



**DALLAS COUNTY  
PURCHASING DEPARTMENT**  
Records Building, 500 Elm Street, Suite 5500  
Dallas, Texas 75202

**Michael Frosch  
Purchasing Director**

May 15, 2025

**ADDENDUM # 2  
SOLICITATION # 2025-034-7059 - INFORMATION TECHNOLOGY TEMPORARY STAFFING  
AUGMENTATION SERVICES**

Whereas,

By the way of this addendum, the following changes have been made to the solicitation:

- The Request For Proposal (RFP) due date is hereby extended to May 29, 2025, at 2:00 PM CST.

Whereas,

By way of this addendum, answers will be provided to the questions submitted.

Answers to questions are as follows:

**Question 1: Is there a limit on the percentage allocation for each subcontractor? Specifically, can the full 40% participation goal be allocated to a single SBE-certified subcontractor?**

**Answer 1:** Part 1: No  
Part 2: Yes

**Question 2: Is Appendix A – Title VI Assurances/Compliance Form required to be submitted with the proposal? If yes, can you please advise where this form can be accessed, as it does not appear to be available on the Bidnet Direct portal?**

**Answer 2:** Yes, the Title VI Assurances/Compliance Form is required to be submitted. The form can be found in Addendum 1, Exhibit 2.

**Question 3: Where can we access Exhibit A – IT Staff Augmentation Job Description Summary? This document is not currently available on the Bidnet Direct portal.**

**Answer 3:** This document can be found in Addendum 1, Exhibit 3.

**Question 4: Is submission of Form 1295 required from all vendors at the time of proposal submission?**

**Answer 4:** No, the 1295 Form is only required from the vendor that will be recommended for award. The form 1295 must be submitted on the Texas Ethics Commission (TEC) website (<https://www.ethics.state.tx.us/filinginfo/1295/>).

**Question 5: Is the County seeking to award this contract to a single vendor, or will multiple vendors be selected?**

**Answer 5:** The Request for Proposal document, Section VIII. **Award Method**, subsection A. states “The County’s intent is to award this solicitation in its entirety, but the County reserves the right to award in the method that is most advantageous to the County.”

**Question 6: Are the proposed services expected to be performed onsite, remotely, or in a hybrid model?**

**Answer 6:** As stated in Addendum 1, Question and Answer 15, “a hybrid work schedule remains in effect, pending any adjustments driven by business needs.”

**Question 7: Are we required to submit resumes of the proposed resources with the bid submission? If so, should these be actual resumes or sample resumes?**

**Answer 7:** As stated in Addendum 1, Question and Answer 16, “Yes. The resumes referred to in the qualification section of the RFP are resumes of the company’s key personnel” and must be submitted with the proposal. Section C, Service Requirements, refers to candidates/resources that will be available through the contract to perform the work needed by way of each assignment. These resumes are required within three (3) business days of receiving a staffing request from Dallas County.”

**Question 8: Is there any incumbent for this contract, or is this a new contract? If there is an incumbent, could you please provide their name, hourly rate, and historical spend?**

**Answer: 8:** As stated in Addendum 1, Question and Answer 7, the incumbent vendors are Sum Theory Inc. (formerly Thoth Solutions, Inc., prior to novation) and Rose International, Inc. The current hourly rates are being included as part of this addendum, please refer to Addendum 2, Exhibit 2. On the other hand, please refer to addendum 1, Question and Answer 9, to see historical spend table.

**Question 9: What is the maximum number of vendors that you intend to award?**

**Answer 9:**

The Request for Proposal document, Section VIII. **Award Method**, subsection A. states “The County’s intent is to award this solicitation in its entirety, but the County reserves the right to award in the method that is most advantageous to the County.”

**Question 10: We are NJ-certified as an SBE and have an office in Texas. Does this meet the SBE eligibility criteria for scoring under Dallas County’s program?**

**Answer 10:** To be recognized as a certified SBE for Dallas County:

- b) Must be certified as an SBE by the following County approved entities: North Texas Regional Certification Agency (NCTRCA), DFW Minority Supplier Development

Council and/or the Women's Business Council of Southwest, at the time of the proposal/bid submission Other certifications are not acceptable;

- b) Must also perform a commercially useful function on the project and have a local presence in Dallas County Metropolitan Statistical Area (MSA) in order to be counted for SBE points. The MSA includes the following counties: Dallas, Tarrant, Denton and Collin.

**Question 11: Could you please confirm whether the Certificate of Status from the Texas Comptroller (Franchise Tax Account Status) is required at the time of proposal submission, or only after contract award?**

**Answer 11:** No, the Texas Comptroller Certificate of Status (Franchise Tax Account Status) is not required at the time of proposal submission. If this document becomes necessary, we will request it at a later date.

**Question 12: Please share Incumbent name?**

**Answer 12:** The incumbents are Sum Theory, Inc. and Rose International, Inc.

**Question 13: Is there any way we get proposal response of current Incumbent thru Public record or any link?**

**Answer 13:** Yes, Dallas County Purchasing can provide the proposal submissions from incumbent vendors. Please refer to Addendum 2, Exhibit 1 for additional details. You may also request the proposals through the following public records portal: [https://dallascountytexas.gov/qas/WEBAPP/\\_rs/\(S\(qt2d2ezc33picpb3kilfflpe\)\)/SupportHome.aspx](https://dallascountytexas.gov/qas/WEBAPP/_rs/(S(qt2d2ezc33picpb3kilfflpe))/SupportHome.aspx).

**Question 14: Hello team, Thank you for the presentation today, I believe Ms. Shiela or Ms. LaSonya mentioned that they could provide prior contract's budget. Do you mind providing it to us?**

**Answer 14:** Funds for **FY2025** IT Budget Professional Services are budgeted in the amount of \$5,127,398. Per information provided in the solicitation, "Dallas County will not guarantee any minimum expenditure with any selected Contractor during the contract term."

**Question 15: Another question we have is, form 1295 does require a contract id, which is provided by the governmental partner. Do you mind providing us with the contract id?**

**Answer 15:** The 1295 Form is not required at time of RFP response submission, the form will be required from the vendor(s) recommended for award.

**Question 16: Could you please share the preferred counties and locations of vendors? As in vendors from which counties or cities will be preferred.**

**Answer 16:** Dallas County does not have a general preference regarding a vendor's county or location for purchasing purposes. However, for IT-related services, and per the solicitation document (Section F, Item 46), it is *highly preferred* that the Account Manager and key

personnel be located in Dallas County or the Dallas-Fort Worth (DFW) Metropolitan area, which includes the following counties: Collin, Dallas, Denton, Ellis, Hunt, Johnson, Kaufman, Parker, Rockwall, Tarrant, and Wise.

Dallas County only has a local preference requirement for the SBE program which includes certified SBE's located within our MSA (Dallas, Denton, Collin, and Tarrant counties). However, all businesses are welcome to participate in our procurement process.

All businesses, regardless of location, are welcome to participate in the County's procurement process.

**Question 17: We are a firm with office in Irving, Dallas County and our key personnel residing in Collin County. You told the names of 4 counties (Dallas, Texas, Collin and Denton) in the pre-bid meeting. IS this location preference only for the SBE subcontractors or is it applicable for both non-SBE prime vendor and the SBE subcontractor?**

**Answer 17:** The Metropolitan Statistical Area which includes the following counties: Dallas, Tarrant, Denton and Collin, was in reference to the SBE requirements only. As noted in Section F. Performance Management, subsection 46, page 14 of the solicitation document . "...it is highly preferred that the Account Manager and other key personnel be located in Dallas County or the Dallas-Fort Worth (DFW) Metropolitan area," e.g., Collin, Dallas, Denton, Ellis, Hunt, Johnson, Kaufman, Parker, Rockwall, Tarrant, and Wise counties. Also, the local preference requirement is only for a certified SBE firm's participation.

**Question 18: Is it a requirement to have a local office in Dallas? Any weightage for being a local vendor?**

**Answer 18:** No, this is not a requirement. For more details, please refer to Addendum 2, question and answer 16 and 17. Although it is not a requirement to have an office in Dallas, Section F. Performance Management, subsection 46, page 14 of the solicitation document . "...it is highly preferred that the Account Manager and other key personnel be located in Dallas County or the Dallas-Fort Worth (DFW) Metropolitan area," e.g., Collin, Dallas, Denton, Ellis, Hunt, Johnson, Kaufman, Parker, Rockwall, Tarrant, and Wise counties.

**Question 19: Is there a limit on the percentage allocation for each subcontractor? Specifically, can the full 40% participation goal be allocated to a single SBE-certified subcontractor?**

**Answer 19:** Please refer to response provided in addendum 2, question and answer 1.

**Question 20: Could you please clarify the following regarding the Account Manager's involvement? How frequently are the meetings with the IT Hiring Manager expected to occur? Is it mandatory for the Account Manager to be locally based in the Dallas County/DFW area, or would it be acceptable for the Account Manager to travel in as needed for in-person meetings? Would a remote arrangement be considered, provided availability for travel and consistent communication is ensured?**



**Answer 20:**

- **How frequently are the meetings with the IT Hiring Manager expected to occur?**

Meetings between the Account Manager and IT Hiring Manager will occur following the initial award and on an as-needed basis.

- **Is it mandatory for the Account Manager to be locally based in the Dallas County/DFW area, or would it be acceptable for the Account Manager to travel in as needed for in-person meetings?**

Per Section F, subsection 46, pg. 14. Performance Management, “The County’s culture and environment is to ensure appropriate placements. The Account Manager will be required to meet with the IT Hiring Manager. Therefore, it is highly preferred that the Account Manager and other key personnel be located in Dallas County or the Dallas-Fort Worth (DFW) Metropolitan area” (e.g., Collin, Dallas, Denton, Ellis, Hunt, Johnson, Kaufman, Parker, Rockwall, Tarrant, and Wise counties).

- **Would a remote arrangement be considered, provided availability for travel and consistent communication is ensured?**

At this time, a hybrid work schedule remains in effect – pending any adjustments driven by business needs. Onsite, remote, and hybrid schedules are at the discretion of the CIO in accordance with business needs.

**Question 21: Could you please share a link or guidance on where to find SBE-certified companies recognized by NCTRCA, DFW MSDC, or the Women’s Business Council of Southwest?**

**Answer 21:** The Office of Small Business Enterprise creates a list of certified SBEs. Please send an email to the Contract Specialist and provide the work industry code(s) and a brief description of the services to be performed by the SBE firm.

**Question 22: Can we get the 5 points for SBE goal by just subcontracting, or are there any extra points for firms who have SBE certification?**

**Answer 22:** A SBE certified firm can receive a total of 5 points, as well as score up to 10 additional points if they subcontract with other certified SBEs (which is based on their submitted participation percentages towards the 40% aspirational goal).

**Question 23: 1. Please share the name of Incumbent vendor and previous contract spent. 2. Can we have the make request to access the Technical and Cost proposal submitted by Incumbent vendor, and contract signed by Incumbent and Agency. If yes please confirm the Point of contact and Email id of person need to be contacted to raise Public Record Access Request. Or is there any web URL where we can raise this request. 3. Could you please clarify the following regarding the Account Manager’s involvement? 4. How frequently are the meetings with the IT Hiring Manager expected to occur? 5. Is it mandatory for the Account Manager to be locally based in the Dallas County/DFW area, or would it be acceptable for the Account Manager to travel in as needed for in-person meetings? 6. Would a remote arrangement be considered,**

provided availability for travel and consistent communication is ensured? 7. Can Agency accept the candidates on H1-B Visas.

**Answer 23:**

**1. Please share the name of Incumbent vendor and previous contract spent.**

Please refer to addendum 1, questions and answers number 7 and 9.

**2. Can we have the make request to access the Technical and Cost proposal submitted by Incumbent vendor, and contract signed by Incumbent and Agency. If yes please confirm the Point of contact and Email id of person need to be contacted to raise Public Record Access Request. Or is there any web URL where we can raise this request.**

Please refer to addendum 2, question and answer 13, which states, "Yes, Dallas County Purchasing can provide the proposal submissions from incumbent vendors. Please refer to Addendum 2, Exhibit 1 for additional details. You may also request the proposals through the following public records portal: [https://dallascountytx.govqa.us/WEBAPP/\\_rs/\(S\(qt2d2ezc33picpb3kilfflpe\)\)/SupportHome.aspx](https://dallascountytx.govqa.us/WEBAPP/_rs/(S(qt2d2ezc33picpb3kilfflpe))/SupportHome.aspx).

**3. Could you please clarify the following regarding the Account Manager's involvement?**

Sections E. Onboarding Administration and F. Performance Management reference responsibilities of the Account Manager. Per those sections, the Account Manager will "serve as the primary point of contact for Dallas County," "be required to meet with the IT Hiring Manager," manage clients, and "must be identified as Key Personnel subject to the County's interview and approval." Section F. Performance Management also notes, "The Account Manager's responsibilities shall include but not be limited to the following:

- Manage the day-to-day activities of the contract.
- Be available Monday through Friday, 7:30 a.m. – 5:00 p.m., and 24/7 via telephone and email for immediate response to emergencies.
- Facilitating disputes and resolution.
- Respond to all inquiries from Dallas County.
- Responsible for all coordination with Dallas County.
- Assist in resolving billing inquiries.
- Have the capability to receive complaints by telephone, pager, or e-mail to facilitate timely corrective actions.
- Availability to assist and support Dallas County staff with all other tasks or issues related to utilizing the contract to fulfill their staff augmentation resource needs.
- Provide monthly usage reports."

**4. How frequently are the meetings with the IT Hiring Manager expected to occur?**

Please refer to Addendum 2, question and answer 20.

**5. Is it mandatory for the Account Manager to be locally based in the Dallas County/DFW area, or would it be acceptable for the Account Manager to travel in as needed for in-person meetings?**

Please refer to Addendum 2, question and answer 20.

**6. Would a remote arrangement be considered, provided availability for travel and consistent communication is ensured?**

Please refer to Addendum 2, question and answer 20.

**Question 7. Can Agency accept the candidates on H1-B Visas.**

**Answer 7:** We are willing to accept H-1B candidates in roles that are not contract-to-hire. For contract-to-hire, the candidate must be able to work without visa sponsorship.

**Question 24: Hi, we have SBE certification from NCTRCA, is that good to be eligible for 40 points?**

**Answer 24:** Please see addendum 2, question and answer 22, which states the following, “a SBE certified firm can receive a total of 5 points, as well as score up to 10 additional points if they subcontract with other certified SBEs (which is based on their submitted participation percentages towards the 40% aspirational goal).

**Question 25: Are we required to submit resumes of our key personnel with our proposal response? What is the total spend per incumbent for the duration of the previous contract? What is the new budget for year for this RFP? What are the commonly requested positions Can we list reference instead of submitting reference letter to save time and efforts from our clients end. How many vendors will be awarded? Is there any indication of the expected budget allocation for staffing each year, or will this be entirely based on need? Are incumbents eligible to bid on this opportunity? What is the average duration for the IT Temporary Staffing Augmentation Services for each position? Are all positions expected to require 40 hours per week on a continuous, weekly basis? Is there any local preference given? How many temporary staff currently working on the existing contract? Is there any challenge or pain area department currently facing?**

**Answer 25:**

**Are we required to submit resumes of our key personnel with our proposal response?**

Yes. The Proposer shall provide a resume (limit two pages) of each key personnel identified in the organization chart. At a minimum, the resume shall include education, experience in the industry, experience and responsibilities on similar projects, any professional registrations, and certifications.

**What is the total spend per incumbent for the duration of the previous contract?**

Please see table below.

**FINANCIAL IMPACT:**

Vendor	Fiscal Year	Amount
	2024	\$0.00
Rose International, Inc.	2023	\$0.00
	2022	\$0.00
	2024	\$1,553,602.80
Sum Theory, Inc.	2023	\$1,408,801.29
	2022	\$2,915,760.58

**What is the new budget for year for this RFP?**

The **FY2025** IT Professional Services budget is \$5,127,398.

**What are the commonly requested positions?**

Commonly requested positions are Senior Project Managers and Senior Business Analysts

**Can we list reference instead of submitting reference letter to save time and efforts from our clients end.**

No. The Proposer shall provide three letters of references currently serviced by the Proposer. Per the solicitation document, "Include name, title, contact information, duration of the project, dollar value, and location of the service."

**How many vendors will be awarded?**

The Request for Proposal document, Section VIII. **Award Method**, subsection A. states "The County's intent is to award this solicitation in its entirety, but the County reserves the right to award in the method that is most advantageous to the County."

**Is there any indication of the expected budget allocation for staffing each year, or will this be entirely based on need?**

Please refer to response provided addendum 2, question and answer 14. Budgeted amounts beyond FY2025 will be based on need.

**Are incumbents eligible to bid on this opportunity?**

Yes, please refer to response provided in Addendum 1, question and answer number 7.

**What is the average duration for the IT Temporary Staffing Augmentation Services for each position?**

The average duration for Senior Project Managers and Senior Business Analysts is 2+ years.

**Are all positions expected to require 40 hours per week on a continuous, weekly basis?**

Positions will be requested on an as-needed basis throughout the contract term. Most candidates remained for an average of 6 to 12 months under the temporary staffing arrangement and worked an average of 40 hours per week (excluding holidays).

**Is there any local preference given?**

Any local preference in evaluation applies specifically to the participation of certified Small Business Enterprises (SBEs). There is no general scoring advantage solely for being a local business unless the firm is a certified SBE.

**How many temporary staff are currently working on the existing contract?**

Currently, there are 11 temporary staff working under the existing contract.

**Is there any challenge or pain area department currently facing?**

Please refer to the response provide in addendum 1, question and answer 8, which states the following, "No, there are no pain points or issues with the current vendor(s)."

**Question 26: What percentage of the total contract value must we subcontract to certified SBEs to receive the full 10 SBE participation points?**

**Answer 26:** 40%.

**Question 27: It was told that the reference form needs to be submitted by the customer on their letter head, but most of the state of TX agencies we severe do not provide any written reference on their letterhead, will you accept below as reference Agency Name Person Name Title Location Phone Email**

**Answer 27:** If the agencies you serve are unable to provide a reference on official letterhead,

the letterhead requirement may be waived. However, you must still submit reference letters that include the agency name, contact information, duration of the project, dollar value, and location of the service.

**Question 28: We would like to reach out to SBEs from the identified certifying agencies: DFWMSDC \_\_\_\_\_ NCTRCA \_\_\_\_\_ WBC-Southwest \_\_\_\_\_ Can you please provide us with the directory for them so that we can identify the local SBEs with NAICS code 561320 Temporary Help Services?**

**Answer 28:** Please refer to response provided in addendum 2, Question 21 and answer 21, which states, "The Office of Small Business Enterprise creates a list of certified SBEs. Please send an email to the Contract Specialist and provide the work industry code(s) and a brief description of the services to be performed by the SBE firm."

**Question 29: On the call this morning you mentioned we would be able to view data from the incumbent vendor to help us with volume, headcounts, etc. How do we get that data?**

**Answer 29:** Please refer to Addendum 2, Exhibit 1.

**Question 30: Greetings - we are an SBE certified company but our certs are in NY and NJ - we do business in and have team members in Dallas, but want to be sure our SBE cert is suitable?**

**Answer 30:** Please refer to response in addendum 2, Question and Answer 10.

**Question 31: Would you consider including the reference name, phone number, email, and agency name on our standard format instead of the Letter of Reference?**

**Answer 31:** Please refer to response provided in addendum 2, question and answer 25, which states the following, "the Proposer shall provide three letters of references currently serviced by the Proposer. Per the solicitation document, "Include name, title, contact information, duration of the project, dollar value, and location of the service." Letters of reference from clients currently served by Proposers (inclusive of the aforementioned details) must be included with each proposal.

**Question 32: Can we use commercial references?**

**Answer 32:** Yes. If the Proposer is currently servicing a commercial company/organization, it is acceptable to provide references from said company/organization.

**Question 33: Can we get a certified SBEs repository?**

**Answer 33:** Please refer to response provided in Addendum 2, Question 21 and Answers 21, which states the following, "The Office of Small Business Enterprise creates a list of certified SBEs. Please send an email to the Contract Specialist and provide the work industry code(s) and a brief description of the services to be performed by the SBE firm."

**Question 34: Is it mandatory for the Account Manager to be based locally in the Dallas County/DFW area, or would it be acceptable for the Account Manager to travel as needed for in-person meetings?**

**Answer 34:** Please refer to the Addendum 2, Question and Answer number 20, which state the following, "It is not a requirement for the Account Manager to be located in Dallas and it is acceptable to travel for in-person meetings. Moreover, Per Section F, subsection 46, pg. 14. Performance Management, "The County's culture and environment is to ensure appropriate placements. The Account Manager will be required to meet with the IT Hiring Manager.

Therefore, it is highly preferred that the Account Manager and other key personnel be located in Dallas County or the Dallas-Fort Worth (DFW) Metropolitan area” (e.g., Collin, Dallas, Denton, Ellis, Hunt, Johnson, Kaufman, Parker, Rockwall, Tarrant, and Wise counties).” Also, the local preference requirement is only for a certified SBE firm’s participation.”

**Question 35: What is the estimated annual budget?**

**Answer 35:** Please refer to addendum 2, question and answer 14, which states the following, “Funds for FY2025 IT Budget Professional Services are budgeted in the amount of \$5,127,398. Per information provided in the solicitation, “Dallas County will not guarantee any minimum expenditure with any selected Contractor during the contract term.”

**Question 36: Is there a page limit for the technical proposal?**

**Answer 36:** There is no formal page limit for the technical proposal. However, vendors are strongly encouraged to keep submissions under 100 pages to facilitate an efficient review process by the evaluation committee. Proposers are also encouraged not to include pre-published sales literature as generic pre-published sales literature may not address the specific needs of this Request for Proposal.

**Question 37: Is it mandatory to bid on all positions?**

**Answer 37:** Yes, it is mandatory to provide pricing for all positions and years noted in Attachment A – Cost Proposal – IT Staffing Augmentation Services.

**Question 38: Appendix A – Title VI Assurances/Compliance Form is missing. Can you please share that?**

**Answer 38:** Please refer to addendum 1, exhibit 2.

**Question 39: We also wanted to find out if we currently have an ongoing project with the County, does that lead to a conflict of interest?**

**Answer 39:** This question does not provide ample information to determine whether a vendor has a potential conflict of interest. You are welcome to submit a proposal in response to this solicitation and disclose the potential conflict.

**Question 40: What was the spend on the contract over the last 5 years? Please provide a yearly breakdown of spend and contractor used. Is Dallas County grading pricing on cumulative totals listed in the pricing chart? If Dallas County is not using cumulative totals, how will the grading of pricing be conducted. Would a bid be considered if it does not provide the pay rate in the pricing schedule?**

**Answer 40:**

**What was the spend on the contract over the last 5 years? Please provide a yearly breakdown of spend and contractor used.**

The available contract spending information has been shared in Addendum 1, Question and Answer 9, and also in Addendum 2, Question and Answer 25.

**Is Dallas County grading pricing on cumulative totals listed in the pricing chart? If Dallas County is not using cumulative totals, how will the grading of pricing be conducted.**

The (responsive and responsible) proposal providing the overall lowest cost shall receive the maximum points for cost in accordance with Section III, Evaluation Criteria. The County will use a formula to allocate weighted scores according to the next highest



proposals.

**Would a bid be considered if it does not provide the pay rate in the pricing schedule?**

Regarding the pricing schedule, a proposal will not be considered if the pay rate is not provided, as the pricing schedule is a key requirement.

**Question 41: Please provide job descriptions for the roles listed in the rate chart o Include all necessary skills, technologies and experiences o Include all specific certifications and qualifications o Include years of experience necessary for each role Please verify that all consultants are expected to work on-site? o Please describe the minimal expectations of on-site work? o What is Dallas County's hybrid work policy? o Does the Dallas County extended the policy to contractors? o Will free parking provided for Consultants? If not, what is the cost of parking for contractors? Please list all the potential work locations that contractors could be assigned to work**

**Answer 41:**

**Please provide job descriptions for the roles listed in the rate chart**

Please refer to Addendum 1, Information Technology Temporary Staffing Augmentation Services Job Description Summary, Exhibit 3.

**Include all necessary skills, technologies and experiences o Include all specific certifications and qualifications o Include years of experience necessary for each role**

Please refer to Addendum 1, Information Technology Temporary Staffing Augmentation Services Job Description Summary, Exhibit 3.

**Please verify that all consultants are expected to work on-site.**

At this time, a hybrid work schedule remains in effect – pending any adjustments driven by business needs. Onsite, remote, and hybrid schedules are at the discretion of the CIO in accordance with business needs.

**Please describe the minimal expectations of on-site work.**

Please refer to Addendum 1, Information Technology Temporary Staffing Augmentation Services Job Description Summary, Exhibit 3.

**What is Dallas County's hybrid work policy? Does the Dallas County extend the policy to contractors?**

At this time, a hybrid work schedule with 2-days onsite/3-days remote remains in effect – pending any adjustments driven by business needs. Onsite days may be increased due to assigned tasks and business needs. Changes to all schedules (onsite, remote, and hybrid) are at the discretion of the CIO in accordance with business needs. Yes, hybrid schedules are extended to contractors.

**Will free parking provided for Consultants? If not, what is the cost of parking for contractors?**

Various Dallas County sites include parking lots with free parking. Dallas County does not provide free parking for Consultants/Contractors at sites requiring payment. Public parking is available at or near Dallas County locations at public rates.

**Please list all the potential work locations that contractors could be assigned to work**

The subsequent contract is intended to provide services to Dallas County IT department, as well as its client departments; all assignments will be completed at departments located within the DFW Metropolitan area, e.g., Collin, Dallas, Denton, Ellis, Hunt, Johnson, Kaufman, Parker, Rockwall, Tarrant, and Wise counties.

**Question 42: Is the intention of the Contract to facilitate the conversion of Contractors to full time employees? If not, what is the intent of the contract besides the recompile of existing vendors. What percentage of contractors provided does Dallas County intend to convert contractors to full time? Will vendor partners be notified which Positions are intended to convert during the solicitation process? Will Dallas County consider extending the conversion period to a minimum of 6 months?**

**Answer 42:**

**Is the intention of the Contract to facilitate the conversion of Contractors to full time employees? If not, what is the intent of the contract besides the recompile of existing vendors.**

No. Dallas County's goal is to supplement existing IT professionals on an as-needed basis and secure a qualified and experienced Contractor who will collaborate with us to fulfill our mission to serve our internal and external stakeholders. Through several key services, we anticipate needing support from time to time to either augment our internal capabilities or accelerate existing projects.

**What percentage of contractors provided does Dallas County intend to convert contractors to full time?**

Only one temporary personnel has been converted to a full-time employee in the past. Converting contractors is not the intent of the agreement.

**Will vendor partners be notified which Positions are intended to convert during the solicitation process?**

Dallas County does not intend to convert positions. If converted, the selected Contractor will be notified in accordance with legal/provisions noted in the Agreement.

**Will Dallas County consider extending the conversion period to a minimum of 6 months?**

No

**Question 43: What should the Account Manager references consist of? - Please provide a comprehensive list of necessary information to include in Account Manager references. What should our Client references consist of? - Please provide a comprehensive list of necessary information to include in Account Manager references. Do we need to provide 3 distinct/different references for each?**

**Answer 43:**

**What should the Account Manager references consist of? - Please provide a comprehensive list of necessary information to include in Account Manager references.**

Per Section F. Performance Management, "Proposers shall provide three (3) recent clients managed by the proposed Account Manager. Responses shall include the date of the latest engagement, the client's contact name, phone number, and position title."

**What should our Client references consist of? - Please provide a comprehensive list of necessary information to include in Account Manager references. Do we need to provide**

**3 distinct/different references for each?**

Per Section C. Experience, "The Proposer shall provide three letters of references currently serviced by the Proposer. Include name, title, contact information, duration of the project, dollar value, and location of the service. Dallas County reserves the right to contact references provided to solicit comments." Yes, it must be three distinct/different references.

**Question 44: Is there any technology stack changes or upgrades we should be aware of?**

**Answer 44:** No, not at this time.

**Question 45: Will Dallas County continue to utilize other IT staffing and Service agreements?**

**Answer 45:** The information is out-of-scope for this engagement.

**Question 46: In the experience section of the solicitation, it says: "The Proposer shall provide three letters of references currently serviced by the Proposer." Does this mean we need to get reference letters from our current clients on their official letterhead and signed by them, or can we provide the reference details on our own company letterhead instead?**

**Answer 46:** Yes, the Proposer must get reference letters from their current clients. Per the solicitation, "include name, title, contact information, duration of the project, dollar value, and location of the service. Dallas County reserves the right to contact references provided to solicit comments."

**Question 47: If a Certified SBE is the Prime Contractor, do they get 5 points? And to get the additional 10 points, do they need to subtract at least 40% of the work to other SBEs? Is that correct?**

**Answer 47:** Yes to both questions

**Question 48: If a Certified SBE is the Prime Contractor and earns 5 points, and then subcontracts at least 40% of the work to other SBEs to earn the additional 10 points — can that same SBE Prime Contractor also act as a subcontractor for another Non-SBE Prime?**

**Answer 48:** Yes

**Question 49: Dear Mr. Molina, I hope this message finds you well. While reviewing the cost proposal template (Attachment A) for the above-referenced RFP, we noticed that the estimated hours per job title increase by approximately 500 hours each subsequent year. Could you kindly clarify whether: These increasing quantities reflect anticipated growth in service demand? They should be interpreted as planning assumptions for evaluation purposes only. Or if these are firm projected utilization targets that the County expects to fulfill? Additionally, any guidance on how to approach pricing under this structure would be greatly appreciated to ensure compliance and alignment with the County's expectations.**

**Answer 49:** The quantities listed in Attachment A (Cost Proposal Template) are only estimates and are intended for evaluation purposes. They do not represent Dallas County's projected utilization targets or guaranteed contract hours. As stated in the solicitation document, Section I. Introduction, Purpose, and Intent, "Dallas County will not guarantee any minimum expenditure with any selected Contractor during the contract term."

The increasing estimated hours per year may reflect anticipated growth in service demand but should be primarily viewed as planning assumptions to aid in comparative proposal evaluation. Vendors should use these estimates to develop unit pricing that reflects their proposed rates over the contract term, understanding that actual usage may vary.

**Question 50: Is it mandatory to submit letter of references on reference company letterhead or reference contact and contract information sufficient to submit a bid?**

**Answer 50:** Please refer to response provided in Addendum 2, question and answer 27, which states the following, “if the agencies you serve are unable to provide a reference on official letterhead, the letterhead requirement may be waived. However, you must still submit reference letters that include the agency name, contact information, duration of the project, dollar value, and location of the service.”

**Question 51: Is the current incumbent a SBE and certified by Dallas county?**

**Answer 51:** Yes

**Question 52: Is it mandatory for a prime vendor to bid on all the positions mentioned in the Cost Sheet? Also, are actual resumes required to be submitted with the response?**

**Answer 52:** Yes, it is mandatory for a prime vendor to provide pricing on all positions mentioned in the cost sheet to be considered responsive. As stated in Addendum 1, Question and Answer 16, “Yes. The resumes referred to in the qualification section of the RFP are resumes of the company’s key personnel. Section C, Service Requirements, refers to candidates/resources that will be available through the contract to perform the work needed by way of each assignment. These resumes are required within three (3) business days of receiving a staffing request from Dallas County.”

**Question 53: Will commercial experience in a similar SOW be sufficient? or will past government experience be given more of a preference?**

**Answer 53:** Per the solicitation document, “The Proposer shall describe services provided of similar size to Dallas County.” There is no requirement that past experience be exclusively with government entities. As clarified in Addendum 2, Question and Answer 32, “if the Proposer is currently servicing a commercial company/organization, it is acceptable to provide references from said company/organization.” Therefore, commercial experience with a similar scope of work (SOW) and scale will be considered sufficient, and no explicit preference is given to past government experience.

**Question 54: Could you please provide a list of SBE-certified firms who are approved to satisfy the subcontracting requirement for the IT Temporary Staff Augmentation Services RFP? These firms should have a local presence in Dallas County Metropolitan Statistical Area (MSA). I have also included the commodity codes related to the work being performed. Certifying bodies: • North Texas Regional Certification Agency (NCTRCA) • DFW Minority Supplier Development Council and/or the Women’s Business Council of Southwest NIGP Categories: • 91800 CONSULTING SERVICES • 96269 Personnel Services, Temporary • 96130 Employment Agency and Search Firm Services**  
**Answer 54:** Please refer to response provided in addendum 2, Question and answer 21.

**Question 55: Are there any incumbent vendors for this contract, and if so, how many?**

**Answer 55:** As stated in Addendum 1, Question and Answer 7, the incumbent vendors are Sum Theory Inc. (formerly Thoth Solutions, Inc., prior to novation) and Rose International, Inc.

**Question 56: Is there any local preference for vendors?**

**Answer 56:** Please refer to the response provided in addendum 2, question and answer number 17.

**Question 57: What does a "letter of reference" entail exactly?**

**Answer 57:** In this instance, a "letter of reference" is a formal recommendation or endorsement of qualifications from a client currently serviced by the Proposer. For additional details, please refer to response provided in addendum 2, question and answer 25, which states the following, "the Proposer shall provide three letters of references currently serviced by the Proposer. Per the solicitation document, "Include name, title, contact information, duration of the project, dollar value, and location of the service."

**Question 58: We are a DFWMSDC SBE certified firm. Can we include this certification in our proposal to earn SBE points?**

**Answer 58:** Yes

**Question 59:** 1. Please share the name of Incumbent vendor and previous contract spent. 2. Can we have the make request to access the Technical and Cost proposal submitted by Incumbent vendor, and contract signed by Incumbent and Agency. If yes please confirm the Point of contact and Email id of person need to be contacted to raise Public Record Access Request. Or is there any web URL where we can raise this request. 3. Could you please clarify the following regarding the Account Manager's involvement? 4. How frequently are the meetings with the IT Hiring Manager expected to occur? 5. Is it mandatory for the Account Manager to be locally based in the Dallas County/DFW area, or would it be acceptable for the Account Manager to travel in as needed for in-person meetings? 6. Would a remote arrangement be considered, provided availability for travel and consistent communication is ensured? 7. Can Agency accept the candidates on H1-B Visas.

**Answer 59:** Please refer to addendum 2, question and answer 23.

**Question 60: May the County please provide a list of certified SBE's?**

**Answer 60:** Please see response provided in Addendum 2, question and answer 21.

**Question 61: Will H1-B's be accepted by the County?**

**Answer 61:** Please refer to addendum 2, question and answer 23, which states, "We are willing to accept H-1B candidates in roles that are not contract-to-hire. For contract-to-hire, the candidate must be able to work without visa sponsorship

**Question 62: Should both the similar services mentioned and the references be from clients that the Account Manager has managed, or, any of our clients?**

**Answer 62:**

Letters of reference from clients must be from clients currently serviced by the Proposer including name, title, contact information, duration of the project, dollar value, and location of the service. Letters of reference for the Account Manager include three (3) recent clients managed by the proposed Account Manager. Responses shall include the date of the latest engagement, the client's contact name, phone number, and position title.

