



Technical Proposal

City of Covington
317 N Jefferson Avenue
Covington, Louisiana 70433

Attn: Stacey Sharp
RFQ# n/a
Due: June 2, 2022

Proposal Response to:

Information Technology (IT) Support Services

Submitted By and Authorized Negotiator:

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1. COVER PAGE (CONTINUED)

Brief History of TIS

Technology Information Systems, LLC (TIS), HQ in Springfield, VA, is an established 8(a) Small Disadvantaged Business that will serve as the prime contractor on this effort. We are pleased to submit our electronic Technical Proposal to the City of Covington (COC). TIS brings to the COC the experience and technical understanding required to successfully implement the IT platform and applications to meet agency requirements for the next 5 years. Our Team represents over 80 years’ experience working with the Federal Government.

TIS specializes in the core requirements sought, including IT Leadership, Technical Support, O&M, Network Support, etc. We provide you with the Thought Leadership, Skills, Experience, Best Practices, Methodologies, and Tools to help you minimize implementation time, reduce risk and get rock-solid performance. TIS is a technical solutions provider company with extensive experience in developing and supporting custom technology solutions.

Business Solutions

- Agile Software Development
- Business/Data/Requirements Analysis
- Business Transformation
- Communications and Training
- Contingent Labor, Contract-to-Hire, and Permanent Placement Staffing
- Contract-Turnover Management Services
- Governance Models
- Human Capital Talent Assessment
- Incumbent Contract Stabilization/ Enhancement PMO Implementation, Assessment, Operation, and Enhancement
- Policy and Regulatory Compliance Process Rede
- Program/Project Management
- Reporting and Analytics
- Risk/Security Assessment
- Strategic Plan Development and Implementation
- End User (UX) Experience Optimization

Technology Solutions

- Analytics
- Application Development
- Asset Management & Maintenance
- Business Integration
- Change/Configuration Management
- Cloud Strategy and Implementation
- Collaboration Tools (including Office 365)
- Content Management
- Cyber/Information Security
- Database Performance
- Data Governance and Management
- Network Performance
- Deployment and Support
- Quality Assurance
- SAN Administration
- Server Performance (including Server Virtualization)
- Service/Help Desk Operations
- Testing Centers of Excellence

Given our previous experience providing similar services, we are confident that we have the expertise and the stability to provide efficient and cost-effective services to our clients.

2. APPROACH AND METHODOLOGY

Technology Information Systems, LLC (TIS) approach and methodology to COC IT support recommends 2 systems administrators that will provide IT support services. Please see below our approach to the IT support services contract and the activities we will perform and how IT support and expected problems will be handled.

Responsibilities of TIS staff:

TIS staff will maintain and support the COC’s IT systems. TIS staff will ensure that all hardware and software are maintained and available to client. TIS staff will respond to all service requests via ticketing systems such as UVdesk or Remedy in a timely manner.

TIS staff will provide support using SMS, remote calls, email, chat, and via phone. Most software related issues can be solved remotely, however, we will still provide desk side support if needed. We will also provide hardware support and most of the time the issue can be resolved simply by replacing a bad hard drive or RAM. Sometimes the vendor such as HP will need to be contacted in order to provide new hardware and TIS staff will work with the vendor with troubleshooting and hardware replacement.

Responsibilities of COC:

The COC staff will use the provided hardware and software as intended. TIS staff will be notified for any issues by COC staff in a timely manner. TIS staff will be provided access to all software and hardware to provide services such as maintenance, updates, and hardware failure prevention. COC will Coordinate and maintain good communications with TIS staff to ensure they are update-to-date on all newly acquired hardware and software or any potential changes to the IT systems.

Our methodology in providing support and troubleshooting is a 3-level approach:

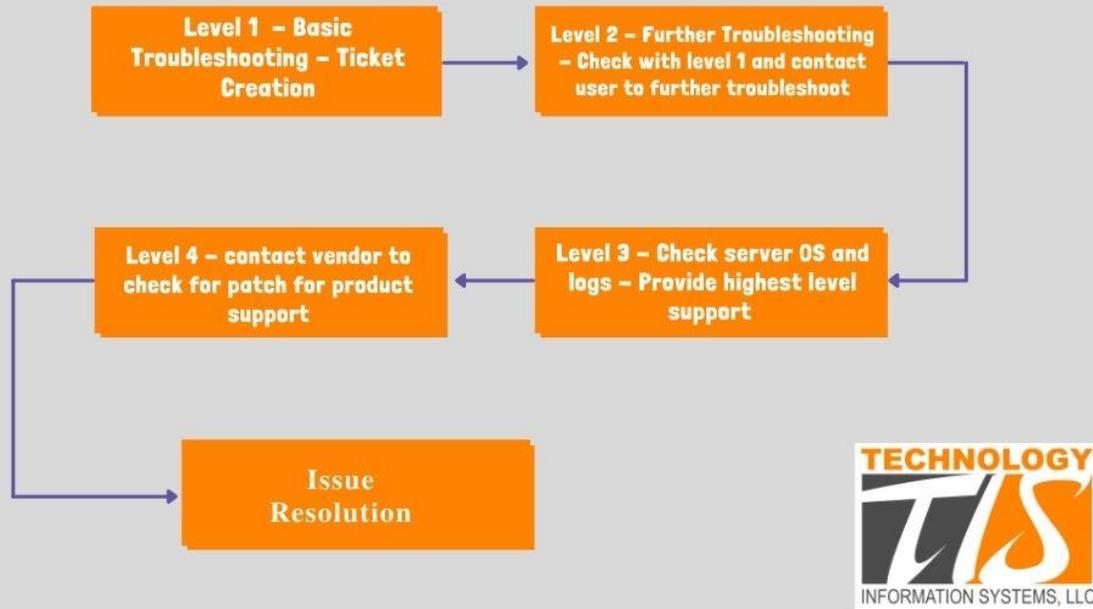
Level 1 – TIS level 1 support consist of service desk, which means once we receive a call from the user or a ticket creation via helpdesk software. In this level the support is very basic such as password reset or account lockouts.

