess a comprehensive skill set in routing protocols including EIGRP, OSPF, RIP, and BGP, as well as MPLS/VPN technologies.
- My expertise covers a wide range of Cisco hardware, including 6500, 7200VXR, 12000 series Routers, and 4500, 6509, 7613 series Switches. Proficient in VLAN setup configuration across various Cisco Routers and Switches, I have successfully resolved connectivity issues and hardware problems within Cisco networks.
- As a Palo Alto Networks Certified Network Security Engineer and Fortinet Network Security Expert, I have effectively managed high-end Data Center projects, ensuring secure network administration. My experience spans from handling intricate configurations to troubleshooting network connectivity and integration issues in Cisco IOS versions.
- Adept at managing project lifecycles, I have successfully designed, implemented, and maintained networking solutions, including Cisco switches, ARISTA switches, and Load Balancers. My proficiency extends to SDWAN solutions, F5 Load Balancers, Nexus devices, and complex LB designs for server farms and firewalls.
- In-depth knowledge of OSI model, TCP/IP, UDP, IPv4/IPv6 sub netting, and NAT concepts has allowed me to excel in configuring RIP, IGRP, EIGRP, OSPF, BGP, and MPLS protocols.
- I have showcased my ability to deploy, upgrade, and troubleshoot Cisco switches, Meraki products, and cloud-based solutions. My technical acumen extends to various layer 2 transport protocols, including ATM & Frame Relay, as well as Nexus switches, Nexus 9504, 7010, 5548, 5596, 2148, 2248.
- Throughout my career, I've demonstrated the capability to manage Data Centers, configure switches, routers, firewalls, and Load Balancers. I have successfully worked with diverse vendors, handled WAN technologies, Proxy Services like Zscaler and Blue Coat Proxy, and optimized wireless network performance.
- My commitment to enhancing network efficiency through innovative solutions and my adeptness at handling Firewall migrations and secure network access further contribute to my proficiency in the field.
- I am seeking opportunities to leverage my proven skills in network engineering, design, and security to contribute to dynamic teams and drive the success of cutting-edge projects.

Technical Skills

Protocols	RIP, RIP V2, EIGRP, OSPF, IS-IS, IGRP, HSRP, VRRP, GLBP, LACP, PAGP, DNS, SMTP, SNMP, FTP, TFTP, LPD/TDP, WLAN, WEP, POP3 LADP
LAN Technologies Workgroup	Domain, HSRP, DHCP, Static, VLAN, STP, VTP, Ether Channel, Trunks.
WAN Technologies Leased Line	Frame Relay, ISDN, PPP, HDLC, ATM, SONET, And Metro Ethernet.
CISCO Routers	1700, 1800, 2500, 2600, 2800. CISCO High End Router 3600, 3800, 7200, 12010.
CISCO Switches	1900, 2950, 2960. CISCO Campus switches 3550XL, 3548, 4984 Core Catalyst 4503, 4507 RE, Catalyst F5 load balancer, Juniper ISG/SRX.
Security & VPN	PIX 500 Firewall, ASA 5505 Firewall, AIP SSM, CSC SSM, FWSM, Fort iGATE, CISCO CSM, ACL- Access Control List, IPS/IDS, NAT, PAT, CISCO ACS, Check point, pfSense, Palo Alto.
Layer 2 technology	VLAN, VTP, VMPS, ISL, dot1q, DTP, Spanning-tree, PVST
Layer 3 Switching	CEF, MLS, Ether Channel
CISCO ISE	Cisco Integrated Services Engine (ISE) 2.3
AAA Architecture	TACACS+, RADIUS, Cisco ACS.
Monitoring Tools	Wireshark, Nmap, Nessus, OpManager, PRTG Packet Sniffer, Juniper NSM, Junos Space, Riverbed, Netscout. GTMVOIT
Servers	Domain servers, DNS servers, WINS servers, Mail servers, Proxy Servers, Print Servers, Application servers, FTP servers, NTP.
Operating Systems	Windows NT 4.0 (Desktop/Server), Windows server, Windows XP/7, LINUX, Solaris, Red Hat, Active Directory, UNIX.
Security / Firewalls	Cisco ASA Firewalls, IPSEC & SSL VPNs, IPS/IDS, DMZ Setup, Cisco NAC, ACL, IOS Firewall features, checkpoint.
Juniper	EX-2200, EX-4200, EX-4500, MX-480, M Series, SRX210, SRX240.
Hardware	Cisco Cat Switches, Routers, Avaya VoIP phones, Cisco IP 796X/794X.

Certifications:

- CCNA Routing and Switching
- CompTia A+ 1001
- CompTia Network+



Education

- Bachelor of Science in Computer Science, 2012 from Florida Atlantic University - Boca Raton FL

Professional Experience

Credit Suisse, NY

12/20 - PRESENT

Sr. Network Administrator

Responsibilities:

- Consolidation from multiple Internet service providers to leverage partner relationship.
- Design, installation, and migration for transition from full mesh VPN to nationwide Metro for WAN connectivity.
- Upgrade and migration of client VPN to geographically redundant solution.
- Designed, Installed & configured LAN, WAN components Cisco Catalyst switches 6500, 4500, 3750 series and Cisco ASR routers 9001, 1006 according to the Network Design along with the Data Center topology.
- Provided a Flexible Access Solution for Data Center with Cisco Nexus 2148 Fabric Extender & Nexus 7010
- Managed Cisco Nexus 5k and 9300/9500 switches for the data center in Cisco Data Center Network Manager (DCNM) and timely upgrades of Cisco IOS XR, Nexus OS.
- Working on a team of four senior F5 Network Engineers in supporting the entire USPTO application suites by using F5 Local Traffic Manager platform to Load Balance, Encrypt, Monitor, and Provide Application Fault Tolerance.
- Worked on data center Core switches for configuring Nexus 9k, Nexus 5k, 4500, 4900, 6500 series switches
- Configured OSPF, BGP protocols on Cisco ASR 9001/1006, Cisco 7200 and troubleshoot them.
- Hands on experience in F5 LTM, GTM series like 6400, 6800, 8800 for the corporate applications and their availability
- Work with Load Balancing team to build connectivity to production and disaster recovery servers through F5 Big IP LTM load balancers
- Involved in Configuration of Access lists (ACL) on Juniper and Palo Alto firewall for the proper network routing for the B2Bnetwork connectivity.
- Migrated Enterprise firewalls from Juniper to Palo Alto Networks using Panorama-managed 5000, 3000 and 200 series firewalls to provide a modular, dynamic, application layer aware security model.
- Security policy review and configuration in Palo Alto and Juniper SRX Firewall across multiple locations and Datacenter.
- Configuring/Troubleshoot devices such as Source Media Router, Mediaplex for multiplexing the signal coming in different source: ATM, T1, ASI, and Fiber
- Creating and deleting policies in fortigate UTM devices.
- Design expertise for the SD-WAN (Versa & Viptela), SD-LAN and WAN optimization technologies for efficient delivery of the application data across LAN and WAN.
- Customization with automation of various network management systems within cloud infrastructure frameworks.
- Proficient in LAN/WAN Network, TACACS, Radius, CSACS, VPN, Frame Relay, MPLS, TLS, EIGRP, OSPF, BGP, ISDN, IPSec, GRE, VLAN, STP, VTP, LWAPP, CAPWAP Cisco IOS/Catalyst OS, SIP

- Campus Switching and Routing Hardware includes - Cisco 3750, 3850, Cat 9K, 4500, cisco ISR routers, 2300, 7200 series routers Juniper EX 4300, 3400 in access and EX 4600 in Distribution. Aruba 2530, 2540, 3810 and 5400R switches. Cisco Layer 2/3 networking knowledge.
- Designed and implemented a comprehensive solution incorporating Fortinet access points and Ubiquiti hardware, resulting in expanded coverage and improved signal strength
- Monitoring and analyzing of bandwidth utilization using fortigate 620B UTM, PRTG and speed test.
- Implemented 802.1x wireless authentication, enhancing network security by requiring user authentication before granting access
- Provided second/third level technical support for ACI (Application Centric Infrastructure) technologies.
- Hands on experience in Virtual standard switch, Virtual Distributed switch, VLAN mapping into VMware
- Worked with configuration management tools such as puppet or orchestration frameworks such as Fabric
- Worked in data centers and proficient with configuring and supporting Nexus switches, Fabric Extenders (FEX), VPC and OTV.
- Implement, Configure, Maintain, Fine Tune Troubleshoot Network Access Control NAC Solution.
- Familiarized with working knowledge of Cloud Computing Engineering, concepts, service models IaaS, PaaS, SaaS, deployment models, practical implementations, operations, security and future trends
- Actively involved in design & deployment of a new datacenter using Cisco Nexus 9000 platform in spine & leaf architecture utilizing VXLAN fabric & BGP-EVPN overlay technologies
- Provided pen-testing techniques including dictionary and brute force attacks and scanned networks for security vulnerabilities in network design using NMAP and Nessus.
- Actively managing tasks assigned to transition from legacy Switches to Cisco ACI (Data Center Application Concentric Infrastructure) device, Assisting and maintaining Cisco ACI devices

Professional Experience Summary

Client Name	Position	Duration
KPMG, Harrisburg, PA	Sr. Network Administrator	10/2018 – 11/2020
United Health Group (Remote)	Network Administrator	3/2017 – 9/2018
Motorola - Sunrise FL	Network Administrator	8/2015 – 2/2017
IPfone - Miami, FL	System Administrator/ Tech Support Tier	1/2015– 7/2015

Server Tech

Stephen Ighodaro Momoh
stephenastus4peace@gmail.com
312-493-6466

Professional Summary

I am a proficient IT professional with extensive experience spanning over 22 years, specializing in server management and cross-functional IT solutions. My comprehensive skill set is rooted in my deep understanding of information technology and network logic. I excel in working with both legacy and cutting-edge network infrastructures, from the inception of plans and designs to the implementation of IT services and network architectures. My expertise encompasses the management of large projects, even in the absence of substantial guidance, where my decisions impact multiple locations within a region. During critical moments, I have demonstrated my ability to swiftly resolve customer issues, ensuring that their systems are up and running in times of crisis.