References and examples of similar services do not have to be tied specifically to the proposed Account Manager, unless otherwise specified, but should clearly demonstrate relevant experience in scale and scope.

**Question 63: Is the County looking for complete letters of reference or just contact information from our clients (past performance)?**

**Answer 63:** The County is looking for completed letters of reference that proposer is currently serving.

**Question 64: Will there be a letter of reference template that the County will provide? Is there a particular format or questions the County is looking for?**

**Answer 64:** No, Dallas County does not provide a letter of reference template, and there is no specific format required. For guidance, please refer to Addendum 2, Question and Answer 25, which states: "the Proposer shall provide three letters of references currently serviced by the Proposer. Per the solicitation document, "Include name, title, contact information, duration of the project, dollar value, and location of the service."

**Question 65: Would all current contractors transition or is there a period of time the incumbent keeps them?**

**Answer 65:** Temporary staff is not required to transition to the selected Contractor. Decisions to transition are at the sole discretion of the temporary staff.

**Question 66: How many current (incumbent) temporary staff will be transitioned to the new service provider?**

**Answer 66:**

Temporary staff is not required to transition to the selected Contractor. Decisions to transition are at the sole discretion of the temporary staff.

**Question 67: Are there any specifics the County is looking for in the proposed schedule?**

**Answer 67:** Respondents must provide rates for all positions listed in the price schedule spreadsheet to be considered for award.

**Question 68: Are there any specific challenges The County has experienced in previous similar contracts that we should be aware of?**

**Answer 68:** Per addendum 1, question and answer number 8, "there are no pain points or issues with the current vendor(s)."

**Question 69: Who is the vendor and their subcontractor(s) that are currently providing these services?**

**Answer 69:** As stated in Addendum 1, Question and Answer 7, the incumbent vendors are Sum Theory Inc. (formerly Thoth Solutions, Inc., prior to novation) and Rose International, Inc.

**Question 70: What has The County spent on these services over the past 3 years?**

**Answer 70:** Please refer to addendum 1, questions and answers number 7 and 9.

**Question 71: What are the current hourly bill rates or mark-up percentage that the County spends for each position?**

**Answer 71:** To see this information, please refer to exhibit 2 of this addendum.

**Question 72: How many positions has the County requested in the last 3 years?**

**Answer 72:** Please refer to addendum 1, question and answer 11, which states the following, "Positions are utilized on an as-needed basis throughout the contract term. We utilized approximately 8-10 positions from the previously advertised roles in the previous contract. Most



candidates remained for an average of 6 to 12 months under that temporary staffing arrangement.

**Question 73: What has been the average or typical duration (in days, months, or hours) for positions requested in the past?**

**Answer 73:** Please refer to addendum 1, question and answer 11, which states the following, "Positions are utilized on an as-needed basis throughout the contract term. We utilized approximately 8-10 positions from the previously advertised roles in the previous contract. Most candidates remained for an average of 6 to 12 months under that temporary staffing arrangement."

**Question 74: What percentage of temporary personnel has The County converted to full-time employees in the past?**

**Answer 74:** Only one temporary personnel has been converted to a full-time employee in the past.

**Question 75: Does the client's evaluation process provide an advantage of any kind for local businesses?**

**Answer 75:** Any local preference in evaluation applies specifically to the participation of certified Small Business Enterprises (SBEs). There is no general scoring advantage solely for being a local business unless the firm is a certified SBE.

**Question 76: Has The County ever awarded this work to a non-local vendor**

**Answer 76:** Yes, Dallas County has awarded this work to a non-local vendor in the past.

**Question 77: Will that contract allow a vendor to bill for overtime, even in just cases of travel?**

**Answer 77:** No. Per Section F. Performance Management, "No overtime premiums will be paid to the selected Contractor or its subcontractors for work that is performed after normal business hours." Travel is not reimbursable by Dallas County; the Contractor or the Contractor's Personnel shall be responsible for transportation to and from the required locations.

**Question 78: Is the SBE goal mandatory or just strongly encouraged?**

**Answer 78:** Aspirational and encouraged for commercially useful subcontracting functions.

**Question 79: What is most important to The County when choosing a temporary staffing vendor to partner with?**

**Answer 79:** The County will use the Evaluation Criteria published within the RFP to score each proposal; the evaluation criteria includes the factors that are important to this project.

**Question 80: Who is the incumbent? could you please share Incumbent email address?**

**Answer 80:** As stated in Addendum 1, Question and Answer 7, the incumbent vendors are Sum Theory Inc. (formerly Thoth Solutions, Inc., prior to novation) and Rose International, Inc.

**Question 81: Qualifications 1. Mentions government agencies or similar organizations, can you please expand on what you mean by similar organizations? i.e commercial jobs with similar scope and size...? How many points would we receive if we submit the good faith effort regarding the SBE required. If we are in the process to become a DBE company on the national and state level and SBE certified in CA would that be**

considered?

**Answer 81:** To be eligible for points, firms (contractors and/or subcontractors):

- e) Must be certified as an SBE by the following County approved entities: North Texas Regional Certification Agency (NCTRCA), DFW Minority Supplier Development Council and/or the Women's Business Council of Southwest, at the time of the proposal/bid submission. Other certifications are not acceptable;
- e) 51% or more owned and controlled
- e) Firm must be organized as for-profit business
- e) To be recognized by the County as a **qualified SBE firm**, as defined pursuant to Section 3 of the Small Business Act<sup>1</sup> and relevant regulations<sup>2</sup>, an SBE is a firm for which the gross revenues or number of employees averaged over the past three years, inclusive of any affiliates, is as defined by 13 C.F.R. Sec. 121.2; and
- e) All eligible firms must also perform a commercially useful function on the project and have a local presence in Dallas County Metropolitan Statistical Area (MSA) in order to be counted for SBE points. The MSA includes the following counties: Dallas, Tarrant, Denton and Collin.

#### **7.1 SBE Scoring**

**The maximum number of points to be earned is 15 points.** Self-performance and subcontracting may be used to achieve the aspirational goals and earn points.

- b) Certified SBE Prime Contractor: **5 points**
- b) Subcontracting to a Certified SBE Firm: **Up to 10 Points**
  - SBE Participation Percentage between 1% and 9.99% = **2 points**
  - SBE Participation Percentage between 10% and 19.99% = **4 points**
  - SBE Participation Percentage between 20% and 29.99% = **6 points**
  - SBE Participation Percentage between 30% and 39.99% = **8 points**
  - SBE Participation Percentage meeting or exceeding 40.00% = **10 Points**

**Question 82: For the Appendix A - Title VI assurances/compliance, what are the exact forms that need to be completed for this section?**

**Answer 82:** Please refer to addendum 1, exhibit 2.

**Question 83: During the pre-proposal call I notated 3 forms, good faith efforts, small business utilization affidavit, and subcontracting intent. Where are these forms located? In the solicitation XXXII Certificate of interested parties form 1295 (ethics link), does this need to be completed before the RFP or is this post RSP submission? I noted a notarization part and wanted to get clarification.**

**Answer 83:** Dallas County is requesting Attachment S, which includes the forms for Good Faith Efforts, Small Business Utilization Affidavit, and Subcontracting Intent. These forms are available under this solicitation title on BidNet.

Please refer to Addendum 2, Question and Answer 4: "No, the Certificate of Interested Parties

(Form 1295) should not be included in the proposal response. The Form 1295 must be submitted on the Texas Ethics Commission (TEC) website (<https://www.ethics.state.tx.us/filinginfo/1295/>).

Note: Form 1295 no longer requires notarization.

**Question 84: May we have the 2024 incumbent vendor and budget? This would help us ensure that our pay/bill rates are within the scope.**

**Answer 84:** Please refer to addendum 1, questions and answers number 7 and 9.

**Question 85: Do you need to be locally SBE certified and have a local presence to be a prime? Or can prime be anywhere, but need subcontractors that are then locally SBE certified and have at least 1 local presence?**

**Answer 85:**

**Part 1:** No.

**Part 2:** Yes, this is correct (Dallas, Denton, Tarrant, or Collin County)

**Question 86: Are Foreign Corporations (Out of State Corporations registered with Texas Secretary of State) allowed to bid on this Opportunity as Prime?**

**Answer 86:** Yes, foreign corporations (out-of-state corporations registered with the Texas Secretary of State) are allowed to bid on this opportunity as the prime contractor, provided they are legally permitted to do business in the United States.

**Question 87: Could you confirm if this is a new opportunity? If not, could you please provide the incumbent name?**

**Answer 87:** This is not a new opportunity. As stated in Addendum 1, Question and Answer 7, the incumbent vendors are Sum Theory Inc. (formerly Thoth Solutions, Inc., prior to novation) and Rose International, Inc.

**Question 88: Could you please let us know if there is any allocated budget per year for this opportunity? Also, could you please confirm the budget spent for this opportunity in the previous year 2024?**

**Answer 88:** Please refer to addendum 1, question and answer 4, which states the following, "Funds for FY2025 IT Budget Professional Services are budgeted in the amount of \$5,127,398."

The available contract spending information has been shared in Addendum 1, Question and Answer 9, and also in Addendum 2, Question and Answer 25.

**Question 89: Could you please confirm if the government is expecting just the contact information of our customers to verify the past performance or expecting a written reference letter from our customers?**

**Answer 89:** Dallas County is expecting three written reference letters from your current clients to verify performance.

**Question 90: If government requires a written reference letter from our customer, could you please provide a format for past performance questionnaire?**

**Answer 90:** There is no specific format required. For guidance, please refer to Addendum 2, Question and Answer 25, which states: "the Proposer shall provide three letters of references

currently serviced by the Proposer. Per the solicitation document, "Include name, title, contact information, duration of the project, dollar value, and location of the service."

**Question 91: Could the government please confirm the number of awards intended under this opportunity?**

**Answer 91:** Please refer to Section VIII of the RFP which states "A. The County's intent is to award this solicitation in its entirety, but the County reserves the right to award in the method that is most advantageous to the County."

**Question 92: Could the government please confirm the anticipated timeline for shortlisting the final awardee(s) and the final approval?**

**Answer 92:** At this stage, we are unable to provide a specific timeline for shortlisting or final approval, as there are several factors and variables that need to be addressed before reaching the shortlist and final award decision.

**Question 93: 1. What is the annual contract value of the incumbent and within that contact value how many FTEs he has provided within that financial year? 2. Can you please provide the job description, responsibilities, minimum no. of years of experience and minimum educational qualifications for all the positions mentioned in the "Attachment A - Cost Proposal - IT Staffing Augmentation Services"? 3. Is there any page limit for the Key Personnel resumes to be submitted?**

**Answer 93:**

**1. What is the annual contract value of the incumbent and within that contact value how many FTEs he has provided within that financial year?**

The available contract spending information has been shared in Addendum 1, Question and Answer 9, and also in Addendum 2, Question and Answer 25.

Please refer to addendum 1, question and answer 11, which states the following, "Positions are utilized on an as-needed basis throughout the contract term. We utilized approximately 8-10 positions from the previously advertised roles in the previous contract. Most candidates remained for an average of 6 to 12 months under that temporary staffing arrangement.

**2. Can you please provide the job description, responsibilities, minimum no. of years of experience and minimum educational qualifications for all the positions mentioned in the "Attachment A - Cost Proposal - IT Staffing Augmentation Services"?**

Please refer to Addendum 1, exhibit 3.

**3. Is there any page limit for the Key Personnel resumes to be submitted?**

There is no formal page limit for the technical proposal. However, vendors are strongly encouraged to keep submissions under 100 pages to facilitate an efficient review process by the evaluation committee.

**Question 94: 1. Are certifications such as PMP (for project managers) mandatory at time of submission, or can candidates obtain required certifications after placement but prior to assignment**

**Answer 94:** Candidates must possess relevant industry certifications and the Contractor must verify them when they are added to the pool of qualified candidates.

**Question 95: 1. Are certifications such as PMP (for project managers) mandatory at time of submission, or can candidates obtain required certifications after placement but prior to assignment 2. Will any assignments allow for hybrid or remote work, or are all positions expected to be fully onsite in Dallas County offices? 3. If a selected candidate withdraws or is unavailable before assignment start date, will Dallas County allow a backup candidate without restarting the whole selection process? 4. If we include a full organizational chart that shows our broader company structure, are we required to provide resumes for all individuals shown in the chart, or only for the key personnel directly involved in this opportunity? 5. In reference to Attachment A – Cost Proposal, are proposers required to submit pricing for all listed categories/positions, or may we respond with pricing only for the positions we are proposing to support? 6. Can you please confirm whether this is a new requirement, or if there is an incumbent currently providing these IT staffing services? 7. How many awards does the County anticipate making under this solicitation—will it be a single award or multiple awards?**

**Answer 95:**

- 1. Are certifications such as PMP (for project managers) mandatory at time of submission, or can candidates obtain required certifications after placement but prior to assignment**

Yes, certifications such as PMP (for project managers) are required prior to placement. As stated in the solicitation document, “candidates must possess required certifications to be considered 'qualified.'” Please see Question and Answer 94 for additional details.

- 2. Will any assignments allow for hybrid or remote work, or are all positions expected to be fully onsite in Dallas County offices?**

Please refer to addendum 1, question and answer 6, which states the following, “A hybrid work schedule remains in effect, pending any adjustments driven by business needs. The Contractor or the Contractor’s Personnel shall be responsible for transportation to and from the required locations.

- 3. If a selected candidate withdraws or is unavailable before assignment start date, will Dallas County allow a backup candidate without restarting the whole selection process?**

If a Contractor is unable to meet the requirements, the selection process will restart. At its discretion, Dallas County may interview additional candidates or select a previously interviewed candidate.

- 4. If we include a full organizational chart that shows our broader company structure, are we required to provide resumes for all individuals shown in the chart, or only for the key personnel directly involved in this opportunity?**

Résumés are only required for the key personnel directly involved in this project. Additional details are available within the solicitation. Please see Section B. Qualifications.

- 5. In reference to Attachment A – Cost Proposal, are proposers required to submit pricing for all listed categories/positions, or may we respond with pricing only for the positions we are proposing to support?**

Please refer to Addendum 2, question and answer 37, which states the following, “Yes, it is mandatory to provide pricing for all positions and years noted in Attachment A – Cost Proposal – IT Staffing Augmentation Services.

- 6. Can you please confirm whether this is a new requirement, or if there is an incumbent currently providing these IT staffing services?**

Dallas County has an incumbent vendor providing services.

- 7. How many awards does the County anticipate making under this solicitation—will it be a single award or multiple awards?**

Please refer to addendum 1, question and answer 3, which states the following, “The

County intends to award this solicitation to a single vendor in its entirety.

**Question 96: Will any assignments allow for hybrid or remote work, or are all positions expected to be fully on site in Dallas County offices?**

**Answer 96:** As stated in Addendum 2, question and answer 20, “at this time, a hybrid work schedule remains in effect – pending any adjustments driven by business needs. Onsite, remote, and hybrid schedules are at the discretion of the CIO in accordance with business needs.”

**Question 97: If a selected candidate withdraws or is unavailable before assignment start date, will Dallas County allow a backup candidate without restarting the whole selection process?**

**Answer 97:** As stated in Addendum 2, Question and Answer 95, “If a Contractor is unable to meet the requirements, the selection process will restart. At its discretion, Dallas County may interview additional candidates or select a previously interviewed candidate.”

**Question 98: If we include a full organizational chart that shows our broader company structure, are we required to provide resumes for all individuals shown in the chart, or only for the key personnel directly involved in this opportunity?**

**Answer 98:** Please refer to Addendum 2, Question and Answer 95, which states the following, “Résumés are only required for the key personnel directly involved in this project. Additional details are available within the solicitation. Please see Section B. Qualifications.”

**Question 99: In reference to Attachment A – Cost Proposal, are proposers required to submit pricing for all listed categories/positions, or may we respond with pricing only for the positions we are proposing to support?**

**Answer 99:** Please refer to Addendum 2, question and answer 37, which states the following, “Yes, it is mandatory to provide pricing for all positions and years noted in Attachment A – Cost Proposal – IT Staffing Augmentation Services.

**Question 100: Can you please confirm whether this is a new requirement, or if there is an incumbent currently providing these IT staffing services?**

**Answer 100:** Per response provided in addendum 2, question 87, “this is not a new opportunity. As stated in Addendum 1, Question and Answer 7, the incumbent vendors are Sum Theory Inc. (formerly Thoth Solutions, Inc., prior to novation) and Rose International, Inc.”

**Except as provided herein/above, all other specification requirements of the original solicitation referenced shall remain unchanged in full force and effect. This addendum should be signed and returned with your Solicitation package on or before 5/29/2025, @ 2:00 PM (CST).**



**Exhibit 1**  
**Incumbent Vendor Proposals**



Your Professional Services Consulting Partner

DALLAS COUNTY - TEMPORARY IT STAFFING AUGMENTATION SERVICES  
RFP # 2019-051-6815

## TECHNICAL PROPOSAL

JUNE 3, 2019

### PREPARED FOR:

Dallas County Purchasing Department  
Founders Square  
900 Jackson St., 6th Floor, Suite 680  
Dallas, TX 75202  
Attn: Michael Irvin  
Purchasing Systems Contract Specialist  
PH: (214)653-7618  
FX: (214)653-7449  
[Michael.Irvin@dallascounty.org](mailto:Michael.Irvin@dallascounty.org)

### PREPARED BY:

Thoth Solutions, Inc.  
101 East Park Blvd  
Suite 600  
Plano, TX 75074  
POC: Hali Cail  
Chief Operating Officer  
PH: (972)332-3479  
FX: (972)332-3480  
[hcail@thothsolutions.com](mailto:hcail@thothsolutions.com)

This proposal includes data that shall not be disclosed outside the government & shall not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate this proposal. The respective pages containing data subject to this restriction are marked 'confidential' herein. **This proposal and contents thereof will be valid for a period of 180 days following the solicitation closing date.**



**TAB 1: COVER LETTER, TABLE OF CONTENTS & EXECUTIVE SUMMARY**

**COVER LETTER**

**Submitted By:**

**THOTH SOLUTIONS, INC.**  
POINT OF CONTACT:  
Halisi Cail  
Chief Operating Officer  
101 East Park Blvd,  
Suite 600  
Plano, Texas 75074  
PH: (972)332-3479  
FX: (972)332-3480  
[hcail@thothsolutions.com](mailto:hcail@thothsolutions.com)

**Submitted To:**

**DALLAS COUNTY PURCHASING  
DEPARTMENT**  
ATTN: Michael Irvin  
Purchasing Systems Contract Specialist  
900 Jackson St., 6th Floor, Suite 680  
Founder Square  
Dallas, TX 75202  
PH: (214)653-7618  
FX: (214)653-7449  
[Michael.Irvin@dallascounty.org](mailto:Michael.Irvin@dallascounty.org)

Dear Sir/Madame,

Thoth Solutions, Inc. is pleased to submit a proposal response to Dallas County's IT Staffing Augmentation Services solicitation # 2019-051-6815.

**Authorized Representatives:**

The personnel listed below are Thoth's authorized representatives should additional information be needed in association with this proposal submission.

POC Name	Title	Contact Info	Authority
Sheryl Johnson	President & CEO	PH: (972)332-3475 FX: (972)332-3480 <a href="mailto:sjohnson@thothsolutions.com">sjohnson@thothsolutions.com</a>	- Contractually Bind - Negotiate
Halisi Cail	COO	PH: (972)332-3479 FX: (972)332-3480 <a href="mailto:hcail@thothsolutions.com">hcail@thothsolutions.com</a>	- Contractually Bind - Negotiate - Primary POC for Clarifications
Kasey Thomas	Services Manager	PH: (972)332-3478 FX: (972)332-3480 <a href="mailto:kthomas@thothsolutions.com">kthomas@thothsolutions.com</a>	- Alternate POC for Clarifications

**Acknowledgments:**

- A. Thoth acknowledges receipt and acceptance of the following addendums to this RFP. Signed copies of each are enclosed in Attachment 1.
  - a. **Addendum 001** – Dated May 3, 2019
  - b. **Addendum 002** – Dated May 9, 2019
- B. Thoth further acknowledges that all furnished information, including prices, will remain valid for a period of not less than one hundred and eighty (180) days from the date set for the opening thereof and will remain the property of Dallas County.

Sincerely,

Sheryl Johnson,  
President & CEO

**Attachment 1: Signed Addendums**

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# PURCHASING DEPARTMENT

May 3, 2019

## ADDENDUM No. 1

**RFP # 2019-051-6815**

### **REQUEST FOR PROPOSALS FOR TEMPORARY INFORMATION TECHNOLOGY (IT) STAFFING AUGMENTATION SERVICES**

**WHEREAS, Bullet point 10.24 "Rebate" on page 44 and any reference to rebates offered / requested by the contractor should be disregarded.**

**WHEREAS, the insert of page 82A adds the Dallas County Job Description information for the Project Manager position.**

**WHEREAS, Page 118A replaces page 118, COST AND OTHER FEES PROPOSAL sheet.**

**All other specifications of the original bid remain the same.**

Except as provided herein/above, all other specification requirements of the original bid referenced shall remain unchanged and in full force and effect. This addendum should be signed and returned with your proposal package on or before Monday, May 20, 2019 @ 2:00 p.m.

This addendum is hereby acknowledged, understood and considered in our proposal.

Signature: Halisi J. Cail

Printed Name: Halisi Cail

Company: Thoth Solutions, Inc

Date: May 4, 2019



**DALLAS COUNTY  
PURCHASING DEPARTMENT**  
900 Jackson Street, (Founders Square)  
6<sup>th</sup> Floor, Suite 680  
Dallas, Texas \* 75202  
MICHAEL FROSCH  
Purchasing Director

May 9, 2019

**ADDENDUM #2**

**RFP No. 2019-051-6815**

**REQUEST FOR PROPOSAL FOR TEMPORARY INFORMATION TECHNOLOGY (IT) STAFFING AUGMENTATION SERVICES**

WHEREAS, the Bid Opening/Due Date and Time, **is hereby amended/revised to read as follows:**

**June 3, 2019 @ 2:00 P.M., Local Time (Dallas, Texas) CDT**

**Except as provided herein / above, all other specification requirements of the original solicitation referenced shall remain unchanged in and full force and effect. This addendum should be signed and returned with your IFB package on or before Monday, June 3, 2019 @ 2:00 p.m., Local Time (Dallas, Texas) CDT.**

This addendum is hereby acknowledged, understood and considered in our proposal.

Printed Name: Halisi Cail

Signature of Authorized Representative: *Halisi L. Cail*

Title: COO

Company Name: Thoth Solutions, Inc.





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## EXECUTIVE SUMMARY

**Thoth Solutions, Inc.** (Thoth) along with our teaming partner, Qnet Information Services, together “Team Thoth”, is pleased to submit our proposal in response to RFP # 2019-051-6815 to provide Temporary IT Staffing Augmentation Services for Dallas County.

### Statement of Qualifications:

With over 22 years of IT consulting industry expertise, Thoth is the ideal **low risk solution** for the Dallas County staffing support contract. Headquartered in the DFW Metropolitan area, Thoth is an NCTRCA **certified Small Business Enterprise (SBE)** specializing in Information Technology Professional Services, Systems & Management Consulting, Process Transformation & Staffing, serving both government and commercial clients. Throughout our history, Thoth has provided quality staffing services to top tiered federal government organizations such as the US Department of the Army (TACOM LCMC, MEDCOM, ASC), Navy Facilities Engineering Command, as well as the General Services Administration (GSA), and private industry leaders such as Science Application International Corporation (SAIC), Serco, IBM, and Dell. More specifically, from 2011 - 2014 Thoth supported two of the federal government’s largest historical acquisitions contracts, the Global Logistics and Support Services (GLASS) and the Logistics Civil Augmentation Program (LOGCAP IV). Furthermore, Thoth is currently providing IT Staff Augmentation services of a similar size and nature to Trintech, Inc, an international financial software company headquartered in Dallas.




Our teaming partner, Qnet Information Services, is also an NCTRCA certified **Small Business Enterprise (SBE)** and is recognized as a leader in providing managed services to public and private sector clientele. Qnet’s core competencies include the development, implementation, and support of technologies – specifically, the automation of web solutions and the management of technology infrastructures. Most importantly, Qnet has a long history providing IT services to Dallas County having been the Prime Contractor on the 2011 – 2015 contract to provide Desktop Support Services. Thoth worked as a subcontractor to Qnet for this effort, and our companies partnered again to win the 2018 renewal contract. As such, Team Thoth has unique insight into County operations, its IT infrastructure, and the process for staffing special projects. The current contract includes staffing for 25 IT helpdesk resources and speaks to our joint capability to successfully deliver high quality services to the County.

Our successful performance on these and other contracts highlights our proficiency at meeting the challenges and understanding the dynamics of placing resources with unique skill sets within short time frames. Further, our mature office infrastructure of automated business tools, extensive history building and maintaining effective solutions teams, along with our strategic partner channels serve to bolster our corporate staffing capabilities and are the foundation by which we will provide repeatable successes to Dallas County.

### Understanding of Requirements & Staffing Approach

Team Thoth’s ability to leverage the best resources, maximize organizational efficiency, and deliver continuous improvement depends directly on the personnel we choose to perform on this contract. As exhibited throughout our proposal, Team Thoth offers a comprehensive blend of industry experience and technical expertise providing IT Staffing support. We understand the County’s objective to support its ongoing operations and internal customers with

temporary IT resources, with the ultimate goal of improving operational efficiencies while controlling costs. To that end, we are positioned with an accomplished solutions team with the requisite capabilities and experience to support the County in all aspects of contract administration, resource evaluation and selection as well as transition oversight. Furthermore, Team Thoth's capacity to provide strategic insight, increased productivity, and business agility aligns directly with the following key program success factors and are our competitive differentiators.

-  **Proven IT staffing provider** of high-quality skilled professionals to support an array of task areas and a commitment to quality service standards
-  **An agile service management structure** bolstered by best-in-class talent acquisitions software (Taleo) & capable of servicing concurrent TOs across multiple facilities and end user groups
-  **An SBE Certified Contractor Team (Prime & Sub)** positioned to support Dallas County in meeting its minimum aspirational SBE goal of 40%

For this effort, Thoth will operate as the County's IT talent partner, focusing on delivering top IT talent and solutions that enable business advancement and technology innovation. Thoth is unique in that we are more than just an IT staffing business; we are a complete IT services provider. This provides the County the benefit of a broader, more dependable pool of highly skilled IT consultants that other IT staffing companies simply cannot provide. Since 1996, Thoth has been trusted to deliver candidates that go beyond the technical expertise requirements. Our staffing approach centers on:

1. Technically prescreened candidates that met or exceed requirements and match the County's organizational culture
2. Experienced IT recruiters who understand what hiring managers are seeking in a position while being conscious of the needs of candidates
3. Results that surpass expectations

Thoth will assign three (3) Key Personnel for this effort. Mr. Derrin Chambers is our appointed dedicated Senior Account Manager, who will support the coordination and oversight of all contract initiatives with his over 18 years of client account relationship management and IT recruiting expertise. Mr. Chambers is a local Thoth employee and will be the primary point of contact for the County, working directly with the County IT Hiring Manager to ensure comprehensive placement parameters and timely reporting requirements are met or exceeded. Additionally, Mr. Chambers will be supported by our assigned alternate Account Manager and Lead Recruiter, Denise Varner, another local POC to ensure 24/7 accessibility and coverage should after hours support be required. The third key resource will be provided by Qnet as they are a major subcontractor whose service support will account for 40 percent of the work performed. Tom Sullivan, a local Qnet employee, will function as the Senior Subcontracts Administrator managing the delivery of subcontracted services with his over 20 years of experience in IT Project & Relationship Management. These key personnel will be further supported by our internal team of recruiting professionals, all of whom specialize in Information Technology placements and have over 50 years of combined experience.



Thoth's extensive corporate history as a full-service IT Consultancy informs our expertise in IT Staff Augmentation allowing us to do more than just place qualified resources. It provides a framework for making strategically beneficial staffing decisions that not only fit the skill and experience parameters but also considers the working environment, technology landscape, and understands fundamental project goals in support of the overall mission. For these reasons, we believe Thoth Solutions is the best choice to support the Dallas County staffing contract.

We look forward to an opportunity to further our partnership with Dallas County. Thank you for your continued interest and trust in our services. Please be assured of Thoth's total commitment to support your RFP decisions.

Sincerely,

A handwritten signature in black ink that reads 'Sheryl Johnson'. The signature is written in a cursive, flowing style.

Sheryl Johnson,  
President & CEO

**TAB 2: MINIMUM QUALIFICATION REQUIREMENTS****1 Years in Business & Experience Qualifications (*RFP Section 6.3.5.5*)**

Thoth Solutions, Inc. was established in 1996 as an Information Technology & Systems Consulting company. For the last 22 years, Thoth has operated in the IT space and maintains a North American Industry Classification (NAICS) code of 561320 – Temporary Help Services and specifically Contract Staffing Services. For the vast majority of our client engagements, Thoth provides temporary project-based staffing services of technology personnel and has placed all of the 16 labor categories listed in the Statement of Work (SOW) on current and previous contracts throughout our history. As evidence of the above, Thoth submits Exhibit A – Corporate Charter dated Nov 1, 1996 as well as our corporate past performance references which outline our recent and relevant staffing experience in Tab 3, section 2. Additionally, to facilitate the ease of doing business with us, Thoth holds the following corporate certifications, corporate affiliations, and contract vehicles:

- Certified Woman Owned Small Business (WOSB)
- Certified Small Business Enterprise (SBE)
- Certified Minority Business Enterprise (MBE)
- Certified Disadvantaged Business Enterprise (DBE)
- Certified Historically Underutilized Business (HUB)
- GSA IT Schedule 70 Holder (Contract # 47QTCA18D00J3)
- Oracle Silver Partner
- Cisco Channel Partner
- IronScales Cybersecurity Software Reseller
- Dell Hardware Reseller

**2 Required Forms (*RFP Section 6.3.5.5 & 9*)**

The following list of forms have been completed and enclosed in Tab 4 in accordance with the minimum qualification requirements set forth in the RFP.

1. Title VI Assurances/Compliance – Appendix A Form
2. Campaign Contribution Form
3. Insurance Affidavit Form
4. Texas Government Code Chapter 2270 Verification Form
5. Conflict of Interest Questionnaire Form (CIQ) – **NOT APPLICABLE (NO CONFLICT EXISTS)**
6. Certificate of Interested Parties Form 1295
7. W9 Form
8. Profile Sheet



**Exhibit A: Corporate Charter**

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# The State of Texas

## SECRETARY OF STATE

### CERTIFICATE OF INCORPORATION OF THOTH SOLUTIONS, INC. CHARTER NUMBER 1420873-0

The undersigned, as Secretary of State of Texas, hereby certifies that the attached Articles of Incorporation for the above named corporation have been received in this office and are found to conform to law.

ACCORDINGLY, the undersigned, as Secretary of State, and by virtue of the authority vested in the Secretary by law, hereby issues this Certificate of Incorporation.

Issuance of this Certificate of Incorporation does not authorize the use of a corporate name in this state in violation of the rights of another under the federal Trademark Act of 1946, the Texas trademark law, the Assumed Business or Professional Name Act, or the common law.

Dated: November 1, 1996  
Effective: November 1, 1996



Antonio O. Garza, Jr.  
Secretary of State

CEB

**TAB 3: TECHNICAL PROPOSAL****1 Experience & Qualifications of Proposer Firm (RFP Section 6.3.5.6 (a-b))****1.1 General Corporate History & Structure (RFP Section 6.3.5.6 (a))**

Thoth Solutions, Inc. is a woman owned, C-Corporation founded in 1996 as a full-service integrator specializing in Information Technology Project Management and Systems Consulting services. Since its inception, Thoth has worked diligently to generate continual corporate growth and expand our service offerings into relative IT disciplines that support a well-rounded service component structure. Staffing services account for approximately 70% of our annual revenue, of which nearly 90% is temporary versus permanent placement. Consequently, IT Staffing is a fundamental element of each of our service offerings, as we typically staff engagements on a projectized basis while maintaining a lean internal staff to support core operations. This affords our customers the benefit of having an agile partner positioned to respond quickly to requests and new starts. Further, this corporate structure reduces the challenges of bureaucracy, instead increasing overall productivity and effectiveness of our employees, contractors, and the clients we serve.

**1.2 Local Contract Operations (RFP Section 6.3.5.6 (a))**

Thoth is headquartered in Collin County and incorporated in the state of Texas. We maintain a satellite office in Washington, D.C. but will utilize our Plano office location to manage all aspects of the Dallas County Temporary IT Staffing program and service the account.

At the heart of every solution we provide is the successful utilization of proven project management and process improvement methodologies. These tools coupled with our extensive experience staffing IT projects and our strategic partnerships are the foundation of our capacity to source quality candidates for Dallas County. Additionally, as demonstrated through our successful performance on multiple million-dollar staffing projects such as our contracts with Trintech and WHS, we are adept at attracting and retaining highly skilled professionals as well as managing complex, geographically dispersed tasks.

**1.2.1 Service Delivery Team**

Team Thoth will dedicate the following eight (8) staff members to the management and delivery of this contract.

**Management Support Personnel (3 FTEs)**

- Senior Account Manager (KEY)
- Senior Subcontracts Administrator (KEY)
- Lead Recruiter & Account Manager, *Alternate* (KEY)

**IT Recruiter Specialists (5 FTEs)**

- Talent Acquisitions Coordinator
- IT Recruiters



### 1.3 Corporate Experience & Capacity (*RFP Section 6.3.5.6 (a)*)

Thoth's 22 years of experience providing technical professionals to augment the staff of our public and private sector clientele makes us the ideal vendor of choice for the Dallas County contract. Specifically, Thoth has deployed support personnel for IT projects and contracts such as the General Services Administration (GSA) and Serco. The GSA Public Building Services (PBS) contracted Thoth to provide application development and on-going maintenance support for their Budget Tracking System (BTS), a web-based asset management and reporting tool created using Oracle Developer Suite and Oracle Portal in accounting and finance environment. For this effort we staffed seven (7) resources including an ERP Consultant, Oracle developers, System Architects, Database Analysts and an IT Project Manager for a period of 26 months. Similarly, from 2011 to 2013, Thoth supported Serco, Inc. on the LOGCAP contract, providing a variety of resources including but not limited to Database Analysts (DBA), Graphics Specialists and Logistics Systems Technicians. We understand that our experience and specialization placing IT professionals skilled in the top ERP cloud, networking, and programming technologies such as Oracle, SQL, .Net, along with our professional affiliations with industry leaders such as Microsoft, Oracle, SAP and Dell are paramount to our value proposition – *we don't just place candidates; we understand your technology needs and project goals and offer a full complement of hardware, software & service support options.*

#### 1.3.1 Client References (*RFP Section 6.3.5.6 (b)*)

Our team of highly trained and experienced professionals is positioned to work in conjunction with Dallas County staff to support this acquisition effort in accordance with RFP terms and conditions. Most importantly, Thoth's Service Management Team will work diligently with County staff to maintain our record of accomplishment delivering quality personnel resources – with customer success as our highest priority.