Level 2 – If level 1 support is not able to resolve the issue, the issue will be raised to level 2 troubleshooting, which consist of assisting level 1 of resolving issues and providing software and hardware support. For example, if there is a bad hard drive on a server RAID, the hard drive will be replaced by TIS staff. Regarding software, an example of level 2 would be if a user is not able to access a server via FQDN, then TIS staff will look at DNS to see if there is a record for the FQDN and if there is no record the TIS staff will add the DNS record so the user can access the server using FQDN and not use IP.

Level 3 – If level 2 support is not able to resolve the issue, it will be escalated to level 3 support (systems administrator 3). The level 3 support will be top level support at COC and will be senior level support that will have full rights to all software and hardware to resolve the most difficult issues. For example, if there is a network issue on a firewall, the level 3 admin will have the knowledge and experience to resolve the issue (i.e., ports, protocols).

Level 4 – If the level 3 support is not able to resolve an issue, TIS level 3 support will reach out the vendor support (i.e., Microsoft, CISCO) as they are the product owners and have specific KBs and engineers to resolve issues. For example, if a new patch is installed on users' desktops (planned and tested by TIS before installation) for Microsoft Outlook and emails start dropping, we will need to check with Microsoft as to what their recommendations are to roll back the applied patch and if they can provide a new patch that will resolve the issue.

TIS TROUBLESHOOTING FLOW CHART LEVEL 1 TO 4 EXAMPLE



Staffing needs:

For our effort in regards to the city of Richmond, the Systems Administrator Level II will be responsible for L1 and L2 responsibilities and Systems Administrator Level III will be responsible for L3 support and management of contract, however, L3 will also be performing L2 duties.

TIS will have the following SLAs for Level 1, 2, or 3 tickets:

- Level 1 support SLA: 2 business days
- Level 2 support SLA: 1 business day
- Level 3 support SLA: within 2 hours

Note: The SLA hours and business days are subject to be modified based on discussions with city of Richmond management.

Exclusions

Since this is a service-based contract, TIS will always make the best effort to provide the best support we can to the COC. This agreement applies to all software and hardware that TIS staff will support, however, there are some exclusions:

- This agreement does not cover IT hardware or software problems caused by COC staff using equipment that is as not recommended by TIS staff
- If there are unauthorized changes made the IT equipment (i.e., malware, viruses), this agreement may not apply

- If COC staff prevents TIS from performing required maintenance and updates, this will delay resolving issues

This agreement does not apply to circumstances beyond TIS control for instance: Act of God, floods, and so on.

This contract does not apply if the COC fails to pay invoice provided by TIS

Having said all that, TIS aims to be helpful and accommodating at all times, and will do its absolute best to assist COC wherever possible.

Response to the Statement of Work

The COC needs IT support services for its software and IT equipment that will be maintained by Technology Information Systems, LLC (TIS), a small business located in Springfield, Virginia. Our solution is simple and straight forward and we have put together a number of services which will be provided by our Network/Systems Administrators. TIS is also recommending a purchase of a ticketing system such as UVdesk ([Link](#)), which we will use to keep track of open, pending, and resolved issues. Using the UVdesk software, TIS staff will also provide a KB site, which assists users in resolving basic troubleshooting (i.e., password reset, file restore). TIS staff will have an on-call weekly rotation in case of after-hours support (additional charges will apply). TIS proposes the following solutions in regards to section J, scope of services stated in the RFP.

Desktop Application Support:

TIS staff will provide the following services:

- Contact users to find out the nature of the problem
- Respond to client support requests
- Go to the client's location or resolve issue remotely
- Troubleshoot hardware and software issues
- Install and maintain hardware peripherals such as RAM
- Install and upgrade operating systems and software as necessary
- Troubleshoot networking and connection issues
- Advise on software or hardware upgrades
- Provide basic training in computer operation and management.

Server Administration Services:

Documentation

TIS staff will keep records of assets, including hardware and software types, counts, and licenses.

Hardware and Software Inventory

- Keep track of hardware inventory, which includes maintaining a list of all physical and virtual servers and details of servers including RAM, CPU, and OS types
- Keep track Software inventory, which includes configured applications and Third-party software (software that is not included with the installed Operating System)

- Keep track of license details, which includes license count and details of physical or virtual servers

Server health checkups

TIS staff will check servers for CPU and Memory utilization, hard drive space, and running processes.

Backup and disaster recovery planning

TIS staff will provide back and disaster recovery planning which includes when the incremental and full backups will be performed. We will also provide disaster recovery drills, which we will coordinate with COC management.

Server patching

TIS staff will check for latest patches for software and hardware and will apply them to servers as necessary. Server patching could potentially mean server downtime, and we will coordinate times and get approval from COC management before we plan on applying any server patching. Server patching also depends on severity of patch (low, moderate, high), which means if it's labeled a high severity patch (by Microsoft or other vendors), we will coordinate with COC management before we proceed with installing the patches (possibly same day due to high severity).

Automation

TIS staff administrators will automate certain daily tasks such as daily backup jobs or setting up CRON jobs to run certain tasks which will free up time to perform other critical tasks such as monitoring and network security.

Monitoring tools

TIS staff will install monitoring tools to monitor servers for issues such as server downtime, disk space, and high memory utilization. This will help us determine if the server requires immediate attention such as server is unavailable or a simple task such as replacing server disk.