I have broadened my knowledge to include software design patterns, data structures, and AWS technologies, along with concepts related to distributed systems. My experience extends to managing endpoints, user domains, network connectivity, hardware, software, and various other aspects. This includes LAN, VLAN, VXLAN, WAN, MAN, SDWAN, Data Center technologies, VPN, VoIP, and more.

Key areas of my expertise include:

- **Network Infrastructure Management:** Proficient in CLI and GUI configuration, network infrastructure management, and administration. This encompasses LAN, WAN, VLAN, VXLAN, SDWAN, VPN, VoIP, wireless AP, and more.
- **Cloud Platforms:** Skilled in managing cloud infrastructure with a focus on Microsoft Azure and Amazon Web Services (AWS).
- **Desktop and Device Management:** Profound experience in managing desktop systems, mobile devices, and tablet devices across various platforms, including MacOS, iOS, and iPadOS.
- **Data Center Network Engineering:** Expertise in data center enterprise network engineering, troubleshooting, and maintenance, spanning aspects like DC/POP, CDN, and AI.
- **Server Management:** Well-versed in Microsoft Windows Server Management tools and services configuration, with knowledge of network and server clustering.
- **Virtualization and Cloud Computing:** Proficiency in virtualization, VMware programs, VDI, thin/zero client PC deployment, and cloud computing.
- **Infrastructure Design and Architecture:** Capable of designing and implementing infrastructure and architecture solutions, along with database and mailing protocol expertise.
- **Network Configuration and Troubleshooting:** Advanced skills in networking, including routing, switching, VPN configuration, DNS, and more. Familiarity with Cisco, HP, and other networking equipment.
- **Security:** Proficient in network and endpoint security, identity and access management, as well as security access management for cloud platforms.
- **Software Deployment and Support:** Experienced in software deployment, configuration, monitoring, maintenance, migration, and technical reporting.

Expertise experience in Microsoft windows server administration

My expertise lies in the extensive domain of Microsoft Windows Server Administration, Workstations Management, Storage Management, and Network & Domain Controller Services. I possess a wealth of hands-on experience in various aspects of server infrastructure and technical support, including:

- Proficiency in managing, maintaining, and monitoring complex network security systems and databases using Microsoft Windows Server platforms such as 2000, 2003, 2008, 2012 R2, 2016, and 2019. I excel in Server Manager, Server Clustering, Active Directory Domain Services, and more.
- Expertise in overseeing LAN Central, SCCM, Active Directory Services, Certificate Authority, PowerShell Scripting, and various management tools to ensure a seamless and secure network environment.
- In-depth understanding and implementation of server clustering, particularly with HPE, DELL, and various Microsoft Windows Server versions.
- Proficiently managing imaging, setup installations, migrations, and configurations for Microsoft Windows 7, 8, and 10 operating systems.
- Utilizing Agile Project Methodology to provide evolving solutions, collaborative efforts, and cross-functional teamwork in deployment, migration, optimization, and issue resolution.
- Utilization of Microsoft Intune and Citrix Workspace for mobile management and remote access.
- Implementation and configuration of network storage solutions including NetApp, ProMAX Systems, iSCSI, NFS, SAN, and NAS protocols.
- Expertise in organizing and classifying files using Microsoft File Classification Infrastructure, managing data servers, quotas, replications, and data migrations.
- Proficient management of Microsoft Failover Clustering for high availability, including Clustered Shared Volumes.
- Expert knowledge in Microsoft Dynamics 365 Data Migration for CRM and ERP solutions.
- Hands-on experience with deployment, configuration, and troubleshooting of Microsoft Office Suite including Office 2015, Office 2016, Office 2019, Office Pro Plus, and Office 365.
- Skilled setup, configuration, and troubleshooting of LAN, WAN, DHCP, SD-WAN, MPLS, and VPNs for data network infrastructures.
- Expert use of User State Migration Tool (USMT) 10.0 for large-scale Windows OS deployments and migrations.
- Comprehensive knowledge in disaster recovery strategies, backup and restoration methods, and secure platform management.
- Proficient management of data center incidents, power downs, and disaster recovery efforts.
- Serving as a technical and training resource for an institute, with the ability to handle and resolve major escalation incidents.
- Investigating and troubleshooting root causes via problem management, conducting trend analysis, and proactive issue resolution.
- Patch management, release management, operation management, and support for infrastructure projects including data center migrations and offshoring applications.
- Effective use of Active Directory, Azure, Dynamics 365, Intune, and Power Platform for data management, security, and migration across enterprise networks.

- Proficient in network mapping, email server mapping, drive mapping, and various connectivity technologies.
- Solid experience in high-volume data rescue, backup, restore, migration, and security protocols.

My professional journey showcases a deep understanding of Windows Server environments, Active Directory services, network infrastructure, disaster recovery strategies, and technical troubleshooting. With my proficiency in various tools and technologies, I am poised to deliver efficient solutions, streamline operations, and enhance the overall performance of IT infrastructures.

Hands-on experience server management with use of Aruba central, Hyper-V, Citrix Hypervisor, VMware workspace, (VMs, VMM)

- Expertise ability to setup/deploy, migrate, configure, monitoring, topology map, reports and troubleshoot virtual machines like EXSi VMware vShpere Workspace ONE, MS Hyper-V, CITRIX XenServer, KVM, NUTANIX, ORACLE vm etc., for secure enterprise platforms to deliver and manage large amount of any provided applications or workload or any device across networks with the use of various tools for integrating identity, application, resource sharing and enterprise mobility management etc., for desktops, servers, printers and other cloud virtualization infrastructures.

Hands-on Cloud computing implementation, Data Center Admin & Security experience

Infrastructure expertise ability to manage service on demand, deploy, backup, migrate, configure, monitoring, security policies, identity access management, right/ permissions, restrictions and implement applications and data storage, backup & recovery, restore, distributions, disaster recovery and management service models of cloud computing, technical architecture and business solutions. As in Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) with the use of platforms like:

- Windows Server Hyper-V implementation, configuration, management, server/ domain stacking, monitoring, logs report, error fixing, backup/ restore and migration.
- Microsoft 365 admin center, Exchange, POP, IMAP, SharePoint administration and tenant to tenant migration;
- Microsoft SQL server management, administration and migration;
- NetApp Data Storage management, SnapDrive, SnapMirror
- BigFix Enterprise Suite Server
- Pure Storage data domain network deployment, implementation, configuration, hardware/ data migration, monitoring, troubleshooting, management (SAN, NAS, NFS, iSCSI, RAID 0 – 10)
- Druva data software configuration and management;
- DELL EMC network storage deployment, implementation and data domain host configuration.
- PowerShell Scripting, Pre-built Script, editing, developing and deploying.
- MS Azure, Amazon Web Services (AWS); NetApp Suite; VERITAS CloudPoint
- HPE Storeonce, catalyst, cloudbank, NetBackup etc.
- Commvault: Cloud data storage, backup, monitoring, security, protection, recovery tools;
- Palo Alto Network industry standard of security operations; firewall implementation, deployment, configuration, monitoring, technical logs reports, web filtering, network app layer injection, powershell scripting, etc
- Cisco Umbrella cloud DNS enterprise network security implementation, platform configuration;

- Equinix Service Center Cloud Platform (IBX Data Center Enterprise Network Solution): Setup, Configurations, Monitoring, Firewalls, Load balancer, Servers, Network Topology, Migration, Data Management, Troubleshooting, etc.
- Microsoft Dynamics 365, CRM, ERP, EPIC Systems (EMR & EHR), Salesforce and solution analysis, administration and management;
- Microsoft Azure Server Stacks
- AD DS, AD FS, Azure AD, SCCM and SCVMM configurations, implementations, management, certificates, migration;
- Google Suite/ Google Drive, Adobe Suite, OneDrive, Dropbox and Cloud Services
- VeeAM platform backup configuration and restore and Office 365 migration
- Security Access Management (SAM) deployment, configurations, logs, users'/ password management etc.,
- KRONOS Workforce Management; monitoring employee time and attendance, labor tracking, and data collection etc.
- HP Disaster recovery tools, data recoveries – disk image recovery, undelete/ unformat scripting.

Server Engineering and Support - Windows Server 2016, 2019, 2022 Configuration

Server Manager – Configuration of roles and features, Remote Desktop Services, server managing, server group, server cloud managed services, Performance, Services, Events, Shares, etc. HPE ProLiant Servers iLO –secure configuration, monitoring and updating direct remote access to servers; DELL PowerEdge Servers iDRAC –configuration, deployment, updating, monitor, maintain and management. DELL Data Domains support/ management –DELL EMC PowerProtect DD6900, DELL EMC PowerMax, DELL EMC PowerEdge VRTX

Server building with use of PowerShell Build Scripts for servers' OS configuration/ Servers Compliant Configuration – Pipeline, Agents, Trellix Orchestrations, EpO Containers, Users and Admin Groups, SCOM, SQL Servers Configuration and scripting, Security, Services, Veritas NetBackup – retention & configuration, Registry strings/ values configuration, Udeploy and Build Package.