Meeting our customers' needs and exceeding their expectations is vital to program success. To do so, Team Thoth utilizes industry best practices to provide reliable, qualified, and fully vetted value-added resources, which in turn will enable the County to see an immediate benefit from a partnership with us. The contract briefings on the following pages exhibit our team's capacity and experience providing staffing services of similar size and nature.



### 1.3.2 Thoth Solutions, Inc. Contract Reference #1

Company Name  (Contract Role)	Customer Organization (Customer Type) Contract Name/Project Title Place & Period of Performance	Prime Contract # SubK / TO # Contract Type	“\$” Value	Contact Info POC Name / Title																		
Thoth Solutions, Inc.  (PRIME)	Trintech, Inc. 15851 Dallas Pkwy, Suite 900 Addison, TX 75001 (Public Company)  Professional Consulting & Supplemental Workforce Services  Addison, Texas  12/1/2017 – Present	Multiple Task Orders  No Subcontractors  BPA/Labor Hour/T&M Contracts	\$1,876,030	Tara Nardini Director, Professional Services  PH: (312)735-5462 FX: n/a <a href="mailto:tara.nardini@trintech.com">tara.nardini@trintech.com</a>																		
Project Description	Thoth is contracted by Trintech to provide Professional Consulting and Supplemental Workforce Services to include but not limited to project management and solutions consulting in support of their multinational product deployments. Staff support includes liaising client implementations (overall project engagement from design to go-live), reconciliation & ERP connector configuration, UAT, database programming and other ad-hoc project support services for Cadency and ReconNet product applications. This Blanket Purchase Agreement requires staffing for remote and onsite personnel.																					
Positions Staffed (across multiple TOs)	<table><tr><th>Position Title</th><th>Quantity</th></tr><tr><td>IT Project Manager</td><td>2</td></tr><tr><td>Change Manager</td><td>1</td></tr><tr><td>Senior Software Developer</td><td>5</td></tr><tr><td>Solutions Consultant</td><td>6</td></tr><tr><td>Systems Administrator</td><td>3</td></tr><tr><td>Database Analyst</td><td>4</td></tr><tr><td>Customer Service Tech</td><td>4</td></tr><tr><td>ERP Consultant</td><td>2</td></tr></table>				Position Title	Quantity	IT Project Manager	2	Change Manager	1	Senior Software Developer	5	Solutions Consultant	6	Systems Administrator	3	Database Analyst	4	Customer Service Tech	4	ERP Consultant	2
Position Title	Quantity																					
IT Project Manager	2																					
Change Manager	1																					
Senior Software Developer	5																					
Solutions Consultant	6																					
Systems Administrator	3																					
Database Analyst	4																					
Customer Service Tech	4																					
ERP Consultant	2																					
Value-Added Services	Supplemental Workforce has provided increased time to value due to the following: ✓ Resources versed in Trintech product solutions ✓ Ability to train contract staff and accredit them in Trintech solutions ✓ Consulting expertise for multi-product/ multi-process solutions ✓ Maintain margin expectations ✓ Improved customer CSAT																					



### 1.3.4 Thoth Solutions, Inc. Contract Reference #2

Company Name  (Contract Role)	Customer Organization (Customer Type) Contract Name/Project Title Place & Period of Performance	Prime Contract # SubK / TO # Contract Type	“\$” Value	Contact Info POC Name / Title						
Thoth Solutions, Inc.  (Subcontractor)	Dallas County / Qnet Information Services (Prime) 12021 Plano Road, Suite 150 Dallas, TX 75243 (Private Company)  Desktop Technical Support Services  Dallas, TX 3/7/2011 – 09/01/2015 (Contract 1) 06/01/2018 - Present (Contract 2)	Prime Contract # HSTS04-10-C-CT8507  SubK # 2010-090-5232	\$615,848 (Contract 1) \$642,666 (Contract 2 *base period current value)	Larry Hall, President PH: (214)341-7638 FX: (214) 318-5900 <a href="mailto:lhall@qnetis.com">lhall@qnetis.com</a>						
Project Description	TSI is <b>subcontracted to Qnet Information Services</b> to provide Dallas County resident onsite Helpdesk Tier 2 & Desktop Support Services for about thirty-one (31) major departments. TSI staffs four (4) primary technician resources to provide configuration, installation, and relocation services for all workstations, servers, printers, hand-held computer devices and other peripherals owned by Dallas County and in use on County property. Maintenance and repair services for these assets are also required. Additionally, this service includes the installation and maintenance of standard operating software and other applications for PCs. Trouble Shooting PC to Network connectivity issues. Devices will be introduced to the environment in accordance with the County’s budget process and hardware acquisition procedures and rollout schedules developed during planning cycles. Maintenance of updated inventory and asset identification is also required. The major areas of support to Dallas County’s IT Management operations are: <ul style="list-style-type: none"><li>• Project Support Operations *(IT Staffing) – <b>Thoth has supported this current effort with 4 additional ‘Special Project’ specific resources to date.</b></li><li>• Break/Fix Operations</li><li>• Helpdesk Tier 2 On Site / On Call</li><li>• Desktop Operations</li><li>• Central Receiving and Distribution</li><li>• Asset Management</li></ul>									
Positions Staffed	<table><tr><th>Position Title</th><th>Quantity (FTEs)</th></tr><tr><td>Help Desk Technician II</td><td>4</td></tr><tr><td>Asset Management Tech</td><td>4</td></tr></table>				Position Title	Quantity (FTEs)	Help Desk Technician II	4	Asset Management Tech	4
Position Title	Quantity (FTEs)									
Help Desk Technician II	4									
Asset Management Tech	4									





### 1.3.6 Thoth Solutions, Inc. Contract Reference #3

Company Name (Contract Role)	Customer Organization (Customer Type) Contract Name/Project Title Place & Period of Performance	Prime Contract # SubK / TO # Contract Type	“\$” Value	Contact Info POC Name / Title								
Thoth Solutions, Inc.  (PRIME)  *Follow on contract 2 held by our 8a Joint Venture (MJ Technologies)	Washington Headquarter Services (Federal Government)  Employee Assistance Program Management & Support Services  US Pentagon (Washington DC) Mark Center (Alexandria, VA)  9/30/2011 – 9/30/2014 (Contract 1) 9/23/2014 – 9/23/2017 (Contract 2)	W91YTZ-11-P-0948 (Contract 1) HQ0034-14-P-0213 (Contract 2)  No Subcontractors  8(a) Sole-Source to JV  Firm-Fixed Price	\$5,660,248	Dr. Teresa Ross, Pentagon DiLorenzo Health Clinic Clinical Psychologist PH:(703)692-8872 FX: n/a Email: <a href="mailto:Teresa.d.ross6.civ@mail.mil">Teresa.d.ross6.civ@mail.mil</a>								
Project Description	Provide an EAP to promote and maintain the physical and mental fitness of Federal employees. Provide all labor, materials, equipment and supervision to provide assistance to civilian employees in achieving optimal job performance through resolution of a range of problems Service Overview: Provide the following services for 20,000 Federal DoD civilian employees and their families: <ul style="list-style-type: none"><li>• Program Management &amp; Oversight</li><li>• Training (Department officials, Supervisory staff and employees)</li><li>• Acceptance of management, union and self-referrals</li><li>• Evaluation of presenting problems</li><li>• Referral to treatment resources</li><li>• Monitoring employee progress</li><li>• Management consultations</li><li>• Statistical reporting to participating agencies and the COR</li><li>• Status reporting</li><li>• Quality Assurance /QASP compliance</li></ul>											
Positions Staffed	<table><tr><th>Position Title</th><th>Quantity</th></tr><tr><td>Program Manager</td><td>1</td></tr><tr><td>Clinical Supervisor</td><td>1</td></tr><tr><td>EAP Principal Counselor</td><td>4</td></tr></table>				Position Title	Quantity	Program Manager	1	Clinical Supervisor	1	EAP Principal Counselor	4
Position Title	Quantity											
Program Manager	1											
Clinical Supervisor	1											
EAP Principal Counselor	4											
Value-Added Services	<ul style="list-style-type: none"><li>• <b>Quality Products and Services</b> – Our staff maintained compliance with QASP directives and exceeds the contract training requirements each year; Our services were highly sought after due to the reputation for quality support we have developed over the last 5 years. This was evident in our expansion of the trainings we provide and new agency requests</li><li>• <b>Timeliness (Schedule Control)</b> – Our PM did not have a single incidence of untimely deliverable submission to the government</li><li>• <b>Cost Control</b> – Our PM managed the firm-fixed price contract well as evidenced by the extension of all options to date despite a reduction in contract value during the first contract PoP; Travel costs are NTE and were not prematurely exhausted on either contract (contract 1 or 2)</li><li>• <b>Positive and Effective Business Relations</b> – We developed a great rapport with the customer agency as evidenced by the longevity of the contractual relationship to include the re-award to our JV as well as their willingness to refer our services</li><li>• <b>Effective and Efficient Staff Management</b> – Thoth was responsible for managing the daily operations of the program staff and has received several commendations on the quality of the team resources currently servicing this effort in addition to multiple requests for extended /add-on support services for agencies not within the current contract scope</li></ul>											



### 1.3.7 Qnet Information Services Contract Reference #1

Company Name  (Contract Role)	Customer Organization (Customer Type) Contract Name/Project Title Place & Period of Performance	Prime Contract # SubK / TO # Contract Type	“\$” Value	Contact Info POC Name / Title								
Qnet Information Services  (PRIME)	Dallas County 1201 Elm Street, Suite 2400 Dallas, Texas 75270  (Local Government) Desktop Technical Support Services  Dallas, TX 3/7/2011 – 09/01/2015 (Contract 1) 06/01/2018 - Present (Contract 2)	Prime Contract # 2018-009-6702	\$7,000,000	Stanley Victrum, Chief Information Officer  PH: 214-653-6640 FX: n/a <a href="mailto:Stanley.victrum@dallascounty.org">Stanley.victrum@dallascounty.org</a>								
Project Description	Qnet Information Services was contracted by Dallas County to provide resident onsite Helpdesk Tier 2 & Desktop Support Services for about thirty-one (31) major departments, consisting of Dallas Sheriff’s Office, County Clerk, District Clerk, District Attorney, County Auditors, County Tax Dept, etc. There are approximately <b>800 Desktop and 150 Break/Fix tickets in a month</b> . There are resident technicians at all downtown buildings, roaming technicians for remote sites, and technicians as backup. These services are provided during the hours of 8:00AM and 5:00PM on working days. After hour coverage is provided beyond these hours. Qnet provides configuration, installation, and relocation services for all workstations, servers, printers, hand-held computer devices and other peripherals owned by Dallas County and in use on County property. Maintenance and repair services for these assets are also required. Additionally, this service includes the installation and maintenance of standard operating software and other applications for PCs. Trouble Shooting PC to Network connectivity issues. Devices will be introduced to the environment in accordance with the County’s budget process and hardware acquisition procedures and rollout schedules developed during planning cycles. Maintenance of updated inventory and asset identification is also required. The major areas of support to Dallas County’s IT Management operations are: <ul style="list-style-type: none"><li>• Break/Fix Operations</li><li>• Helpdesk Tier 2 On Site / On Call</li><li>• Ad-hoc Special Project Support Staffing*</li><li>• Desktop Operations</li><li>• Central Receiving and Distribution</li><li>• Asset Management</li></ul>											
Positions Staffed (currently)	<table><tr><th>Position Title</th><th>Quantity</th></tr><tr><td>Project Manager</td><td>1</td></tr><tr><td>Senior Desktop Technicians</td><td>2</td></tr><tr><td>Desktop Technicians</td><td>17</td></tr></table>				Position Title	Quantity	Project Manager	1	Senior Desktop Technicians	2	Desktop Technicians	17
Position Title	Quantity											
Project Manager	1											
Senior Desktop Technicians	2											
Desktop Technicians	17											
Value Added Services	Qnet CEO provide clients senior management free consulting services to evaluate technology strategy for technology roadmap.											

### 1.3.8 Qnet Information Services Contract Reference #2

Company Name  (Contract Role)	Customer Organization (Customer Type) Contract Name/Project Title Place & Period of Performance	Prime Contract # SubK / TO # Contract Type	“\$” Value	Contact Info POC Name / Title						
Qnet Information Services  (SUBCONTRACTOR)	City of Fort Worth /eVerge Group,LLC (Prime)  200 Texas St Fort Worth, Texas 76102  (Local Government) Oracle PeopleSoft/Hyperion Software Services  Fort Worth, TX 1/1/2017 – 09/01/2017	Sub-Contract # 15-0358	\$ 150,000	Maureen Motte Sr. Technical Recruiter  PH:972-608-1803 FX: n/a <a href="mailto:Maureen.motte@evergegroup.com">Maureen.motte@evergegroup.com</a>						
Project Description	Qnet provided the Senior Oracle Developer responsible for Oracle/PeopleSoft/Hyperion application migration. This was a six-month project to provide services to upgrade several Oracle production financial and HR modules to current software version and to create interface to share data between Oracle and PeopleSoft modules in production environment.									
Positions Staffed	<table><tr><th>Position Title</th><th>Quantity</th></tr><tr><td>Senior Oracle Developer</td><td>1</td></tr><tr><td>Senior Oracle Functional Consultant</td><td>1</td></tr></table>				Position Title	Quantity	Senior Oracle Developer	1	Senior Oracle Functional Consultant	1
Position Title	Quantity									
Senior Oracle Developer	1									
Senior Oracle Functional Consultant	1									

### 1.3.9 Qnet Information Services Contract Reference #3

Company Name (Contract Role)	Customer Organization (Customer Type) Contract Name/Project Title Place & Period of Performance	Prime Contract # SubK / TO # Contract Type	“\$” Value	Contact Info POC Name / Title
Qnet Information Services  (SUBCONTRACTOR)	Dart /Delta Railroad 1401 Pacific Avenue Dallas, Tx 75202  (Local Government) DART Phase 2 Rail expansion Project  Dallas, TX 3/1/2019 – 09/01/2019	Sub-Contract # 2653-001	\$ 133,790	Bob Licata Project Manager PH:(440)992-2997 FX: n/a <a href="mailto:rlicata@deltarr.com">rlicata@deltarr.com</a>
Project Description	<p>Qnet was contracted to provide QA manager and Alternate for this project. D2 is being implemented as part of a program of interrelated projects aimed to improve capacity of the system and access and circulation in the downtown core. In addition to the D2 Subway, DART is advancing the <b>Red and Blue Line Platform Extensions</b> project, which entails modifications at 28 stations on the Red and Blue Lines to accommodate longer trains. FTA has approved DART into the Engineering phase of Project Development and final design is underway. Funding sources include \$60 million from TxDOT, and \$58.8 million from FTA through the Core Capacity program. Construction is anticipated to be complete in year 2022.</p> <p>DART is also supporting the City of Dallas as they advance the <b>Dallas Streetcar Central Link</b> to connect the Union Station/Convention Center area to the McKinney Avenue Trolley in uptown near Clyde Warren Park. The Dallas City Council approved the Elm/Commerce alignment as the LPA for the Central Link on September 13, 2017 concurrent with their approval of the D2 Subway. DART is</p>			



	coordinating with the City of Dallas on next steps, including Project Development under the FTA Small Starts program, which is anticipated to start in early 2019.	
Positions Staffed	<b>Position Title</b>	<b>Quantity</b>
	QA Manager	1
	QA Alternate	1

## 2 Resource Placement Data (RFP Section 6.3.5.6 (c))

In 2016, Thoth placed four (4) temporary and ten (10) permanent resources in the Dallas-Fort Worth Metropolitan Area and eight (8) temporary and nine (9) permanent in 2017.

## 3 Client & Resource Demographics (RFP Section 6.3.5.6 (d-h))

### 3.1 Current Clientele (RFP Section 6.3.5.6 (d))

Thoth currently has eleven (11) clients, all of whom are privately held or publicly traded companies. None of our current client accounts using the services being proposed are public sector, professional associations, Fortune 500 companies or not-for-profits.

### 3.2 Customer/Client Placement – By Job Position Title (RFP Section 6.3.5.6 (e))

The following table indicates the total number of IT Resources in place at our customer sites providing IT Staff Augmentation Services during the twelve (12) month period preceding the release date of this RFP.

Position Title	# of Resources in Place
1. Network Engineer	3
2. Senior Developer (.BizTalk)	0
3. Sr. Oracle Applications Systems Administrator	1
4. Senior Business Analyst	2
5. Senior Security Analyst	4
6. Senior Systems Analyst	2
7. Server Administrator	3
8. Senior Network Engineer	0
9. Senior Oracle Application / Database Developer – Functional Support	3
10. Senior Server Administrator	0
11. Senior SQL Database Administrator	2
12. IT Enterprise Applications Architect	2
13. IT Enterprise BizTalk Architect	0
14. IT Enterprise Server & Storage Architect	0
15. Senior Project Manager	3
16. Quality Assurance Analyst	1

### 3.3 Number of W2 and 1099 IT Contractors (RFP Section 6.3.5.6 (f))

During the 12-month period prior to the release of this solicitation Thoth had eleven (11) W-2 and fifteen (15) 1099 IT Contractors in addition to our internal support staff and non-IT Contractors.

#### 3.4 Certification of Minimum Coverage for Contract Personnel (*RFP Section 6.3.5.6 (g)*)

Thoth certifies that all temporary employees, resources, and personnel provided by our firm or subcontractors will be considered employees, resources, and personnel of our firm or subcontractor, as applicable, and Thoth and its subcontractor will be responsible for maintaining, at all times, minimum insurance coverage including worker's compensation, benefits, wages, salaries, and taxes including payroll taxes covering each person whose services we provide to Dallas County.

#### 3.5 Historical Contract Default, Termination, or Litigation (*RFP Section 6.3.5.6 (h)& 6.3.5.10*)

Thoth has not had any contracts or agreements terminated unfavorably, by default, or that have been unsuccessful within the past five (5) years or otherwise. Likewise, Thoth is not currently, nor has it ever been subject to lawsuit or litigation for any reason.

### 4 Experience & Qualifications of Key Personnel including Subcontractors (*RFP Section 6.3.5.7 (a-f)*)

#### 4.1 Subcontractor Experience: Qnet Information Services (*RFP Section 6.3.5.7 (a – b, e)*)

For this support effort, Thoth intends to utilize a single subcontractor, Qnet Information Services, a strategic partner with whom we have successfully teamed on other Dallas County contracts. In support of our decision to meet the County's aspirational SBE utilization goal, Thoth will issue forty percent (40%) of the overall contract value to Qnet. Their long history supporting the County and other organizations with quality technical professional staffing aligns with our strategic management approach and overall program goals.

Founded in 1999, Qnet, a Texas Corporation, is a NCTRCA certified Small Business Enterprise (SBE) headquartered in Dallas. Qnet's core competencies include the development, implementation, and support of technologies – specifically, the automation of web solutions and the management of technology infrastructures. A large part of Qnet's success can be attributed to its strategic partnerships. They have developed an impressive list of industry relationships and certifications that enable them to supply customers with the best in products and services. Qnet currently has the following professional affiliations:

#### **Industry Certifications and Partnerships:**

- |   |  |
|---|--|
| - Certified CISCO Reseller & Service Provider | - DCCD (Dallas County Community College District) Veteran Staffing Partner |
| - Oracle Silver Partner & Reseller            | - Veeam Premier Partner (Disaster Recovery)                                |
| - Microsoft Solutions Partner                 | - Rackspace (Hosted Data Center Services)                                  |
| - Dell Premier Service Provider               | - WatchGuard (Cyber Security Solutions)                                    |
| - Lenovo Authorize Reseller                   | - VMWare Certified   |
| - AVG Managed Workplace RMM                   | - Apple Certified Consultant   |
| - HP Service Authorize                        |  |
| - TX DIR OnBase Contract Holder               |  |



### **General Information & Qualifications**

The following information lists all pertinent subcontractor contact information and identifiers associated with this proposal.

- **Legal Name:** Qnet, Inc. / DBA – Qnet Information Services
- **Participation Level:** SBE Subcontractor
- **Physical Address:** Corporate Headquarters  
12021 Plano Road, Suite 150  
Dallas, TX 75243
- **Point of Contact:** Larry Hall, *President & CEO*  
PH: (214)341-7638  
FX: (214) 318-5900  
Email: [lhall@qnetis.com](mailto:lhall@qnetis.com)
- Qnet has not been subject to litigation for service performance nor have any claims been filed against the firm in the last five (5) years.
- Has not had a contract terminated for default in the last five (5) years or otherwise.
- Qnet maintains the required corporate insurance minimums as indicated in the RFP.

Qnet has been in business for 20 years providing IT staff positions for their clients. They have a staff that averages over 10 years of industry experience interviewing and selecting technology candidates for public sector and private clients. Qnet assigns Business Account Executives to support their client's technology solutions needs and resource requirements. They have staffed technical positions to fill needs for clients' Data Center operations, applications development projects, network infrastructure, desktop support and helpdesk support initiatives, to name a few. Most importantly, Qnet is committed to finding the right resource for the project need.

Qnet was awarded the Desktop Technical Support Contract in 2011 by Dallas County. Having provided these services to the County until 2015 and again since 2018, Qnet uniquely understands the County's technology framework and strategic vision. Further, their successful performance on this effort is demonstrated by their ability to maintain an average customer satisfaction rating with Dallas County greater than 4.5 out of 5.0 throughout the initial five-year contract period and beyond. This affords the County the benefit of a vendor not only with a proven approach to providing quality services but also a clear understanding of Dallas County's needs and long history supporting County IT operations. Some of the other government and private clients Qnet currently supports are Workforce Solutions Greater Dallas, MARTA, DART, City of Dallas, DFW Airport, and Mercer Valve.

#### **4.2 Thoth's Proposed Key Resources (*RFP Section 6.3.5.7 (c – e)*)**

Team Thoth's Service Management team is headed by our three (3) Key Personnel resources, each of whose resumes are enclosed herein as ***Exhibit B – Key Personnel Resumes***. Thoth will assign, Derrin Chambers, to fulfill the Senior Account Manager key position for the County IT staffing effort. Mr. Chambers is a dynamic leader with an extensive IT recruiting and management background that spans nearly twenty years. Specifically, Mr. Chambers' professional experience includes all facets of recruiting and retention, supervision of staff, client/employee relations, risk assessment, regulatory compliance, and benefit coordination, with a specialization in the Information Technology industry. Mr. Chambers will be the primary





POC for the County, responsible for overall contract delivery. He will be available to the government during normal business hours in person, via email and telephone, as well as after-hours via telephone should any performance issues and/or emergencies arise. In addition to his functional role as the Account Manager, he will work directly with County stakeholders and department heads to find ways to accelerate progress, improve agility and deliver business value more quickly throughout our engagement.

Additionally, in efforts to ensure comprehensive coverage and performance satisfaction, Thoth has assigned an Alternate Account Manager, Mrs. Denise Varner, our Senior IT Recruiter. Another local resource, Mrs. Varner shall serve as an alternate POC available 24/7 to support daily contract operations. She will function primarily as the IT sourcing leader supporting Mr. Chambers in the implementation and execution of the candidate sourcing strategy. Mrs. Varner is a seasoned Human Resource & Acquisitions Management professional offering a diverse range of industry experience, including over 10 years in the Information Technology industry. She is a strategic leader with proven success cultivating collaborative relationships at all levels of an organization. Her history of working with executive teams to establish human resource sourcing strategies that align with their corporate vision, culture and revenue goals highlight the accomplished background she brings to bear.

To round out our Service Management Team, we have assigned a third key resource, Mr. Tom Sullivan, a local Qnet employee as the Senior Subcontracts Administrator. Mr. Sullivan will report to the Thoth Senior Account Manager, Mr. Chambers, to manage the delivery of subcontracted services. Mr. Sullivan has over twenty (20) years' experience and is a Certified Project Management Professional (PMP) and Lean Six Sigma Black Belt. Most importantly, he has over fifteen (15) years' experience with Dallas County applications and business environment, having served as Qnet's Program Manager for Dallas County contracts on several other projects. In this capacity, he will be the functional client services account manager to Thoth on behalf of Qnet. Mr. Sullivan will manage Qnet's staffed resource performance, meeting with the Thoth Executive Leadership team, Account Manager and support staff to assure fulfillment of all subcontract deliverables and contract compliance.

#### 4.3 Service Team Organization (RFP Section 6.3.5.7 (f))

Thoth proposes an organized service delivery team in line with the labor categories outlined in the SOW and our two-tier Service Delivery framework. We identified and assigned senior personnel who will lead our Service Management team. These leaders represent the high caliber procurement support Dallas County can expect from Team Thoth. Table 3.2-1 outlines our service team by tier and identifies the expertise and qualifications of each proposed resource. Each Full-Time Equivalent employee (FTE) is based on 2080 hours annually.

**Table 4.3-1: Personnel Skill Matrix**

	Labor Category	Proposed Resource	FTE
Service Management	<b>Contract Account Manager –</b> <i>Derrin Chambers</i>	<b>Experience:</b> Results driven and highly proactive Human Resources Professional with the ability to work in a very fast-paced, high-volume environment. Dynamic leader with an extensive recruiting background across a wide range of industries. Exceptionally skilled at developing creative approaches to problem solving, building and managing strong /cohesive teams, and establishing quality relationships with employees, vendors and internal /external clients. Experienced with all facets of recruiting and retention,	1

		supervision of staff, employee relations, risk assessment, regulatory compliance, and benefit coordination. <b>Education:</b> <ul style="list-style-type: none"><li>▪ Bachelor of Science - Managerial Economics</li></ul>	
	<b>Lead IT Recruiter &amp; Account Manager (ALTERNATE) – Denise Varner</b>	<b>Experience:</b> Seasoned Human Resource & Acquisitions Management professional offering a diverse range of industry experience, including over 10 years in the Information Technology industry. Strategic leader with proven success in cultivating collaborative relationships at all levels of an organization. History of collaborating with executive teams to establish human resource sourcing strategies to align with corporate vision, culture and revenue goals. <b>Education:</b> <ul style="list-style-type: none"><li>▪ Bachelor of Science - Human Resources Management / Homeland Security and Emergency Management</li></ul>	1
	<b>Senior Subcontracts Administrator – Tom Sullivan, PMP</b>	<b>Experience:</b> Information Technology expert with over 30 years' experience in project management, software design, application development, systems integration, business process analysis, risk mitigation, business consulting, applications design, and software evaluation. Strong analytical and problem-solving skills with a focus on creating long term, stable, technology solutions. Skilled in the communication and implementation of business and technology solutions to all levels of management. Focused on improving business performance through the diligent and efficient use of information technology. Software development and database design background. <b>Certifications:</b> <ul style="list-style-type: none"><li>▪ Project Management Professional (PMP certification 1314807)</li><li>▪ Certified Scrum Master</li><li>▪ Sire Technologies</li><li>▪ Lean Six Sigma Black Belt</li><li>▪ IBM eServer Certified Specialist (pSeries)</li><li>▪ Member PMI</li></ul> <b>Education:</b> <ul style="list-style-type: none"><li>▪ Bachelor of Science - Business and Public Administration</li><li>▪ Concentration: Management Information Sciences</li></ul>	1
Service Support	<b>Talent Acquisition Coordinator – Carolyn Lowe</b>	<b>Experience:</b> Established recruiting professional with over 20 years' experience in personnel and account management, recruiting and talent program coordination. Adept at building applicant sources by researching and contacting community services, colleges, employment agencies, recruiters, media, and internet sites; providing organization information, opportunities, and benefits; making presentations and maintaining reports. <b>Technical Skills:</b> <ul style="list-style-type: none"><li>▪ Microsoft: Microsoft Office, ADP, Kronos, EmpAct, Kenexa, Oracle, People Fluent, PeopleSoft, ProMatch, SharePoint, UltiPro, E-Learning Systems, Taleo, Workday, E-Time, CareerBuilder, Monster, Indeed, LinkedIn, Social Media, People net, SAP, ADP, Peach Tree</li></ul> <b>Education:</b> <ul style="list-style-type: none"><li>▪ Master of Human Resource in Management</li><li>▪ Bachelor of Science in Organizational Management</li></ul>	1
	<b>IT Recruiter Team</b>	<b>Minimum Qualifications:</b> Recruiting Professionals with bachelor's degree or minimum of 2 years' experience in talent acquisitions and placement field. Recruitment specialists must be organized and detail oriented. Individuals must have excellent oral and written communication skills. Additionally, computer and Internet proficiency are important. The recruitment specialist must be able to work well independently but must also work as part of a team. Knowledge of hiring laws is vital.	4
	<b>TOTAL</b>		<b>8 FTEs</b>

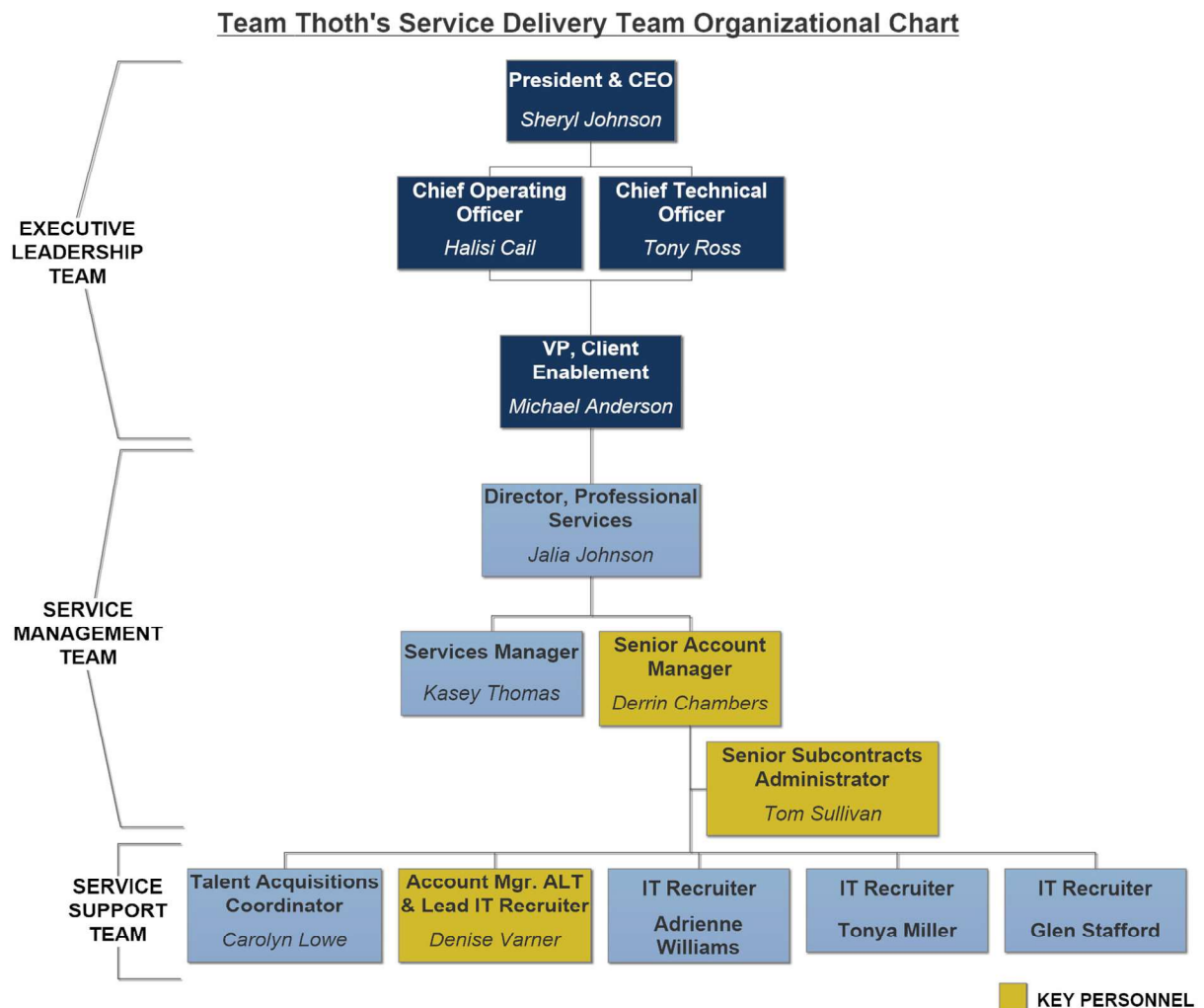
#### 4.3.1 Proposed Candidate Resumes & Intent Letters

Enclosed as Exhibit C, we have included abbreviated resumes for current prospective candidates in efforts to provide detailed work history, levels of expertise, education and certification. Additionally, we have enclosed Letters of Intent for these confirmed resources in to demonstrate our ramp up efforts as we prepare to fulfill the performance requirements of each Task Order.

#### 4.3.2 Team Thoth's Service Delivery Team Structure

The following organizational chart outlines Team Thoth's proposed Service Delivery Team including Thoth's relevant Executive Leadership, Service Management Team and Service Support staff. The key personnel assigned to service and manage the program and task orders are highlighted in gold.

**Figure 4.3.2-1: Team Thoth's Service Delivery Team Org Chart**






## 5 Project Approach and Methodology (RFP Section 6.3.5.8 (a-t))

### 5.1 Service Delivery Framework (RFP Section 6.3.5.8 (a, l))


Thoth proposes a two-tier Service Delivery Framework to support this contract effort. Our framework includes Service Management (SM) and Service Support (SS). This structured approach provides a common reference that delineates the responsibilities and activities necessary to support day-to-day staffing operations and management of the staffing services provided. Central to our service delivery framework is the implementation of Quality Control Plan (QCP) and change controls to ensure proper alignment of service activities and program objectives. To address the needs of Dallas County PMO staff, Thoth will implement a collaborative and agile management framework to ensure that our assigned Account Manager (PM), task leads, and the government maintain current and accurate programmatic awareness. We will integrate into the established project management environment (PME) and provide the critical quality assurance (QA) and quality control (QC) mechanisms needed to monitor acquisitions support services and provide visibility for leadership.