Network Administration Services:

TIS staff will provide the following duties:

- Configure network hardware such as servers, routers, and switches
- Upgrade, repair, and maintain computer networks
- Troubleshoot various network issues
- Assist network architects with the design of network models whenever needed
- Deploy and update company-wide software
- Manage servers and operating systems
- Implement security measures
- Manage physical and cloud network storage

Audio Visual Equipment Support:

TIS staff will provide COC support with audio/visual as requested.

Security:

TIS staff will provide the following security services:

- Draft Incident Response Plan template
- Update company policies
- Schedule maintenance calls with vendors
- Review and implement firewall rules
- Assess internal security audits of systems
- Perform directory server auditing and cleanup
- Review security logs and alerts
- Research new technologies and upgrade paths
- Securing remote access technologies
- Develop and conduct end-user training

Telephone System and Business Access controls:

TIS staff will provide support for managing and maintaining phone system and access controls, including server, switches, and phones.

Information Technology Strategic planning:

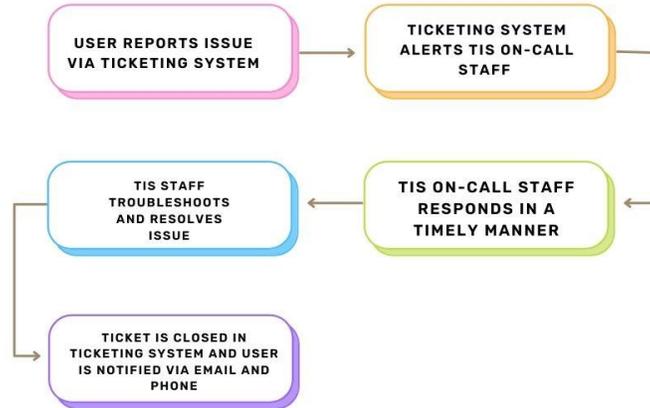
TIS staff will provide COC IT strategic planning and make recommendation to improve and optimize software and hardware systems.

Helpdesk Support:

As stated in our opening statement, we recommend using a ticketing system such as UVdesk that TIS staff can setup to receive alert emails in case of emergencies. We also recommend the COC provide official laptops and mobile phones to TIS staff in order to provide 24x7 support. For example, if a file server is unavailable during off hours and a staff member needs access to a file on the server, they can simply open a Level 3 ticket and TIS staff will be alerted via the ticketing systems generating an automated email, which will go to the on-call TIS staff member.

We will setup a weekly on-call rotation schedule so that COC always has someone available 24x7 for urgent and emergency matters.

**TIS ON-CALL SUPPORT
 FLOW CHART**



End User Training:

TIS staff will provide End User Training to COC users. We will coordinate with COC management to plan a site (such as SharePoint), where we can contain basic training videos such as how to add printer to user’s workstation and how to end a task in task manager.

Public Records Request:

TIS staff will assist with completion of public records requests as needed.

Computer Inventory and Permissions:

TIS staff will maintain inventory and all IT assets and permissions and retain this information in a repository such as a SharePoint list (or any other tool provided by COC).

Please see our proposed schedule for on-going duties that our systems administrators will conduct either as necessary, daily, weekly, or Monthly.

Activity	Frequency	Notes
General		
Document software and hardware changes	As necessary	

General Troubleshooting	As necessary	
System maintenance		
Check backups are running properly	Monthly	This is a simple check that backups are running with no errors reported.
Perform backup test	Weekly	This is a full data restore test.
Monitor and maintain server uptime	Daily	
Install software patches, service packs and other updates	As necessary	Updates will usually be tested before being rolled out across the IT system.
Install software upgrades	As necessary	Upgrades that incur costs — and other major upgrades — will only be installed after consultation with the client.
Monitor status and availability of cloud services	Weekly	Automated systems will be used to check cloud services used by the client are available.
Monitor available disk space on servers and company computers	Weekly	
Perform system and server reboots	As necessary	Non-essential reboots will be performed at convenient times, agreed between client and supplier.
General server maintenance	As necessary	To be performed out of hours or at mutually agreed times.
Let client know of any potential issues	As necessary	For example: <ul style="list-style-type: none"> • Disk space running low • Equipment showing signs of failure • Deteriorating broadband speed
Create, remove and maintain employee user accounts and permissions	As necessary	For example, when employees: <ul style="list-style-type: none"> • Join or leave the company • Require access to additional resources

Assist users with support queries	As necessary	For example: <ul style="list-style-type: none"> • How to connect to VPN • Where to save shared files
Fixing problems		
Disaster recovery of core systems	As necessary	In the event of a significant IT failure or problem (e.g., complete server failure or security breach), the supplier will do everything possible to restore service. A separate disaster recovery plan should be maintained.
Fix user errors / mistakes	As necessary	For example: <ul style="list-style-type: none"> • Accidental file deletion • Forgotten password
Raise support requests with third-party providers	As necessary	Where cloud services and other aspects of the IT system are not in the supplier's direct control, the supplier will take responsibility for liaising with third-parties to resolve issues.
Managing networks		
Maintain internet connection	Constantly	Automated monitoring will be used to identify performance issues with or availability of the client's internet connection(s).
Monitor network capacity and performance	Weekly	The supplier will endeavor to identify where network capacity is reaching its limit.
Maintaining security		
Check status of security software updates	As necessary	The supplier will verify that all updates are installed in a timely manner.
Investigate any suspicious activity or unexpected software behavior	As necessary	The supplier will investigate any activity that could be the result of malicious software or individuals,

		such as viruses or hacking attempts.
Manage file and folder permissions	As necessary	
Enforce password policies	As necessary	
Managing Email Accounts, Apps and services		
Create, manage and remove mailboxes including quota issues	As necessary	For example: <ul style="list-style-type: none"> • Creating email addresses for new users • Increasing mailbox size if required
Managing mobile devices		
Mobile device management	As necessary	For example: <ul style="list-style-type: none"> • Rolling out new apps to handsets • Updating handset software

3. ITEMIZED PRICING

Please see the XLS attached with this proposal.