- Server Component Services and MSI Server Application, Failover Cluster Configuration – (CNO, AOL, Quorum, Multi-site Clustering, etc.), \$shares configuration, Active Directory Users and Computers, DNS, Local Users and Groups, Access and Permissions, Device Management, Storage/ Disk Management, SQL Server Configuration Manager, Events Viewer, Logs –analysis, Task Manager, Print Services, Server Backup, etc.
- Local Group Policy and Security Policy Settings/ Management – Computer Policy Configuration, Windows Settings, Security Settings and Network Security, Administrative Templates – User Configuration, Software settings, Windows Settings, Administrative Templates, Certificates, Public Key Policies, QoS Policy, Account Policy/ Lockout Policy, Network Policy, LDAP Policy configuration, etc.
- Identity Access Management – Device management, Trusted access, Restrictions, Risk prevention & mitigate etc. Active Directory Users and Computers –Domains management, user/ computer, object – distribution groups, security groups – permissions and group access; delegate control; Organizational Unit, Container etc. LDAP –directory data authentication configuration.

Education

- Diploma in Accountancy (ND) {US Equivalent: Associate Degree}, The Polytechnic Ibadan, Nigeria, May 2004 – July 2006, Ref: CEC/ADM//51/II/729, Matriculation No.: 2004NB070490

Certifications

- Aruba Cloud Certified– Aruba Central Global Network Management – OSCX deployment,
- Cisco Certified Network Associate (CCNA) – Certified {cert verifying code: 5L4VD31EYPQQ1DG2}
- Cisco Certified Internetwork Expert (CCIE)
- Cisco Certified Network Professional (CCNP)
- Microsoft Certified Systems Engineer (MCSE)
- CompTIA A+ Certified
- CompTIA Network+ {Expert}
- CompTIA Security+ {Expert}
- CompTIA Server+ {Expert}
- CompTIA Cloud+ {Expert}

Professional Experience

AHLSTROM MUNKSJO – Kaukauna, WI

March 2022 – March 2023

Senior Infrastructure Engineer (Servers and Networks)

Roles and Responsibilities:

- IT/OT network infrastructure architecture, operational engineering/ support, solution design, cisco catalyst and nexus switches, routers/gateways, media converters, server stacks/ stackwise, support and management. Troubleshooting analytic, solution provisioning, Network availability, lifecycle, new tech integration, connectivity, etc across distributed Data Centers.
- Skillful use of Logic Monitor, Nagios, Solarwinds and Zabbix to monitor/ manage infrastructure nodes and alerts, WAN Throughput, Passthrough, servers, network traffics, switches, applications, cloud services, virtual machines, services, optimizations, scripts, resets, Server Infra. Architecture, Server Configuration Tool (SCT), JIRA - KABAN - AGILE, Metrics, for proactive infrastructure management and mitigation issues, providing analytic solutions.
- Network troubleshooting, Gateway configuration, Cisco Router/ Switches configuration, Tunneling, VPN connectivity, Wireless LAN/ WAN configuration, Net-Connection testing using PowerShell; Servers support/ troubleshooting – Traceroute, Firewall, Security, IDS/ IPS, Access/ Authentication etc.
- VMware Server and VDI infrastructure setup, configuration
- Domains and Trusts configuration. Application server production route testing with PowerShell;
- Supervised 46 units of HP Printers and Plotters deployment projects/ configuration of Print Server Queues, label printers deployment/ application server configuration and operational support;
- Citrix ZenDesk Thin Client support, application and connectivity configuration, remediation, print server config etc
- Migration of Dell Thin Clients (Citrix) to Dell Optiplex small form factor (Windows 10 (20H2 and 21H2) deployments;
- Microsoft Windows 11 (21H2 OS build) infra environment testing and production software compatibility testing;

- Oracle SAP BI, HFM support, Office 365 administration and licensing,
- Active Directory Users and Computers operations/ management, Global Domain Groups, Security, DNS, Domains and Trusts; Group Policy Object Management; Computer Management – user and groups (Admins, distribution, shared folders permissions, AD Sites and Service, etc.
- Migrated users from Thilmany domain to Amunet; DNS scoping – DNS servers, Resolver, Root, and Authoritative Name Server, etc.
- SCCM/ MECM Administration – software deployment, users, devices asset and compliance, device/ software management, patches, users and device collections, monitoring, PXE deployment, Endpoint Protection, Software Center applications and updates, Update and Servicing, Hierarchy Configuration, Cloud Services, Site Configuration, Security (Distribution Points, and Groups), Migration, Management Insights, deployment logs, CCM>logs, BitLocker Management, Device Software Updates – Office 365, Windows Workstations and Servicing, Trace Log Tool, Deployment Plans – Pilot and Production, Drivers, etc;
- Service Now Ticketing System Management – Incident Assigning, Access Requests, Problems mgt., Service Request, SLA mgt., Assignment Groups, Incident, Change, and Problem Management;
- Configuration Management Database (CMDB) – Software and Hardware repository mgt., ITIL, CI management, Identification, reconciliation rules, relationships, Naming convention standardization for newly migrated domain, health settings etc.;
- Use of Remote Desktop Connection and Dameware Central Server Connection – Server 2016/ 2019 support and Windows 10/ 11 users support;

Professional Experience Summary

Client Name	Position	Duration
Quest Diagnostics – Corporate Office – Wood Dale, IL	Senior Infra Engineer/ Network Admin (Midwest Region) (Contract/ Project mgr.)	Feb 2021 – March 2022
Graphic Packaging International/ Logicalis – Chicago, IL	IT/ Network Support (Migration Contract)	Dec 2020 – Jan 2021
Bank of America/ HP Project – Chicago, IL	Enterprise Engineer (Server Deployment Project)	Feb 2020 – Dec 2020
PEPSICO – Chicago, IL	Data Center Enterprise Infrastructure Engineer/ Support (Contract)	Feb 2020 – Jul 2020
Loyola University Medical Centre – Maywood, IL	IT Support Specialist	Oct 2019 – Dec 2019
Office Depot/ Office Max – Carol Stream, IL	Desktop Technician (Contract)	Sep 2019 – Oct 2019
Refsnes Technologies Inc. – Chicago, IL – IT Support Specialist	Data Center/ Field Service Customer Support (Contract)	Sept 2015 – July 2019
Victory Institute of Technology	IT Infrastructure Specialist/ Engineer	Feb 2000 – July 2015

Microsoft Tech

Alex Valentincic
alexvcharles@gmail.com
(714) 722-0405

Professional Summary

My lifelong interest in technology has organically led me into the IT field. Although I am early in my career, I am adding to my self-taught tech knowledge by actively working towards the three major CompTIA certifications: A+, and Azure certifications.

In addition to my various technology skillsets, I particularly enjoy customer service due to my ability to communicate across employee levels with ease. I look forward to collaborating with coworkers daily and take pride in owning my work outcomes in -order to maximize positive results.

Skills

- Office 365
- Windows Operating System (Windows Server 2016, 2019) Windows 10,11
- Virtual Box/VMware
- Microsoft Teams logs
- Active directory
- Command Line
- PowerShell ISE
- DNS
- Teams Admin Center
- Customer Service
- Problem Solving
- Macrium Reflect
- Azure Active Directory/M365 Admin Center
- TeamViewer
- Windows 10
- Mac OS/iOS
- SCCM
- Lenovo/hardware
- ZenDesk

Education

- BACHELOR OF ARTS, Dec 2017 in COMMUNICATION STUDIES, CALIFORNIA STATE UNIVERSITY, LONG BEACH

Professional Experience

Collabera
Support Technician
Responsibilities:

January 2022 – July 2023

- Tier 1 technical support for 2500 users across the entire contingent US and POC for offices on the West Coast, rooted in customer success/service
- Troubleshoot Software and Hardware issues using remote access software, TeamViewer. Hardware troubleshooting of Lenovo ThinkPad laptops; repairs, RAM upgrades, laptop replacements.

- Utilized O365, Windows 10 OS, Macrium Reflect (SSD imaging), Active Directory, Azure AD, M365 admin center, LanSweeper (for inventory), SCCM, ZenDesk, Zscaler VPN.
- Utilize strong communication skills to understand and troubleshoot general IT issues, and also served as a POC to help escalate IT issues out of my scope within our internal IT Team.

Aerotek

June 2021-December 2021

Tier 2 Technical Support

Responsibilities:

- This is a remote contract role working with Microsoft. Handled Tier 2 Microsoft Teams issues for Fortune 500 companies
- Utilized a ticketing system, O365, Windows 10 OS, and a virtual environment with a test tenant (as a global admin) to attempt to reproduce issues with Microsoft Teams, to then escalate to the Development team if necessary. This role required strong written and verbal communication skills to communicate with a variety of users across the country and overseas.
- Utilized tools such as PowerShell ISE, O365/M365 Admin Centers, Teams Admin Center, Fidler (network captures), Teams logs, Microsoft Documentation, internal Microsoft Documentation/tools to check Microsoft licensing issues, as well as PSTN issues for large Teams calls (500+ users).
- Troubleshooted anything Microsoft Teams related, from basic features and use; to complex issues that required reading logs to understand why an issue would occur.

Trucite

December 2020-June 2021

IT Support Assistant

Responsibilities:

- This role was a non-paid internship with the Head of Technology
- Served as an assistant to IT personnel; and worked as a liaison between offshore developers and US Team.
- QA test software before release to clients; and troubleshoot general IT issues for escalation.
- Touch multiple technologies such as AWS, web hosting, iPad and desktop applications

PC/Help Desk Tech

Timothy R. Grace
trgrace01@yahoo.com
228-731-0006

Professional Summary

Expert in all facets of network administration and IT support. I have successfully configured, upgraded, and installed Cisco switches and routers; poses a strong background with Windows 07 and Windows 10 operating systems, ticketing systems, as well as change and asset management.