### 5.2 Service Management Approach (RFP Section 6.3.5.8 (a))

Thoth's Service Management (SM) approach to this effort is centered on accomplishing the overall program objective to provide the County's IT Department as well as its internal and external customers with IT operations staff augmentation support services. Our management framework is task-based and deliverable-driven, providing our team the flexibility to quickly respond to client needs. We have tailored our framework specifically for Dallas County based on industry best practices to ensure desired results are realized. Our SM support activities focus on the following:

-  **Strategic planning for the overall program goals.** Thoth recognizes the importance of strategic planning to ensure program goals are achieved within budget and on time. Gathering all the requirements of the support mission and the County customer base is vital to developing a baseline for maintaining overall satisfaction. Our SM team has customized a staffing plan to establish the framework in which this contract is managed. Identifying and working to mitigate risk with thorough planning is central to maintaining appropriate staffing support levels and quality assurance.
-  **Creating efficiencies through execution and automation.** Thoth utilizes Oracle Taleo Business Edition (TBE), a cloud-hosted, talent acquisition management tool that centralizes all of our recruiting data and offers streamlined comprehensive management of the hiring process. Taleo is integrated with our Enterprise Resource Planning (ERP) System, Oracle NetSuite, providing a unified view for enterprise-wide recruiting activities - HR, IT, Compliance and Security. By bringing all technology into one organized workflow, Thoth can pass on the benefits of greater efficiency and more actionable insights to the County.
-  **Seamless integration into the County environment.** Our SM team will work with government Stakeholders, Task Managers and the Procurement Office to obtain a clear understanding of contract goals and requirements. In addition, we establish clear lines of communication between affected subordinate groups/personnel to reduce unnecessary risks to projects and avoid disruptions in service. Seamless new hire integration provides for longer retention and can help new employees adjust to the

corporate culture and feel more comfortable when it comes to voicing concerns or contributing new ideas.

 **Managing Workload Fluctuation.** A critical component to our staffing approach is our capacity to surge additional personnel and resources in response to real-world events, exercises, emergencies, and unplanned requests. During times of normal workload fluctuations, our strategy to cross-train our recruiting staff will allow us to provide the added support needed to maintain the service levels for the County without added costs. Strategic contingent staffing partnerships also increase the span of our recruiting efforts in the rare event we need alternative staffing support.

In summary, our Service Management approach for this initiative provides a framework for strategic and thorough planning, establishes clearly defined lines of communication between Thoth and Dallas County, which allows for timely response to TO's and successful accomplishment of performance deliverables.

### 5.3 Staffing Plan (RFP Section 6.3.5.8 (a-d))

Paramount to our staffing plan and management approach is our ability to provide the most suitable and qualified personnel with flexibility and seamless integration into existing operations. For decades, Team Thoth has provided IT resources that are experienced in IT project management, systems development, business analytics, process improvement, testing, training and a host of other service specialties. As such, we will leverage our staffed recruiters to respond to standard placement requests, workforce surges, scope changes, and/or increased program support requests, as we have done on other staffing engagements such as the Trintech solutions staffing, the LOGCAP contract, and the Dallas County Desktop Technical Support Services contract. Based on our market research and industry experience coordinating project staffing logistics, we have developed a strategic staffing plan that lays the foundation whereby Team Thoth can deliver the highest caliber IT professionals while reinforcing a unified team atmosphere for selected candidates through customized onboard training that supports their preparedness prior to reporting onsite at the County. Moreover, Team Thoth will both adhere to standardized recruiting and employment processes across the complete talent life cycle: planning, sourcing, assessment, selection, hiring, on-boarding and retention. This strategic initiative that will enable us to greatly reduce recruiting costs, increase scalability and ensure compliance. Figure 5.3-1 on the following page outlines our corporate staffing process workflow implemented in support of all our client accounts requiring temporary and permanent support personnel.



**Figure 5.3-1: Thoth's Staffing Process Flow**



Thoth understands that retaining high quality, productive and professional employees is essential to overall program success. Our team has over 50 years of staffing experiences and has provided hundreds of qualified technical resources in support IT operations. To offer greater flexibility and increased operational efficiency, Thoth has chosen a partner who complements our capabilities and positions us better understand County IT goals largely due to their long history servicing the County. In conjunction with the support of our subcontracting partner, Qnet Information Services, Team Thoth will utilize in-house systems and proven processes for recruitment and retention of project resources. Additionally, Qnet will leverage their internal shared service recruiting center, database, and recruiting technologies. Our staffing plan accounts for the alignment and coordination of our two companies recruiting practices as we work to maintain contract staffing levels. Qnet will support us in making immediate improvements on current operations and preparing for emerging IT challenges by focusing of the identified labor categories listed in the table below. Should it be necessary to meet the prescribed workshare goals, Thoth will request Qnet staff other positions as well.

**Table 5.3.1: Thoth's Subcontractor Support Services**

Subcontractor	SOW Areas of Focus	Work Share	Labor Categories to be Staffed
Qnet Information Services	<ul style="list-style-type: none"> <li>IT Staffing</li> <li>Position Requirements Gathering for sourcing strategy development</li> <li>Employment Verification &amp; Background Checks</li> <li>Status &amp; Findings Reporting</li> <li>Quality Controls</li> </ul>	40% of Total Contract Value	1. Network Engineer 2. Senior Network Engineer 3. Server Administrator 4. Senior Server Administrator 5. Senior Systems Analyst 6. Senior Security Analyst



### 5.3.1 Recruitment Approach (RFP Section 6.3.5.8(b))

Strategic recruitment allows us to locate and attract the most suitable and qualified persons for requested positions. Thoth understands that the resources we select and hire for our company and our clients are critical to maintaining solid business relationships and managing a successful organization. Team Thoth provides IT professionals for various commercial and government organizations. We understand providing not only the most qualified candidates to a project, but also the best suited - taking into consideration all aspects of team dynamics, is essential to client success. To recruit and place qualified staff on projects, Team Thoth will utilize resources from three main sourcing areas: (1) current pool of applicants (2) database of prescreened candidates available on bench (3) recruitment marketing tools. The following recruitment plan is designed to provide our team with a flexible framework for identifying, screening and retaining employees to support a variety of County IT service requirements.



#### KEY FEATURES

Thoth's Talent Acquisition Platform, Taleo, simplifies complex recruiting processes with applicant tracking, candidate relationship management, recruitment marketing and seamless integrations helping us win the war for talent

Team Thoth's recruiting strategy focuses on providing our management and hiring staff with the tools necessary to innovate the hiring process in order to retain high performing incumbent contractors and attract top candidates for available positions where appropriate. We will draw on our internal SME resources who have managed projects similar in size and scope to oversee, recommend, and validate skill and background requirements. After post award discussions with the government, we intend to make employment offers to any incumbent contractors that are identified as effective in their current roles. Thoth will offer these individuals the 'First Right of Refusal', if applicable to the TO. Specific actions consist of interviewing incumbents, soliciting feedback from the government's supervisory staff, verifying employee training and security compliance and proficiency standards, and making retention decisions based on the feedback received. Once we have identified the performance gaps, Team Thoth will leverage our pool of prescreened candidates, positioned to fill any vacancies. We may also commit current employee resources to this initiative as they become available and will proactively recruit qualified candidates within the specified parameters to backfill vacancies. This plan provides our team the flexibility to respond and fulfill staffing needs that arise quickly and require immediate response.

#### 5.3.1.1 Recruiting Principles

- I. The aim of the recruitment process is to appoint the most suitable person for the open position.
- II. Preliminary recruitment will continually take place prior to determining the need for a role based on the labor category descriptions and job requirements provided in the SOW. Once the County identifies a specific need for a position, Team Thoth will conduct follow-on recruiting actions post TO award.
- III. Recruitment of new personnel will take into account communicated environmental needs that maximize the potential to create and maintain a diverse and innovative workforce.

IV. The selection process is designed to evaluate applicants based on job criteria for the vacancy and will reflect our most effective skills assessment practices as we seek to:

- Provide evidence of the required capabilities
- Be timely and cost efficient
- Be equitable, fair and just
- Free from conflict of interest

#### 5.3.1.2 Recruitment & Selection Process

Team Thoth is committed to hiring highly skilled, well-suited candidates for all positions. The recruitment and selection process will be conducted by our trained HR and recruiting staff and shall adhere to the appropriate state laws to ensure a fair and equitable process. We will utilize the following guidelines for advertising openings:

- The provided job description for the opening is updated if necessary, then approved by the County
- Job Req created, approved and posted internally and externally via Taleo (commercial job boards (Monster, ZipRecruiter, Social Media - LinkedIn, etc.); State Workforce Development organizations; professional association websites, and others)
- Networking - Host & participate in local job fairs
- Employee recommendations/referrals
- Solicit candidates from subcontractor databases – Qnet partners with Indeed and Npower hiring companies.



Resumes are collected, reviewed and sorted (pre-screened and ranked) based on the requirements that specifically correspond with the vacant position. The applicants that meet or exceed the specified requirements are contacted and further pre-screened in a phone interview. This step helps to ensure applicant interest, confirm the accuracy of the information supplied in the resume, and determine whether the applicant fully meets the job specifications. If the candidate meets the criteria and is interested, he/she is scheduled for a second more in depth technical interview with the Hiring Manager.

Thoth uses both teleconferencing and in-person interviewing depending on location and availability of staff.

The interviewers will then meet, discuss and evaluate the responses of each candidate and develop a short list of candidates.

Each shortlisted candidate is required to provide three (3) references from previous employers for whom they have provided the required skills or from whom the skills were acquired.

Some positions may require certifications or licenses. Therefore, during the second interview, applicants are required to produce copies of their licenses and/or certifications. The information is then copied, verified and stored in NetSuite. If the employee is hired, the

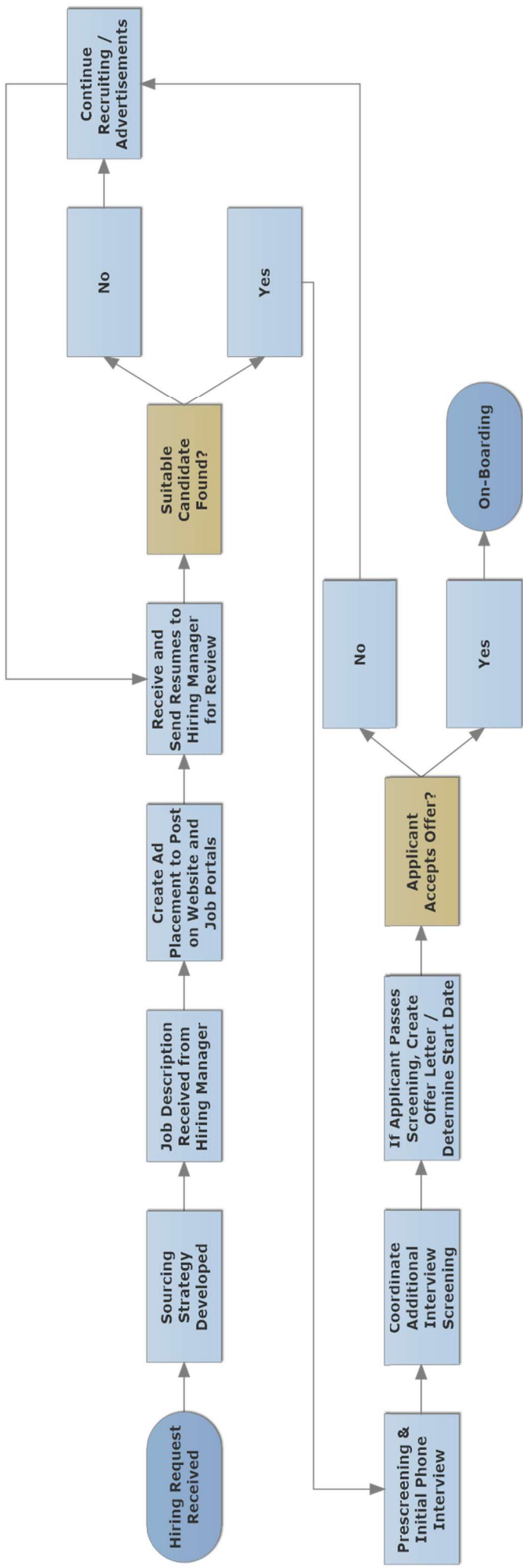
certification and renewal dates are input into our CRM module and the employee(s) are notified in advance for renewals.

Short listed candidates with acceptable references may be submitted to the hiring manager or client. The hiring manager or client will then select the most qualified candidate from the short list.

A third interview may be requested by the client, if so, arrangements are made for the client to interview their selected candidate(s) on-site. The final selection is then made, and background checks and right to work status are validated. The following figure depicts a high-level hiring process flow:

**Figure 5.3.1.1.Error! No text of specified style in document.2-1: Thoth's Hiring Process Workflow**

## Hiring Process Workflow



### 5.3.1.3 Applicant/Candidate Pool

Thoth maintains a pre-qualified applicant database within Taleo. This database has been established in anticipation of future openings and houses resumes acquired throughout each client recruitment cycle. Applicants that are placed in the pool have been previously assessed and pre-qualified by labor category. However, the applicants in the pool change over time depending on a variety of factors such as skill relevancy, availability, changes to background, and more. The pre-qualified pool is a great tool as employees/contractors can be hired and replacements made in a more expeditious manner.

Once the County has identified a resource gap, our team will leverage this pool of candidates and also has the capacity to commit current employee resources to this initiative. Thoth's current IT staffing contract with Trintech only serves to increase the quantities of newly available resources and benched personnel that may also fit the needs of this contract.

In addition to our current applicant pool, Team Thoth has access to national job search engines that enhance our collective placement capacity. Further recruiting activities also include coordinating with veteran transitioning program offices as well as utilizing Qnet's existing relationship as a DCCD (Dallas County Community College District) Veteran Staffing Partner to proactively recruit qualified local professionals. Qnet is also partnered with nPower, a hiring organization that creates pathways to economic prosperity by launching technical careers for military veterans and young adults from underserved communities. Having the support of a quality subcontractor such as Qnet is particularly helpful as we work to support the County in building a diverse workforce.

### 5.3.1.4 Behavioral & Technical Assessment

Thoth has designed the hiring processes from top to bottom to build an effective organization internally and for the clients we serve. To do so, we thoroughly assess the qualifications and background of each prospective candidate, first by screening resumes - identifying areas worth probing and determining how to probe into them. A central component of this step is the development of interview questions that focus on specific examples of a candidate's unique contributions, actions, decisions and impact. We believe the most important tenet of crafting smart interview questions is flushing out what to consider a very good, good, poor or very poor answer and why. As such, our hiring team meets to discuss what constitutes a good question for the position, what a good answer is, and why we should ask it. Our multi-stage interview process evaluates behavioral and technical competences using a three-pronged approach.



Thoth subscribes to an approach called Behavioral Interviewing, in which STAR questions are utilized. STAR stands for situation, task, actions and results. Our Hiring Managers conduct

these interviews looking for past projects and accomplishments that seem to have enough weight and depth to apply STAR questions. They include:

- What was the background of what you were working on?
- What tasks were you given?
- What actions did you take?
- What results did you measure?

The Hiring Manager begins with the most hands-on technical questions, paying attention to the candidate's area of focus based on their experience. The hiring team often creates one-of-a-kind questions, asking candidates how they would solve the kinds of problems our company/clients actually face. This allows us to see if they are both product focused and solution focused. Our ultimate goal is to determine whether a candidate has the technical skills and drive to succeed at the job – and the interpersonal skills to thrive on our team.

**Example Interview Questions:**

1. What online resources do you use to help you do your job?
2. How do you keep your technology skills current?
3. What qualities do you think are most important in a developer [or another relevant position]?
4. What are the benefits and the drawbacks of working in an Agile environment?
5. Tell me about a tech project you've worked on in your spare time.
6. What are the qualities of a successful team or project leader?
7. What would you hope to achieve in the first six months after being hired?

**5.3.1.5 Background Check & Employment Verification (RFP Section 6.3.5.8 (e))**

Selected candidates must each submit to having a full background investigation in order to join our team. To this end, candidates must complete a background check authorization form, release of information and Form I-9 (Employment Eligibility Verification). Thereafter, we will obtain copies of credit reports as related to employment and to verify employment history, criminal history, or any other related information to help ensure new hires are eligible to work in the United States. Team Thoth utilizes eVerify to compare the information provided by the candidate on the Form I-9 and within the provided acceptable verification documents to data from Homeland Security and the Social Security Administration. The system then confirms or denies employment eligibility. Thoth uses StafTrack for employee screening to conduct the following background checks:

- Driving Records
- Criminal Reports
- Credit Reports
- Wants & Warrant's
- Education Verification
- Employment Verification

Our drug screening program offers employees convenient and reliable testing facilities through the Quest Diagnostics network. Quest is a leading drug testing provider with a global network of laboratories that participate in rigorous laboratory proficiency testing to maintain



complete quality assurance. Within our Quest Employer Solutions Portal (ESP), we can place online orders, track results and get the latest status updates, and better understand our data using a variety of reporting tools. This information will be made available to the County upon completion of testing and prior to personnel reporting onsite.

### 5.3.2 Compensation Plan (RFP Section 6.3.5.8 (g-h))

Thoth will implement a compensation structure that provides our contractors salaries at or near the 75<sup>th</sup> pay percentile in the marketplace, a strategy which has proven to attract new hires, minimize employee turnover and reduce operational disruptions caused by manpower shortfalls. Thoth utilizes PayScale, a Market Rate Reporting tool to identify applicable pay rates by geographic location and a variety of compensable factors such as years of education, experience, certifications, skill specializations, clearance levels and many more. PayScale administers the largest real-time salary survey in the world with more than 150,000 new survey records added every month. The database of more than 54 million total salary profiles is updated nightly to reflect the most detailed, up-to-date compensation information available across the globe. In our experience, this allows us to more effectively recruit and maintain highly qualified candidates and ensures contractor employees are competitively compensated in the marketplace. Copies of detailed compensation summaries for each labor category will be made available to the County upon request. Additionally, Thoth offers its eligible full-time employees a comprehensive benefits package including the following at a minimum. Full time equivalence requires an employee be a W-2 salaried or hourly employee working a minimum of 40 hours per week.

#### **Benefits Package**

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- Medical Insurance
- Dental Insurance
- Vision Insurance
- GAP Insurance (Deductible Co-Insurance)
- Long Term Disability (LTD) (***Employer Paid***)
- Short Term Disability (STD) (***Employer Paid***)
- Life Insurance (***Employer Paid***)
- Accidental Death & Dismemberment (AD&D) (***Employer Paid***)
- Supplemental AD&D and Life Insurance
- 401K Plans
- Paid Time Off (PTO) (Flex/Vacation Time)
- 10 Paid Federal Holidays

All full-time, eligible Thoth employees that have successfully completed the 30-day waiting period will be eligible to enroll in the above benefits programs. Thoth strives to offer the best healthcare coverage options for our employees as it relates to quality, convenience, and value. For these reasons, we conduct annual benefits package reviews, which can result in changes to health care providers and plan options. Each annual review is followed by an 'Open Enrollment' season, during which all eligible employees must confirm continued participation, make plan coverage changes, and/or decline to enroll in the programs offered.



## Pay Day

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Employees are paid on a bi-weekly basis. Each employee is provided a payroll schedule that indicates beginning and ending payroll periods. On his/her first day of employment they are provided a company email address, instructions and access to the NetSuite Employee Center, where they can view, create, and maintain information related to their job. They can use the Employee Center for day-to-day tasks, such as entering expense reports, submitting time entries, requesting time-off, or managing business contacts. In order to receive payment, employee time must be entered into NetSuite by the suspense date indicated on the pay schedule.

### 5.3.3 Retention (RFP Section 6.3.5.8 (b))

Team Thoth understands our employees are our most vital resources and represent our greatest company assets; therefore, it is imperative that our employees are well compensated and able to enjoy a friendly, professional work environment.

TSI believes our success as a company follows that of our customers, and for that reason maintains high expectations of our employees. We have worked diligently to build a reliable base of highly skilled and professional resources by exercising the following practices:

- **Open Communications:** Employees are encouraged to share their thoughts and recommendations. We encourage positive and comfortable relationships between our support staff and management teams that facilitate trust and candor.
- **Coaching:** Our staff takes an organized approach to bringing new staff members up to speed and assists them in familiarizing themselves with the work environment. Internal team meetings allow opportunities for clarification and additional guidance.
- **Collaboration:** Thoth staff members work as a team to include new employees and promote a unified working atmosphere.
- **Commitment:** By empowering ourselves, trusting our teammates, and realizing the value in others, TSI has cultivated a company committed to the success of its employees & its customers.
- **Recognition:** Giving recognition of a job well done is an effective method of praise employed by TSI management staff.
- **Training:** We support the continued efforts of our employees to obtain advanced training and broaden or update their skill sets. In many cases as it applies to continued education or technical certification, Thoth will sponsor or reimburse these expenses for our employees.

Thoth understands that excellent pay, benefits and other amenities are not fully appreciated if the employee does not have good relationships with those in positions of authority. For that reason, we ensure that our employees undergo semi-annual performance evaluations, allowing feedback on their own performance and that of their direct management, as we believe the quality of the supervision an employee receives is critical to employee retention.

While Thoth offers competitive benefits and salaries, we also promote professional development opportunities and a work-life balance option whenever the opportunity is

applicable. We also develop career paths for our employees by encouraging internal corporate mentorships to promote cross-functional training and opportunities for promotion within the company. We believe that higher levels of employee retention can be sustained on a more consistent basis when we are able to provide flexible career growth options for our employees.

By recognizing good work through our employee morale programs, we show a genuine interest in our employees matching them with opportunities that could be more satisfying and in turn increasing their productivity. What remains important to Thoth is fostering a positive work environment and providing our employees the opportunity to learn how to utilize cutting-edge tools and techniques from their colleagues while knowing that they will be fairly compensated and recognized for their work.

#### **5.3.3.1 Training & Development (RFP Section 6.3.5.8 (f))**

Training and development of our staff are vital aspects in our quality approach for every organization we service. We believe in promoting professional development for all our employees to ensure they stay abreast of current technology trends and are able to provide the most relevant solutions for our clients. The strategy to cross-training employees has been beneficial in reducing project staffing costs and providing our employees the opportunity to gain technical experience in areas that are not their primary focus. This strategy enhances each resource's capacity to provide higher quality and more efficient technical solutions, while ensuring intellectual capital is not concentrated within a single group of resources; thus, lowering the risk of losing the depth of the knowledgebase due to resource turnover or retirement. Team Thoth will take advantage of periods of low activity to cross train resources on various job functions throughout the performance period.

Employees are encouraged to pursue continuing education and professional improvement opportunities as we understand ongoing training is instrumental in the overall talent profile of an employee as well as his employer. If an employee pursues continued education, a portion of the costs can be reimbursed for classes/training that are completed satisfactorily and have been approved by their Supervisor prior to enrollment.

There may be occasions when employees are required to receive specific certifications, licenses and/or training in order to perform his/her duties. In these cases, Team Thoth will assume full responsibility for the training and will allow paid time off to acquire the training as and when necessary.

#### **5.3.3.2 Incentive or Award Programs for Employees**

In order to promote a healthy and productivity business atmosphere, it is important we keep employee moral high. To do so, Thoth has implemented the following Incentive & Award Programs:

##### **Employee Referral Program**

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Thoth instituted an Employee Referral Program to help identify highly skilled professionals that might not ordinarily apply to open positions through traditional channels. This is a mechanism by which current employees can be rewarded when a referred candidate is hired by the company. Rewards include cash, paid time off, and entertainment vouchers or gifts. Our philosophy is to maintain a simple to understand program with dedicated resources to

internally market the program on a regular basis. Employee referrals are given priority over other sources and every referral is acted upon. The program covers all open positions and also allows everyone including the HR Team and executive management to participate.

### **Relocation Incentives**

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A special, one-time payment, not to exceed one-third of the employee's annual salary, may be authorized by the Executive Leadership when it is in the best interest of the company to provide an employment incentive to a current or prospective employee to move from one location to another. In special circumstances, the President, or in her absence, the Vice President of Human Resources may authorize payment in excess of one-third of the employee's annual salary. Payments provided for under this policy are separate from and in addition to any payments that may be authorized for moving expenses. Regular employees are eligible to receive this benefit. All such payments must be approved.

### **Service Awards**

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The Thoth service award program is a means of recognizing the valuable contribution made by the Administrative, Service & Support staff on behalf of the company. Awards are established in five (5) year increments and consist of quality gifts such as travel, fine dining, or entertainment packages.

Regular employees who have continuous service in increments of five (5) years are eligible for the service awards. Leaves of absence apply toward the computation of continuous service; however, service awards are not presented while an employee is on leave of absence.

The Service Award program is administered by the Human Resources Department. The satellite offices are responsible for making appropriate plans for presenting service awards to the employees on or close to the anniversary date or at least annually.

### **Annual Increases**

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Salary/wage increases are typically given on September 1, or at times specified by the approved company pay plan. Salary increases at other times during the year are discouraged. If exceptional instances arise, such as substantial increases in responsibility or remarkable performance, increases may be granted.

The authority to approve salary increases at times other than the standard occasions is delegated to the Program Director or designee at each facility for all administrative/professional, service and support personnel.

Thoth's incentive/award programs work to further improve overall productivity of our employees, projects, and business in general. They are a means through which we maintain an effective and consistent workforce.

## **5.4 Performance Management & Contract Administration (*RFP Section 6.3.5.8 (i – t)*)**

### **5.4.1 Quality Policy**

Our quality policy expresses our commitment to meet or exceed customer requirements and expectations by maintaining the effectiveness of our quality system. The policy establishes a framework by which establish and review quality objectives and is periodically reviewed by executive management to ensure its continuing stability. Executive management ensures that

the policy is communicated and understood throughout the company. Service Management ensures our quality policy drives the Quality Programs implemented for customer engagements.

#### 5.4.2 Customer Service (RFP Section 6.3.5.8 (i))

Excellence in customer service is the hallmark of success for our company. Our Service Management resources are dedicated to this program effort and will provide Dallas County with the highest level of service and support. We do this by tracking the five attributes of quality service – reliability, empathy, assurance, responsiveness, and tangibles. This model provides a mechanism for quality assurance surveillance and enables the County to measure our performance against expectations. Upon contract award, Thoth's Account Manager will work with the government to establish a Quality Assurance Surveillance Plan (QASP). The QASP will outline the parameters for service deliverables pulled directly from contract requirements, offering a framework that both Team Thoth and the County can use to understand and manage service quality. Thoth has created a corporate culture, supported by the right operational procedures and infrastructure that will deliver high quality Customer Service, listening to the voice of the County and employees, measuring customer satisfaction, embracing change, and striving to continuously improve.

To this end, as indicated in section 4.2 – *Thoth's Proposed Key Resources*, we will ensure the County receives 24/7 customer service by our Service Management Team. Specifically, our Account Manager and his alternate will be available in person Monday through Friday during normal business hours (7:30 a.m. – 5:00 p.m.) and via telephone or email afterhours and weekends to address any emergencies that arise. Additionally, we will maintain weekly contact with the County leadership to solicit feedback on operations and ensure the provision of responsive and accessible service levels.

#### 5.4.3 Customer Satisfaction (RFP Section 6.3.5.8 (j))

As a part of our corporate CSAT program, Thoth will solicit feedback from the County via customer satisfaction surveys to measure the performance factors listed below. Surveys will be delivered electronically to key government project contributors within multiple departments/functional groups. We will also request in person or phone performance reviews with program leadership as another program listening post. Our goal is to garner the customer perspective by collecting data that gives a multifaceted view of our performance, so we can identify areas in which improvement may be necessary.

Our CSAT approach is two-fold. First, we work to determine the County's expectations or the importance they attach to the different factors, so the focus remains on raising satisfaction levels of things that actually matter to the organization. Then, we measure the County's level of satisfaction on the provision of services based on these and other factors and derive our customer satisfaction score.

Delivery	Staff and service	The company
Delivery on time Speed of delivery	Courtesy from sales staff Representative's availability Representative's knowledge Reliability of returning calls Friendliness of the sales staff Complaint resolution	Reputation of the company Ease of doing business Invoice clarity Invoices on time

	Responsiveness to enquiries After sales service Technical Service	
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When the survey results are available, we begin an internal process to develop an action plan that rectifies the weaknesses and builds on the strengths. It includes workshops for analyzing the survey findings and driving thorough action planning. The workshops serve to deliver mutually agreed and achievable goals, assigned to people who can make things happen, with dates for achievements and rewards for success. Training may also be required to ensure employees know how to handle customer service issues and understand which tools to use in various situations. Finally, there is a constant review of the process as improving customer satisfaction is a race that never ends.

#### 5.4.4 Replacement Guarantee (RFP Section 6.3.5.8 (k))

The County may, on reasonable grounds, within 90 days of initial placement onsite, terminate the assignment of a temporary worker provided that:

- (a) the County shall first give prior notice to Thoth of such termination; and
- (b) Thoth shall have the right to replace a Temporary Worker with another individual to provide the services. Any replacement Temporary Worker supplied pursuant to this policy shall be deemed to be supplied under the same terms as governed the original Temporary Worker under the original agreement.

If the services provided by the temporary worker are established by the County to be unsatisfactory, Thoth will cancel the hourly charge as of the effective termination date and upon written notification by the County. Thoth shall have the right to replace a Temporary Worker with another individual to provide the services in this instance as well.

#### 5.4.5 Service Consistency (RFP Section 6.3.5.8 (l))

As discussed throughout section 5 – Project Approach and Methodology, Thoth institutes a comprehensive approach to quality management – one that integrates information and processes across departments and workgroups, empowering all staff to actively participate in the maintenance and improvement of quality levels. Team Thoth’s plan to assure quality and consistent service delivery throughout the duration of the IT Staffing contract are further outlined in our management methodology. Additionally, the performance monitoring measures described herein in sections 5.4.1-5.4.10 are all elements of our Quality Assurance Program and are supported by the tools utilized to facilitate execution of our quality policy; systems like Taleo and NetSuite, which streamline the hiring process through automated workflow and allow centralized management and reporting on recruiting actions, staffing levels, time reporting, invoice management and more. These policies, procedures, and systems together are the foundation by which we ensure service consistency.

#### 5.4.6 Place of Performance (RFP Section 6.3.5.8 (m))

All work performed by temporary employees for this contract effort will be performed onsite at Dallas County office facilities. During the employee on-boarding process, Team Thoth will communicate client expectations as it concerns the delivery of services and place of performance by temporary workers. These guidelines will be documented and included in the required Non-Disclosure Agreement (NDA) and Return of Company Property Agreement, which

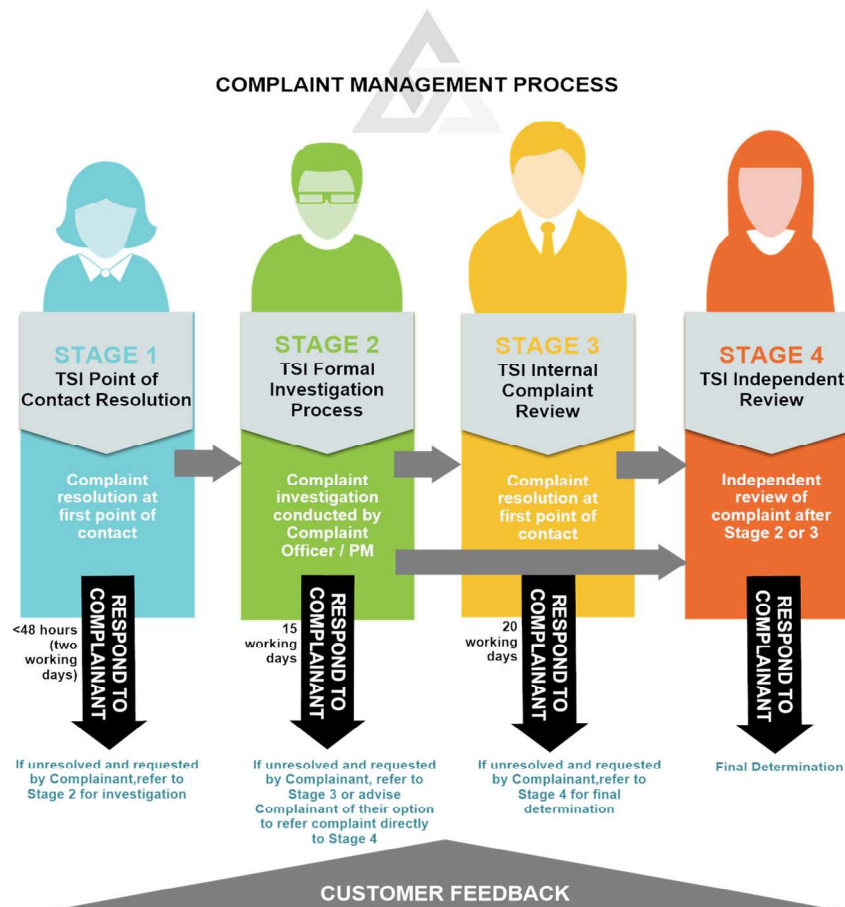


encompass the provision of government furnished equipment and materials, none of which are permitted for use offsite. Additionally, during the project kick off meeting Team Thoth will coordinate with government leadership to discuss protocols for data security and ensure they dovetail into our Risk Management Plan, internal practices, and new hire training. Should any related concerns or issues arise, our Account Manager will be available to address such issues with the temporary employee(s) and government directly and immediately.

#### 5.4.7 Customer Complaints/Issue Management (*RFP Section 6.3.5.8 (n)*)

At Thoth, we believe, when managed effectively, complaints are a gateway to improvement. That is why we work to foster a company culture that recognizes the fundamental value of complaints as an opportunity to show the customer that their time and opinions are valuable. Our team will deal with problems, misalignments and complaints as part of our Quality Program. Our customer service representatives and all client-facing employee groups are trained on this step-by-step process to acknowledge and assess the complaint, plan and investigate the incident, respond appropriately, review the situation and follow up. The following figure illustrates the Complaint Management Process we will use to support expeditious resolution of such issues within the prescribed standard timeframes. Feedback from the complainant and other relevant parties is solicited for clarification of complaint, to prioritize or escalate the complaint, to develop resolution options, and to integrate solution(s) into the program for improvement and overall customer satisfaction.

**Figure 5.4.7-1: Thoth's Complaint Management Process**





#### 5.4.8 Resource Oversight (RFP Section 6.3.5.8 (o))

Dallas County will have direct oversight and management responsibility for temporary workers placed under this contract as it relates to assignment of day to day tasks and general duties. Team Thoth's performance monitoring of employees will be conducted in the form of weekly management reviews by the Account Manager with County staff, pertaining to overall satisfaction of temporary worker competency and compliance to office/contract regulations.

Temporary employees are provided with training during onboarding to inform them of job requirements, environmental considerations, and applicable County policies. This training is customized to support their preparedness for reporting onsite Day 1 and transitioning into County operations. Our dedicated Account Manager will work with the government to ensure key elements of orientation are communicated in advance to temporary employees. Regular contact or 'Employee Checkups' will be made by SM staff with temporary employees to gauge acclimation and progress.