4. REFERENCES

Agency/Organization Name:	Evaluator's Name & Title:	Project Name/Contract #:
Phacil Inc. / Department of Justice / Justice Management Division (JMD)	Carina Garringer carinagarringer@gmail.com (301) 943-4973	Systems and SharePoint Administration , Support of OCIO Enterprise SharePoint Collaboration System/ DJJ2163-0001
Contract Type:	Period of Performance:	Contract Value:
Time & Materials (T&M)	Feb 2014 – Oct 2019	\$500k+
Relevancy of Experience:		

Project Summary: Systems and SharePoint Administration, Development

Responsible for SharePoint 2010/2013 Server Farms, Systems Administration (Windows Server 2008/2012), SharePoint Server Farm Topology, Deploying SharePoint Farms, Configuring SharePoint Technologies Farms; Creating Shared Services Providers; Configuring Server Farms.

- Responsible for planning, building, and maintaining SharePoint development, staging, and production environments.
- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization
- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure
- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- Responsible for Operations and Management of a Server Farm, system monitoring, Troubleshooting Migrations and Upgrades, Capacity Planning and Sizing at direction of client
- Support for auditing and management of SharePoint sites and site collections
- Support for Search and Indexing, Search Architecture, Crawl and Query Process, and Search Server Layouts
- Evaluate and recommend new SharePoint related tools and technologies
- Evaluate and recommend future growth of SharePoint Farm
- Responsible for building workflows using SharePoint Designer
- Responsible for the day-to-day operational support of the internal SharePoint system.
- Recommend best-practices that enhance end-user experience and promote both system efficiency and maintainability. Apply patches, service packs, and infrastructure updates

Negative Performance Issues and Corrective Actions

There were no negative performance issues that occurred during the performance of this contract.

Agency/Organization Name:	Evaluator's Name & Title:	Project Name/Contract #:
Quadtech Solutions Inc.	Stephanie Zagade szagade@quadtec.com (703) 400-1559	Support VPN, Network, DNS for U.S. Courts
Contract Type:	Period of Performance:	Contract Value:
Time & Materials (T&M)	Oct 2018 - Current	\$500k+
Relevancy of Experience:		

Project Summary: VPN support, Network support and Engineering

Responsible for designing, organizing, modifying, installing, and supporting a company's computer systems. Designs and installs LANs, WANs, Internet and intranet systems, and network segments.

- Work with security teams to design and develop solutions using network security best practice
- Work with vendors to troubleshoot issues related to the security devices
- Escalation point for support issues including After hours and weekend on-call support for the application delivery controller infrastructure
- After hours and weekend maintenance work
- Evaluate emerging technologies
- Evaluate, propose and implement system upgrades and enhancements to increase security, performance, availability or capabilities
- Utilize network protocol sniffers to analyze issues
- Utilize tools such as Splunk, and Solarwinds to assist in device and application reporting and troubleshooting
- Accurately maintain device security.
- Accurate and timely communication to all necessary parties regarding the status of issues, workarounds and estimated time to resolution
- Strictly adhere to all change management policies
- Maintain accurate system documentation including as built diagrams for all applications that are configured on the application delivery controllers
- Articulate the reasons for DNS resolution failures, perceived or otherwise, using appropriate DNS and network utilities
- Generate DNS metrics, statistics and reports using shell scripting and programming languages such as bash, windows shell scripts, expect, tcl, powershell, vbs, javascript, php and python
- Determine DNS best practices for delegated zones and slave zones
- Maintain network and application layer diagrams using Visio
- Develop and maintain Disaster Recovery and Remote Management procedures
- Advise on future deployment and configuration of gateway SMTP and DNS services
- Prepared to participate in the team on-call rotation schedule as either a primary or secondary member
- Utilize an electronic Change Control and trouble-ticketing system to respond to end-user DNS & SMTP related issues and to track network and architectural changes to the network environment

Fill in for in-house IT services as needed, installing new desktop systems for developers, project managers, and quality assurance team members.

Negative Performance Issues and Corrective Actions	<i>There were no negative performance issues that occurred during the performance of this contract.</i>
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Agency/Organization Name:	Evaluator's Name & Title:	Project Name/Contract #:
SRA International / U.S. Courts	Douglas Trent dvtrent33@gmail.com (301) 237-1000	SRA NDA AOUSC ITSS II / Network Engineering/Helpdesk Support
Contract Type:	Period of Performance:	Contract Value:
Time & Materials (T&M)	Oct 2013 – Oct 2018	\$1 Million+

Relevancy of Experience:

Project Summary: Helpdesk, Systems Administration, Network Engineering

Maintaining technical expertise in all areas of networking and computer hardware and software interconnection and interfacing, such as Cisco routers and switches, Cisco Wireless LAN Controllers, Cisco VoIP including Communications Manager servers, Cisco Unity Connection servers, Cisco Meeting Place Express, Cisco VPN. Helpdesk and Systems Engineering support to U.S. Courts.