Certifications

- A+CE Certified
- Security+ CE Certified
- Microsoft XP Certified
- MTA Certified

Technical Expertise

- Expertise in network administration and IT support tasks
- Proficiency in troubleshooting and resolving networking connectivity issues
- Software and hardware analysis, tracking, and resolution
- System software and hardware upgrades and maintenance
- Familiarity with network security methodologies, policies, and procedures
- Application and system installation and coordination
- Help desk support and end-user troubleshooting
- Technical leadership and guidance

Additional Abilities

- Experience with ServiceNow ticketing system
- Knowledge management and documentation
- After-hours and on-call support
- Technical and operational leadership
- Information Technology security application
- Change control requests and implementation
- Support for system updates and upgrades
- Help desk support and troubleshooting
- Inventory maintenance and device configuration
- Video Teleconference (VTC) setup support
- Security software installation and monitoring

Education

Information Technology, Tulane University, New Orleans, Louisiana 2013

Professional Experience

KiZAN

May 2023 – Present

Desktop Managed Services Analyst

Responsibilities:

- Manage a team of accounting employees including recruiting, hiring, and monitoring daily workflow.
- Addresses and resolves incidents and requests; logs all incidents and requests; engages other KiZAN support resources to resolve incidents that are beyond the scope of their ability or responsibility.
- Creates a positive customer support experience and builds strong relationships through deep problem understanding, ensuring timely resolution or escalation, communicating promptly on progress, and handling customers with a consummately professional attitude. Creating Raving Fans!
- Ensures the end-to-end customer experience and provides a single point-of-contact for the customer.
- Analyzes, resolves/ logs and tracks incidents and requests regarding use of application software or hardware. Follow up with other support staff involved in resolution to ensure incidents are resolved, requests are completed, and the customer communication is complete. Documents resolutions and updates self-help and staff knowledge bases.
- Contributes to the knowledge management process by maintaining current and developing new knowledge documentation, increasing ability to resolve requests on first contact.
- Performs proactive maintenance tasks as scheduled for customers.
- Provides after-hours and on-call support as needed (on a rotating basis).
- Provisions, maintains, and removes security privileges for users of customer systems.
- Assists in review and creation of Standard Operating Procedures Updates.
- Authorization to work in the US without sponsorship.
- Performs other duties as assigned.

Prior Experience Summary

Client Name	Position	Duration
Obsidian Global	IT Specialist	September 2022 – April 2023
All Points, LLC	IT Specialist	February 2019 – June 2022
SCI Inc.	Helpdesk Support Technician	June 2018 – January 2019
Ochsner Medical services	Information Technology Specialist	January 2018 – April 2018
HCL	Desktop Support Technician	January 2017 – January 2018
AT & T	IT Service Delivery Representative Jr.	2015 – 2016
Atlanta Public Schools	Field Technician	2009 – 2012

Oracle DB Administrator

Ravindra Gorakh Malwal
ravindra.malwal@gmail.com
469-882-1727

Professional Summary

Working as a Database Administrator having 12+ years of experience in database design, administration, installation and configuration, performance tuning, Oracle Cluster-ware, Golden Gate and Data Guard, backup and recovery, space management, database security testing, and supporting next-generation database solutions in Oracle. As a lead DBA, lead the team on MongoDB, MongoDB ops manager, and database upgrade, also participating in roadmap and project planning efforts for migrating on-premises to Azure cloud. Strengths in troubleshooting and maintaining servers and systems to support smooth business operations. Working on analysis of the current oracle database system, participating in roadmap and project planning efforts for migrating on-premises databases to Azure Cloud.

Oracle Skill Sets

Installation	Ability to install Oracle 9i, 10g, 11g,12c,19c,21c database and client s/w on Red Hat Linux and Oracle Linux.
Data Guard	Ability to configure the physical and Logical data guard, Good in configuring the active data guard.
Oracle Patching	Good Knowledge of patching operation and the ability to apply patching on a single instance and data guard configuration of 11g ,12c,19c databases.
ASM	Configuring and Administering Oracle Automatic Storage Management (ASM) using Oracle 11g and 12c grid infrastructure.
RAC	Configuration of Oracle 11g and 12c Grid infrastructure on Oracle Linux and RH Linux. Add/delete a node in oracle 11g RAC infrastructure.
Golden Gate and Golden Gate Micro-services	Configured unidirectional and bidirectional DDL and DML infrastructure. Configured Golden Gate for initial load and change synchronization. Configured Oracle Golden Gate processes for DML & DDL replication.
Golden Gate Veridata	Ability to install and configure oracle golden gate Veridata on Oracle Linux and Red hat Linux. Add/Remove target server from Veridata. Add and remove the Veridata agent.
Listener / Network Configuration	Knowledge of configuring Listener and tnsnames.ora files. Troubleshooting using lsnrctl, tnsping, ping, listener log and trace files.
Database Backup & Recovery	Ability to take hot & cold backup. Ability to perform recovery from loss of one or all Control files, Redo files, Data files manually and using RMAN. Good exposure of Logical backup using Data Pump.
Oracle enterprise manager (OEM)	Configuration of 12c and 13c Oracle Enterprise Manager Cloud in Oracle Linux and RHEL. Add / delete target server from OEM and agent deployment on target system.
SQL/PLSQL	Knowledge of database objects like Stored Procedures, Functions, Packages and Triggers using SQL and PL/SQL. Experience in Oracle supplied packages, Dynamic SQL, Records and PL/SQL Tables.

Performance Tuning	Knowledge of Automatic Workload Repository (AWR) and Automatic Database Diagnostic Monitor (ADDM), Active Session History (ASH) for monitoring database performance.
MongoDB	Ability to install MongoDB version 3.0*, 4.0*, 5.0* and 6.0* database and client s/w (MongoDB shell) on red hat Linux and oracle Linux.
MongoDB Ops Manager	Ability to install and configure ops manager version 3.0*, 4.0*, 5.0* on Oracle Linux and Red hat Linux. Add / Delete target server from ops manager. Add and remove ops manager agent.
MongoDB Replication and shard:	Knowledge of configuring replication set and shard on red hat Linux and Oracle Linux.
PostgreSQL	Knowledge of installing PostgreSQL Enterprise DB on Oracle Linux, Red Hat Linux, Ability to Migrate Oracle Database to PostgreSQL Enterprise DB. Backups and Recover Operation on PostgreSQL, Knowing User and role management on Enterprise DB and PostgreSQL and Tablespace Management in Enterprise DB.
Jenkins	Ability to install and configure Jenkins on Oracle Linux, Red Hat Linux. Adding/Deleting Slave Node from Jenkins, ability to create Jenkins jobs for registered nodes.
MS Azure	Manage Azure subscriptions, analyze resource utilization and consumption, manage resource groups, Create, and configure storage accounts, Configure Azure files, Create and configure a VM for Windows and Linux, and Manage Azure VM, Configure and manage virtual networks, Manage identities. Excellent Hand-On skill in all major Azure MS SQL services like Azure SQL Server, Azure SQL MI, and SQL Virtual Machine.

Certifications

- ORACLE Golden Gate 12c Certified Implementation Specialist
- ORACLE 12C certified professional.
- ORACLE 11g certified professional.
- ORACLE 10g certified professional.
- ORACLE 9i certified associate PLSQL Developer
- ORACLE Autonomous Database Cloud 2019 Specialist
- ORACLE Autonomous Database Cloud 2021 Specialist
- ORACLE Cloud Infrastructure Foundations 2020 Certified Associate
- ORACLE Cloud Infrastructure Foundations 2021 Certified Associate
- ORACLE Cloud Infrastructure 2019 Architect Associate
- ORACLE Cloud Infrastructure 2019 Architect professional
- ORACLE Cloud Infrastructure 2019 Certified Cloud Operations Associate
- AZ-900 Microsoft Azure Fundamentals
- DP-900 Microsoft Azure Data Fundamentals
- Microsoft Azure Administrator associate
- Microsoft Azure solution Architect
- AWS Certified Cloud Practitioner

Technical Skills

Operation System	UNIX, Linux, Sun Solaris, HP-UNIX, Linux, DOS, and Windows.
Language	PLSQL, SQL, shell scripting
Database	ORACLE 19c,12c, 11g, 10g, 9i, MongoDB, PostgreSQL
Cloud	Azure, Oracle, AWS
Tool and Utility	Toad, Putty, Sql*, Sql* loader, Sql Developer, OEM, Import Export, ASM, Oracle GG, Mongo ops manager, Mongo compass, Robo 3T, PSQL, pgAdmin4.
Domain Knowledge	Telecom, Banking-finance, Oil & Gas.