#### 5.4.9 Time Reporting & Billing (RFP Section 6.3.5.8 (p))

Temporary employees are given access to NetSuite for time reporting. Once a time entry record is submitted, it is automatically routed to the Account Manager for verification and approval. The Account Manager will setup scheduled timesheet reports to be automatically generated by NetSuite and emailed to the designated site manager or delegate (County staff) on a weekly and monthly basis. These reports can be fully customized to show temporary workers assigned by department/work group, hours worked per day/month by type (hourly, PTO, holiday, etc.), position title, PO & Task Order numbers, comments on duties performed and several other data sets for any specified period of time. Once the report is signed for approval by the County Manager or delegate and returned to the Account Manager, he will then approve the employee time entries in NetSuite for invoicing.

Thoth will submit electronic monthly invoices to the designated County Accounts Payable personnel in accordance with contract guidelines. Invoice copies will be submitted to the County via postal mail. Team Thoth will conduct monthly invoice auditing in conjunction with required SBE Subcontractor payment reporting. Auditing activities include:

- alignment of billing against purchase orders and terms
- validation of approvals for hours and fees billed
- accuracy of line items billed by period
- confirmation of invoice submission and payment receipt
- accuracy of outstanding balances (if any)
- alignment of subcontractor services billed
- confirmation subcontractor payment processing.

#### 5.4.10 Return of Company Property (RFP Section 6.3.5.8 (r))

Upon hire, all temporary employees are required to sign a 'Return of Company Property' affidavit that outlines the ownership rights of company property and government furnished equipment issued to the employee for the purposes of carrying out their job duties. The employee agrees to keep the property in working condition, and to notify management should the property malfunction in any way, or should the property be lost or stolen. Lastly, they agree to return the property at the end of their employment. Should any property be damaged or

missing after the final day of employment at the County, the Account Manager will coordinate its immediate return or replacement. It is Thoth's policy to ensure all materials and equipment are returned prior to the issuance of an employee's final paycheck. We have found this strategy incentivizes the timely return of all goods.

#### 5.4.11 Partnership Benefits (RFP Section 6.3.5.8 (q))

Team Thoth understands the need for innovative hiring practices that not only attract top talent but optimize the diversity and loyalty of our employees. As detailed in our approach to recruiting and retaining quality professionals in Section 5.3.1 -5.3.4, we will continue to explore new ways to better serve client staffing needs. Implementing tools that go beyond traditional recruiting strategies, like our employee incentive and referral programs, social recruiting campaigns, and team interviews with current employees/co-worker groups are just a few ways Thoth innovates the hiring process. Equally important to these efforts are the systems that support streamlined operations. As a technology consultant, Thoth emphasizes the importance of automated workflow and believes it is fundamental to corporate growth and customer success. Our history of delivering high quality IT services to our customers for over 22 years is a benchmark for continued success and harkens back to our core competencies in IT Project Management. This is the foundation by which we will achieve repeatable successes for Dallas County.

#### 5.4.12 Reporting (RFP Section 6.3.5.8 (s))

Typical managerial reporting includes data related to time and billables as well as resource utilization and metrics. NetSuite offers a robust reporting module we will use in conjunction with government feedback to customize the managerial reports delivered to the County. It allows clients access to a dedicated customer portal through which reports for invoicing can be run at their convenience or scheduled for delivery at specified intervals. The following is a list of standard managerial reports, some examples of which are included as Attachment 2:

- Time by Employee
- Time by Customer
- Time by Item
- Unbilled Time
- Sales by Customer
- Sales by Item / PO
- Employee Utilization
- HR Metrics

#### 5.4.13 Transition Plan(RFP Section 6.3.5.8 (t))

Team Thoth's transition plan has been developed based on the following three key objectives, which we will tailor to meet the needs of Dallas County:

- Pre-award activities performed in advance to seamlessly integrate into the County environment and ensure continuity of program requirements while transitioning intellectual capital and resources from the incumbent contractor (e.g. interviewing incumbent personnel during phase-in only)

- Focus on retention of incumbent staff, while maintaining a pre-screened resource pool capable of backfilling vacancies during the transition phase and the performance period
- Establish well-defined communications between the government, Thoth Account Manager and staff, as well as with the contracting office and incumbent transition out team to ensure we identify the major issues, in-progress tasks, security compliances and all other concerns that are pertinent to accomplishing the mission.

TSI has extensive experience integrating our technical resources into IT operations with minimal-to-no disruption to our clients' operations. We have in place an approach that ensures we are ready to begin contract performance within 30 days.

#### **5.4.13.1 Transition Management Approach**

Advanced preparation of our transition process is vital to being able to begin transition on Day 1. The pre-award requirements gathering phase allows Team Thoth to identify any gaps or issues that may result in an unnecessary delay once the transition begins. We can begin proactively addressing these issues and provide solutions or workarounds for those gaps mitigating any delays during the planned transition process. A well-developed plan prior to the award allows for more concise communications between our team, the government and the incumbent contractor to ensure that a good working relationship is established at the onset of the transition. Moreover, this also will afford the government the desired level of transparency and the ability to provide input into the overall process beginning at Day 1. Thirty days prior to the contract award day, Thoth's leadership team will begin tailoring our existing transition plan incorporating program management plan elements and best practices to meet contract requirements.

#### **5.4.13.2 Transition/Phase-In**

Thoth's Transition Critical Tasks, Table 5.4.13.2-1, illustrates all the elements of the time phased critical path used to accomplish the transition within no more than 30 days of performance Day 1. Our transition plan depicts how our planning activities will begin approximately one month before Performance Day 1 (D Day) and will close out no more than 30 days after (D+30). The key elements are the planning actions before contract award and the on-boarding of staff prior to the start of the transition period. These activities should allow us to collapse the allotted 30-day transition period and complete the transition ahead of schedule. The plan also identifies known transition risks and mitigation actions taken to reduce these risks. The critical actions outlined in this Transition Plan include:

- Recruiting of qualified candidates
- On-boarding retained employees
- In-processing new employees
- Orientation
- Mandatory government training
- Knowledge & GFE Transfer

**Table 5.4.13.2-1: Transition Plan Critical Tasks**

Critical Tasks	Importance	Availability	Impact	Resources	Strategy
Preliminary Recruitment Actions	Medium	No	Medium	N/A - Internal Thoth process	N/A
Establish Transition Team	High	No	High	N/A - Internal Thoth process	N/A
Sign Contract	High	Yes – Contract Officer; Contract Specialist	High	Can be performed remotely via electronic submission	N/A
Meet with County IT Manager / PM & Procurement staff	Medium	Don't Know	Low	N/A	A Procurement office rep may fill-in as substitute for the County PM & the Contract Specialist for the KO
Meet with incumbent contractor reps	Low	Yes – Government PM	Low	Previous Contract SOW; Incumbent Contractors; COTR	Incumbent Contractors serve as knowledge base; County PM can provide historical performance req's, reports & system data as necessary
Attend Project Kick-Off Meeting	High	No	High	N/A	N/A
Transfer GFE & supporting docs from to Thoth	High	Don't Know	Medium	Contract Specialist; Facilities Equipment Manager; Security Officer; Incumbent Team Lead	This transfer must be carried out by County staff assigned to monitor this contract within 7-10 days of Transition commencement
Hiring, Orientation & Training	High	No	High	N/A - Internal Thoth process	Must be carried out IAW contract guidelines
Transition Incumbent Employees	High	No	High	N/A - Internal Thoth process	N/A
On-board New Contract Employees	High	No	High	N/A - Internal Thoth process	N/A
Submit Contract Administration Documentation	Medium	Yes – Contract Specialist	Low	Thoth PM, Contract Admin or Team Lead	TSI's PM or alternate will ensure document reporting IAW SOW
Transition/Phase-In Completion Sign-off	Low	Yes – Contract Officer or PM	Low	Can be performed remotely via electronic submission	N/A

#### **5.4.13.3 Contract Phase Out**

The government will notify Thoth of its intent to extend an option period within 30 days prior to contract end. If no such notification is provided, Thoth will begin the contract 'Transition-Out' process, which entails collecting and turning over all task order performance documentation and initiating knowledge transfer to the successor vendor. As a part of our document control effort, we plan to house all project related documents in a secure, online file share location, so that turnover of the Project Notebook (containing all pertinent contract



administration and performance records) during contract phase out is simple and efficient. This process will also include accounting for and returning all Government Furnished Equipment (GFE) and records. Thoth intends to create a GFE inventory record detailing the item name, specifications, location, and owner information for all items issued to Thoth temporary employees. This list will be validated by the Account Manager and the government manager on a quarterly basis as a tracking measure to certify adequate receipt and turnover at contract end. No later than 10 days prior to contract end, Thoth will provide the County a certified list of employee names working on the contract as of the last performance month. Upon successful completion of contract performance, Thoth will request government staff complete final performance evaluation and customer satisfaction surveys, indicating its overall level of satisfaction with the services provided.

#### **5.4.14 Additional Information**

Should the support requirements change, Thoth maintains a GSA Schedule 70 contract for streamlined government purchasing of information technology services for a host of labor categories not included herein. This value-added service will allow the County to procure additional technical professional staffing resources not provided under this contract effort should the need arise.


#### **5.4.15 Proposal Exceptions (RFP Section 6.3.5.11)**

No exceptions.

## Attachment 2: Sample Reports

### UNBILLED TIME BY CUSTOMER REPORT SAMPLE

**Report Filters:** Customer, Date, Employee ID, Memo, Item/Location, Rate, Case, Charge #, Time, Amount

Activities Transactions Lists <b>Reports</b> Analytics Documents Setup Customization Support										
Unbilled Time by Customer Detail <a href="#">Back to Summary</a>										
			<b>Thoth Solutions, Inc.</b> <b>Unbilled Time by Customer Detail</b> <b>May 1, 2011 - May 15, 2013</b>							
CUSTOMER	DATE	EMPLOYEE	MEMO	ITEM	RATE	CASE/TASK/EVENT	CASE #	TIME	AMOUNT	
C35 SAIC										
C35-1 ASC DMC Logistics Support										
	5/4/2011	E-47	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Hood				4.00		
	8/24/2011	E-47	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Hood				4.00		
	8/22/2011	E-57	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Drum				8.00		
	8/22/2011	E-48	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Campbell				4.00		
	8/5/2011	E-46	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Hood				8.00		
	7/26/2011	E-55	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Carson				8.00		
	7/13/2011	E-50	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Bragg				8.00		
	6/30/2011	E-48	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Campbell				5.00		
	6/20/2011	E-50	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Bragg				8.00		
	6/13/2011	E-56	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Carson				9.00		
	6/10/2011	E-56	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Carson				8.00		
	6/9/2011	E-50	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Bragg				8.00		
	5/30/2011	E-47	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Hood				8.00		
	5/27/2011	E-48	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Campbell				4.00		
	5/26/2011	E-48	SAIC Subcontract: ASC DMC - Logistic Specialist	Fort Campbell				3.00		
DATE: (Custom) FROM: 5/1/2011 TO: 5/15/2013 Find...										
Refresh Customize										

### TIME BY ITEM/POSITION REPORT SAMPLE

**Report Filters:** Customer, Job, Item/Position, Time

ActivitiesTransactionsLists**Reports**AnalyticsDocumentsSetupCustomizationSupport

Time by Item Summary

[View Detail](#)

THOTH SOLUTIONS

Thoth Solutions, Inc.

Time by Item Summary

March 1, 2011 - March 31, 2013

CUSTOMER/JOB	TIME
<div>Administrative Manager</div>	
C5 Thoth Solutions, Inc.	157.00
Total - Administrative Manager	157.00
<div>Analyst/Graphics Specialist</div>	
C41 SERCO : C41-1 Logistics Civil Aquisitions Program (LOGCAP) Services - Analyst/Graphics Spec.	2,056.00
C41 SERCO : C41-2 Logistics Civil Aquisitions Program (LOGCAP) Support Services - Cost/Price Analyst : C41-1.1 Analyst / Graphics Specialist TO	2,352.00
Total - Analyst/Graphics Specialist	4,408.00
<div>Break/Fix Technician</div>	
C42 Qnet Information Services : C42-1 Dallas County Desktop Support Services	4,405.50
Total - Break/Fix Technician	4,405.50
<div>Cost/Price Analyst</div>	
C41 SERCO	1,560.00
Total - Cost/Price Analyst	1,560.00
<div>Desktop Support Technician</div>	
C42 Qnet Information Services : C42-1 Dallas County Desktop Support Services	4,360.50
Total - Desktop Support Technician	4,360.50
<div>Employee Assistance Program (EAP)</div>	

DATE (Custom)

FROM 3/1/2011

TO 3/31/2013

COLUMN Total

Find...

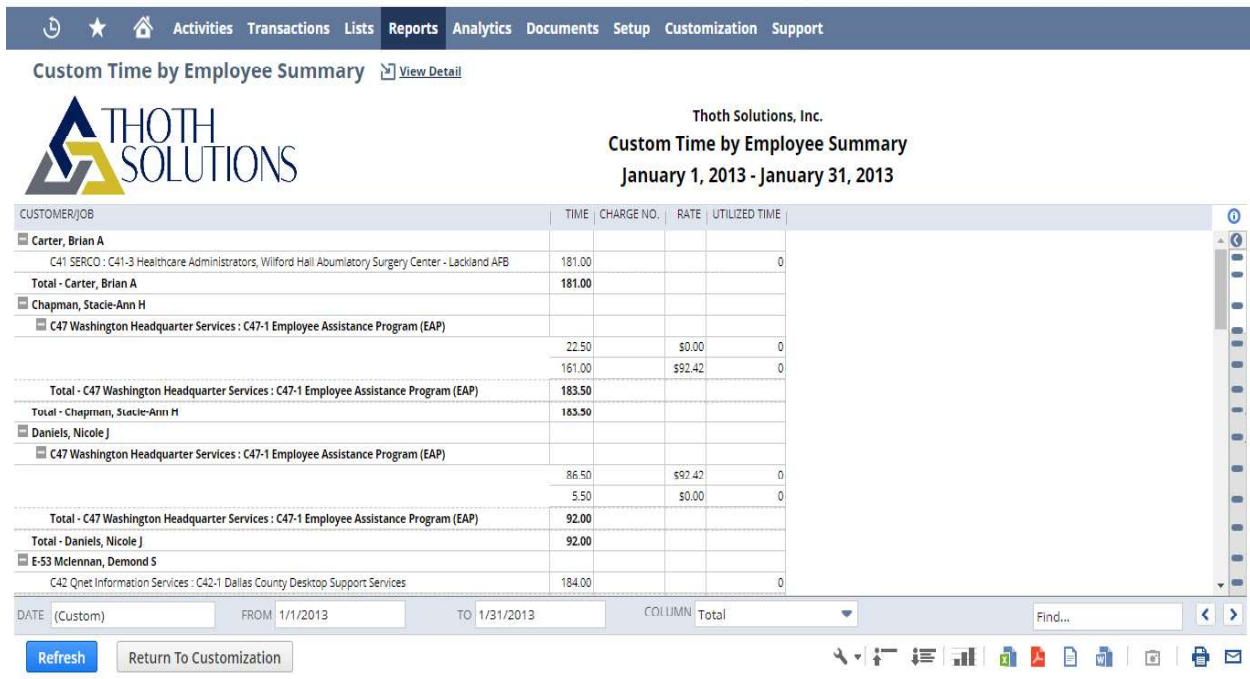
Refresh

Customize



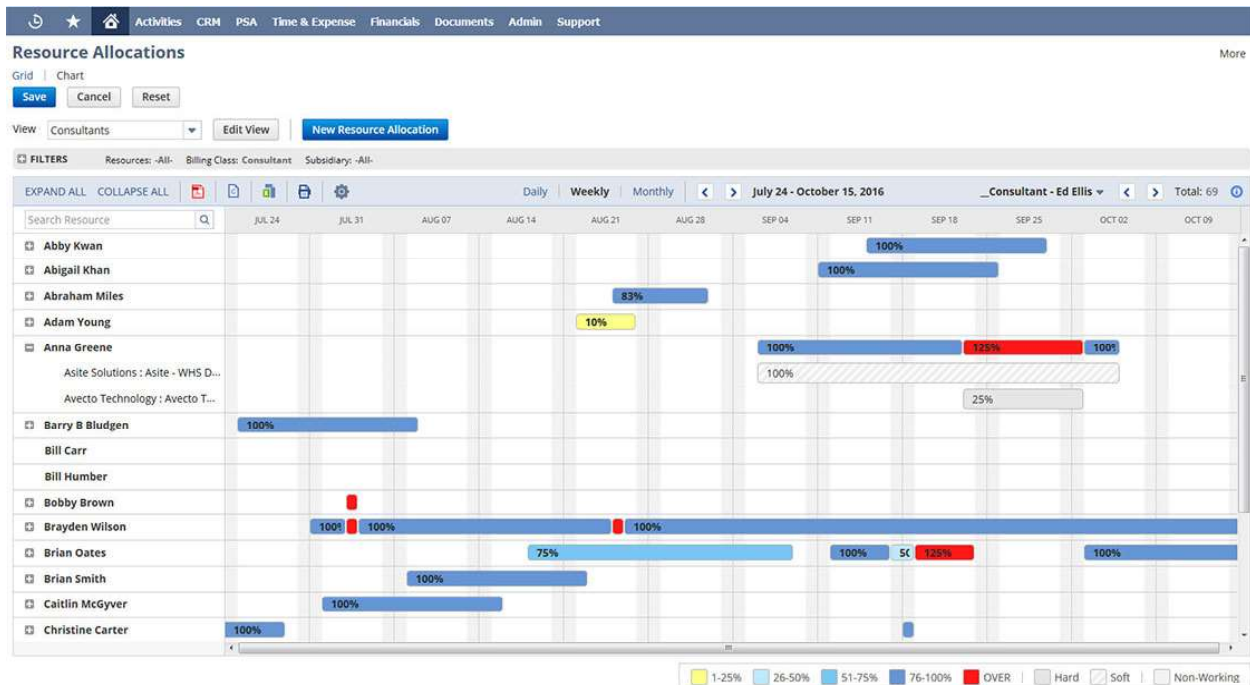
### TIME BY EMPLOYEE REPORT SAMPLE

**Report Filters:** *Customer, Job, Time, Charge #, Rate, Utilized Time*



## RESOURCE ALLOCATION REPORT SAMPLE

**Report Filters:** *Resource, Billing Class, Subsidiary*



**Exhibit B: Key Personnel Resumes****DERRIN D. CHAMBERS**  
**Senior Account Manager****RECRUITING CONSULTANT / HUMAN RESOURCES STRATEGIST**

Results driven and highly proactive Human Resources Professional with the ability to work in a very fast-paced, high-volume environment. Dynamic leader with an extensive recruiting background across a wide range of industries. Exceptionally skilled at developing creative approaches to problem solving, building strong /cohesive teams, and establishing quality relationships with employees, vendors and internal /external clients. Experienced with all facets of recruiting and retention, supervision of staff, employee relations, risk assessment, regulatory compliance, and benefit coordination experience. Collaborative, multi-tasking business partner dedicated to aligning business objectives with human capital initiatives to yield positive goal-oriented results.

**Specialties:** IT Security, Network Engineering, Software Development, Project Management, Database Administration, Help Desk, Design Engineering, Manufacturing Engineering, Packaging Engineering, Power Supply, Business Intelligence (Cognos, SSRS, SSIS, SSAS, SharePoint, BW/BI), NW Engineers (Unix, Windows, etc.), SW Engineers (.Net, Java, C#, etc.), Database Professionals (SQL Server, Oracle, Sybase, etc.), Data Warehouse Architect, HP/UX/Linux Engineer, LAN Engineers, Project Managers, QA Specialist, SAP Supply Chain Analyst, Oracle DBA's, Information Specialist, Sales Representatives & Trainers, Continuous Improvement Managers etc.

***Additional Competencies Include the Following:***

Effective Communicator ~ Organizational Dynamics  
Motivational Team Leader ~ Cross-Functional Interactions  
Proactive Client Relationships ~ Issue Resolution

**PROFESSIONAL EXPERIENCE****THOTH SOLUTIONS, INC.****2019 - PRESENT**

TSI is an IT & Management Consulting and staffing firm based in Plano, TX. Its full-service employment practice handles the front end hiring for companies in need of highly qualified professionals for temporary, temporary to hire and direct positions.

Sr. IT Recruitment Consultant

**KEY CONTRIBUTIONS:**

- Sourcing, recruiting and staffing of high-level IT and Oracle Consultants
- Expert level proficiency in talent acquisition management software
- Excellent knowledge and experience in sourcing, qualifying and negotiation techniques in creative and cost saving sourcing methodologies
- Manage team of recruiters for resource database maintenance and updating
- Ensure contract compliance and reporting standards are met for accounts
- Institute quality protocols for accounts working with clientele to integrate QA plans

**EPSILON****2014 - 2019**

Epsilon is an all-encompassing global marketing company, a leader in creating connections between people and brands. We find, acquire and retain customers for brands around the world. We are the first of a new breed, harnessing rich data, groundbreaking technologies, engaging creative and transformative ideas to get the results our clients require.



We employ over 5000 associates in 60 offices worldwide and are recognized by Ad Age as the #1 World Largest CRM/Direct Marketing Network, and the #1 US Agency from All Disciplines.

Sr. Technology Recruiter

**KEY CONTRIBUTIONS:**

- Responsible for developing multiple sourcing channels and a ready now pipeline, while leveraging technology (ATS) to ensure an effective and efficient process that gets results
- Implement creative recruiting solutions for business challenges
- Strong interpersonal skills with the ability to quickly establish credibility and respect with a broad range of business partners
- Experience utilizing social media (LinkedIn, Twitter, Facebook) for recruiting talent
- Recognize areas for process improvement and drive change
- History of recognizing and attracting top talent
- Experience with Microsoft Office Suite (including Outlook, Word, Excel, and PowerPoint)

**SABRE**

**2012 – 2014**

At Sabre®, we touch nearly every aspect of travel. We create innovative technologies used by more than a billion people around the world to plan, book and experience their travel at a time and price that's right for them. As each of these people set their lives in motion daily across the globe, we are diligently working magic behind the scenes to make the world a better place, one journey at a time. Our businesses help a traveler find the best price, improve a travel agency's efficiency and profitability, make sure a flight has a qualified crew ready to go, help hoteliers fill their rooms, and give an executive assistant the tools to book travel online. But that's just the beginning. We power the travel industry.

Sr. Talent Acquisition Consultant

**KEY CONTRIBUTIONS:**

- Responsible for oversight of all operational aspects of talent acquisitions.
- Work with business and department partners to deliver standard operating procedures for our recruiting process, applicant tracking system, vendor management, staffing metrics, employment branding, web site management and system integrations.
- Negotiate vendor contracts for our applicant tracking system, marketing and job boards.
- Train partners on behavioral interview best practices.
- Full life cycle recruiting for Travel Network, Sabre Hospitality Solutions and Corporate IT groups.
- Pre-Screen/Qualify candidates for various Technical, Digital Media/Marketing and Operational positions (Individual Contributors to VP level).
- Developed/implemented sourcing strategies; partnered with management team and HR Business Partner to determine most successful techniques.
- Assist in the preparation and approval of requisitions and offers. (building justifications and routing for approvals)
- Create weekly and monthly status reports in spreadsheet format for upper management and Management Teams.
- Continue to network and connect with various niche industry candidates outside of Sabre
- for hard to find/fill opportunities.

**ALCON LABORATORIES, INC. (Contract)**

**2011 - 2012**

Building on its heritage of more than 65 years, Alcon, the global leader in eye care, is the second largest division of the Novartis Group with combined pro-forma sales of more than USD 9.4 billion in 2010. The division was formed by Novartis on April 8, 2011, following the closing of the merger



between Alcon and Novartis. The new Alcon Division combines the product portfolios, commercialization capabilities, R&D and talent of Alcon, CIBA VISION and Novartis Ophthalmic.

Today, Alcon has more than 22,000 employees with headquarters in Fort Worth, Texas, U.S.A. Alcon's three businesses - Surgical, Pharmaceutical and Vision Care - meet the diverse needs of eye care professionals and patients offering the widest spectrum of eye care products with operations in 75 countries and products available in 180 markets.

Sr. Corporate Staffing Consultant

**KEY CONTRIBUTIONS:**

- Ensure alignment on and implement a Functional/Divisional talent and workforce plan that addresses both the strategic and operational talent needs of the business. Leads and manages all aspects of the HR function within his/her assigned Function/Division globally, while balancing, supporting and addressing Corporate, Area, Regional and Local needs, challenges and opportunities.
- Actively participates on the respective divisional VP's team and represents the function in Research & Development (R&D) meetings
- Continue to build out best in class R&D global capabilities and help R&D leadership team develop and acquire talent necessary to make this happen
- Engages and aligns local HR resources on business strategy, HR agenda and related deliverables
- Manages all strategic aspects of the HR function within the assigned division
- Builds, leads, assesses, develops and deploys, as needed, HR talent across the Research & Development organization
- Manage the implementation of enterprise-wide HR programs, processes and practices across R&D in coordination with COEs (Talent, Compensation and Ops)
- Provides management and site HR with coaching and consulting support in all areas of talent management, including selection, assessment, development, deployment, engagement and retention of talent
- Leads global efforts and provides guidance on organization effectiveness, change and design interventions and initiatives within the respective division
- Assesses, prioritizes and represents divisional workforce needs to COEs and HR operations.
- Collaborates in identifying solutions, takes a lead role in their implementation and engages in ongoing assessment of HR process effectiveness and identification of improvement opportunities and solutions

**TEXAS INSTRUMENTS, DALLAS, TX/PINNACLE (Contract)**

**2010 - 2011**

Texas Instruments (TI) is a global analog and digital semiconductor IC design and manufacturing company. In addition to analog technologies, digital signal processing (DSP) and microcontroller (MCU) semiconductors, TI designs and manufactures semiconductor solutions for analog and digital embedded and application processing.

Sr. Corporate IT and Finance Operations Recruiter

**KEY CONTRIBUTIONS:**

- Interface with business units to define roles, source candidates (internally and externally), manage and execute the hiring process for highly specialized and difficult-to-attract positions.
- Develop and coordinate achievable, aggressive delivery schedules and execute to close gaps in order to meet customer needs.
- Oversee aspects of on-boarding process for new hires to ensure continued consistency regarding education and enforcement of company policy, procedures and practices.
- Work with operations team to coordinates pre-employment physicals, travel, relocation,

- reporting dates, security clearances and employment processing, including VISAs.
- Conducts employment advertising campaigns and programs.
- Maintain college recruiting, affirmative action and career development programs for TI and Unleashed programs.
- Provide direct customer interface.

**DEAN FOODS COMPANY, DALLAS, TX/SPHERION GROUP (Contract)**

**2009 - 2010**

Dean Foods Company as the dairy industry leader in the United States sells milk and a full range of related products under more than 50 well-known local and regional brands, and a wide array of private labels. Dean Foods is a 12+ Billion-dollar Fortune 200 organization with 100+ production facilities across the United States.

Talent Acquisitions Recruiting Manager, Supply Chain

**KEY CONTRIBUTIONS:**

- Partner with leadership and HR generalists to define roles, source candidates (internally and externally), manage and execute the hiring process.
- Diagnose and define needs identified by hiring managers.
- Conduct comprehensive interviews that test both analytical and interpersonal attributes of the candidates.
- Build strong relationships with line managers and staff throughout the company, as well as external recruiting partners.
- Oversee and "own" the candidate management process, from interviewing through to candidate tracking/communication and pipeline reporting.
- Participate in special projects (e.g., forecasting reports, diversity programs, etc.).
- Responsible for tracking and reporting metrics, identifying trends, and establishing staffing goals.
- Responsible for initiating and leading candidate pool development projects, as needed.
- Partner with recruiters to generate sourcing strategy ideas, leverage resources and share information that facilitates an effective search process.
- Source passive candidates through networking, cold calling, complex internet searches and active candidates from on-line databases, contact lists, internal databases, and employee referrals.
- Conduct research and investigate new ideas to create innovative sourcing strategies.

**EDUCATION**

University of California Davis - Bachelor of Science, Managerial Economics





**DENISE VARNER**  
**Account Manager (ALTERNATE) & Lead Recruiter**

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**Corporate | Financial Services | Mortgage | IT & Technical | Human Resources**

Seasoned Human Resource & Acquisitions Management professional offering a diverse range of industry experience, including over 10 years in the Information Technology industry. Strategic leader with proven success in cultivating collaborative relationships at all levels of an organization. History of collaborating with executive teams to establish human resource sourcing strategies to align with corporate vision, culture and revenue goals.

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**QUALIFICATIONS**

- Excellent presentation, leadership, and communication skills
- Highly motivated, self-directed and proven ability to manage multiple priorities
- Effective time management and organizational skills
- Superior analytical and problem-solving skills
- Ability to work effectively and efficiently under tight deadlines, with high volumes, and on complex initiatives

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**KEY SKILLS & COMPETENCIES**

- |   |                                 |
|---|---------------------------------|
| • Multiple Industry Recruitment                       | • Microsoft Technical Support   |
| • Employee Relations                                  | • Mortgage Operations           |
| • HRIS Employee Data Sheet                            | • Talent Management             |
| • Applicant Tracking System monitoring/maintaining    | • Benefits Administration       |
| • CARCO Employee Background Investigation             | • Accident Prevention Programs  |
| • Microsoft Support/Duty Manager                      | • Outplacement Counseling       |
| • Staffing Strategies                                 | • Unemployment Cost Control     |
| • Compensation negotiation-Wage/Salary Administration | • Suspensions/Terminations      |
|   | • Worker Compensation           |
|   | • Exempt/Non-Exempt Recruitment |
|   | • Monthly Reporting             |

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**Systems/Software:** Microsoft Word, Excel, PowerPoint, Adobe, SQL, Brass Ring, Taleo, PeopleSoft ATS, PeopleSoft Payroll System, Workday.

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**PROFESSIONAL EXPERIENCE**

**THOTH SOLUTIONS, INC.**

**2018 - PRESENT**

**Senior IT Talent Acquisition Manager**

- Execute recruitment activities (develop and maintain various recruiting initiatives to identify candidates for open roles and build pipelines for potential hires).
- Execute reporting and monitoring mechanisms that track the progress and overall effectiveness of programs being used, initiatives, and activities.
- Maintain the reputation and attractiveness of programs, initiatives, and activities including having a thorough understanding of the competitive marketplace, competitive positioning and knowledge of business requirements.
- Act as a subject matter expert for recruitment best practices based on IT segment(s), maintaining quality benchmarks, processes and standards.
- Maintain knowledge and subject matter expertise of relevant industry and segment trends and recommend program revisions as appropriate.
- Perform recruiting for Senior Software/Database Developers with direct focus on technologies such as: C/C++, (Windows & UNIX/Linux), .Net, Java/J2EE, SQL Server, and Oracle.





- Placed high-end technical professionals in The IT Industry in Internship and full-time positions. Main focus on Software Engineers, Database Architects/Developers/Administrators, Network/Security Engineers, Web Developers, Technical Project Managers, and Business Analysts.

**Help-Hire, Fort Worth, TX**  
SENIOR Talent Acquisition Specialist

2016 – 2018

- Provide support to the organization in finding the qualified candidates for vacant job positions.
- Contribute to the human resource management and employment for smooth functioning of a medical facility.
- Review large number of resumes or curriculum vitae
- Research for job fairs, job seminars and involve in cold calling, referral recruiting, etc., to get the right candidate.
- Screen each resume carefully to shortlist the appropriate ones, based on the professional and personal credentials.
- Manage interview on telephones or personal meeting to figure out the matched qualities, before processing it to the hiring manager or key interview panel.
- Assist in arranging face-to-face interview with higher management.
- Assist the managers in recognizing the key skills and competencies of the candidate to make the final selection of the candidate.
- Negotiate and decide the cost/salary of the employee in consultation with the higher management.
- Check the background of candidates followed by employment reference checking.
- Carry out pre-employment tests like medical test, intelligence quotient, emotional quotient, etc.
- Report to the manager on the status of the interview and selection process.
- Work according to the rules, regulations and recruitment strategies of the organization.
- Suggest new approaches towards developing better recruitment policies.
- Arrange several marketing initiatives in advertising job vacancies through job sites, company website, newspaper, job vacancy journals, etc.
- Monitor the need for new employees for a particular post.
- Suggest effective employee benefit schemes to enhance the organization's effectiveness.
- Be aware of the healthcare job market trends.
- Analyze and review the effectiveness of the selected candidates and take corrective steps if goals are not met.

**LSI Staffing, Fort Worth, TX**  
Office Manager/Talent Acquisition Specialist

Oct. 2015 – June 2016

- Maintain and monitor ATS (Workday)
- Establish staffing strategies and identifies multiple resources to meet staffing goals for acquired customers
- Create Job descriptions to place on all job sites for recruitment efforts
- Lead all creations of the recruiting and interviewing plans for each open position
- Efficiently and effectively fill open positions by actively sourcing, interviewing and monitoring all job applicants as well as sourcing for external candidates whom have not yet applied that meets the position requirements in order to develop a pool of qualified candidates in advance of need; Research and recommend new sources for active and passive candidate recruiting
- Maintain an active workflow of applicants in order to keep a candidate pool of quality
- Actively remain consistent with meeting or exceeding time to fill metrics by providing quality candidates in a timely manner

- Provide District Manager with interview feedback assisting with final hiring decisions
- Responsible for collecting and processing timesheets and payroll for all active and assigned employees on a weekly basis

**Pioneer Natural Resources, Irving, TX**

Human Resources Recruiter II/Senior Operations Coordinator

2011 – 2015

Managed the recruiting initiatives for various departments for Exempt and Non-Exempt positions. Served as the liaison between hiring managers and candidates throughout the recruitment process and partnered with HR on an ongoing basis. Recruited Legal Compliance, Risk Management (Six Sigma), Geoscientists, Operations, Management and Director-level positions.