- Designing and planning of enterprise network communication systems.
- Providing specifications and detailed schematics for network architecture.
- Providing specific detailed information for hardware and software selection, implementation techniques and tools for the most efficient solutions to meet business needs, including present and future capacity requirements.
- Conducting tests of network design.
- Cisco 3800 Routers, Catalyst 6500 Switches, Catalyst 4507-E switches, Cisco Voice Over IP Hardware
- Including 7975, 7937, 7925, and 8831 IP Phones, Communications Manager version 9, Unity Connection
- Version 9, Unified Contact Center Express version 8.5, Cisco Wireless Including 5500 Series Wireless
- Wireless LAN Controllers and Cisco 3500 series Access Points, Cisco Identity Services Engine version 1.3,
- Cisco Secure ACS version 4.2, Solarwinds Network Performance Monitor SLX version 10.1 , Solarwinds
- Application Performance Monitor
- Successfully engineered and managed the Network Infrastructure using Cisco Routers and Switches
- Successfully engineered and managed the Voice Over IP Infrastructure using Cisco Unified Communications Management Suite
- Successfully engineered and managed the Wireless Infrastructure using Cisco Wireless LAN Controllers and Cisco Wireless Access Points
- Successfully engineered and managed the Network Access Control Using Cisco Identity Services Engine, Cisco Secure ACS and Cisco Firewalls
- Successfully engineered and managed the Enterprise wide DHCP and DNS solution using InfoBlox
- Successfully engineered and managed the Enterprise wide monitoring solution using Solarwinds Network Performance Monitor Suite
- Successfully documented Network Infrastructure
- Maintaining technical expertise in all areas of networking and computer hardware and software interconnection and interfacing, such as Cisco routers and switches, Cisco Wireless LAN Controllers, Cisco VoIP including Communications Manager servers, Cisco Unity Connection servers, Cisco Meeting Place Express, Cisco VPN

Negative Performance Issues and Corrective Actions

There were no negative performance issues that occurred during the performance of this contract.

5. STAFFING

TIS senior management is experienced in coordinating multiple projects at once and keeping open lines of communication with their project managers and Government sponsors. The cooperation between our off-site program managers and on-site team ensures each project gets the corporate attention and resources required to effectively serve COC.

Taimor Noorani – TIS President and CEO

Taimor is an accomplished executive with over 20 years experience in the IT industry. Mr. Noorani is currently President and CEO of Technology Information Systems, LLC (TIS), an IT support company located in Springfield, Virginia. His previous positions include work at CBP, NSF, and DOJ. Before starting TIS, Mr. Noorani spent time at CBP, NSF, and DOJ where he served in various management positions for helpdesk, network support, and consulting. Mr. Noorani attended George Mason University and has many IT certifications in the information technology industry.

Qasim Noorani – TIS CTO

Qasim is an accomplished executive with over 15 years experience in the IT industry. Mr. Noorani is currently CTO of Technology Information Systems, LLC (TIS), an IT support company located in Springfield, Virginia. His previous positions include work at US Courts, DOS, and DOJ. He is a technology expert and served in various management positions for helpdesk, network support, and

consulting. Mr. Noorani attended George Mason University and has many IT certifications in the information technology industry.

Organization

Team TIS’s PMO Organizational Chart displays our clear lines of authority and communications, and illustrates exactly how we propose to structure and manage the COC program as described in the SOW. Our 40-person operations department is broken into five units, each are led by a TIS Project Manager (Project Managers report directly to the Program Director, Bradley Morris), who have project responsibilities that align with the PWS:

1. **Program Controls** – Bradley Morris – Program Management and staffing expert with over 13 years of experience managing all aspects of government contracts
2. **Internal Operations** – Taimor Noorani – 20 years of experience in sourcing and recruiting for IT and Non IT positions.
3. **External Operations & Continuous Improvement** – Qasim Noorani – Master’s in Business Administration with over 20 years of experience

Team TIS contract workers are monitored according to established quality control plans overseen by a Program Manager (PM) and Supervisors (SS). Our PM is held accountable to a Quality Control Plan accepted by the COR prior to employees reporting for work on contract. Due to the sensitive information the employees will view and manipulate daily, the Quality Control Plan is tailored to include policies for security issues, supplemental documentation requirements, and disciplinary actions per contract, Federal and COC regulations.

In total, Team TIS Operations Unit has 40 personnel, who each report to their respective Project Manager/Subcontracts Manager. Subcontracts Manager reports directly to the Project Manager, and the Project Manager reports directly to the Program Manager.

Organizational Structure

Reliable Results		
Benefits to COC	Our Approach	Solid Results
Communication and Management that is right outside your door.	<ul style="list-style-type: none"> • Local point of contact. 	<ul style="list-style-type: none"> • Clear and easy communication PM to meet with COR in case of urgent needs.
Less turnover and better staffing “fit”	<ul style="list-style-type: none"> • The Team TIS has 100% staffing retention rate averages. • Three level QAQC system. 	<ul style="list-style-type: none"> • Consistent Quality and Performance • Uninterrupted services • Less hassle and retraining for COC.
Low Risk Provider	<ul style="list-style-type: none"> • TIS PMO to ensure quality and solution integrity during change over. 	<ul style="list-style-type: none"> • Immediate, seamless processes to this new contract without impact to COC’s mission or our personnel
Reducing COC’s Hours Effort to Administer Contract	<ul style="list-style-type: none"> • Continued year-end reconciliation reporting. • Single monthly report across the entire contract. • Continued reporting and consolidated lists 	<ul style="list-style-type: none"> • Consolidated year end reports allowing COC to make data-driven and objective decisions based on the remaining funding • One call to get the experienced contracting support you need.

When managing large contracts like the IT Services contract for COC, communication and effective workflow processes are the keys to success. The Team TIS’s lean, streamlined and effective Organizational Chart is at the heart of our Communication Approach and shown below. The PMO contracts manager will ensure that Team TIS is compliant with all contractual and TO requirements as well as coordinating efforts with our subcontractors.

To ensure strong communications and coordination across the program effort, TIS has created a Contract Steering Committee / Advisory Board that is an important part of our contract organizational structure as shown below. Our Contract Steering Committee includes key personnel from each of our team members. The primary purpose/value of this steering committee is to provide continued support to our PMO and Operations Department while maintaining up to date knowledge on all Team TIS personnel or contract performance matters. This lean structure, combined with TIS’s corporate commitment to the federal

contract profession on all levels and resourceful sourcing/training of top talent is what differentiates Team TIS from other companies that provide IT support.