Professional Experience

Shell

Oct 2021 – Present

Cloud Database Administrator

Responsibilities:

- Proactive Monitoring, identifying areas that need to be improved in the application queries and database using AWR, ASH, ADDM, and 12c/19c OEM Grid Monitoring
- Monitoring the database's daily activities via OEM and scripts.
- Work with users/developers to design a portion of the database needed for a specific application.
- Tuned database parameters, performed backup/recovery, set up test databases, managed user maintenance/security.
- Oracle 19c database deployment for BC and non-BC applications (single instance/ single stance with TDE/DR configuration)
- Oracle 19c Active Data Guard deployment for BC and non-BC applications
- As per the requirement configure TDE for the BC Application database.
- To perform the DR Switch/Failover activity as per the Application Team's requirement
- Monitoring OEM database alert and taking appropriate action.
- Modified existing databases to meet unique needs and goals determined during the initial evaluation and planning process.
- Apply oracle release updates on the reference database and create GI from the patched node.
- Upgrade oracle database 12c to 19c using Oracle Enterprise Manager (OEM)
- Configuring pluggable database service template for Application DBA to create a pluggable database for BC and non-BC Application
- Configuring, monitoring, and validating oracle RMAN backup jobs report
- Monitoring and maintaining oracle database mount points like FRA/Backup /Database/software.
- Configure Audit jobs on the BC production database and send the log files to Azure storage for further auditing.
- Apply oracle Patch using OEM fleet patching method.
- Create a guaranteed restore point (GRP) on Development, POC, Test, and production as per Application deployment requirement.
- Deploy/configured the oracle 12c and 19c database on AWS EC2 instance (IAAS)
- Administered, supported, and monitored databases by proactively resolving database issues and maintaining servers.
- Co-ordinate with other teams like the application Team and Application DBA and Apply various patches on Oracle databases.

- Managing the communication with ORACLE Corp. for critical issues
- Eliminated downtime by accurately implementing HA solutions.
- Restore VM using the backups, work with MS support team to resolve the issue using rescue VM on Azure
- Provide L2/L3 level support on Azure.
- Creating and providing access to Azure PIM group, assisting on different AAD requests
- Excellent Hand-On skill in all major Azure MS SQL services like Azure SQL Server and Azure SQL MI
- VM migration from one subscription to another subscription in Azure.

Prior Experience Summary

Client Name	Position	Duration
AT&T	Lead DBA	Sep 2014 – Sep 2021
Aurionpro Solution ltd	Senior DBA	Nov 2012 – Sep 2014
Vodafone	IT Executive	Oct 2011 – Nov 2012
HCL Info Systems	Database Administrator	Sep 2010 – Aug 2011

Education

Degree	University	Year of Passing
B.E	RTM Nagpur University	June 2019
Diploma	Govt. Polytechnic Nasik (Maharashtra)	June 2006
10 th SSC	Maharashtra Board	June 2001

Programmer/Analyst

Venkata Jadda
venkatan.jadda@gmail.com
870-530-2617

Professional Summary

- Over 8 years of professional .NET development experience
- Strong experience in designing and developing client-server applications, Windows/Web/Cloud solutions
- Proficiency in various Microsoft Technologies
- Expertise in Software Development Life Cycle (SDLC) processes
- Experience with Agile, Waterfall, and TDD development methodologies
- In-depth experience with .NET Core, ASP.NET, VB.NET, ADO.NET, MVC, Web API, WCF
- Skilled in using Entity Framework for database access
- Proficient in C# programming language
- Strong skills in front-end development using Angular, ReactJS, Bootstrap, jQuery, AJAX, NodeJS
- Experience with cloud technologies, including Azure
- Familiarity with microservices architecture
- Proficient in writing T-SQL, Stored Procedures, Functions, Triggers, Indexes, SQL Queries
- Database experience with SQL Server and Oracle
- Extensive use of SOLID principles, design patterns (Lazy Loading, Factory, Singleton, Mediator, Dependency Injection)

- Implementation of Microservices architecture
- Utilization of CI/CD pipeline tools like Gitlab, Jenkins, SonarQube, Artifactory, PCF
- Experience with code deployment, from check-in to production deployment
- Proficiency in creating responsive UI screen layouts using HTML5, CSS3, JavaScript
- Familiarity with front-end technologies like Type Script, VueJS, ReactJS, Angular
- Involvement in production deployments and on-call support
- Assisting QA/BAT teams and performing manual testing based on business requirements

Technical Expertise

Microsoft Technologies	.NET Core, ASP.NET, ASP.NET Web Forms, LINQ, ADO.NET, Entity Framework Core, Web API, MVC, Win Forms, SSIS, Windows Server, Azure, IIS
Web Technologies	HTML5, CSS3, XML, JSON, AJAX, JavaScript, Angular, AngularJS, Nodejs, ReactJS, Bootstrap
Databases	SQL Server (2012,2014,2016), Oracle 12c, MySQL
Languages	C#, Visual Basic.NET, VBA, Knowledge about Java
Middleware	Web Services, WCF, SOAP, RESTful
Development/Deployment Tools	Team Foundation Server (TFS), JIRA, Git, SBM, Jenkins, Gitlab, Postman, Control-M Job, jFrog Artifactory, Postman, SonarQube, Azure DevOps
Development IDE	Visual Studio, VS code, Microsoft Visio

Education

- Bachelor's degree in information technology (IT) from Jawaharlal Nehru Technological University (JNTU) affiliated – 2013.
- Master's degree in computer information systems (CIS) from Bellevue University- 2016

Professional Experience

Publix Super Markets, Tampa, FL

Jan 2023 – Present

Senior Software Engineer

Responsibilities:

Publix.com is an online Cloud based .NET Core e-commerce application mainly using for online shopping. The application's functionality is broken up into many distinct microservices (Cart, Account, Savings, Orders, Fulfillment, Payment) and follows single responsibility principle to isolate the application functionality (APIs) without depending on each other.

- Following Kanban board and Scrum process that helps to increase team velocity by driving continuous improvement within the sprint life cycle.
- Perform continuous development using Backlog grooming, Sprint Planning, Sprint Review and Retrospective sessions.
- Developing front-end UI components using HTML5, CSS3, Bootstrap, Angular, Vue, ReactJS. Created responsive User Interface (UI) screens using JavaScript/Typescript, and .NET Core.
- Created React based components, Props, Global state management using Redux, services by leveraging dependency injection and sending JSON response back to the Client page using Web API.

- Created modern Typescript based Vue App using Vuex, Slots, Mixins, Props and used .NET Core as backend functionality, Vuetify UI library and followed Repository pattern, Unity of Work.
- Used latest JavaScript concepts like static classes, arrow functions, string interpolation, async, promises, regular expressions, exception handling and typed arrays.
- Modified existing Stored Procedures, Functions, CTEs and SQL DML/DDI scripts in SQL Server according to the business rules.
- Used Dictionaries, Generics, Collections, LINQ, Tasks, Async, Events, Exception Handling in C#.
- Used both Entity Framework Core/Dapper ORM tool to access database objects such as LINQ to collections, LINQ to SQL, Generics, Extension methods and Lambda Expressions.
- Implemented JWT Token based authentication to secure Web APIs from unauthorized access and followed OAuth security mechanism for .NET Core Microservices Application.
- Used CosmosDB as backend Database for managing Cart API application data in JSON format.
- Used Microsoft Azure Kubernetes Service (AKS) service to deploy, manage scalable and reliable Microservices and tracked application health using Splunk and AppInsights.
- Migrated existing .NET Core monolithic solution into Azure Cloud using Azure App Service and replaced Azure SQL DB to the CosmosDB.
- Hosted Application Services on Kubernetes environment used Docker as Container and AppInsights dashboard to monitor the application telemetry.
- Worked with Cloud Infra Team to implement the API Management Service/ API Gateway to safeguard APIs from external world and validated configuration in different environments.
- Used Azure Service Bus as message queuing system to make Asynchronous calls on a real time basis and pass data between Publishers & Subscribers.
- Used Azure AppConfig, Azure KeyVault service to manage app specific settings, keys, certificates, password within key vault and implemented TLS/SSL encryption mechanism for APIs.
- Used Swagger and Postman tools to perform end point API testing for Restful APIs.
- Implemented caching mechanism for external APIs using InMemoryCache technique to avoid repeated network calls and helps to improve the performance.
- Created Integration/Unit/Load Test cases in .NET Core and tested various components of the application under xUnit/NUnit framework.
- Used SonarQube to perform code analysis, code coverage, code smells and scan the vulnerabilities.
- Used Azure DevOps to manage project work like CI/CD, Agile boards, Repos, Test Plans, and SharePoint to create project wiki documents.
- Used Github as version control system to manage the source code in a repository.
- Performed code reviews, and optimized code according to the company standards.
- Involved in post implementation monitoring activity along with the troubleshooting whenever issues taken place.

Prior Experience Summary

Client Name	Position	Duration
CIGNA, Bloomfield, CT (Remote)	Software Developer	May 2022 – Dec 2022
Dell Technologies, Round Rock, TX (Remote)	Application Developer	Nov 2021 – Apr 2022
CIGNA, Bloomfield, CT	Software Developer	July 2019 – Oct 2021
State of Louisiana Department of Transportation (DOTD), Baton Rouge	.NET Developer	April 2018– June 2019
WPS Health Systems, Madison, WI	Software Developer	Aug 2017 – Mar 2018
UMC Health Systems, TX	.NET Developer	Aug 2014 – July 2017

Project Manager

ASHISH BOBADE
ashish.bobade@outlook.com
(720)-402-2039

Professional Summary

I am an accomplished professional with 18 years of experience spanning various roles within the realm of IT and project management. My expertise includes Agile Project Management, Delivery Management, Product Management, Scrum Master, QA Manager/Test Architect, and Solution Architect (OSS/BSS). Over the years, I have demonstrated a strong ability to lead high-performance teams, manage multiple projects concurrently, and thrive in fast-paced environments.

My credentials include being a Certified Scrum Master (CSM®) and a SAFe Product Owner/Product Manager (POPM®). I have excelled in cultivating and leading teams that consistently deliver results. My familiarity with a range of delivery frameworks, such as Agile SAFe, Scrum, Kanban, Lean, and Waterfall, showcases my adaptability to diverse project needs.