- Developed and executed recruiting plans by regularly scheduling intake sessions with managers; Created MSA Agreements during Intake Sessions. Conducted regular follow-up with managers to determine the effectiveness of recruiting plans and implementation
- Proactively networked through industry contacts, association memberships, agencies and employees
- Assisted in establishing staffing strategies and identified multiple resources to meet agreed upon service level agreements in the area of Cost, Quality, Responsiveness and Efficiency
- Leveraged online recruiting resources and managed implementation of Taleo ATS to identify and recruit top talent
- Coordinated and implemented college recruiting initiatives; Attended college to develop working relationships within colleges to aid in recruiting, as well as to give presentations at colleges, attend student group meetings, and increase college awareness of the company before and after career fairs
- Worked closely with Compensation Team when developing job descriptions in order to maintain competitive pay rates.
- Led all creations of the recruiting and interviewing plans for each open position/requisition
- Efficiently and effectively filled open requisitions by actively sourcing, interviewing and monitoring all job applicants as well as sourcing for external candidates whom have not yet applied that meets the position requirements in order to develop a pool of qualified candidates in advance of need; Researched and recommended new sources for active and passive candidate recruitment
- Maintained all pertinent applicant and interview data in the HRIS
- Managed external recruitment efforts and correspondence with agencies and firms

**First American Corporation, Westlake, TX**

Senior Human Resources Recruiter

2007 – 2011

*Led all phases of the recruiting lifecycle across multiple lines of business (LOB). Positions included: Risk Management, IT Project Management, Underwriters and all of the Mortgage Default Foreclosure department.*

- Identified, recruited, screened, interviewed and successfully onboarded the industry's top talent for a variety of positions both exempt and non-exempt
- Worked with SH System staff, management, human resources, HR Integration and Talent Acquisition to deliver the best recognized Spectrum Candidate Experience
- Collaborated with hiring managers to determine staffing needs and establish staffing strategies in order to meet hiring goals
- Consulted with hiring managers in order to identify multiple resources to meet agreed upon service level agreements in the area of Cost, Quality, Responsiveness and Efficiency
- Managed and facilitated recruitment programs, including job fairs and speaking engagements



- Maintained Company's applicant tracking database to include system maintenance, training new users and maintaining contracts for various job boards
- Utilized Brass Ring ATS to track and manage candidates
- Create reports in Microsoft Word as well as in Excel
- Used advanced search techniques and sourcing skills to identify passive candidates
- Generated requisitions and posted to internal/external sources
- Administered reporting through Word, Excel and SQL
- Provided recommendations and facilitate the assessment and selection process

## EDUCATION

**Bachelor Degree** | Ashford University

Double Major: *Human Resources Management / Homeland Security and Emergency Management*

## SELECTED PROFESSIONAL ACHEIVEMENTS

- Successfully Staffed the Mortgage force for selected JP Morgan Chase sites, which generated a substantial portion of the total company. Through aggressive yet selection-staffing techniques reduced average unfilled requisitions at JP Morgan Chase from 50 per month to 20 per month.
- Developed and implemented accelerate training programs at JP Morgan Chase that significantly improved manager/employee relations and measurably upgraded individual performance.
- Organized and executed JP Morgan Chase's participation in Career Days at various Employment Fairs: screened an average of 100 candidates in 4 days hiring an average of 40.
- As Human Resources Staffing Recruitment Coordinator at JP Morgan Chase, I upgraded Human Resources for over 3,000 employees: filled over 500 openings annually improving candidate quality while cutting the recruiter's cycle in half, instituted critically needed cross training, computerized previously manual systems.
- Operated all aspects of database systems including Works, Lotus, and Shop, Floor, Key Will and several others. Have an extensive background of working knowledge with several IBM and most Microsoft-based programs, which include Microsoft Office 2000 and earlier. Internet fluent, with the use of Novell, Microsoft Explorer, and platforms up to Windows XP, Quest, Access, Track All, and Power Point. Successfully achieved several completion certificates in Microsoft Word and Excel from Venture Training Solutions. Completed several Customer Training seminars



**THOMAS SULLIVAN**  
**Senior Subcontractor Manager**

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Information Technology expert with background in project management, software design, application development, systems integration, business process analysis, risk mitigation, business consulting, applications design, and software evaluation. Strong analytical and problem-solving skills with a focus on creating long term, stable, technology solutions. Skilled in the communication and implementation of business and technology solutions to all levels of management. Focused on improving business performance through the diligent and efficient use of information technology. Software development and database design background.

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**QUALIFICATIONS**

Project Management Professional (PMP certification 1314807)  
Certified Scrum Master  
Sire Technologies  
Lean Six Sigma Black Belt  
IBM eServer Certified Specialist (pSeries)  
Member PMI

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**PROFESSIONAL EXPERIENCE**

**Qnet Information Services**

**September 2005 – PRESENT**

Director of Technology Services  
Dallas, Texas

Coordinated operations for Qnet Information Services. Managed the installation of time and expense tracking software and implemented procedures that increased revenue and made billing and reporting to clients more reliable. Evaluated procedures to optimize managed services infrastructure. Studied project management theory, compliance procedures and business continuity plans internally and for clients. Managed custom interface development, provided resources for training and support of Sire Records Management system implementation for the Dallas County Sheriff's Department. Coordinated the installation of ZClient with Tritech for 911 CAD system in all police and fire department vehicles for the city of Dallas. Implemented Autotask PSA internally for Qnet project tracking, billing, time tracking and contract management. Developed applications for hosted clients and customers.

**Dallas County Program Manager**

**April 2002 – August 2005**

Dallas, Texas

Partnership with Schlumberger to run the Dallas County IT department utilizing Qnet resources. Managed Qnet's roles and responsibilities within the project including the data center, applications, servers, telecom and operations. Managed several projects including significant e-government initiatives, SAN installation, network and server consolidation, PBX replacement, disaster recovery, jail management, ERP implementation, change management software and processes and records management conversion.

**Price Waterhouse Coopers**

**April 2001 - March 2002**

Dallas, Texas

Migrated hardware from Kerr-McGee to EDS and trained users and operators on the system. Designed and developed system solution to accommodate government agency mandated regulatory requirements for Texas General Land Office (TGLO) and Federal Mineral Management Service (MMS). TGLO required a spreadsheet reporting format to be uploaded to their web site. MMS required EDI format and EFT payments. Developed interfaces to banks for royalty check system and archival of check registers. Built the process to escheat funds to states based on escheat rules for each state. Customized valuation and revenue reports for oil and gas system acquired by SAP.



**Kerr-McGee Corporation**  
Dallas, Texas

**January 1998 - April 2001**

Managed and implemented project to convert PREMAS\* from Oryx to Kerr-McGee. Restructured all interfaces and supported data center migration. Analyzed and repaired all programs for Y2K compliance. Designed solutions for the integration of PREMAS\* data into existing Oracle database. Lead project for royalty check processing conversion, database archival/recovery and Oklahoma State withholding legislation compliance.

#### **EDUCATION**

**The University of Texas at Dallas**

BS - Business and Public Administration.

Concentration: Management Information Sciences

Project Management Professional (PMP certified January 22, 2010)

Certified Scrum Master

Lean Six Sigma Black Belt



**Exhibit C: Prospective Candidate Resumes & Letters of Intent**

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## Abdul Naveed – Senior Network Engineer

### Professional summary:

Very Passionate Sr Network Engineer having worked in **projects that include Data Center refresh, Campus Redevelopment, Firewall and F5 Installations**, with 8 years of experience in routing, switching, Network Security-Next-Gen Firewalls, Load Balancers, Wireless and VOIP systems design, administration and troubleshooting. Excellent communication skills with the ability to interface at all levels. A proactive team player who also can work independently.

### Career Highlights:

- Senior Network Engineer having worked with multiple clients and network environments. High level understanding of **switching, Routing, Firewalls, Network security, Application Delivery controllers and Wireless**.
- Experience in **Switching in campus and Data center environments**. Worked on **Migration projects** from legacy to new hardware switches. Worked on **IDF/MDF** refresh projects, Access, Distribution and Core refresh projects in Data centers, Spine leaf Architecture.
- Experience with **Cisco 2960, 3750, 3850, 4500, 6500, CAT 9K switches. Juniper EX and QFX series, Arista and Aruba Switches** and Extreme network switches in Campus Environments.
- Extensive experience on **Cisco ASR, Nexus 7K, 9K, 5K and 2K switches, Juniper M and T series routers, Arista 7000 series switches, Cisco 7200 series routers** in Core, Distribution and Edge in Data centers.
- Well versed with **Layer2 and Layer 3 Protocols** that include **STP, RSTP, PVST, MST, HSRP, VRRP, LACP, PAGP, OSPF, EIGRP, BGP, VXLAN, EVPN, MPLS, IS-IS**.
- Worked on Internet core, Internet Peering, Data center Core, Distribution, Extranet, DMZ, Inter DC Circuits, BGP overlays, OSPF mesh, ISP circuits, redundant configurations in all layers, VPC, VDC, FEX modes in Nexus.
- Hands on experience in all types of **Layer 1 connectivity** that includes **Copper – Cat5, Cat6, Fiber 10gig, 100gig, SFP, QSFP, LC, SC, ST, MM and SM**.
- Worked on Application load balancing with **Cisco ACE, F5 LTM, GTM, APM, Citrix NetScaler's and A10**. Worked on software and Hardware load balancers. Well versed with **TCP, UDP, Http/Https, SSL, tcpdump, cur** and TCL scripting for iRules.
- Worked on Legacy and **Next Gen firewalls** that includes **cisco ASA, Palo Alto, Checkpoint and FortiGate Firewalls**. Worked on **Perimeter firewalls, IPSEC tunnels, Zone based Vsys, Virtual routers, NAT and ACL policies, URL filtering, SSL forward proxy, SSL decryption**.
- Worked on Application traffic security with **WAF, F5 ASM, F5 APM for Authentication, Citrix NetScaler's for ICA proxy, Citrix VDI, Microsoft Office 365, Azure AD, AWS, Zscaler Cloud based proxies, Cisco IronPort proxies and Blue Coat**.
- Experience in troubleshooting, Installation of Cisco and Aruba WLAN controllers. **IAP setup, BYOD policies**, Integration with **cisco ISE** and Clearpass. **802.1X Authentication, EAP/PEAP, Certificate based and MAC based Authentication rules**. ARM profiles, Anchor controllers, AP provisioning, RF, 2.4 and 5 GHz, **802.11 a, b, g, n, ac** Exposure to **Cisco meraki cloud**.



- Experience with **SD-WAN** solutions that include **Viptella and Versa**. Configuration of centralized policies, ranch policies, Application aware routing, failovers in WAN, transport side and service side templates in SD-WAN.
- Knowledge in **Spine and Leaf Architecture** with **Nexus 9K** in ACI mode. Experience in **VXLAN, VTEPS, VNI, EVPN Bridge Domains**, Symmetric and Asymmetric IRB.
- Exposure to multiple **ticketing tools**, workflows, monitoring tools that include **ServiceNow, Jira, Remedy, SolarWinds, Wireshark, NetCool, Whatsup Gold, SNMP v2c and V3**.
- Experience with project management, working with peers and peer teams, interaction with vendors, **CAB** proceedings, implementation and downtime procedures, On call rotation, Documentation in Visio, PPT, Network Diagramming, Troubleshooting.
- Passionate about learning new technologies. Basic exposure to Python Scripting for network automation.

### **Academic Qualification, Certifications and Technical Skills:**

Bachelors in Electronics and Communication Engineering

Cisco Certified Network Associate (**CCNA R&S**)

Cisco Certified Network Professional (**CCNP**)

Palo Alto Certified Network Security Engineer (**PCNSE**)

Juniper Networks JNCIA JUNOS

Router and VoIP Platforms	Cisco Routers series 7300, 4000, 3800, 2000, 1900; Juniper T4000, MX10, MX40, ACX2200, ACX5000; OnSIP, Avaya products, cisco IP phones
Routing Fundamentals and Protocols	Routed and Routing protocols RIP, EIGRP, IS-IS, OSPF, BGP, IPX; MPLS, IPv4 and IPv6 addressing, subnetting, VLSM, Static routing, ICMP, ARP, HSRP, VRRP, Route Filtering, Multicast, 802.11, Policy Based Routing, Redistribution, Port forwarding
Switch Platforms	Cisco Catalyst series 2960, series 3560, 3850, 4500, 6500, 7000; Nexus series 2K, 5K, 7K; Nortel/Avaya 5510, 5520; Juniper EX3300, EX4600, EX4300, EX3400
Switching Fundamentals and Protocols	Ethernet technologies, LAN networks, MAC, VLAN and VTP, STP, PVST+, Multicast, RSTP, Multi-Layer Switching, 802.1Q, EtherChannel, PAgP, LACP, CDP, HDLC, RARP
Firewall Platforms	Juniper Netscreen 6500, 6000, 5400, Juniper SSG, SRX5600, SRX5800, CheckPoint (NGX R65, 3100, 5100, 5900), Cisco Firewalls (ASA 5505, 5506-X, 5585), Palo Alto Networks (PA series 2K, 3K and 5K), WAF
Security Protocols	Standard and Extended ACLs, IPsec, VPN, Port-security, SSH, SSL, IKE, AAA, Prefix-lists, Zone-Based Firewalls, NAT/PAT, HIPAA standards, Ingress & Egress Firewall Design, Content Filtering, Load Balancing, IDS/IPS, URL Filtering, L2F, IDS, TCP Intercept, Router Security, SNMP trap



Network Management and Monitoring	Wireshark, Infoblox, HP OpenView, Cisco Prime, Security Device Manager (SDM), CiscoWorks; TCP Dump and Sniffer; SolarWinds Netflow Traffic Analyzer, Network Performance Monitor (NPM), Network Configuration Manager (NCM)
Load Balancers	F5 (BI G-IP) LTM 2000, 3900, 6400, 6800, AV 510, citrix NetScaler
WAN technologies	Frame-Relay, ISDN, ATM, MPLS, PPP, DS1, DS3, OC3, T1 /T3 lines, SONET OC3-OC192, SDH, POS, PDH
Cloud Computing and Automation	AWS, Microsoft Azure, Cisco Meraki, C#, Python scripting, Ansible, Cloud Migration
Other Networking Protocols and Fundamentals	DHCP and DNS server, Active Directory Management, NTP, NDP, TCP, UDP, FCP, Network Implementation, Troubleshooting techniques, NHRP, NetBIOS, NFS, FTP, TFTP, HTTP, PAP, PPTP, SIP Trunking, SNMP logging, BitTorrent, SMTP, RADIUS and TACAS+, PBX servers, SDN, SAN
Operating Systems	Windows 10/7/XP, MAC OS, Windows Server, Nexus OS, Cisco IOS-XR, Linux, UNIX
Router and VoIP Platforms	Cisco Routers series 7300, 4000, 3800, 2000, 1900; Juniper T4000, MX10, MX40, ACX2200, ACX5000; OnSIP, Avaya products, cisco IP phones
Routing Fundamentals and Protocols	Routed and Routing protocols RIP, EIGRP, IS-IS, OSPF, BGP, IPX; MPLS, IPv4 and IPv6 addressing, subnetting, VLSM, Static routing, ICMP, ARP, HSRP, VRRP, Route Filtering, Multicast, 802.11, Policy Based Routing, Redistribution, Port forwarding
Switch Platforms	Cisco Catalyst series 2960, series 3560, 3850, 4500, 6500, 7000; Nexus series 2K, 5K, 7K; Nortel/Avaya 5510, 5520; Juniper EX3300, EX4600, EX4300, EX3400
Switching Fundamentals and Protocols	Ethernet technologies, LAN networks, MAC, VLAN and VTP, STP, PVST+, Multicast, RSTP, Multi-Layer Switching, 802.1Q, EtherChannel, PAgP, LACP, CDP, HDLC, RARP
Firewall Platforms	Juniper Netscreen 6500, 6000, 5400, Juniper SSG, SRX5600, SRX5800, CheckPoint (NGX R65, 3100, 5100, 5900), Cisco Firewalls (ASA 5505, 5506-X, 5585), Palo Alto Networks (PA series 2K, 3K and 5K), WAF
Security Protocols	Standard and Extended ACLs, IPsec, VPN, Port-security, SSH, SSL, IKE, AAA, Prefix-lists, Zone-Based Firewalls, NAT/PAT, HIPAA standards, Ingress & Egress Firewall Design, Content Filtering, Load Balancing, IDS/IPS, URL Filtering, L2F, IDS, TCP Intercept, Router Security, SNMP trap



Network Management and Monitoring	Wireshark, Infoblox, HP OpenView, Cisco Prime, Security Device Manager (SDM), CiscoWorks; TCP Dump and Sniffer; SolarWinds Netflow Traffic Analyzer, Network Performance Monitor (NPM), Network Configuration Manager (NCM)
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Operating Systems	Windows 10/7/XP, MAC OS, Windows Server, Nexus OS, Cisco IOS-XR, Linux, UNIX

## Professional Experience:

Otsuka Pharmaceuticals  
2/18 - Present  
*Sr. Network Engineer*

Princeton, NJ

## Responsibilities:

- Involved in complete LAN, WAN development (including IP address planning, designing, installation, configuration, testing, maintenance etc.).
- Involved in Switching Technology Administration including creating and managing VLANS's, Port security, Trunking, STP, Inter Vlan routing, LAN security etc.
- Implemented with **Cisco Layer 3 switches 3750, 4500, 6500** in multi VLAN environment with the use of inter-VLAN routing, **HSRP, ISL trunk, ether channel**.
- Implementing the necessary changes such as adding, moving and changing as per the requirements of business lines in a data center environment.
- Planning/Design of wireless networks for data, voice, and location utilizing **Cisco PI** and **Airmagnet**.
- Aruba wireless solution for international company. Virtual Controllers', Clustered AP's Access points, Airwave management
- Monitoring the network traffic with the help of **Qradar** and **Cisco IPS** event viewer.



- Configured **Juniper MX480s, EX200s, EX4500s, EX4200s, and SRX5800s from scratch to match design.**
- Designed and deployed a Cisco Identity Services Engine (ISE) solution (wired, wireless, and VPN users) for a commercial client with converged access switches and ASA firewalls.
- Experienced in securing configurations of SSL/VPN connections, troubleshooting Cisco ASA firewalls and related network security measures.
- Configure all **Checkpoint, Palo Alto Networks Firewall models (PA-2k, PA-3k, PA-5k etc.)** as well as a centralized management system (Panorama) to manage large scale Firewall deployments.
- Implementing and troubleshooting (on-call) **IPSec VPNs** for various business lines and making sure everything is in place. Implementing **IPSec and GRE tunnels** in VPN technology. Designed, configured, implemented site-site VPN on **Cisco ASA 5500** firewall.
- Installing and configuring new Cisco equipment including **Cisco catalyst switches 6500, Nexus 7010, Nexus 5548 and Nexus 2k** as per the requirement of the **Organization.**
- Use Aruba Software to manage and Monitor multi sites wireless networking
- Worked as a part of Data center deployment where we converted from **Cisco 6500 to Nexus.**
- Experience configuring **VPC (Virtual Port Channel), VDC (Virtual Device Context)** in **Nexus 7010/7018**
- Experience with configuring **FCOE** using **Cisco nexus 5548**
- Configured **Nexus 2000 Fabric Extender (FEX)** which acts as a remote line card (module) for the Nexus 5000 to connect servers and storage devices.
- Worked primarily as a part of the security team and daily tasks included firewall rule analysis, rule modification and administration. Experience in working with designing, installing and troubleshooting of Palo Alto firewalls.
- Configuring & managing around 500+ Network & Security Devices that includes **Juniper SRX Firewalls, F5 BigIP Load balancers** and **Nexus** Devices. Experience working with **JUNOS OS** on Juniper Routers and Switches.
- 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
- Possess good experience in configuring and troubleshooting **WAN** technologies like **MPLS, T1, T3, DS3** and **ISDN**. Supporting project test teams in analyzing the bandwidth utilization.
- Adding and removing **checkpoint firewall policies** based on the requirements of various project requirements.
- Experience with Firewall Administration, Rule Analysis, Rule Modification
- Modified internal infrastructure by adding switches to support server farms and added servers to existing **DMZ** environments to support new and existing application platforms.
- Responsible for **Cisco ASA firewall** administration across the network. Installing & rebuilding IP appliances, checkpoint appliances. Configuring & troubleshooting **Checkpoint ClusterXL & VRRP**
- Monitored and managed networks using CiscoWorks tools and Wireshark
- Installing, configuring **Cisco Catalyst switches 6500, 3750 & 3550 series**, Access control lists, Configured **Frame-Relay, ISDN, ATM**, load balancing switches and also configured **IPX/SPX, HDLC, PPP, BGP, EIGRP, OSPF and VRRP** on various sites. Implemented antivirus and web filtering on **Juniper SRX 240** at the web server.
- Worked on **NNMI, Infoblox, e-health** monitoring tools.
- Setup simplified and traditional **VPN** communities, and **Cisco Any connect**





- Support customer with the configuration and maintenance of ASA firewall systems. Troubleshooting of protocol-based policies on Palo Alto firewalls and changing the policies as per the requirement and as per traffic flow.
- Experience with **F5 load balancers** and **Cisco load balancers (CSM, ACE and GSS)**.
- 24x7 on-call escalation support as part of the security operations team.
- Working configuration of new **VLANs** and extension of existing **VLANs** on/to the necessary equipment to have connectivity between two different data centers.
- Managing and providing support to various project teams with regards to the addition of new equipment such as routers switches and firewalls to the DMZs.

**Environment:** Cisco 2948/3560/4500/3560/3750/3550/3500/2960 6500 switches and Cisco 3640/12000/7200/3845/3600/2800 routers, Cisco Nexus 7K/5K, Cisco ASA 500, Infoblox, Checkpoint, CiscoWorks tools, Wireshark windows server 2003/2008: F5 BIGIP LTM, RIP, OSPF, BGP, EIGRP, LAN, WAN, VPN, HSRP

Comcast

San Jose, CA

9/16 – 1/18

*Sr Networking engineer*

### **Responsibilities:**

- Worked as part of delivery team where my daily tasks included code upgrades, prefix-list addition, and access-list addition using **python** script and on Linux platform based on tickets generated by customers.
- Worked on **Automation tool** called Autopilot an internal tool used for code upgrades and configuring of new devices at different data centers.
- Migration and implementation of Palo Alto Next-Generation Firewall series **PA-500, PA-3060, PA-5060, PA-7050, PA-7080** from Cisco PIX and ASA.
- Worked on BGP routing protocol, configuring BGP sessions and troubleshooting on **Nexus 1K, 5K, 7K, Juniper MX-960 routers and cisco ASR routers**.
- Installed and maintained production servers for client services (web, DNS, DHCP, mail). Experienced on working with Palo Alto Next Generation firewall with security, networking, and management features such as **URL filtering, Anti-virus, IPsec VPN, SSL VPN, IPS, Log Management** etc.
- Coordinated with the Application Teams to develop effective Application validations involving **F5 LTM and GTM components**
- Managed **SolarWinds** to work with various network equipment to monitor, alert, and save network configurations
- Worked with the Network planning team on IP allocation scheme for the routers, switches, workstations, phones, APs and various other devices. Used **Infoblox, Net MRI, SolarWinds IP monitor** and various tools.
- Designed and Implemented Overlay Network Management Network to manage all our production devices with **syslog, SolarWinds NPM**
- Designed perimeter security policy, Implemented Firewall ACL's, allowed access to specified services, Configured Client VPN technologies including **Cisco's VPN client via IPSEC**





- Installed and configured LAN/WAN Networks, Hardware, Software, and Telecommunication services- Cisco Routers and Switches like **Cisco 3750, 3750 Gig, 6500, Nexus 7k, ASR 9k etc.**
- Helping Team members to build a new cloud platform for existing legacy application using Azure technologies. Part of Designing the new architecture.
- Worked on migration project - XenApp 4.5 to XenApp 6.5 - Server 2003 (Legacy) to 2008 R2 (Gen 2) environment.
- Experience in Cisco Unified Communication Manager (CUCM), Call Manager Express (CME), Cisco Unity Connection (CUC), Unified Contact Center Express (UCCX), Unified Contact Center Enterprise (UCCE), IM and Presence, SRST and Voice Gateways.
- Managed Cisco call manager, Cisco Voice Mail Unity servers. Worked with in Cisco **Routing and switching background** w/QOS.
- Worked with **Cisco UCCE**, IPIVR, Cisco Unified Communication System. Configure and implement voice gateways (**H323/MGCP/SIP**), SRST for remote sites Developed MTS software plug-in for Multimedia over Coax Alliance (**Mocap**) configuration capability on DOCSIS cable modem and gateway products.
- Worked in team environment Developing new **UCCE / UCCX** applications and maintaining legacy applications
- Configuring firewall rules in **Juniper SRX firewall using cli and NSM.**
- Extensively worked in backend development using Python.
- Developed entire frontend and backend modules using Python on Flask Web Framework
- Implementing **IPv6** addressing scheme for routing protocols, VLANs, subnetting and mostly during up gradation of cisco **ISR routers 2800/2900/3800/3900** and switches.
- Managed Cisco call manager and supported cisco call center.
- Configuration and deployment of cisco ASA 5540 firewall for internet Access requests for servers, Protocol Handling, Object Grouping.
- Worked on Cisco wireless LAN technologies and Switching. Configured Virtual server, service groups, Session persistence, Health monitors and Load balancing methods in new F5 and A10 LTMs. Configured WIDE IP and WIDE IP pool on F5 GTM's to support load balancing between data centers.
- Installation & configuration of **Microsoft Proxy Server 2.0** and **Infoblox DNS, DHCP and IP Address Management**
- Worked on Infoblox to update the DNS host and A records to assist the part of the migration
- Security configuration on Wireless LAN using protocols **PEAP, EAP-FAST.**
- Assigning **RADIUS** and **TACAS** for new deployments in production environment. AAA for users to implement changes on production devices. Most of these devices are cisco propriety.
- Worked along with Microsoft operation center for monitoring traffic on the devices going to up-links and divert traffic on to different routes after traffic level reaching threshold value.
- Generating **audit reports** by running automated scripts on various devices to check the layer 2 issues like errors on the links, port flapping's.
- Analyzing the Audit report and work along with Data center teams to check the optics and troubleshoot issues.
- Coordinating along with Global data center teams located at different locations and work along with them for troubleshooting layer 2 issues.
- Migration from **NetScaler's to F5** without any downtime.
- Assisting off-shore teams located in India in upgrades, VLANs configurations, in troubleshooting layer 3 issues and routing protocol issues mostly **BGP.**



- Documentation of various changes made on devices and submit them for approvals and work along with alerts team and intimate them the changes to be made.

**Environment:** PA firewalls, ASA, F5, Juniper EX, FortiGate Firewalls, Cisco Meraki, Nexus 2k, 5k, 7k, 9k, Solarwinds.

Intel Corporation  
9/15 – 8/16  
*Sr Network Engineer*

Portland, OR

### **Responsibilities:**

- Assisted in troubleshooting **LAN connectivity** and hardware issues in the network of **500 hosts**.
- Performed client requirements to **provide solutions for network design**, configuration, administration, and security.
- Involved in **troubleshooting IP addressing** issues and Updating **IOS images** using **TFTP**.
- Maintained redundancy on **Cisco 2600, 2800 and 3600 routers with HSRP**.
- Created a backup and recovery policy for software application and verified peripherals are working properly.
- Monitor performance of network and servers to identify potential problems and bottleneck.
- Performed **RIP & OSPF** routing protocol administration. Support services to reduce the **downtime** on leased lines.
- Troubleshoot problems day to day basis & provide solutions that would fix the problems within their Network.
- Maintenance and Troubleshooting of connectivity problems using **Ping, Trace route**.
- Daily responsibilities included monitoring remote site using network management tools, assisted in design guidance for infrastructure upgrade & help LAN administrator with backbone connection and connectivity issue Other responsibilities included documentation and support other teams
- Designed and Implemented plan for migration from existing **Catalyst switches to Nexus** and configured **NX-OS Virtual Port Channels, Nexus port profiles, Nexus VPC peer links** on **Nexus 5k and 7k**.
- Acquitted with **Cisco Meraki** for **Cisco Wireless devices Monitoring, Managing** and troubleshooting Cisco Wireless devices using Cisco Meraki.
- Creating individualized configurations for **Juniper** and **Cisco routers** to make changes to meet new standards.
- Cisco ASA/Checkpoint, Palo Alto Firewall troubleshooting and policy change requests for new IP segments that either come online or that may have been altered during various planned network changes on the network.
- Supported and executed **migration to F5 BIG-IP LTM/GTM ADC Appliances from Citrix NetScaler**.
- Participated in the installation, configuration, and post installation routine operational tasks and configuration of the **Cisco Nexus Switches**. Worked with JunOS maintaining **Juniper EX4600, EX3400, EX4300 series switches** and **ACX1000** router to maintain some sites and stations



- Worked with Host Master for shared web hosting and managed Web Application firewall (WAF), DNS and DHCP management using Infoblox and Analyzed networks using Wireshark
- Worked with Nagios for monitoring of network services (SMTP, POP3, HTTP, NNTP, ICMP, SNMP, FTP, SSH).
- Provided full visibility and notification of authorized and unauthorized network access with integration of CISCO ASA and NAC solutions. Performed Load balancing using F5 BIG-IP LTM ADC 6400, Cisco ACE 4710.
- Configured OSPF over frame relay networks for NBMA and point to multipoint strategies
- Implementing traffic engineering on top of an existing Multiprotocol Label Switching (MPLS) network using Frame Relay and Open Shortest Path First (OSPF).
- Provided redundancy in a multi homed Border Gateway Protocol (BGP) network by tunings AS-path
- Hand on experience the configuration and implementation of various Cisco Routers and L2 Switches.
- Designed and implemented VLAN using Cisco switch catalyst 1900, 2900, 5000 & 6000 series.
- Modified internal infrastructure by adding switches to support server farms and added servers to existing DMZ environments to support new and existing application platforms.
- Built site-to-site IPsec VPNs over Frame-relay & MPLS circuits on various models of Cisco routers to facilitate adding new business partners to new and existing infrastructures.
- Responsible for Checkpoint, ASA, Palo Alto Firewall management and operations across global networks.
- Analyzed customer application and bandwidth requirements, ordered hardware and circuits, and built cost-effective network solutions to accommodate customer requirements and project scope.
- Monitoring and troubleshooting Juniper SRX210/650, EX4200/4500/8200 series device. Configured Juniper EX8200s, EX4500s, EX4200s, and SRX5800s from scratch to match design
- Configured routers and coordinated with LD Carriers and LECs to turn-up new WAN circuits. Configuring, Maintaining the Routers and Switches and Implementation of RIP, EIGRP, OSPF, BGP routing protocols and troubleshooting. Responsible for implementing QOS parameter on switching configuration.
- Experience in configuring and troubleshooting WAN technologies like MPLS, T1, T3, DS3 and ISDN.
- Involved in Design and Implementation of complex networks related to extranet clients.
- Troubleshooting the N/W Routing protocols (BGP, EIGRP and OSPF) in Migrations and new client connections.
- Manage operational monitoring of equipment capacity/utilization and evaluate the need for upgrades; develop methods for gathering data needed to monitor hardware, software, and communications network performance.
- Worked towards the key areas of the project to meet SLA's and to ensure business continuity. Involved in meetings with engineering teams to prepare the configurations according to the requirement.
- Creating change tickets according to the scheduled network changes and implementing the changes.

**Environment:** Cisco 3750/3550/3500/2960 switches and Cisco 3640/12000 /7200/3845/3600/2800 routers, Cisco ASA5510, Checkpoint, F5 Load Balancer Cisco Nexus7K/5K, Checkpoint, Cisco ASA, Nexus-5k and 7k, NX-OS, Meraki, BIG-IP, LTM/GTM, ADC, Citrix NetScaler, Juniper EX4600, EX3400, EX4300, ACX1000, JunOS, Infoblox, DNS, DHCP, Web Application firewall (WAF), POP3, HTTP, NNTP, ICMP, SNMP, FTP, SSH, Wireshark, NAC, Cisco ACE 4710, OSPF, Frame Relay, MPLS, BGP, VLAN, IPsec, QOS, RIP.



VMware Inc

Boston MA

1/14 – 8/15

*Network Implementation Engineer*

**Responsibilities:**

- Performed network administration tasks such as creation and **management of VLANS, Port security, Trunking, RPVST+, Inter-VLAN routing, and LAN security.**
- Worked with **Cisco Catalyst 6500, 4500, 3500, 4900 switches** and **Cisco 2800, 3600, 3800, 7200, 7600 series** and **ASR 5k/9k series Routers.**
- Responsible for entire LAN and WAN maintenance and troubleshooting of the company network. Involved in the **Team of Data Center Operations** to perform duties like **administration and deployment of Cisco Routers and Switches** according to the organization requirements.
- Involved in Network **Designing, Routing, DNS, IP Subnetting, TCP/IP protocol.**
- Worked with **Routing Protocols of EIGRP and BGP.**
- Verified **IDS** platform coverage using multiple testing suites.
- Performed extensive traffic engineering to best utilize upstream transit providers and peering relationships.
- Implemented Juniper Router and Switches.
- Created **IPAM** platforms with protocols and networking services.
- Configured **PVSTP+** for loop prevention and **VTP** for **Inter-VLAN Routing.**
- Ensured compliance with the standard procedures as applicable to data center operations.
- Worked on **commissioning and decommissioning** of the **MPLS circuits** for various field offices & POPs
- Collaborating with **Application owners, Network Team, DNS Team, and Firewall Team to migrate websites** from **Cisco ACE Load Balancer** to **New F5 BIG-IP Local Traffic Manager.**
- Deployed code upgrade from **version 11.5.1 HF4 to version 11.5.4** on the **F5 LTMs.**
- Configured **F5 GTM solutions**, which includes **Wide IP (WIP), Pool Load Balancing Methods, probes and monitors.**
- Implemented and configured **F5 Big-IP LTM-6400** load balancers.
- Manage Cisco Routers and **troubleshoot layer1, layer2 and layer3 technologies** for customer escalations.
- IP Allocation & Maintenance for users and other needs throughout company.

**Environment:** Cisco ASA 5520, 5505, BIG-IP LTM 6400, Nexus, STP, RSTP, VTP, HSRP, Port-Channel, BGP, OSPF, EIGRP, PPP, HDLC, SNMP, DNS, DHCP.



RealPage Inc  
6/11 – 10/13  
*Network Administrator*

Hyderabad, India

### **Responsibilities:**

- Worked with the Help Desk for circuit troubleshooting to give Support to the Tech persons at the site.
- Configuring routers and sending it to Technical Consultants for new site activations and giving online support at the time of activation.
- Supporting Development team for the access to corporate network and outside world. Providing access to specific **IP, Port filter and port access.**
- Experience in **Cisco 7200, 7600 routers, Cisco 2800 3700 series switches, Physical cabling, IP addressing, Wide Area Network configurations (Frame-relay and ATM).**
- Performed troubleshooting, while **maintaining trouble ticket tracking**, following internal/external escalation procedures and customer notifications. Configured **Cisco Routers for OSPF, RIP, IGRP RIPv2, EIGRP, Static and default route.**
- Configured the Cisco router as **IP Firewall** and for **NATting.**
- **Switching (Ethernet)** related tasks included **implementing VLANs** and configuring **ISL trunk on Fast-Ethernet** channel between switches.
- Installed and configured **PIX 520, 525, 535 series firewalls**, configured standard and extended access-lists and policy- based filters.
- Configured **ASA 5510** appliance and **VPN.**
- Responsible for **implementing Qos prioritizing voice traffic** over a data.
- Implemented **SNMP** on **Cisco routes** to allow for network management. Completed the **installation and configuration of T1, T3 & OC3 circuits.**
- **Troubleshoot TCP/IP problems**, troubleshoot connectivity issues.