Interacting with Organization

We understand the strategic importance of the COC, and that high quality Technical Personnel and Leadership are an integral part of the program. We know how to work with the Task Manager/Task COR, PMO, and COC leadership in order to effectively implement IT and applications enterprise-wide. Team TIS’s Operations Unit with the support of the PMO will manage the performance of all employees that support the COC in order to ensure that all the necessary cost, schedule and deliverable requirements as defined by the SOW are met and exceeded where possible.

Team TIS Approach

The guiding principle we use to design our solutions takes a strategic perspective to maintain an upbeat and available recruitment infrastructure while expanding our audience to a more direct, talented network that will fulfill initial requirements and accommodate COC surge periods. Team TIS will establish a very close business relationship by enhancing the level of technical collaboration at all levels. Our approach has proved successful, at identical recruitment initiatives, and includes the following:

- Proven Program Management and management methodology implemented by senior Program Director, Bradley Morris with over 13 years progressive human capital management expertise, and executed by Local Off-Site Project Manager, DR. Oswald A. Cartwright, Salesforce certified expert with over 20 years of experience.
- A state-of-the-art staffing, training and development, and management model. This will provide the high quality and cost-effective services that COC requires.
- An understanding that first steps with COC are the most critical. Our proven Transition Phase-In plan is aggressive and targeted to attract specific, high caliber technical experts. Team TIS has used this methodology to staff over 10,000 personnel with low or no downtime. Our model is easily scalable to support sudden surge efforts with zero issues.
- Full time retired IT professionals on our corporate team to work with our Operations Department to propose innovations and improvement ideas.
- A Recruitment Advisory Board (RAB) under the leadership of our steering committee to bring the combined team subject matter expertise together in an advisory capacity.

Why Team TIS?

Team TIS has managed mission critical IT programs for over 500 different customers including those in Commercial Markets, National Defense, Civilian Agencies and Federal customers.

- **Proven Program Management through leadership and best practices** – Combined PMP/PMI, Lean Six Sigma, Retired Officers, and COC Leadership at the Corporate Level. We will utilize our proven methodologies, lessons learned and best practices on this contract.
- **Phase-In Plan** - We recognize that successful transition and established processes are significant keys to success on this contract. Team leader TIS has successfully initiated new IT programs with over 18 facilities. We bring these processes and experience to COC. To further mitigate risk and ensure success, Team TIS will be ready to start on day one with a comprehensive Phase-In plan.
- **Innovation** – The skills combined in our proposed key personnel minimize risk and provide thought leadership to keep pace with COC aggressive growth projections. Our streamlined workflow processes will ensure quality and timeliness measures are met.
- **Relevant Experience** – Team TIS has track record working with Federal Government agencies on projects identical to this one. Team TIS key personnel recently led a Program to develop Sales Engagement platform implementing Multi Channel Sales Campaign capability, integrating with various external systems. It also developed User Experience using Lightning web Components enabling reusability and customizations.

Key Personnel Qualifications

Team TIS’s PMO Organizational Chart displays our clear lines of authority and communications, and illustrates exactly how we propose to structure and manage the COC IT Professional Services program as described in the SOW. We have grouped all functions (disciplines) into six (6) unit organization with the

Unit Leads identified and reporting to the Program Manager, as illustrated in the exhibit below. We show the numerical level of support (in FTEs) for each unit, contribution by TIS and our subcontractors and positions in the unit for key personnel, who will be in place on contract start. The key personnel’s primary duties are reflected below. We are blending the domain and industry strengths of our subcontractors with those of TIS’s to reinforce our corporate capabilities and deliver optimal results to the COC. The sanitized resumes for all Key Personnel are included with this proposal. The following table spotlights our Key Personnel’s qualifications:

Name & Title	Years Exp.	Qualifications & Experience	Role
Taimor Noorani, CEO	20	<ul style="list-style-type: none"> Serial entrepreneur with a focus in IT and helpdesk support Retired IT professional 	President
Qasim Noorani, CTO	17	<ul style="list-style-type: none"> Deep understanding of technical workflows and best practices for the Federal Government Business administration at George Mason University 	CTO
Bradley Morris, PD	13	<ul style="list-style-type: none"> Expert in change and conflict management, and human capital management in an IT setting Deployed and managed over 600 IT Personnel under specialized projects to DoD/VA facilities in the Middle East/North Africa, Europe, Alaska, and domestic 	Program Management

6. RESUME #1

TIS Network Engineer Resume
Please contact for more information
info@tecinfosys.com
(703) 596-1847
www.tecinfosys.com

Education
George Mason University, Fairfax, VA
 Management Information Systems

Northern Virginia Community College, Annandale, VA
 Business Administration - Management Information Systems – Credits Transferred to George Mason University

Orange Technical Institute, Gaithersburg, MD
 Cisco Certified Network Professional

Global Knowledge, Washington D.C.
 Migrating to IP version 6

Key Skills

- **Cisco Voice over IP:** Communications Manager 7.x, Cisco Unity Connection 7.x, Cisco Meeting Place Express, IP Contact Center 8.x
- **IP Version 6:** Migration of IPv6 networks
- **Routers/ISDN bridges:** All Cisco routers - 12008, 12012, 10000, 7507, 7600, 7513, 7200, 4000, 3000, 2800, 2600, 1800.
- **Terminal Servers:** Cisco AS5400, AS5300, 2500.
- **LAN Switches/Load Balancers:** Cisco switches/access switches/DSL switches/ISDN products; Foundry Networks layer 3 switches, BigIron 4000, 8000, 15000, Server Iron switches;

- **Firewalls/AAA/VPN:** Nortel Contivity Extranet switches- 5000, 4600, 4500, 2600, 2500, 1500, 600; NetScreen 5000, 500, 200, 50; Cisco ASA devices, Cisco VPN Concentrators, Cisco Secure, Cisco Altiga VPN, Checkpoint Firewall-1, and Funk Steel-Belted RADIUS(SBR).
- **Security:** Network Security, AAA packages (TACACS+, RADIUS);
- **Network Analyzers:** Network Associate Classic Sniffer & Pro, and DSS.