My leadership skills, coupled with exceptional interpersonal abilities, have enabled me to excel in team building and nurturing customer relationships. I have a proven track record of managing and coordinating large-scale programs with a keen eye on effective communication and collaboration across teams.

An integral part of my experience is driving SAFe Agile transformations and process normalization at the enterprise level. I am adept at aligning processes to enhance collaboration and efficiency, resulting in optimized outcomes. My leadership extends to overseeing multiple Agile teams, ensuring seamless cross-team communication, and facilitating the delivery of high-value increments.

I have a history of defining and implementing processes to eliminate miscommunication and impediments, thereby fostering alignment towards PI objectives. I am well-versed in driving Scrum ceremonies and implementing information radiators and dashboards to provide real-time updates to program management and stakeholders.

Continuous improvement and business agility are central to my work ethos. I possess expertise in test estimation and test artifacts, and I have a comprehensive understanding of Microservice-based architecture, Rest APIs, NoSQL databases like MongoDB, Camunda business processes (BPN), and Oracle PLSQL.

My experience also extends to managing CMMi level projects, involving the definition and tracking of key performance indicators (KPIs), preparation of CMMi artifacts, and conducting regular audits, reviews, and assessments. I am intimately familiar with Telecom standards and business processes, including eTOM, TMForum, and SID.

Within the Telecom sector, I am well-versed in L2C and C2M journeys, including Order Care, Catalog Management, Inventory Management, and Service Orchestration. My proficiency also extends to ETL and Business Intelligence, where I have worked on creating Data Lakes for the telecom consumer market from diverse data sources.

I have hands-on experience with various tools such as Smartsheet, Jira Cloud, Jira Align, Rally, ServiceNow, Confluence, Miro, and MS Planner, contributing to effective project management. My experience encompasses Telecom OSS/BSS, OSS/BSS Migration, and Digital Transformation, covering aspects like Service Fulfillment, Service Provisioning and Activation, Network Management, and more.

Furthermore, my skill set includes a deep understanding of test design techniques, test automation frameworks, and automation tools like QTP, Selenium Webdriver, TestNG, Maven, Cucumber, Parasoft SOAtest, and SoapUI. I have also worked on Adobe Campaign Standard and execution, showcasing my diverse technical acumen.

Technical Skills

Automation Tools/Framework	HP UFT, Selenium Webdriver, Apache Ant, Apache Maven, Jenkins. TestNG, Cucumber, SOAtest , SOAPUI, Rest API
Database	MS Access, Oracle, NoSQL Database like Mongo DB
Languages / Scripting	C, C++, Visual Basic 6.0, Java SE, SQL, Apache Pig, Hive, BigData Hadoop Framework, exposure to Unix shell scripting, Python
Operating Systems	Microsoft Windows, Unix AIX, Ubuntu, centos
Telecom COTS Products	ARM (Amdocs Resource Manager) formerly known as Cramer, TIRKS, Ericsson's ConceptWave suite (Order Care, Catalog Management)

Certifications

- Certified SAE4 Product Owner/Product Manager (POPM®) by Scaled Agile
- Certified Scrum Master (CSM®) by Scrum Alliance
- Project Management Foundations - LinkedIn
- Agile Project Leadership – LinkedIn
- Generative AI for Business Leader - LinkedIn
- Certified Test Engineer by ISTQB (International Software Testing Qualification Board)

Professional Experience

Client Name	Position	Duration
Cisco Systems, San Jose CA	Project Manager	Aug 2022 – Present
American Express, Phoenix AZ	Technical Project Manager	March 2022 – Jul 2022
Lumen Technologies	Technical Project Manager	Nov 2017 – Feb 2022
Lumen Technologies (CenturyLink), Denver CO	Solution Architect (Telecom OSS)	Dec 2016- Oct 2017
CenturyLink (Now Lumen Technologies), Pune, India	Technical Project Manager	Nov 2012-Nov 2016
Qwest Communications (Now Lumen Technologies), Dublin OH	Test Architect	Dec 2006-Oct 2012
at Venture Infotek (Now Atos), Mumbai, India	Senior Test Engineer	Aug 2005 – Nov 2006
Tata Infotech (Now Tata Consultancy Services), Mumbai, India	Software Engineer	Oct 2004 – Aug 2005

3. INNOVATIVE CONCEPTS

Response: At My3Tech, we thrive on pushing the boundaries of conventional solutions. Our commitment to innovation sets us apart, allowing us to deliver transformative value that goes beyond the ordinary. As you consider our proposal, here are some innovative concepts that showcase our unique approach and how we stand uniquely different from other firms:

- **Predictive Analytics for Proactive Operations:** Leverage advanced data analytics and machine learning to predict potential system issues before they manifest. By proactively identifying trends and anomalies, we can prevent downtime and optimize system performance, ensuring uninterrupted operations for your Parish.
- **Quantum-Safe Cybersecurity:** Embrace the future of cybersecurity with our exploration of quantum-safe encryption methods. As quantum computing evolves, traditional encryption may become vulnerable. Our innovative approach ensures your sensitive data remains secure even in the face of quantum threats.
- **Blockchain for Transparent Transactions:** Harness the power of blockchain technology to enhance transparency and accountability in transactions. Whether it's procurement, document management, or data sharing, blockchain ensures immutable records and streamlined processes.
- **AI-Driven Citizen Engagement Insights:** Elevate citizen engagement to new heights with AI-powered analytics. Gain actionable insights from citizen interactions, allowing you to tailor services, communications, and policies to better serve your community's needs.
- **Green IT Solutions for Sustainability:** My3Tech is committed to sustainability. Our innovative Green IT solutions focus on minimizing energy consumption, reducing carbon footprint, and optimizing resource utilization, aligning with your Parish's environmental goals.

Our Unique Edge:

- **Innovative Mindset:** At My3Tech, innovation isn't just a buzzword—it's ingrained in our DNA. Our teams actively explore emerging technologies and creative solutions, ensuring that you benefit from cutting-edge ideas.
- **Solution Customization:** We don't offer one-size-fits-all solutions. Our unique edge lies in our ability to tailor innovative concepts to your specific needs, ensuring that you receive solutions that truly enhance your operations.
- **Rapid Adoption:** Our agile approach to innovation ensures that groundbreaking concepts can be seamlessly integrated into your existing infrastructure, minimizing disruption and maximizing value.
- **Continuous Evolution:** Our commitment to innovation extends beyond the proposal. We pledge to continuously seek new ways to enhance your systems, optimize processes, and keep you ahead in the fast-paced world of technology.

4. PROJECT SCHEDULE

Detailed methodology/approach to project management.

Response: Following is our Project Management Approach and Methodology:

My3Tech's Management Structure and Account management approach provides exceptional service availability, reliability, and security at competitive costs, visible to the Parish management, at a very low-risk level. We will overcome the challenges of this program stemming from the dispersed nature of support, operating across diverse locations. My3Tech's overall Program Management Approach (PMA), based on defining clear and distinct tasks request and responsibilities coupled with focused management oversight, allows us to effectively coordinate, maintain and control multiple project activities at multiple customer locations. Our integrated PMA has evolved from the key lessons learned over 12 years of experience working on similar contracts with various Government and local agencies. These include the need for detailed project plans, clearly defined expectations, experienced Account managers, appropriately skilled staff, realistic budgets, and effective communication. Our PMA will significantly enhance our ability to manage programs successfully and effectively. Improved project prioritization to achieve program outcomes, including improved ability to identify relationships amongst projects and the need for integration.

My3Tech would follow the below project management framework which is organized around the following cornerstones which the team will use to manage the project:

- Project Charter
- Project Work Plan
- Scope management
- Project Status Reporting
- Risk Management
- Issue Management

One of the initial tasks driven by the My3Tech team will be defining and documenting all aspects of the project in a project charter deliverable document. The project charter document provides an executive overview of the project. It also outlines the project description, project goals and objectives, project approach, project success factors, the project scope, project guiding principles, the project organization and team structure, the project budget, and the project work standards.

Project Methodology:

Project planning and estimating are fundamentals to how My3Tech manages projects. My3Tech brings experienced project managers with PMP's and Scrum master's with Scrum and Agile certifications to your projects. We draw on our experience with tens of projects and utilize historical knowledge to establish the building blocks of a project plan.

Considerations for Adopting an Effective Approach (Waterfall vs. Agile vs. Hybrid)

My3Tech feels that Agile Methodology best fits the project than Waterfall or Hybrid as an agile approach enables the solution to evolve with adherence to predefined timelines and budget constraints to provide high-quality value in the shortest amount of time.

Agile is an approach that prioritizes development through evolution. Cross-functional teams collaborate to continually improve and iterate. This methodology really stems from the Agile Manifesto, a set of values and principles that prioritize flexibility, customer needs, quality software, and collaboration. It allows for teams to adjust the project mid-course to address customer needs or to solve issues that arise during iterations. In Agile Scrum, cross-functional teams come together, understand the requirements, and based on their expertise, they divide the work amongst themselves and execute it.