## **DAVID W. DUKE, CCNA – Senior Server Administrator**

### **Professional Summary:**

Strong background in many areas including network design, system administration, project management, escalation coordination, system installation and configuration, system testing and troubleshooting, technical user support, quality assurance, records maintenance, and customer service. Emphasis on recommended vendor best practices and security.

- Windows Server 2016 R2, Exchange 2016, Windows 10 deployment, MS Office 2016 deployment, Active Directory, Group Policy, and PowerShell automation scripting
- Dell and HPE servers
- VMware vSphere 6.7, iSCSI Compellent SAN, HPE 3PAR and StoreOnce
- Veeam Backup and Recovery 9.5 and Veeam One
- Cisco Catalyst 6500 VSS deployments and configuration
- Cisco Catalyst 3850 and 2960X access switch configuration and security
- Cisco ASA 5585, 5510, 5505, configuration of firewall, Remote access and Site to Site VPN
- Juniper QFX5100 and EX4300 series ToR switching

### **Academic Qualification and Certifications:**

MESQUITE HIGH SCHOOL                      Mesquite, Texas                      Earned Diploma.

UNITED STATES NAVY Served as an Air Traffic Controller. Handled radar approach, controlling flight arrivals, and flight planning

- CCNA certification 10/31/2014

### **Professional Experience:**

City of Carrollton (Avenu Insights Contract)

6/18 – Present

*IT Infrastructure Manager*

Manager of Server and Network Teams. Planned, designed, and deployed a new VMware environment for the city data center, migrating existing VM and Physical servers. Oversees day to day server and network operations. Manages resources for projects and initiatives. Responds to IT Security issues.

DR Horton

6/17 – 6/18

*IT Server/Network Engineer*

Member of the team responsible for security of all IT systems corporate-wide. Plan, design and implement IT security solutions and supports IT operations teams. Manage Active Directory including Group Policy for an





8000+ user and 2000+ server environment. Approves change control and processes covering security for Cisco ASA and IPS appliances. Directs and conducts intrusion testing and identification of vulnerabilities. Responds to security incidents, including email phishing, brute force DDoS password attacks, server and desktop malware, virus, coinmining, data loss/data leakage, and other security issues. Final point of escalation for network and server systems.

Aspire Financial, Inc.

2/12 – 6/17

*Network Operations Manager (8/14 – 6/17)*

Responsible for management of the IT staff and helpdesk, system admin functions, Data Center and Network design management and operations. Network Security and Auditing. Training and development of the IT staff

Re-designed the Dallas HQ Campus IP network and deployed a full network hardware refresh. Created a full IP Network design and planning document which includes reserved address space for future growth. Created full Network Topology Visio documentation. Deployed network refresh upgrading the Core to Cisco 6506 (Sup2T) VSS switches and Cisco 2960-X access switches using Cisco Best Practices for design and security.

*Network Administrator (2/12-8/14)*

System administration and helpdesk duties. Implemented a P2V migration of the data center servers to a VMware vSphere environment. Automated configuration and deployment of Cisco Firewalls to new branches.

Insight Global

6/11- 9/11

*Network Administrator*

Server and network administration, maintenance and troubleshooting. Install and configure network and PC infrastructure in new branch offices, including Cisco ASA 5505 firewall and site to site VPN's. Windows Server 2008 R2 Active Directory, user account, Group Policy, DNS and DHCP administration. Windows 7 imaging using MDT2010. Supported users mobile devices for email and other services.

National Default Exchange

3/08 – 4/11

*Helpdesk Support/Desktop Administration*

Lead Support technician for level 1. Responsible for Desktop administration and support. Maintained user and computer accounts in Active Directory and provided training to junior team members.

Configured WinPE solution to replace Bart CD for PC imaging. Scripted the build to be able to reproduce  
Created customized automated deployments of Office 2010

Created Windows 7 automated deployment using MDT 2010

Developed automation scripts to identify inactive user accounts in AD for SOX Compliance



FIRST HORIZON NATIONAL CORPORATION

Irving, Texas

2006-2008

*IT Analyst*

Priority One Desk agent within the call center. Responsible for responding to information technology issues, escalation management, coordinating project responses, resource planning, supporting management and support personnel, managing agent work, working with vendors, maintaining project records, quality assurance, and other related assignments.



## **Farina Syed - Network Engineer**

### **Professional Summary:**

- ② **8.6 years of Experience and having multiple Certifications Cisco (CCNA&CCNP)** in designing, deploying and troubleshooting Network & Security infrastructure on routers, switches (L2/L3) & firewalls of various vendor equipment.
- ② Working on **Cisco IOS, Junos & NX-OS (7K, 5K&2K).**
- ② Strong hands on experience on **ASA (5505/5510/5540/5585) Firewalls, Juniper (SRX 110/210/220/550).**
- ② Implemented security policies using ACL, Firewall, IPSEC, SSL, VPN, IPS/IDS, AAA(TACACS+ & RADIUS).
- ② Worked aggressively on complex Palo Alto firewalls Environment.
- ② Strong hands on experience in layer-3 Routing and layer-2 Switching. Dealt with Nexus models like **7K, 5K, 2K** series, Cisco router models like **ASR 9K, ASR 1K, 7200, 3900, 2900, 2800, 2600, 2500, 1800** series and Cisco catalyst **6500, 4500, 3850, 3750, 3500, 2900** series switches
- ② Technology and Infrastructure consultant for Cisco and Juniper design and implementation projects. Specific tasks include installations, configurations, support and maintenance of routers and switches. □ Experience with design and deployment of **MPLS Layer 3 VPN, MPLS Traffic Engineering, MPLS QOS** □ Diverse industry exposure – Finance, Telecom, and IT consulting Markets.
- ② Extensive experience in configuring Layer3 routing and layer2/3 switching of Juniper & Cisco based J2320,MX,EX,2950,2960,3600,3750,4500,6500,1700,1800,2600 and 3700 series routers & Switches.
- ② Troubleshooting & implementation of Vlan, STP, MSTP, RSTP, PVST, 802.1Q, DTP, HSRP, VRRP, GLBP, LACP, PAGP, AAA, TACACS, RADIUS, MD5, VTP & SVI.
- ② Experience working with **Cisco IOS-XR on the ASR9000** devices for MPLS deployments □ Experience configuring & troubleshooting routing protocols like RIP, OSPF, BGP, EIGRP. □ Hands-on experience with **Juniper SRX - Juniper SSL VPN** □ IOS/JUNOS upgrade for Cisco & Juniper routers/switches.
- ② Experience in testing Cisco & Juniper routers/switches in laboratory scenarios and deploy on site for production.
- ② Native communication skills and a team player, Effective inter-personal skills, adaptive to any environment, with the latest technologies and delivering solutions as an individual and as part of a team

## Certification and Technical Skills:

Cisco Certified Network Professional

Cisco Certified Network Associate

**Routing Protocols:** RIP, BGP, OSPF, EIGRP, Static Routing, IP Addressing, Subnetting, VLSM

**Communication Protocols:** TCP/IP, UDP, DHCP, DNS, ICMP, SNMP, ARP, PPP

**Redundancy Protocols:** GLBP, HSRP, VRRP

**Topologies:** MPLS, Ethernet, Cable Modem, and Wireless

**Switch Technologies:** VLANs, VTP, STP, DTP, ISL and dot1q

**Network Hardware:** Cisco switches (2960, 3550, 3560, 4500, 6509, and 6513), Cisco Nexus

Switches (2248, 2232, 5548, 5596, 7010, 7718), Cisco routers (1900, 2900, 3900, 7200, ASR-1k/9k), Cisco ASA 5500 series, CSU/DSU's, network cards, Modems and F5 Network Load Balancer

**Network Management Tools:** MRTG, HP Open view, Cisco WAN manager, Cisco works 2000, Solarwinds Orion, Zenoss

**Security:** NAT/PAT, Ingress & Egress Firewall Design, VPN Configuration, Internet Content Filtering, URL Filtering - Web-sense, SSL, IPSEC, IKE, Static, Dynamic, Reflexive ACL, and authentication AAA (TACACS+ & RADIUS).

**Firewall:** Cisco ASA, Juniper SRX, Palo Alto

**Network Simulators:** GNS3, Packet Tracer, Wire shark

**OS:** Windows, UNIX, LINUX

## Professional Experience:

Vistra Energy

Irving, TX

4/18 - Present

*Network Security Engineer*

### Responsibilities:

- ☐ Designed and implemented DMZ for Web servers, Mail servers & FTP Servers using Cisco ASA5500 Firewalls.
- ☐ Configure all Palo alto Networks Firewall models (PA-2k, PA-3k, PA-5k etc.) as well as a centralized management system (Panorama) to manage large scale firewall deployments
- ☐ Monitor and respond to network intrusions and vulnerability alerts raised by automated detection systems, internal and external reports and manual investigation, using tools such as: Solar Winds Network Monitoring, Source Fire IDS, and Palo Alto Firewall Administration.
- ☐ Establish AWS technical credibility with customers and external parties
- ☐ Help customers build scalable, resilient, and high-performance applications and services on AWS
- ☐ Responsible for turning up BGP peering and customer sessions, as well as debugging BGP routing problems.
- ☐ Experience with configuring Virtual Server and Configuring Load balancing methods in F5 LTM
- ☐ Experience with Firewall Administration, Rule Analysis, Rule Modification

?

? Experience with Network Redesign of branch and Campus Networks. This includes changes to both the voice and data environment.

? Implemented Load Balancing between Cisco L3 Switch by HSRP and GLBP

? Configuring OSPF and Static routing on Juniper M and MX series Routers

? Enabled STP attack mitigation (BPDU Guard, Root Guard), using MD5 authentication for VTP, disabling all unused ports and putting them in unused VLAN and ensuring DHCP attack prevention where needed □ Experience in configuring vdc, fex pinning, fex port-channel, port-channel, peer keep alive, peer link.

? Experience with migrating the Partner IPSEC VPN tunnels from one data center to another data center.

? Replace Campus Cisco 6509 End of Life hardware with new 4507/4510 devices.

? **IOS upgrade in Nexus 7010 through ISSU (In service software upgrade)**

? Provided redundancy in a multi homed Border Gateway Protocol (BGP) network by tuning AS-path.

? Worked on Juniper J series j230, M 320 routers and EX 3200 series switch.

? Experience in working with Nexus 7010, 5548, 5020, 2148, 2248 devices.

? Designed and configured the commands for QoS and Access Lists for Nexus 7K and 5K.

? Configuring Virtual Chassis for Juniper switches EX-4200, Firewalls SRX-210

? Design and implementation of GET VPN architecture used for multicast and unicast communication on an existing IP VPN.

? Modified automation scripts using python coding languages for pre and post checks, SNMP to improve efficiencies, enable scale and reduce costs over time.

? Worked extensively on Cisco ASA 5500 (5510/5540) Series

? Responsible for working on the vendor DMZ migration project to migrate various vendors on SRX/SSG firewalls to a unified Cisco ASA device in our primary/redundant datacenters

? Experience on designing and troubleshooting of complex BGP and OSPF routing problems, □  
Involved in configuring IP Quality of service (QoS)

Worked on Layer 2 protocols such as STP, VTP, STP, RSTP, PVSTP+, MST and other VLAN troubleshooting issues and configuring switches from scratch and deployment

? Involved in designing and implementing QOS and policy map to 2800 series routers for all the branches

? Experience with configuring Nexus 2000 Fabric Extender (FEX) which acts as a remote line card (module) for the Nexus 5000

? Implementing and Maintaining Network Management tools (OPAS, Solar Winds, Cisco Works)  
□ Configuring IPSEC VPN (Site-Site to Remote Access) on SRX series firewalls.

? Replace branch hardware with new 2851 routers and 2960 switches.

? Designed, validated and implemented LAN, WLAN & WAN solution to suite client's needs.

? Configured and designed LAN networks with Access layer switches such as Cisco 4510, 4948, 4507 switches.

3/16 – 3/18

*Sr. Network Security Engineer***Responsibilities**

- ☐ Experience working with data center deployment where we converted from **Cisco 6500 to Nexus**.
- ☐ Experience with configuring **FCOE using Cisco nexus 5548**.
- ☐ Experience working with Juniper devices like **EX-2200, EX-4200, EX-4500, MX-480, M Series, SRX650, SRX240**
- ☐ Troubleshoot wan related problems including **OSPF, EIGRP, BGP** routing and design
- ☐ Experience Supporting EIGRP, OSPF and BGP based -network by resolving level 2 & 3 problems of internal teams & external customers of all locations
- ☐ Experience with configuring **BGP, OSPF in Juniper M and MX series** routers for branch/Back office locations.
- ☐ Working with Checkpoint Support for resolving escalated issues
- ☐ Configured and troubleshoot Autonomous and Cisco Meraki and Access Points
- ☐ Experience with setting up **IPSEC VPN on Cisco 5585** Firewalls towards the multiple vendors
- ☐ Experience working with **Nexus 7010/Nexus 7018, 5020, 2148, 2248 devices**
- ☐ Experience configuring **VPC, VDC and ISSU** software upgrade in **Nexus 7010**
- ☐ Experience with configuring Nexus 2000 Fabric Extender (FEX) which acts as a remote line card (module) for the Nexus 5000
- ☐ Experience in configuring all Palo alto Networks Firewall models (PA-2k, PA-3k, PA-5k etc.) as well as a centralized management system (Panorama) to manage large scale firewall deployments
- ☐ Support Panorama Centralized Management for Palo alto firewall PA-500, PA-200 and PA3060, to central manage the console, configure, maintain, monitor, and update firewall core, as well as back up configuration
- ☐ Helped team to deploy 100 APs with 15 Switches, Cisco Nexus, Cisco Meraki and 2 Wireless controllers. ☐ Experience working with **F5 LTM 3600/6400 and GTM 2200/4200** in data center
- ☐ Configured Virtual Servers, Configure Nodes, and configuring the load balancing Pools and also used to work with configuring load balancing algorithms.
- ☐ Experience configuring session-based persistence and I have learnt configuring writing i-Rules for specific redirection purpose and also i-rules for persistence.
- ☐ Dealt with creating VIP(virtual servers), pools, nodes and applying I Rules for the virtual servers like cookie persistency, redirection of the URL
- ☐ Provided Load Balancing towards access layer from core layer using **F5 Network Load Balancers**.
- ☐ Configured Cisco 3502 wireless access points.
- ☐ Supplied documentation, escalation, training and standard operating procedures as needed to allow for a smooth transition within the NOC.
- ☐ Modified internal infrastructure by adding switches to support server farms and added servers to existing ☐ DMZ environments to support new and existing application platforms.
- ☐ Designed and installed new Branch network systems. Resolved network issues, ran test scripts and prepared network documentation.



?

Performed switching technology administration including **VLANs, interVLAN routing, Trunking, STP, RS TP, port aggregation & link negotiation.**

Configuration of Access List ACL (STD, Ext, Named) to allow users all over the company to access different applications and blocking others.

Involved in configuring IP Quality of service (QOS)

Worked on Layer 2 protocols such as **STP, VTP, STP, RSTP, PVSTP+, MST and other VLAN** troubleshooting issues and configuring switches from scratch and deployment

Primary responsibility is to design and deploy various network security & High Availability products like Cisco ASA other security products

Convert Branch WAN links from point to point circuits to MPLS and to convert encryption from IPSec/GRE to get VPN.

Configured, implemented, and troubleshoot routers and switches with various account settings permissions, and parameters including security firewalls.

Plan Design and assist in deploying enterprise wide Network Security and High Availability Solutions for ASA and SRX Firewalls

Work as a part of the DMZ migration and consolidation for external vendors into a new environment on ASA 5585 devices.

Creating or Modifying Firewall rules on Cisco 5555, 5520, Juniper SRX and Palo alto VM-300 devices. ☐ Upgrading the IOS on Network Devices including cisco 6800, 6500 and Palo Alto VM-300 devices ☐ Experience in working in panorama, palo alto user interface version 8.0.2 and VM-300 series firewalls.

Creating templates in panorama to manage the individual devices from it.

Worked extensively in Configuring, Monitoring and Troubleshooting **Cisco's ASA 5500/Juniper** security appliance, Failover DMZ zoning & configuring VLANs/routing/NATing with the firewalls as per the design.

Multipoint VPN: **IPSec, IKEv2, DES, 3DES, AES (-128, -192, -256)**, Pre-Shared Key, X.509v3 Certificate, **MD5, SHA-1, NAT-T**, firewall rules for each VPN connection, configuration assistance via web interface, remote-controlled activate/ deactivate connection.

Data center migration was involved in Access, Distribution and Core layers.

Created MOPS and get approval from peers to perform configuration add/ remove changes.

Actively participated in upgrading fast Ethernet, Layer 3 switched/routed LAN infrastructure from **Cisco**

**3640 to Cisco 2811 ISR routers and switches at access level to 2950, 3550.**

Configuration and extension of VLAN from one network segment to other segment between Different vendor switches (Cisco, Juniper).

Configuring Vlan's, VTP's, enabling trunks between switches.

Configured VLANs with 802.1q tagging. Configured Trunk groups, ether channels, and Spanning tree for creating Access/distribution and core layer switching architecture.

Performed Configuration on ASR 9K Pairs includes HSRP, Bundle Ethernet Config, Assigning DHCP profiles.

?

Walt Disney

Seattle, WA

1/15 –2/16

SR Network Engineer

## Responsibilities

- ? Involved in the Configuration and Administration of Cisco and Juniper Routers and Switches □  
Experience working with **Nexus 7010, 5548, 5596, 2148, 2248 devices.**
- ? Implemented Site-to-Site VPNs over the internet utilizing 3DES, AES/AES-256 with **ASA and JUNIPER SRX Firewalls**
- ? Configure and troubleshoot **Juniper EX series switches** and routers at branches/back offices.
- ? Experience with moving data center from one location to another location, from 6500 based data center to Nexus based data center
- ? Worked with convert Checkpoint VPN rules over to the Cisco ASA solution. Migration with both Checkpoint and Cisco ASA VPN experience
- ? Upgrading code on Palo alto firewalls PA5050/3020 to meet company security policy  
Implemented Zone Based Firewalling and Security Rules on the Palo Alto Firewall
- ? Created documents for various platforms including **Nexus 7k, ASR9k, and ASR1k** enabling successful deployment of new devices on the network.
- ? Modified internal infrastructure by adding switches to support server farms and added servers to existing DMZ environments to support new and existing application platforms.
- ? Involved in Implementation and Configuration (**Profiles, I Rules**) of **F5 Big-IP C-4400 load balancers.**
- ? Network Redesign for Small Office/Campus Locations. This includes changes to both the voice and data environment
- ? Establish AWS technical credibility with customers and external parties
- ? Help customers build scalable, resilient, and high-performance applications and services on AWS
- ? Develop/capture/document architectural best practices for building systems on AWS
- ? Worked on a broad range of topics such as proactive monitoring and maintenance, disaster recovery exercises, and core network repairs
- ? Advanced expertise and hands-on on **Cisco IOS-XR software platform on Cisco 12000 series routers**
- ? Experience working with **ASR 9000 series switches with IOS-XR**
- ? Advanced expertise and hands-on on **Cisco IOS, IOS-XR 4.1.2 and 4.3.31** software platform on 12000 series routers
- ? Well Experienced in configuring protocols **HSRP, GLBP, ICMP, IGMP, PPP, PAP, CHAP, and SNMP.**
- ? Experience with communicating with different with different customers/Vendors, IT teams in gathering the details for the project
- ? Switching tasks include **VTP, ISL/ 802.1q, IPSec and GRE Tunneling, VLANs, Ether Channel, Trunking, Port Security, STP and RSTP.**
- ? Experience in installing and configuring **DNS, DHCP** servers.
- ? Replace branch hardware with new **3900 routers and 3750 POE Switches.**

?

? Responsible for layer 2 securities which was implemented using a dedicated VLAN ID for all trunk ports, setting the user ports to non-trunking, deployed port security when possible for user ports

? Involved in configuring **Juniper SRX 550, Cisco ASA 5585 firewall and PALOALTO 5050 firewall**

? Enabled STP attack mitigation (BPDU Guard, Root Guard), using MD5 authentication for VTP, disabling all unused ports and putting them in unused VLAN and ensuring DHCP attack prevention where needed

AT&T

Middletown, NJ

10/13- 12/14

*Sr. Network Engineer*

### Responsibilities:

? Experience with configuring **Cisco 6500 VSS** in Distribution layer of the Data center network □  
Configuration and Administration of Cisco and Juniper Routers and Switches □  
Experience working with **Nexus 7010, 5548, 5596, 2148, 2248 devices.**

? Experience configuring VPC(Virtual Port Channel), VDC(Virtual Device Context) in **Nexus 7010/7018**

? Experience with configuring FCOE using **Cisco nexus 5548**

? Configured Nexus 2000 Fabric Extender (FEX) which acts as a remote line card (module) for the Nexus 5000 to connect servers and storage devices.

? Experience with setting up **MPLS Layer 3 VPN** cloud in data center and also working with **BGP WAN** towards customer

? Configure and troubleshoot Juniper EX series switches and routers

? Migrated to **Juniper EX series switches** from **Cisco 3500 series and 6500 series switches**

? Experience with moving data center from one location to another location, from 6500 based data center to Nexus based data center

? Network Redesign for Small Office/Campus Locations. This includes changes to both the voice and data environment

? Network security including **NAT/PAT, ACL, and ASA/SRX Firewalls.**

? Good knowledge with the technologies VPN, WLAN and Multicast.

Well Experienced in configuring protocols **HSRP, GLBP, ICMP, IGMP, PPP, PAP, CHAP, and SNMP.**

? Installation and Configuration of Cisco Catalyst **switches 6500, 3750 & 3550** series and configured routing protocol **OSPF, EIGRP, BGP** with Access Control lists implemented as per Network Design Document and followed the change process as per IT policy It also includes the configuration of port channel between core switches and server distribution switches

? Experience with communicating with different with different customers, IT teams in gathering the details for the project

- ?
- ?
- Switching tasks include VTP, ISL/ 802.1q, IP Sec and GRE Tunneling, VLANs, Ether Channel, Trunking, Port Security, STP and RSTP.
- ?
- Experience in installing and configuring DNS, DHCP servers.
- ?
- Replace branch hardware with new **3900 routers and 2960 switches**.
- ?
- Conversions to BGP WAN routing. Which will be to convert WAN routing from **OSPF to BGP** (OSPF is used for local routing only) which involves new wan links.
- ?
- Convert Branch WAN links from TDM circuits to MPLS and to convert encryption from IPSec/GRE to Get VPN.
- ?
- Responsible for layer 2 securities which was implemented using a dedicated VLAN ID for all trunk ports, setting the user ports to non-trunking, deployed port security when possible for user ports
- ?
- Involved in **configuring Juniper SSG-140 and Cisco ASA firewall**
- ?
- Enabled STP attack mitigation (BPDU Guard, Root Guard), using MD5 authentication for VTP, disabling all unused ports and putting them in unused VLAN and ensuring DHCP attack prevention where needed.

Wyndham

Orlando, FL

10/12- 9/13

*Network Engineer*

### **Responsibilities:**

- ?
- Responsible for the configuration, implementation and operation of **Cisco 3745 routers Cisco 6509 and 3560 L2/L3 switches**
- ?
- Removed **Cisco 3600 and 2600 series routers** and **Cisco 2900 series** switches from the current infrastructure and replaced them with the **Cisco 6509 or 3560 L2/L3 switches**.
- ?
- Configured RSTP, MST and used VTP with 802.1q trunk encapsulation. Provided port binding and port security wherever required. Provided router redundancy through HSRP.
- ?
- Configured ether channels using PAgP and LACP.
- ?
- Designed **ACLs, VLANs**, troubleshooting IP addressing issues and taking back up of the configurations on switches and routers.
- ?
- Responsible for Checkpoint firewall management and operations across our global networks. □  
Working with Checkpoint Support for resolving escalated issues
- ?
- Created effective network security by migrating from Check Point FW-1 NG to ASA 5510 Firewalls
- ?
- Provided testing for network connectivity before and after install/upgrade
- ?
- Switching related tasks included implementing **VLANs** and configuring ISL trunk on Fast-Ethernet and Gigabit Ethernet channel between switches.
- ?
- Experience in Cisco switches and routers: Physical cabling, IP addressing, Wide Area Network configurations (Frame-relay and ATM).

- ?
- ? Performed troubleshooting, while maintaining trouble ticket tracking, following internal/external
  - Escalation procedures and customer notifications.
- ? Configured Cisco Routers for **OSPF, IGRP, RIPv2, EIGRP**, Static and default route.
- ? Worked on **HSRP and GLBP** for first hop redundancy and load balancing.
- ? Configured the Cisco router as IP Firewall and for NATting.
- ? Prepare, update, and maintain technical and logistical network documentation

CAPGEMINI

New York, NY

12/09- 9/12

*Network Engineer*

### **Responsibilities**

- ? Configuration, Management, Troubleshooting of Network devices (Routers, Switches). Maintained the Telecommunication Connectivity using DSL and T1 Lines.
- ? Maintained complex **LAN/WAN** networks with several VLANS and provided support for routing protocols.
- ? Managed IP addressing and implemented IP Access Lists
- ? Configured and troubleshoot **VLAN, VTP, STP** and Trunks
- ? Installing and configuring protocols like TCP/IP and Internet protocols including Local Area Networking, routing and HTTP.
- ? RMA's and provided 24x7 supports.



## **Kris G. Wright -Senior Server Administrator**

### **Professional Summary:**

Seasoned professional, with MCSA, MCP, A+ Certification, Network+ Certification, CNE 565, DSL II Certification, CST Certification and multiple BA's. Highly experienced with server OS's (Server 2000, 2003, 2008 and 2012), P/C (setup and hardware trouble shooting, XP and Win7/8), Mac (OS X), Lotus Notes (9.0.1), Domino (8.5.3). Experienced in Active Directory management, Windows security group management, DfS management, File security management, using Hyper-V/VMWare to create virtual servers and enterprise level server maintenance. An energetic professional that has exceptional trouble shooting, training and documentation skills, that likes to problem solve, taken on new projects and is fluent in German (spoken as well as written).

### **Academic Qualification, Certifications and Technical Skills:**

University of North Texas – Graduate Work – Public Administration  
Abilene Christian University – Bachelor of Arts  
Johan Wolfgang Goethe University, Frankfurt, Germany – International Bachelor of Arts  
MCSA, MCP, A+ Certification, Network+ Certification, CNE 565, DSL II Certification, CST Certification; Hardware configuration and assembly, Mac O.S., Mac OS X, Mac OS X Server, DOS, Win 3.X, Win 95, Win 98, Win 2000 Pro, Win XP, Server 2000, Server 2003, Server 2008, Server 2012R2, HP I-Lo, Solar Winds, VMWare IE Client, Exchange Server 2008, Dell Server Manager, DRAC, Hyper-V, Changepoint, Support Magic, IBM Domino, IBM Lotus Notes, BlackBerry Enterprise Server, Saleslogix, Expert Support, Adobe Acrobat, PhotoShop, Word, Excel, PowerPoint, PageMaker, Free Hand, Illustrator, WordPerfect, AutoCAD, also use of the same skills in German.





## **Professional Experience:**

Advantage Resourcing/HPE/Citi

1/17 - Present

*Domino/Windows server Administrator*

Working at Citi Group Irving, TX location as Lotus Notes/Domino server Administrator. Domino Administrator entailed ID maintenance, data conflict removal, restores, update/replace database templates, troubleshoot highly sensitive financial customer messages, server and webpage certificate creation via Venafi, deployment of databases, updating and editing the ACL's. Domino Administration also entailed Windows Server 2012 Administrator access to update the file structures, accessing the Domino Console and to use the CMD line to work in the LNMonitor.

Also supported various applications such as DRA, Inxite/HEED message servers and numerous in-house developed applications.

AT&T/AAFES

10/15 - Present

*Server Engineer*

Work as full time employee of AT&T at AAFES to aid in the transition from Windows Server 2003 to Windows Server 2012R2. Working with the application team in the creation of the Beta, Alpha, QA and production servers for the deployment of web pages. Duties include server updating, software installation, patching, fine tuning of log scripts and creation of Websites in IIS. Further duties included publishing website code through the publishing process, troubleshooting failed websites and working with developers in troubleshooting webpages.

TEKsystems/Ascension

8/15 - 10/15

*Server Engineer*

Contract to migrate Ascension Health's servers from Server 2003 to Server 2012-r2. Project involves discovery, dependency discovery and eventual migration of server OS's.



OilStates International, Inc

4/14 - 8/15

*Wintel/Network Engineer*

Positioned in the Arlington, TX Infrastructure NOC. Duties included Active Directory maintenance,

Exchange user/group account maintenance, Server monitoring via Solar Winds, Solar Winds maintenance, VM Ware server monitoring and some maintenance. Applications used include AD Manager Plus, various modules of the MS AD, VM Ware browser interface, HP I-Lo for server access, Vision App for RDP, MS

Lockout tool, Service Desk for tickets, Cerberus FTP Server for FTP, Management Console 3.0 for

Exchange management, MS Windows Server 2003, MS Windows Server 2008 SR2/Enterprise, MS Windows Server 2012, MS Windows 7/8 Enterprise

CSC/TSA

2/13 - 4/14

*Systems Engineer*

Working in the Fort Worth, TX, TSA EMOC (Emergency Management Operation Center) as Wintel systems engineer. Duties entailed monitoring of TSA server operations, managing and implementing design changes to servers located at two remote data centers and field offices. Server operations included cluster monitoring/failovers (Cluster Manager); monitoring and maintenance of virtual servers (Hyper-V); working with local techs on hardware maintenance and component replacement; managing and controlling servers via DRAC (Dell remote access control) and via terminal server (RDP – Remote Desktop); maintaining and working with the TSA Active Directory (AD). Used and implemented Windows Sever 2000, Windows Server 2003 and Windows Server 2008.

Johnson Equipment Co.

6/06 – 2/13

*Systems Administrator*

Responsible for the day to day operations of the company's servers, workstations, LAN and trouble -shooting issues as they arise. Server duties entailed physical setup of servers (racking, LAN inclusion, power supply backup), creating RAID arrays, installing MS Server 2003 and 2008 as well keeping current on OS updates. Additional duties included maintenance of the Domino mail databases, replication with other supplier companies Domino servers, backup of the data bases and server restoration and setup. Also responsible for the update of the Domino software (currently 8.5.3 SP2), update and



maintenance of the Spam Sentinel (white listing and black listing), setup and administer the BlackBerry Enterprise server, iPhone server (Traveler) and hand-helds (i-Pad and Android tablets); also responsible for the setup and management of IIS servers. Transition users from non-AD systems to the companies AD. Build and move live Domino systems to new servers and clusters. Rebuilt the AD to reduce the number of entries and to reflect current systems. Split the DHCP pool between the domains DC to have redundancy in case of failure; implemented a backup of the AD and DNS in case of disaster. Architect of the corporate headquarters move; which was completed without loss of productivity. Further duties include maintenance of the MS Dynamics server, custom web server for remote access to the Dynamics data and maintenance of the three local file servers. Also provide administration and support for the servers in the ten company locations, including five locations in Mexico; for remote location a terminal server access was created (in the corporate headquarters) so that a file share could be accomplished without having to use the custom financial web page.

Atos-Origin

11/03 – 6/06

*Analyst/ Administrator*

Tier 2 support for Lotus Notes and server management, also remote access management and mainframe account management. Tier2 support for various clients servers and applications. System administrator for Johnson Matthey Chemical US; entailing server management, workstation configuration, Lotus Notes backup and restore functions and security; which included AD cleanup and creation of sites, users and servers. Domain Administrator work status at Atos-Origin - manage, build and administer servers. Secondary assignment at Republic Group in Dallas as Domain Administrator/Support Analyst working with servers in a Citrix environment.

CIBER.Inc

1/01 – 11/03

*Analyst/Jr. Administrator*

Support for application hosting company. Supporting Saleslogix, Exchange, Lotus Notes, internet mail access, data warehousing, Ziff Davis internal support (Mac and P/C), LAN administration, Philips Medical Systems internal support for WAN and LAN issues also covering migration from Outlook to Lotus Notes (Exchange to Domino), Agilera hosted and shared Mail server support (McDonalds, WGI, Trustmark, etc.) and Massachusetts Public Library systems (connectivity and access) using Magic and Expert Support. Limited user account maintenance in AD. Analyst of the Year 2001 – 2002



G.E.-Zurich

8/00 – 1/01

*Analyst*

Help desk support, for hardware and operating systems, for Mac and P/C. Supported IBM, Compaq, Sony, Mac and various other platforms; support included Mac OS, Win3.x, Win9.x and ME.

1994 – 2000

Freelance p/c technician working several contracts and supporting various personal users. Involved in digital photography; building systems, imaging, image manipulation and data storage as well as output to dye transfer printers.



## **MARSHALL SMITH – Senior Systems Analyst**

### **Professional Summary:**

- ▣ Expert - MS SQL Server, T-SQL, SSIS, Visual Studio, MS Access for design and development of databases, database administration, database applications, web applications, and website development
- ▣ Design, development, and implementation of extensive document management system for a large Dallas law firm
- ▣ Creation and maintenance of initial website for the first major theatre chain to have a presence on the Internet
- ▣ Automation of operations of Tarrant County District Clerk's Office – Database architecture, design, development, and implementation of District Court Case Management system
- ▣ Sole responsibility for office connectivity infrastructure for computer and telephone networks of new corporate office building from design, requests for bid, bid review, vendor selection, and project management
- ▣ Personnel management and project management with responsibility ranging from small groups to larger operations consisting of multiple groups managed by subordinate managers; large and small projects involving both database and application development as well as network infrastructure design and implementation
- ▣ Strong communication and customer service skills and extensive background interacting with clients

### **Academic Qualification and Certifications:**

The University of Texas at Dallas, Richardson, Texas  
Bachelor of Arts, Crime and Justice Studies

### **Professional Experience:**

ResourceOne Tulsa, OK  
4/17 - 4/18  
*Senior Applications Development Manager*

Implemented SDLC, Project Analyses and Development Time Estimation and Scheduling Methods  
Completed and deployed several outstanding development projects.  
Development tools included SSIS, SQL Server, T-SQL, MS Access, VBA, .NET

MetroPCS Wireless/T-Mobile Richardson, TX  
7/05 - 4/17  
*T-Mobile*  
*Database Architect/Senior Applications Developer (financial applications)*  
**9/12 - 4/17**

(continuing employment with T-Mobile (MetroPCS Merger)  
Development tools included SSIS, SQL Server, T-SQL, MS Access, VBA, VB Script...