Certifications

- Cisco Certified Network Professional (CCNP) *Pending*
- Cisco Certified Voice Professional (CCNP-Voice) *Pending*
- Microsoft Certified Systems Engineer 2003

Work Experience

Technology Information Systems - US Courts, Washington, and D.C 2008 - present

Network Engineer

- Designs and plans network communication systems.
- Provides specifications and detailed schematics for network architecture.
- Provides specific detailed information for hardware and software selection, implementation techniques and tools for the most efficient solutions to meet business needs, including present and future capacity requirements.
- Conducts testing of network design.
- Maintains technical expertise in all areas of network and computer hardware and software interconnection and interfacing, such as Cisco routers and switches, Cisco Wireless LAN Controllers, Cisco VoIP including Communications Manager Servers, Cisco Unity Connection servers, Cisco Meeting Place Express, Cisco VPN 3030 Concentrators, and Cisco Secure ACS servers.

APEX Systems/Pentagon - Arlington, Virginia 2007- 2008

Network Engineer (DOD Contractor)

- Maintaining technical expertise in all areas of network and computer hardware and software interconnection and interfacing, such as routers, multiplexers, firewalls, hubs, bridges, and gateways.
- Providing problem determination/resolution based upon person experience and standard operating procedures. Ares include LAN/MAN/WAN architecture, equipment, applications, audio/video teleconferencing, virtual private networks, voice and data transport.
- Analyzing of the type, size, routing, network management, traffic, and device configuration.
- Assisting in the planning and performance of preventative maintenance on network equipment to ensure supportability/sustainability.
- Conducting testing of network design.

Creative Information Technology Incorporated - Arlington, Virginia 2005- 2007

Network Engineer (DOS Contractor)

- Hardware product testing and evaluation of hardware from multiple vendors including Dell, HP, Alien ware, Cisco, Server Iron, Riverbed, Gateway, Hardware including Servers, Workstation, Printers, Scanners, IDS Systems, Routers, Switches, Web Accelerators, and Firewalls.
- Testing of IPv6 in a Cisco and Microsoft lab environment with multiple routers, switches and servers.
- Software product testing and evaluation of software from multiple vendors including Symantec, Cisco, Microsoft. Software Including Antivirus, Zero -Day attack software, Media Encoders, and Patch Remediation.
- LAN/WAN documentation for the Department of State including international and domestic networks.

7. RESUME #2

TIS Network Engineer Resume
Please contact for more information

info@tecinfosys.com

(703) 596-1847

OBJECTIVE

To gain employment in the IT field that utilizes the skills and abilities that I have and challenges me to improve upon them.

EDUCATION

Associate Degree, Small Business Administration and Management,

January 2004 - June 2005

Northern Virginia Community College | Annandale, Virginia

Associate Degree, General Studies,

January 2000 - January 2004

Northern Virginia Community College | Annandale, Virginia

CERTIFICATIONS

CompTIA A+ June 2000

MCP - June 2003

Microsoft MCTS: Sharepoint 2010 - April 2013

Business Information Technology Career Study Certificate (NVCC) - June 2004

WORK EXPERIENCE

DNS and Email Gateway Engineer (Hostmaster/Postmaster)

October 2019 - Current

DNS Change Requests - Add/remove forward and reverse DNS entries, Process DNS server configuration changes, Manage DNS zone delegations, Process MX record changes

DNS Support Requests - Troubleshoot downstream DNS server problems, Interact with WAN and LAN administrators, Articulate the reasons for DNS resolution failures, perceived or otherwise, using appropriate DNS and network utilities, Generate DNS metrics, statistics and reports using shell scripting and programming languages such as bash, windows shell scripts, expect, tcl, powershell, vbs, javascript, php and python.

SMTP Support Requests - Conduct e-mail traces for general troubleshooting, Respond to abuse complaints

Anti-Virus and Spam maintenance - respond to virus outbreaks, respond to inquiries regarding anti-virus behavior, respond to inquiries regarding anti-spam behavior, Maintain SMTP logs and generate statistics using perl and shell scripting

Server maintenance - Track bugs and security vulnerabilities, Track and apply software updates, Cisco ESA, Infoblox DDI (DNS/DHCP/IPAM), Linux/UNIX software, Sendmail, Postfix, BIND, APACHE, POSTGRE / MYSQL, OpenSSH and OpenSSL

Monitoring - Respond to Solarwinds/network monitoring system notifications, Maintain Solarwinds/network monitoring configuration, service checks, and configuration information

DNS/SMTP Architecture - Analyze effect of MX record configuration on SMTP flow, Analyze effect of anti-spam and anti-virus policies on SMTP flow, Determine DNS best practices for delegated zones and slave zones, Maintain network and application layer diagrams using Visio, Develop and maintain Disaster Recovery and Remote Management procedures, Advise on future deployment and configuration of gateway SMTP and DNS services, Prepared to participate in the team on-call rotation schedule as either a primary or secondary member, Utilize an electronic Change Control and trouble-ticketing system to respond to end-user DNS & SMTP related issues and to track network and architectural changes to the network environment, Ability to communicate clearly and succinctly with a United States customer base, both in person, electronic communications, and via voice / video phone calls