The infographic below highlights the 3 key roles for a successful Scrum process, they are:

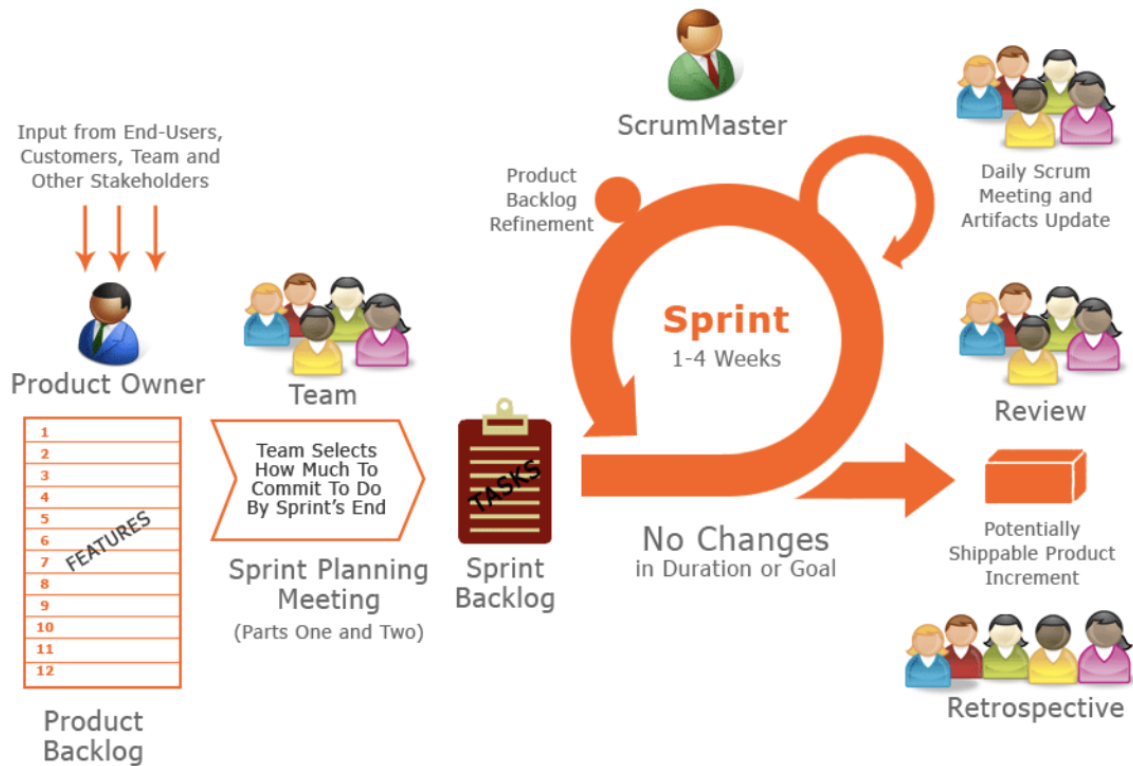
- Product Owner
- Scrum Master and
- Scrum Team

Agile Scrum consists of seven processes or steps, which are:

- Product
- Product Backlog
- User Story
- Sprint
- Sprint Backlog
- Daily Scrum
- Sprint Retrospective



Shown in Figure below is a sample of My3Tech's iterative delivery methods that provide project management control throughout the system development lifecycle.



My3Tech team are highly experienced in delivering projects in all the three methodologies (Waterfall, Agile and Hybrid) and choice of methodology can be finalized during project charter phase in consultation with the Parish. My3Tech will provide guidance and work with the Parish to define a correct approach which would help identify the methodology that best fits the scenario, as it can have a significant impact on the project outcomes and team efficiency.

We consider the following factors when considering which methodology to use:

- Assess project needs
- Identify key variables
- Create a comparison chart
- Weigh the risks and rewards

Brief Approach

My3Tech has designed this approach for the Parish with an aim to ensure the best execution methodology during every phase. We recommend a clear definition of activities and key deliverables for each phase, to eliminate risk. SME's will then review and close the deliverables by using checklists. Following are the key considerations of our delivery approach:

- a) Smooth execution
- b) Enabling multi track parallel development
- c) Template driven development for new services/features
- d) Frequent visibility into progress of project
- e) Minimise delivery risk

Architecting any critical system requires thorough analysis of the architecture requirements, followed by scientific design of each component, guided by a common set of guiding principles. Project team during the early stages of the project will work on the below approach and ensure scalable, secured, and reliable platform.



Approach to Project Organization Structure

My3Tech views Governance for this program as a set of formally agreed functions and processes that govern the relationship towards win-win outcomes for both Parish and My3Tech. My3Tech will leverage its extensive experience of working on similar engagements to set up a Governance Model with clearly defined governance structures, processes, and a transparent performance management framework.

Based on our experience a governance model should be described in terms of putting governance structures in place: for example, Governance committees for monitoring performance, decision making and resolving conflicts

My3Tech's proposed project governance structure helps the simultaneous activities that are on-going to be managed centrally by a team of key stakeholders and representatives from the Parish and My3Tech. It provides accountability to the relevant work stream and provides a process in place to manage and escalate issues, risks, and quality assurance matters.

In order to effectively govern the project, i.e., monitor and control project, manage scope and requirement, we would work with the Parish to establish a project governance structure. The governance structure would comprise of three layers as mentioned in the below table:

Layer	Key Responsibility
Steering Committee (Monthly Meeting)	<ul style="list-style-type: none"> • Define overall project direction • Provide executive support to achieve project objectives • Provide commitment and support to the project • Help resolve any conflicts not resolved by the project management team
Project Management	<ul style="list-style-type: none"> • Manage overall scope and other related parallel initiatives • Monitoring cost and timelines • Manage project resourcing • Approve or escalate key decisions, priority, scope change and cost • Resolve ambiguities in project responsibility and authority • Resolve issues that might compromise project objectives • Maintain top management commitment to change
Execution Team	<ul style="list-style-type: none"> • Manage day to day task • Process enablement and solution design • Applying knowledge for trouble shooting • Plan and conduct end user training • Review and sign off project deliverables once they are offered for consideration

5. FINANCIAL PROFILE

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

Response: Please find the financial details below.

Clausen & Rice, Inc.

Certified Public Accountants and Business Consultants

John E. Clausen, CPA
johnclausen.cpa@midconetwork.com

Daniel T. Rice, CPA
danrice.cpa@midconetwork.com

Independent Accountant's Compilation Report

To Management
My3Tech, Inc.
Pierre, South Dakota

Management is responsible for the accompanying financial statements of My3Tech, Inc. (an S Corporation), which comprise the balance sheet as of June 30, 2023, and the related statements of income and retained earnings and cash flows for the six months then ended in accordance with accounting principles generally accepted in the United States of America. We have performed the compilation engagements 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. We do not express an opinion, a conclusion, nor provide any assurance on these financial statements.

Management has elected to omit substantially all the disclosures required by accounting principles generally accepted in the United States of America. If the omitted disclosures 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, these financial statements are not designed for those who are not informed about such matters.

Clausen & Rice

Pierre, South Dakota
July 7, 2023

MY3TECH, INC.

BALANCE SHEET
June 30, 2023

Assets

Current Assets	
Cash	\$ 3,546,760
Trade accounts receivable	1,423,280
Other receivable	<u>6,418</u>
Total Current Assets	<u>4,976,458</u>
	 <u>\$ 4,976,458</u>

Liabilities and Stockholder's Equity

Current Liabilities	
Accounts payable	\$ <u>9,820</u>
Total Current Liabilities	<u>9,820</u>
Stockholder's Equity	
Common stock	1,000
Retained earnings	<u>4,965,638</u>
	<u>4,966,638</u>
	 <u>\$ 4,976,458</u>

STATEMENT OF INCOME
Six Months Ended June 30, 2023

Income	\$ 8,577,132
Operating Expenses	
Compensation and related payroll costs	3,557,010
Subcontracting services	3,031,500
Recruiting services	25,642
Insurance expense	2,828
Professional fees	57,589
Telephone and internet expense	12,723
Travel expense	6,065
Software	13,824
Automobile expense	8,409
Payroll service fees	9,208
Retirement contribution	4,984
Meals and entertainment	24,087
Dues and subscriptions	2,737
Rent expense	8,800
Office expense	6,736
Postage and delivery	1,511
Donations	4,200
Sales and use tax	1,186
Continuing education	2,775
Bank service charges	616
Miscellaneous expense	2,700
Total operating expenses	<u>6,785,130</u>
Operating Income	<u>1,792,002</u>
 Net Income	 <u><u>\$ 1,792,002</u></u>

MY3TECH, INC.

STATEMENT OF RETAINED EARNINGS
Six Months Ended June 30, 2023

Balance, beginning	\$ 3,523,636
Net income - current year	1,792,002
Stockholder distributions	<u>(350,000)</u>
Balance, ending	<u><u>\$ 4,965,638</u></u>

MY3TECH, INC.

STATEMENT OF CASH FLOWS
Six Months Ended June 30, 2023

Cash Flows From Operating Activities	
Net income	\$ 1,792,002
Adjustments to reconcile net income to net cash provided by operating activities:	
Changes in assets and liabilities:	
Accounts receivable	697,483
Employee receivable	-
Accounts payable	(7,119)
Net cash provided by operating activities	<u>2,482,366</u>
Cash Flows From Financing Activities	
Stockholder distributions	<u>(350,000)</u>
Net cash used in financing activities	<u>(350,000)</u>
Increase in cash and cash equivalents	2,132,366
Cash	
Beginning	<u>1,414,394</u>
Ending	<u>\$ 3,546,760</u>

6. TRANSITION PLAN

Proposers ability to successfully transition between IT support contractors all while ensuring complete continuity of operations to Jefferson Parish Government.

Response: Following is the proposed transition plan.



7. ATTACHMENTS

7.1 ATTACHMENT A – INSURANCE REQUIREMENTS



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
8/22/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Advanced Insurance Services & Agency, Inc 633 E Fernhurst Dr, Unit 1004 & 1003 Katy TX 77450		CONTACT NAME: Advanced Insurance Services & Agency, Inc PHONE (A/C No. Ext): (281) 769-1182 FAX (A/C No.): (281) 769-1168 E-MAIL ADDRESS: coi@aisusainc.com															
INSURED My3Tech Inc 1601 N HARRISON AVE STE 2B PIERRE, SD 57501		<table border="1"> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A: CNA Insurance Company</td> <td>20508</td> </tr> <tr> <td>INSURER B: Hartford Fire Insurance Group</td> <td>19682</td> </tr> <tr> <td>INSURER C: Hanover insurance company</td> <td>22292</td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: CNA Insurance Company	20508	INSURER B: Hartford Fire Insurance Group	19682	INSURER C: Hanover insurance company	22292	INSURER D:		INSURER E:		INSURER F:	
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INSURER C: Hanover insurance company	22292																
INSURER D:																	
INSURER E:																	
INSURER F:																	

COVERAGES **CERTIFICATE NUMBER: CL21122201155** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS														
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> _____ GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER: _____			7013053655	1/1/2023	1/1/2024	<table border="1"> <tr><td>EACH OCCURRENCE</td><td>\$ 2,000,000</td></tr> <tr><td>DAMAGE TO RENTED PREMISES (Ea occurrence)</td><td>\$ 1,000,000</td></tr> <tr><td>MED EXP (Any one person)</td><td>\$ 10,000</td></tr> <tr><td>PERSONAL & ADV INJURY</td><td>\$ 2,000,000</td></tr> <tr><td>GENERAL AGGREGATE</td><td>\$ 4,000,000</td></tr> <tr><td>PRODUCTS - COMP/OP AGG</td><td>\$ 4,000,000</td></tr> <tr><td>BPP LIMIT</td><td>\$ 25,500</td></tr> </table>	EACH OCCURRENCE	\$ 2,000,000	DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 1,000,000	MED EXP (Any one person)	\$ 10,000	PERSONAL & ADV INJURY	\$ 2,000,000	GENERAL AGGREGATE	\$ 4,000,000	PRODUCTS - COMP/OP AGG	\$ 4,000,000	BPP LIMIT	\$ 25,500
EACH OCCURRENCE	\$ 2,000,000																				
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PERSONAL & ADV INJURY	\$ 2,000,000																				
GENERAL AGGREGATE	\$ 4,000,000																				
PRODUCTS - COMP/OP AGG	\$ 4,000,000																				
BPP LIMIT	\$ 25,500																				
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			7013053655	1/1/2023	1/1/2024	<table border="1"> <tr><td>COMBINED SINGLE LIMIT (Ea accident)</td><td>\$ 1,000,000</td></tr> <tr><td>BODILY INJURY (Per person)</td><td>\$</td></tr> <tr><td>BODILY INJURY (Per accident)</td><td>\$</td></tr> <tr><td>PROPERTY DAMAGE (Per accident)</td><td>\$</td></tr> <tr><td></td><td>\$</td></tr> </table>	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000	BODILY INJURY (Per person)	\$	BODILY INJURY (Per accident)	\$	PROPERTY DAMAGE (Per accident)	\$		\$				
COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000																				
BODILY INJURY (Per person)	\$																				
BODILY INJURY (Per accident)	\$																				
PROPERTY DAMAGE (Per accident)	\$																				
	\$																				
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			7013053669	1/1/2023	1/1/2024	<table border="1"> <tr><td>EACH OCCURRENCE</td><td>\$ 6,000,000</td></tr> <tr><td>AGGREGATE</td><td>\$ 6,000,000</td></tr> <tr><td></td><td>\$</td></tr> </table>	EACH OCCURRENCE	\$ 6,000,000	AGGREGATE	\$ 6,000,000		\$								
EACH OCCURRENCE	\$ 6,000,000																				
AGGREGATE	\$ 6,000,000																				
	\$																				
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				<table border="1"> <tr> <td>PER STATUTE</td> <td>OTH-ER</td> <td></td> </tr> <tr><td>E.L. EACH ACCIDENT</td><td>\$</td><td></td></tr> <tr><td>E.L. DISEASE - EA EMPLOYEE</td><td>\$</td><td></td></tr> <tr><td>E.L. DISEASE - POLICY LIMIT</td><td>\$</td><td></td></tr> </table>	PER STATUTE	OTH-ER		E.L. EACH ACCIDENT	\$		E.L. DISEASE - EA EMPLOYEE	\$		E.L. DISEASE - POLICY LIMIT	\$			
PER STATUTE	OTH-ER																				
E.L. EACH ACCIDENT	\$																				
E.L. DISEASE - EA EMPLOYEE	\$																				
E.L. DISEASE - POLICY LIMIT	\$																				
B	E&O WITH 3RD PARTY CYBER LIAB.			61 TE 0426110-23	1/1/2023	1/1/2024	Each Occurrence/Aggregate \$5M/\$5M														
C	3RD PARTY CRIME			BDD-H874968-01	1/1/2023	1/1/2024	LIMIT \$5M														

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 A. E&O EXCESS LIABILITY - 652536807, Eff: 07/01/2023 TO Exp: 01/01/2024, LIMIT - \$5M.
 B. EMPLOYEE THEFT - BDD-H874968-01, Effe: 1/1/2023 To 1/1/2024, Limit: \$250K.
 C. SOCIAL ENGINEERING FRAUD: 61 TE 0426110-23, Effe: 01/01/2023 TO Exp: 1/1/2024, LIMIT -\$100K.
 C: ERISA FIDELITY - BDD-H874968-01, Effe: 1/1/2023 To 1/1/2024, Limit: \$1M.
 Certificate holder is added as an additional insured.

CERTIFICATE HOLDER Jefferson Parish Government State of Louisiana 200 Derbigny Street, Suite 440 Gretna, LA 70053	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Naveena Gundeti/S <i>Naveena</i>
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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
08/22/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER AUTOMATIC DATA PROCESSING INS AGCY 76250874 1 ADP BLVD M/S 625 ROSELAND NJ 07068	CONTACT NAME:	
	PHONE (800) 524-7024 (A/C, No, Ext):	FAX (A/C, No):
E-MAIL ADDRESS:		
INSURER(S) AFFORDING COVERAGE		NAIC#
INSURER A : Hartford Fire and Its P&C Affiliates		00914
INSURER B :		
INSURER C :		
INSURER D :		
INSURER E :		
INSURER F :		

INSURED
MY3TECH INC
1601 N HARRISON AVE
PIERRE SD 57501-2378

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS																
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG																
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> AUTOS						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)																
	UMBRELLA LIAB EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE AGGREGATE																
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	76 WBG AE8E9J	01/01/2023	01/01/2024	<table border="1"> <tr> <td>X</td> <td>PER STATUTE</td> <td>OTH-ER</td> <td></td> </tr> <tr> <td colspan="3">E.L. EACH ACCIDENT</td> <td>\$1,000,000</td> </tr> <tr> <td colspan="3">E.L. DISEASE -EA EMPLOYEE</td> <td>\$1,000,000</td> </tr> <tr> <td colspan="3">E.L. DISEASE - POLICY LIMIT</td> <td>\$1,000,000</td> </tr> </table>	X	PER STATUTE	OTH-ER		E.L. EACH ACCIDENT			\$1,000,000	E.L. DISEASE -EA EMPLOYEE			\$1,000,000	E.L. DISEASE - POLICY LIMIT			\$1,000,000
X	PER STATUTE	OTH-ER																					
E.L. EACH ACCIDENT			\$1,000,000																				
E.L. DISEASE -EA EMPLOYEE			\$1,000,000																				
E.L. DISEASE - POLICY LIMIT			\$1,000,000																				

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Those usual to the Insured's Operations.

CERTIFICATE HOLDER

Jefferson Parish Gov. - State of LA
Jefferson Parish Dept. of Purchasing
200 DERBIGNY ST STE 4400
GRETNA LA 70053-5878

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Susan L. Castaneda

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7.2 ATTACHMENT – SIGNATURE PAGE

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: **My3Tech, Inc.**

Address: **1601 N Harrison Ave STE # 2B, Pierre, SD 57501**

Phone Number: **(605) 674-4001** Fax Number: **605-609-2010**

Type Name of Person Authorized to Sign: **Prakash Saripalli**

Title of Person Authorized to Sign: **President**

Signature of Person Authorized to Sign: S. Prakash Saripalli

Email Address of Person Authorized to Sign: prakash@my3tech.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.

7.3 ATTACHMENT – REQUEST FOR PROPOSAL AFFIDAVIT

Request for Proposal

AFFIDAVIT

STATE OF South Dakota

~~PARISH~~/COUNTY OF Hughes

BEFORE ME, the undersigned authority, personally came and appeared: PRAKASH SARI PAULI, (Affiant) who after being by me duly sworn, deposed and said that he/she is the fully authorized PRESIDENT of my3Tech (Entity), the party who submitted a proposal in response to RFP Number 0464, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

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

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

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

Affiant further said:

Debt Disclosures

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

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

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

Affiant further said:

Solicitation of Campaign Contribution Disclosures

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

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

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

Affiant further said:

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

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

Affiant further said:

Subcontractor Disclosures

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

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

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

S. Prashanth
Signature of Affiant

PRAKASH SARIPALLI
Printed Name of Affiant

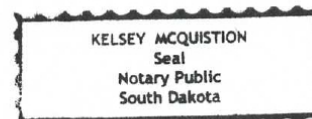
SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 25 DAY OF August, 2023

Kelsey McQuiston
Notary Public

Kelsey McQuiston
Printed Name of Notary

n/a
Notary/Bar Roll Number



My Commission Expires
October 27, 2028

My commission expires _____