Sharepoint Administrator

July 2013 – October 2019

Department of Justice (EOUSA/JMD) / Washington, DC

- Managing and checking the overall server health and functionality
- Monitoring SharePoint disk space usage through the built-in SharePoint reports for each site collection
- Managing SharePoint permissions
- Analyzing and reporting upon SharePoint usage and activity
- Moving/copying sites
- Supporting network load balancing needs and ensuring its correct operation (NLB)
- Regular review of the events and messages reported in Event Viewer and Performance Monitor
- Regular review, clean-up, management and configuration of SharePoint accounts and sites. This portion of the role will work closely with an Active Directory administrator if they are separated
- Regularly analyzing SharePoint content and storage
- Monitoring SharePoint trends (e.g. site usage and growth, disk space usage and growth)
- Setting up alerts and enforcing policies
- Regularly auditing your SharePoint environment
- Identifying and reporting governance violations
- Checking for operating system, SQL Server and SharePoint patches and cumulative updates

Sharepoint Administrator

January 2013 – July 2013

Transportation Security Administration / Crystal City, VA

- Work extensively on planning, deploying, and configuring both MOSS 2007 and SharePoint 2010 in both single server deployment and multi-server (server farm) deployment
- Understand the use of SQL 2008 Enterprise
- Creating and managing document libraries, work flows, team sites in SharePoint 2010
- Work experience with Microsoft Active Directory, DNS and Internet Information Services 6.0 and 7.0
- Support all components of the SharePoint (MOSS 2007 and 2010) environment including system administrative activities such as site creation, user training, backup and restore, performance analysis, and issue resolution
- Assist the SharePoint Developer in the design, architecture, availability, reliability, and security of future SharePoint environments
- Primary – first level support for all SharePoint issues that come from the customer
- Responsible for ensuring maintenance of the governance with regards to standards and practices using style sheets and implementing custom web parts
- Create clients, update, and support basic SharePoint sites and functionality and assist with implementation, customization, and support of document management
- Developed and maintain related administrative and end-user documentation on an ongoing basis and work with customers to document administrative tasks
- Developed several InfoPath forms and worked with client to ensure that the InfoPath forms meet client needs
- Installed and maintained .NET IIS applications in a production environment
- Create VB scripts to be used for the purpose of building out multiple environments in a consistent and repeatable way to ensure that results in one environment did not differ from another
- Worked with developers to integrate WSE (Web Service Extensions) into IIS applications

Data Center Technician

May 2012 - January 2013

Trade-Match.Com SA / Ashburn, Virginia

Computer/IT Services

- Performed tasks within a collaborative team environment
- Provided troubleshooting support for servers, infrastructure and network devices (400 server environment)
- Diagnosed and repaired server errors, infrastructure issues and network connectivity problems
- Installed/upgraded/replaced server, device or network components or as needed
- Installed/replaced/removed servers, devices and networking equipment
- Performed server administrative tasks
- Performed network cable installation and removal to support infrastructure needs
- Performed server maintenance as assigned
- Performed server patching using VMware vCenter Protect Essentials 8.0.0
- Performed server Operating System and application imaging/installation
- Verified, reserve and provision network resources
- Performed system firmware and ROM maintenance
- Performed tape backup maintenance
- To maintain the webserver (IIS 6.0,7.0) configuration, error modifications

- Creating the Webservers(IIS 6.0 &7.0) maintain the installations, troubleshooting, Error modifications, and Services configurations

IT Specialist

January 2007 - May 2012

Bureau of Customs and Border Protection / Springfield, VA

Computer/IT Services

- Work extensively on planning, deploying and configuring both MOSS 2007 and SharePoint Services 2003 in both single server deployment and multi-server (server farm) deployment.
- Understand the use of SQL 2005 Business Intelligence and Key Performance Indicators for Custom Web Parts.
- Work experience with Microsoft Active Directory, DNS and Internet Information Services 5.0, 6.0 and 7.0
- Troubleshoot server and workstation issues on several different servers (Dell HP, etc.)
- Work with and collaborate with other team members on resolving issues with operating systems
- Work with team to create Microsoft Patches packages to be deployed to CBP workstations (65000 workstations)
- Test DAT files on a daily basis to ensure all workstations are up-to-date on anti-virus software
- Research new technology
- Worked with Windows 7 image to be deployed to CBP
- Worked on Office 2010 to be integrated into Windows 7 for image deployment

Network Administrator

June 2004 - January 2007

National Science Foundation / Arlington, VA

Computer/IT Services

- Maintained 200-300 servers in a Windows 2000/2003 environment
- Created and managed email, group email, distribution lists on MS exchange server (5.5 / 2003).
- Created and managing LAN and Exchange accounts in Active Directory and updated group policy for the entire domain in active directory
- Patched all Windows 2000/2003 servers every two weeks using Shavlik HFNetcheckPro5
- Scanned and removed viruses from workstations/servers using Symantec system center console
- Partitioned network drives using VERITAS Enterprise administrator
- Create user accounts in Checkpoint firewall
- Configure and enable ports on CISCO routers and switches
- Managed user accounts on the Blackberry enterprise server
- Installed and removed hardware in the data center
- Monitored tape back-ups using Legato, Backup Exec, and Backup Express
- Restored files using Syncsort Backup Express
- Exported delimited text files of users, groups, printers, computers, group members, and services for entire network

- Managed share and file permissions, including creating new shares and viewing all share access rights at the same time
- Managed disk space for multiple servers using Veritas management console
- Run and troubleshoot failed backups using HP Openview Storage Protector version A.05.50
- Created and executed JAVA scripts to test company applications using Rational XDE Tester
- Created, updated, and maintained team procedure documents (i.e., installing print queues, blackberry user accounts, etc.)
- Worked with users to resolve issues with Citrix Metaframe server
- Tested several websites using RFT, upload java scripts and test applications from several locations around the world
- Monitoring entire networking using BMC Patrol and Big Brother (Servers, disk space, etc.)