*Database Manager*

MetroPCS Wireless, RAN Engineering, Corporate

**10/07 - 9/12**

**2009 to 2012** – Improving and adding reporting capabilities to various internal and external groups including:

Repository, SQL Server database containing data regularly extracted from each of the remote DMD databases for the purpose of producing reports to include those for:

- NOC for centralized cell site operations support
- AMDOCS billing information
- Internal financial reports
- E911 reports for security
- Internal markets' cell sites audit reports
- Reports (internally and to equipment provider) on the progress of a current major project of adding 4G technology to MetroPCS wireless networks
- Miscellaneous, ad hoc reports

**2008** – DMD group relocated to MetroPCS Corporate Headquarters

Implemented DMD in existing markets South Florida, Central Florida/North Florida, Sacramento/Las Vegas, and San Francisco with the addition of Atlanta in 2009

MetroPCS Wireless, DFW Region,

Plano, TX

*Senior Wireless Data Engineer/Database Manager*

**October 2007** – Promoted to Database Manager. Added two permanent developers and three contract employees

**January 2006 to October 2007**

- ☐ MS Access Database and applications development for all functional units of Network Operations in all MetroPCS regional markets
- ☐ SQL Server database administration, architecture, and development
- ☐ Various applications tools used for analysis by regional and corporate RF and Finance departments
  - ☐ Automated and manual reporting tools for internal and external entities

**July 2005** – Originally contracted to enhance and finish developing a small Microsoft Access database (named DMD) to be used by the MetroPCS DFW Regional Office for the RF Engineering group

Robert Half Technology,

Dallas, TX

2/05 – 1/06

*Consultant*

- ☐ Microsoft Visual BASIC and Microsoft Access project development o Development and modifications of MS Access Applications related to management of **metroPCS** site locations





- Development of new forms, VBA modules, and reports for a hair care products company in Irving, TX
- Design and development of a new MS Access application for one of the world's largest restaurant companies, based in Louisville, KY that reads data from MS Excel spreadsheets into tables in an Access database for the purpose of aggregating the data to facilitate running quarterly and yearly reports. VBA modules, VB objects, MS object libraries, Access forms, tables, queries, and reports used in application development.

### **Full-Time Student**

**The University of Texas at Dallas, Richardson, TX**

**January 2002 to December 2004**

Cinemark USA, Inc. (Corporate Office),  
6/94 – 6/01

Plano, TX

#### *Information Technology Manager*

- ☐ Initially hired for maintenance and new development of corporate database system written in Data Access DataFlex 2.3B. System included accounts payable, payroll, employee information, theatre information, and movies information. Maintained system for duration of employment at Cinemark and converted some functions and exported some data to other systems, e.g. payroll to PeopleSoft.
- ☐ Managed operations of corporate computer network, corporate telephone systems, corporate web site, and connectivity between corporate offices and theatres
- ☐ Designed and developed applications for Payroll and Accounting for reporting and for transmitting report data to financial and government institutions utilizing ADO (Active-X Data Objects 2.1 - 2.6) and ODBC connectivity to Microsoft SQL 7.0 and Microsoft Jet (Access) Databases, CDO for NTS for automated e-mail, and Microsoft Internet Controls for FTP services
- ☐ Designed office connectivity infrastructure for computer and telephone networks for new corporate office building from design, requests for bid, bid review, vendor selection, and project management
- ☐ Designed configuration of network and telephone systems infrastructure to eliminate future costs, and to allow for resale of web and telephone services to building tenants
- ☐ Set up and maintained call accounting system for billing of tenant's telephone usage
- ☐ Designed, developed, implemented, and maintained the first website for Cinemark Theatres, making Cinemark the first major theatre chain to have a presence on the Internet. Created the Cinemark Intranet for corporate and theatre communications, and for transfer of daily box office sales data
- ☐ Designed and developed applications for corporate office and internet and intranet web site development  
(such as theatre forms ordering through intranet access) using Microsoft Visual Basic, VB Script/ASP, and Microsoft SQL Server 7.0
- ☐ Incorporated database access for displaying information on theatre websites
- ☐ Designed, developed, and implemented Interactive Voice Response (IVR) system with Artisoft Visual Voice Pro 5.0 and Microsoft Visual BASIC 6.0 for announcing theatre show time information – including hardware system design, procurement and assembly, software design and development, and implementation
- ☐ Implemented office e-mail system and SMTP Gateway for internet e-mail



- ☐ Designed, developed, and implemented FTP and automated e-mail communications with vendors and film companies for reporting sales information
- ☐ Designed, developed, and implemented Visual FTP application to simplify file transfer from theatres
- ☐ Developed technique using barcode rendering for print-at-home internet ticketing

Senior Systems Administrator

Prentiss Properties Limited, Incorporated

February 1993 to June 1994

☐ Novell NetWare, Banyan VINES, Project Management

Senior Network Engineer

ANSTEC, Incorporated

June 1992 to February 1993

☐ Banyan VINES, Project Management

Senior Systems Engineer

Network Management Incorporated

February 1991 to June 1992

☐ Banyan VINES, Novell NetWare, IBM OS/2, Project Management

Network Systems Engineer

MicroSolutions

August 1990 to February 1991

☐ Banyan VINES, Novell NetWare, IBM OS/2, Project Management

Network Manager/Telecommunications Analyst

Thompson & Knight

February 1989 to August 1990

- ☐ Designed and implemented Banyan VINES Network
- ☐ Implemented network hardware
- ☐ Designed and implemented network connectivity infrastructure
- ☐ Implemented applications software
- ☐ Implemented users' interface with the system
- ☐ Designed, developed, and implemented extensive document management system (organized and controlled the creation, storage, retrieval, and tracked access of all documents for the law firm) using Data Access DataFlex

Operations Manager/Chief Deputy

Tarrant County District Clerk's Office

June 1987 to February 1989

- ☐ Managed operations
- ☐ Supervised six managers and 100+ employees
- ☐ Established \$2.5 million yearly operating budget for the department
- ☐ Determined the needs and specifications for the purpose of automating the functions of the department
- ☐ Determined specifications for and completed implementation of a Novell local area network computer system and communications gateway to the County's IBM Mainframe computer system
- ☐ Used Data Access DataFlex to design, develop, and implement District Court Case/Docket Management system



## **Srinivas Ratnam -Sr. Developer (BizTalk)**

### **Professional Summary:**

- Over 17 years of IT experience in various domain such as financial services with broad experience in Payroll data management, wealth management and investment banking including Public sector, Health care, Auto industry, logistics, Facilities management, Oil and natural gas.
- Around 2.5 years of experience in Blockchain Design and development.
- 9+ years of hands-on Dynamics 365/MS Dynamics CRM.
- Over 12+ years of experience in customizing applications using .NET framework, ASP.NET, Web Api, oDATA, JavaScript, ReactJs, NextJs, Semantic-UI, jQuery, Go , Kotlin , SOAP and REST, bootstrap, Angularjs.
- Implemented CI DevOps using Git/Travis CI.
- Over 5 years of experience in implementing Azure based platform using Paas, Iaas, and Saas.
- Excellent Communications skills, Agile/SCRUM based development model project work environment, experience in architecting solution management and automating deployments in multiple instances using TFS and/or SVN/Git.
- Over 8 + years of experience as a lead role in identifying resources, architectural design, gathering business and technical details from corresponding teams, test the code to map the business is met, to set up initial work flow in the team and with various teams, providing and managing support.
- Self-driven with a “get it done” passion and a passion for helping organizations solve complex business and technology problems.

### **Academic Qualification and Certifications:**

- r3 corda developer certification
- Blockchain for Business - An Introduction to Hyperledger Technologies offered by LinuxFoundationX
- Blockchain: Foundations and Use Cases offered by ConsenSys Academy
- Blockchain Basics offered by University at Buffalo & The State University of New York □ Attended training in R3 Corda offered by R3 corda team.
- 70-583: Designing and Developing Windows Azure Applications
- MB2-703: Microsoft Dynamics CRM 2013 customization and configuration
- 70-595-TS: Developing Business Process and Integration Solutions by Using Microsoft BizTalk Server 2010
- 70-400-TS: Microsoft System Center Operations Manager 2007, Configuring



## Professional Experience:

Health Insurance, Termsblockchain,  
1/19 - Present  
*r3 corda Arch/Lead developer*

Dallas, TX

**Description:** Developing an end-to-end insurance claims solution to minimize the fraud using distributed ledger technology. CorDapp will be integrated to various departments such as HR, Payroll, compliance and benefits within an organization. CorDapp also integrates with external service providers such as brokers, insurance providers, insurance providers.

### Responsibilities:

- To design and architect r3 corda-based insurance claims application to be hosted in Azure.
- To develop contract states/flows/smart contract/attachments in corda to store various shared facts desired for the claims processing
- To store the shared facts and the participants in H2 db and scale it to MongoDB/Atlas.
- To build the easy to access UI for various participants for the shared network.
- To build an AI model using tensorflow to perform various prediction in the claims processing.
- Established Azure DevOps pipeline for daily build and deployment cycle.
- To develop an end to end technical architecture for the corda-based claims processing system.

**Technology stack:** r3 Corda, kotlin, JavaScript, AngularJS, H2 DB, MongoDB, Oraclize, Azure ML, Selenium, AI, Tensorflow, R studio, Power BI, Visual Studio code

iLhob  
7/17 – 12/18

Dallas, TX

*Ethereum Blockchain Arch/Lead*

**Project:** GDPR compliant, Ethereum based private blockchain for handling employee management process.

**Team Size:** 4

**Description:** To design and implement an integrated employee management system to manage employees/contracts/Internship resources details from posting ad to hire to attrition. This Dapp is built to server new hire data, positions and skills details, their immigration details, work history. A modular Smart contract is built for each functionality. The new hire details will be accessed by various firms, hence the need of the Blockchain has emerged.

### Responsibilities:

- Modular smart contract for new hire data, positions and skills details, their immigration details, work history is built using Solidity.
- Testing of the smart contracts are performed using Mocha/Chai/Solidity.
- Integration of employee's data from their previous company is integrated via Oraclize.



- Dapp is built using ReactJS/NextJS and hosted in IPFS.
- Tested the Dapp with Coinbase wallet (formerly Toshi browser).
- Smart contract is deployed in Azure for performance and load testing of the Dapp.
- Azure Machine Learning is applied on the Data stored in Blockchain to predict on the expected gain from the skills of particular type and to predict client engagement in terms of the predictive lead score.
- Integrated with Power BI for very comprehensive reporting capability per region and per skills.
- Integrated ABI/Address with Jenkins for CI/CD and deployed using ARM.
- Code auditing, design review, documentation, requirement gathering, interaction with users/stakeholders.

**Technology stack:** Ubuntu 16.04, Solidity/Ethereum, Mocha/Chai/NodeJs/JavaScript, ReactJS/NextJS, IPFS, Coinbase wallet (formerly Toshi), Oraclize, MongoDB, Azure ML, AI, R studio, Power BI, Visual Studio code, Truffle, GIT/Travis CI

iLhob

Dallas, TX

7/16 -6/17

*Ethereum Blockchain Lead/Developer*

**Project:** Ethereum based public blockchain for Dating Dapp.

**Team Size:** 5

**Description:** To design and implement a public facing dating application on Ethereum public blockchain. This Dapp is built to server new registration, notifications, alerts, geographical descriptions, personal preferences and likes/dislikes, their privacy, opt-in/optouts. A modular Smart contract is built for each functionality.

**Responsibilities:**

- Modular smart contract for new registration, notifications, alerts, geographical descriptions, personal preferences and likes/dislikes, their privacy, opt-in/opt-outs is built using Solidity.
- Testing of the smart contracts are performed using Mocha/Chai/Solidity.
- Identification and Integration of face is integrated from Microsoft Cognitive face API via Oraclize.
- Dapp is built using ReactJS/NextJS and hosted in IPFS.
- Users images are uploaded via Toshi mobile browser and stored in IPFS.
- Smart contract is deployed in Azure for performance and load testing of the Dapp.
- Azure Machine Learning is applied on the data stored in Blockchain to predict new registration and exit.
- Integrated ABI/Address with Jenkins for CI/CD and deployed using ARM.
- Code auditing, design review, documentation, requirement gathering, interaction with users/stakeholders.

**Technology stack:** Ubuntu 16.04, Solidity/Ethereum, Mocha/Chai/NodeJs/JavaScript, ReactJS/NextJS, IPFS, Coinbase wallet (formerly Toshi), Oraclize, MongoDB, Azure ML, AI, R studio, Git/Travis CI, Atom, Truffle



CapMetro  
2/15 – 6/16

Austin, TX

*MS Dynamics CRM Arch/Sr.Developer*

**Environment:** MS Dynamics CRM 2015 online, .net framework 4.5, Angular JS, Visual Studio 2012, Office 365

Carillion Plc, UK  
1/14 - 11/14

*MS Dynamics CRM/Azure Architect*

### **Responsibilities**

**Tools:** BizTalk 2009, SharePoint 2007, SharePoint 2013, Windows Azure, Umbraco, MS Dynamics CRM 2013, MS Dynamics NAVISION, SCRIBE Integration, Service Now tool, Remedy Tool, MS Office 2010, MS Visio, Microsoft Project Plan, SCOM 2007

**Environment:** Windows server 2008, Visual Studio 2010, SQL Server 2008, .net Framework 4.0

SAUDI ARAMCO and Total,  
7/11 – 12/13

Jubail, Saudi Arabia

*MS Dynamics CRM Architect*

**Adapters:** SQL Adapter, File adapter, Oracle Adapter, MSMQ, WCF adapters, Custom adapter, FTP adapter, SMTP adapter, POP 3 adapter, MS CRM Adapter, SharePoint Adapter **Environment:** BizTalk 2010, Windows server 2008, Visual Studio 2010, SQL Server 2008, .net Framework 4.0, C#, WCF , WF , SOA, BAM, MS Office 2010, MS Access 2010, MS Dynamics CRM 2013/2011, MS Visio , Microsoft Project Plan

Dept Of Labor  
5/12 – 2/13

Riyadh, Saudi Arabia

*MS Dynamics CRM Architect*

**Adapters:** SQL Adapter, File adapter, MSMQ, WCF adapters, Custom adapter, FTP adapter, SMTP adapter, POP 3 adapter, SharePoint Adapter

**Environment:** BizTalk 2010, MS Dynamics CRM 2011 , SharePoint, SCOM 2007 R2 ,Windows server 2008, Visual Studio 2010, SQL Server 2008, .net Framework 4.0,C#,SOA,MS Office 2010, MS Visio , Microsoft Project Plan, IFX 2.0, BPM

HP  
5/09 – 3/11

Olympia, WA

*BizTalk Lead*

**Adapters:** SQL Adapter, File adapter, DB2, MSMQ, MQSeries, WCF adapters.

**Environment:** BizTalk 2009, Windows server 2008, Visual Studio 2008, Sql Server 2008, .net Framework 3.5, C#, **WCF , WF , SOA, BAM**, Excel ,





HealthAlliance

Urbana, IL

4/08 – 12/08

*MS Dynamics CRM/BizTalk Lead*

**EDI X12 files:** 834, 835, 837 Dental Claims, 997, and 270/271.

**Adapters:** MS Dynamics CRM, BizTalk Server, SQL Adapter, HIPAA adapter, SOAP, MSMQ, FTP, SMTP and HTTP.

**Environment:** BizTalk 2006 R2, Windows server 2003, Visual Studio 2005, Sql Server 2005, .net Framework 3.5, C#, **SOA, ESB, BPEL, BAM, QNXT, QCSI, SSIS, EDI**

**Accelerator** for BizTalk Server, ClarEDI for HIPAA validation, Excel, Visio, MS Project, UML.

West Health, CA

9/07 – 3/08

*MS Dynamics CRM/BizTalk Developer*

**EDI X12 files:** 834, 835, 837 Dental Claims, 997, and 270/271.

**Adapters:** SQL Adapter, SharePoint, HIPAA EDI 3.0, File, FTP, HTTP, SMTP, POP3

**Environment:** BizTalk 2006 R2, MS Dynamics CRM, Windows server 2003, Visual Studio 2005, Sql Server 2005, .net Framework 3.5, C#, AutoSys, MS Dynamics CRM, HPA database, SOA, ESB, BPEL, BAM, QNXT, QCSI, SSIS, EDI Accelerator for BizTalk Server, ClarEDI for HIPAA validation, Excel, Visio, MS Project, UML.

ESyke Solutions

Indianapolis, IN

3/07 – 8/07

*BizTalk Developer*

**EDI X12 files:** 810, 832, 850/855, 888,

**Adapters:** SQL, File, FTP, MSMQ/MSMQT, HTTP, SMTP, EDI, SharePoint.

**Environment:** Visual Studio 2005, **BizTalk Server 2006**, Windows server 2003, C#, SQL Server, EDI Accelerator, SharePoint, UML.

UPS

Mahwah, NJ

7/06 – 12/06

*BizTalk /MS CRM Developer*

**Adapters used:** SQL Adapter, File adapter.

**Environment:** MS Dynamics CRM, BizTalk 2006, BizTalk 2006, **MS CRM 3.0**, Visual C# 2005, ASP.NET, SQL Server 2005, Visual Studio 2005, Share point portal server 2003, InfoPath 2003, Excel 2003, IIS6.0, VSS 6.0, XML, Windows Server 2003



Cardinal Health  
Mar' 06 to Jun' 06

Houston, TX

*BizTalk/FACET Developer*

**EDI X12 files:** 834, 835, 837 Dental Claims, 997, and 270/271

**Adapters:** SQL, File, FTP, MSMQ/MSMQT, HTTP, SMTP

**Environment:** BizTalk 2004, BizTalk 2002, Visual Studio 2003, FACETS, C#, ASP.NET, Sql Server 2000, Web Services, Excel 2003, Crystal Reports Xi, IIS6.0, VSS 6.0, XML, Clarify 12.1, NANT

GM

Pontiac, MI

9/05 - 2/06

*.net/BizTalk/eCommerce developer*

**Environment:** BizTalk 2004, C#, ASP.NET, Sql Server 2000, Visual Studio 2003, Web Services, Crystal Reports Xi, IIS6.0, VSS 6.0, XML

Artesyn,

MN

J6/04 - 9/05

*.net/BizTalk /FACET developer*

**EDI X12 files:** 834, 835, 837 Dental Claims, 997, and 270/271

**Environment:** BizTalk 2002, C#, ASP.NET, Sql Server 2000, FACETS, Visual Studio 2003, Web Services, Crystal Reports Xi, IIS6.0, VSS 5.0, XML.

TD Waterhouse Investors Inc,  
June' 05 to July' 06

Jersey City, NJ

*BizTalk/.net developer*

**Environment:** BizTalk Server 2000, MS SharePoint Server 2.0, WFM, Visual C#, MS SQL Server 2000, XML Schemas, Windows 2003

IGA Inc,  
6/04 - 6/05

Chicago, IL

*. Net Programmer*

**Environment:** VB.NET, ASP.NET, ADO.NET, SQL server, VS.NET, web services, VISIO

Betters International, NY  
5/03 -5/04

*.net developer*

**TAB 4: Required Forms**

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## TITLE VI ASSURANCES/COMPLIANCE -- APPENDIX A

### A. Assurances

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “Contractor”) agrees as follows:

1. **Compliance with Regulations:** The Contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, the Federal Highway Administration, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Nondiscrimination:** The Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor’s obligations under this contract and the Acts and the Regulations relative to Nondiscrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the Federal Highway Administration to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor’s noncompliance with the Nondiscrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to: a. withholding payments to the contractor under the contract until the contractor complies; and/or b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the Federal Highway Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

B. Nondiscrimination Authorities

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “Contractor”) agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

**Pertinent Nondiscrimination Authorities:**

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 U.S.C. § 4 71, Section 4 7123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration’s Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);

- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

C. Representations and Warranties

The Contractor also makes the following representations and warranties to Dallas County:

1. It has taken the steps necessary to effectuate Title VI requirements.
2. Disadvantaged business enterprises are afforded equal opportunity to submit bids/proposals as sub-contractors or sub-consultants and will not be discriminated against on the grounds of race, color, sex, age, disability, religion, veteran status, or national origin in consideration of a selection or award.
3. Neither contractor or any subcontractors or sub-recipients that will participate in activities to be funded as a result of this contract/bid/solicitation, are listed on the debarred list due to violations of Title VI or VII of the Civil Rights Act of 1964, nor are there any proposed parties to this contract, or any subcontract resulting therefrom, aware of any pending action which might result in such debarment or disqualification.

D. Title VI Complaints

Any person who, based on race, religion, color, national origin, sex, age, or disability believes that he/she has been excluded from participation in, denied benefits or services of any program or activity administered by Dallas County or its sub-recipients, consultants and contractors may bring forth a discrimination complaint under Title VI. Only complaints based on the complainant's protected status will be considered under Title VI. The complainant may file a signed, written complaint up to **180 calendar days** from the date of the alleged act of discrimination or the date the person(s) became aware of the alleged act(s) of discrimination. Complaints must be filed in writing, signed by the complainant and/or the complainant's representative, or filed in person with the Dallas County Title VI Coordinator at the following address:

Dallas County Human Resources  
Dallas County Director of Human Resources and Title VI Coordinator  
Renaissance Tower, Floor 23  
1201 Elm St., Ste. 2300-B  
Dallas, Texas 75270  
(214) 653-7638 (phone)  
(214) 653-7608 (fax)

A copy of the Dallas County Title VI Non Discrimination Plan and Documents, and complaint forms, may be obtained at: [http://www.dallascounty.org/departments/HR/title\\_vi.php](http://www.dallascounty.org/departments/HR/title_vi.php) or at the physical address listed above.



A complainant may also contact the Federal Coordination and Compliance Office, Civil Rights Division at the Title VI Hotline: 888-TITLE-06 (888-848-5306) or send a letter to:

U.S. Department of Justice  
Civil Rights Division  
Federal Coordination and Compliance Section, NWB  
950 Pennsylvania Avenue, N.W.  
Washington, D.C. 20530  
1-888-848-5306

More information on Title VI is available from the Justice Department online at [www.justice.gov](http://www.justice.gov).

Contractor shall comply with all reasonable requests made in the course of an investigation of Title VI and these assurances by Dallas County, the Texas Department of Transportation, the US Department of Transportation, the US Department of Justice, or any other federal or state agency. Failure to comply with such reasonable requests will be deemed a breach of this contract/bid/solicitation.

E. Enforcement

The contractor affirmatively acknowledges that it will be subject to Title VI, the implementing regulations, and any enforcement measures therein. In addition to any enforcement action by Dallas County, the contractor acknowledges that the United States and the State of Texas has a right to seek judicial enforcement with regard to any matter arising under Title VI, including the assurances herein.

CONTRACTOR'S FULL NAME: THOTH SOLUTIONS, INC.

  
\_\_\_\_\_  
**Signature, Authorized Representative of Contractor**

MAY 20, 2019  
**Date**

PRESIDENT & CEO  
**Title**



**VOLUNTARY MORATORIUM ON CAMPAIGN CONTRIBUTIONS**

In accordance with Dallas County's Transparency Policy, parties interested in responding to this RFP/RFQ are encouraged to sign this statement indicating your willingness to temporarily refrain from making any donation to any Dallas County elected official or candidate for office whose office (or potential office) has any involvement in the selection process for the associated contract during the pendency of the RFP/RFQ through thirty (30) days after the contract is awarded.

We hereby agree as stated;

Firm Name: Thoth Solutions, Inc.

Signature and Title of Individual Authorized to Bind Company:

Sheryl Johnson

Title: CEO

Print Name: Sheryl Johnson

Date: May 20, 2019



**DALLAS COUNTY  
INSURANCE REQUIREMENT AFFIDAVIT**

**THIS FORM IS NOT A SUBSTITUTE FOR THE REQUIRED POLICY AND/OR STATE APPROVED CERTIFICATE OF  
INSURANCE FORM**

**To Be Completed By Insurance Agent/Broker and Bidder**

I, the undersigned Agent/Broker, reviewed the insurance requirement contained in this bid document. If the Bidder shown below is awarded this contract by Dallas County, I will be able to, within ten (10) days after contract award and prior to commencement of services, meet all of the insurance requirements in this bid.

Insurance Coverage Reviewed: GL Tech E&O Cyber & Umbrella Enhancements

Agent's Name: David Tran

Agency Name: CoverHound, Inc.

Address: 5655 Lindero Canyon Rd, Suite 420

County/State/Zip: Westlake Village, CA 91362

Telephone No: (805)601-8252


Fax No: (805)367-5676

Bidder's Name and Company: Sheryl Johnson, Thoth Solutions, Inc.

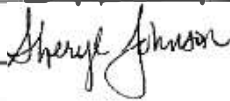
Project/Bid No. and Title: RFP #2019-051-6815: Temporary IT Staffing Services

**By submitting a bid and signing below I affirm the following: I am aware of all costs to provide the required insurance, will do so pending contract award, and will have my insurance agent provide this information to Dallas County, meeting all requirements within ten days of notification of award.**

**If the above ten day requirement is not met, Dallas County reserves the right to cancel the contract for non-performance. If you have any questions concerning these requirements, please contact the Dallas County Human Resource/Civil Service's Risk Manager at 214-653-7668.**

Insurance Agent/Broker Signature: 

Date: 5/9/19

Bidder's Signature: 

Date: 05/20/2019



## TEXAS GOVERNMENT CODE CHAPTER 2270 VERIFICATION FORM

I, Sheryl Johnson (Person name), the undersigned representative of (Company or Business name) Thoth Solutions, Inc. (hereafter referred to as "company") being an adult over the age of eighteen (18) years of age, do hereby depose and verify under oath that the company named-above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:

1. Does not boycott Israel currently; and
2. Will not boycott Israel during the term of the contract between company and Dallas County, Texas.

Pursuant to Section 2270.001, Texas Government Code:

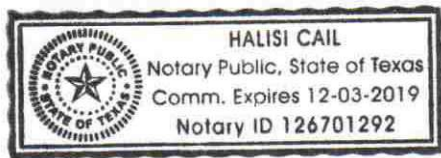
1. "Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and

2. "Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.

Sheryl Johnson  
Signature  
CEO  
Title

SHERYL JOHNSON  
Printed Name  
5/20/19  
Date

AFFIX NOTARY STAMP / SEAL ABOVE



I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.

Halisi Cail  
Signature of authorized agent of contracting business entity

Sworn to and subscribed before me, by the said Sheryl Johnson, this the 20<sup>th</sup> day of May, 20 19, to certify which, witness my hand and seal of office.

Halisi Cail  
Signature of officer administering oath

Halisi Cail  
Printed name of officer administering oath

COO  
Title of officer administering oath

# CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.  
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

## OFFICE USE ONLY CERTIFICATION OF FILING

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

Thoth Solutions, Inc.  
Plano, TX United States

Certificate Number:  
2019-486293

Date Filed:  
05/03/2019

Date Acknowledged:

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

Dallas County

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

RFP 2019-051-6815  
Temporary IT Staffing Augmentation Services

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary
	Thoth Solutions, Inc.	Plano, TX United States	X	

5 Check only if there is NO Interested Party.

☐

### 6 UNSWORN DECLARATION

My name is Halisi Cail, and my date of birth is Feb 20, 1981

My address is 6901 Audubon Drive, Parker, TX, 75002, Collin  
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in Collin County, State of Texas, on the 3 day of May, 20 19.  
(month) (year)

*Halisi Cail*

Signature of authorized agent of contracting business entity  
(Declarant)



# Request for Taxpayer Identification Number and Certification

Give Form to the  
requester. Do not  
send to the IRS.

► Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	<b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	<b>2</b> Business name/disregarded entity name, if different from above Thoth Solutions, Inc.	
	<b>3</b> Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.  <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate  <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____ <b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is <b>not</b> disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.  <input type="checkbox"/> Other (see instructions) ► _____	<b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  Exempt payee code (if any) _____  Exemption from FATCA reporting code (if any) _____  <i>(Applies to accounts maintained outside the U.S.)</i>
	<b>5</b> Address (number, street, and apt. or suite no.) See instructions. 101 E. Park Blvd, Suite 600	Requester's name and address (optional)
	<b>6</b> City, state, and ZIP code Plano, Texas 75074	
<b>7</b> List account number(s) here (optional)		

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

<b>Social security number</b>									
			-				-		
<b>or</b>									
<b>Employer identification number</b>									
7	5		-	2	6	7	6	5	9

## Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

<b>Sign Here</b>	<b>Signature of U.S. person</b> ► <i>Halio J. Cail</i>	<b>Date</b> ► 5/5/2019
------------------	--	------------------------

## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

## Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*



## PROFILE SHEET

Complete Vendor/Bidder Name  THOTH SOLUTIONS, INC.		
Vendor/Bidder Address  101 E. PARK BLVD, 6TH FLOOR, PLANO, TEXAS 75074		
Contact Person's Name  HALISI CAIL	Telephone Number(s)  (972)332-3479	
Contact Email Address:  HCAIL@THOTH SOLUTIONS.COM	Company Website Address:  WWW.THOTH SOLUTIONS.COM	
Texas Secretary of State (SOS) File Number:  142087300	Effective Texas Secretary of State (SOS) Registration Date:  11/01/1996	State of Formation:  TEXAS
Federal Tax ID Number (EIN)/SSN:  75-2676592		
Data Universal Number System (DUNS Number):  128601619		
Commercial and Government Entity (CAGE) Code:  1TR85		
Type of Business:  FOR PROFIT - INFORMATION TECHNOLOGY CONSULTING		
Years in Business:  22		
Year Established:  1996		
Number of Employees:  28		
Business Structure: Check all that apply.  <div style="display: flex; justify-content: space-around;"> <span><input type="checkbox"/> Sole Proprietorship</span> <span><input type="checkbox"/> Partnership</span> <span><input type="checkbox"/> Joint Venture</span> </div> <div style="display: flex; justify-content: space-around;"> <span><input checked="" type="checkbox"/> Corporation</span> <span><input type="checkbox"/> Limited Liability Company</span> <span><input type="checkbox"/> Other – Please Specify</span> </div>		
Business Ownership: Check only if it applies.  <div style="display: flex; justify-content: space-around;"> <span><input type="checkbox"/> Asian</span> <span><input checked="" type="checkbox"/> Black/African American</span> <span><input type="checkbox"/> American Indian/Alaska Native</span> </div> <div style="display: flex; justify-content: space-around;"> <span><input type="checkbox"/> Caucasian/White</span> <span><input type="checkbox"/> Hispanic/Latino</span> <span><input type="checkbox"/> Other – Please Specify</span> </div> <div style="margin-top: 10px;">           Check Appropriate Gender: <input checked="" type="checkbox"/> Female    <input type="checkbox"/> Male         </div>		

# CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.  
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

## OFFICE USE ONLY CERTIFICATION OF FILING

Certificate Number:  
2019-486293

Date Filed:  
05/03/2019

Date Acknowledged:

**1 Name of business entity filing form, and the city, state and country of the business entity's place of business.**

Thoth Solutions, Inc.  
Plano, TX United States

**2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.**

Dallas County

**3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.**

RFP 2019-051-6815  
Temporary IT Staffing Augmentation Services

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary
	Thoth Solutions, Inc.	Plano, TX United States	X	

5 Check only if there is NO Interested Party. ☐

**6 UNSWORN DECLARATION**

My name is Halisi Cail, and my date of birth is Feb 20, 1981.

My address is 6901 Audubon Drive, Parker, TX, 75002, Collin.  
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in Collin County, State of Texas, on the 3 day of May, 20 19.  
(month) (year)

*Halisi Cail*

Signature of authorized agent of contracting business entity  
(Declarant)





## TEXAS GOVERNMENT CODE CHAPTER 2270 VERIFICATION FORM

I, Sheryl Johnson (Person name), the undersigned representative of (Company or Business name) Thoth Solutions, Inc. (hereafter referred to as "company") being an adult over the age of eighteen (18) years of age, do hereby depose and verify under oath that the company named-above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:

1. Does not boycott Israel currently; and
2. Will not boycott Israel during the term of the contract between company and-Dallas County, Texas.

Pursuant to Section 2270.001, Texas Government Code:

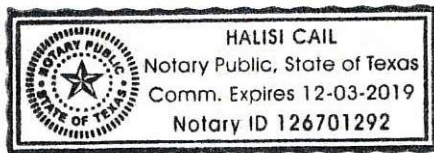
1. "Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and

2. "Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.

Sheryl Johnson  
Signature  
CEO  
Title

SHERYL JOHNSON  
Printed Name  
5/29/19  
Date

AFFIX NOTARY STAMP / SEAL ABOVE



I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.

Halisi Cail  
Signature of authorized agent of contracting business entity

Sworn to and subscribed before me, by the said Sheryl Johnson, this the 20<sup>th</sup> day of May, 20 19, to certify which, witness my hand and seal of office.

Halisi Cail  
Signature of officer administering oath

Halisi Cail  
Printed name of officer administering oath

COO  
Title of officer administering oath



## TITLE VI ASSURANCES/COMPLIANCE -- APPENDIX A

### A. Assurances

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees as follows:

1. **Compliance with Regulations:** The Contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, the Federal Highway Administration, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Nondiscrimination:** The Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Nondiscrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the Federal Highway Administration to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Nondiscrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to: a. withholding payments to the contractor under the contract until the contractor complies; and/or b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the Federal Highway Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

B. Nondiscrimination Authorities

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

**Pertinent Nondiscrimination Authorities:**

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 U.S.C. § 4 71, Section 4 7123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);



- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

C. Representations and Warranties

The Contractor also makes the following representations and warranties to Dallas County:

1. It has taken the steps necessary to effectuate Title VI requirements.
2. Disadvantaged business enterprises are afforded equal opportunity to submit bids/proposals as sub-contractors or sub-consultants and will not be discriminated against on the grounds of race, color, sex, age, disability, religion, veteran status, or national origin in consideration of a selection or award.
3. Neither contractor or any subcontractors or sub-recipients that will participate in activities to be funded as a result of this contract/bid/solicitation, are listed on the debarred list due to violations of Title VI or VII of the Civil Rights Act of 1964, nor are there any proposed parties to this contract, or any subcontract resulting therefrom, aware of any pending action which might result in such debarment or disqualification.

D. Title VI Complaints

Any person who, based on race, religion, color, national origin, sex, age, or disability believes that he/she has been excluded from participation in, denied benefits or services of any program or activity administered by Dallas County or its sub-recipients, consultants and contractors may bring forth a discrimination complaint under Title VI. Only complaints based on the complainant's protected status will be considered under Title VI. The complainant may file a signed, written complaint up to **180 calendar days** from the date of the alleged act of discrimination or the date the person(s) became aware of the alleged act(s) of discrimination. Complaints must be filed in writing, signed by the complainant and/or the complainant's representative, or filed in person with the Dallas County Title VI Coordinator at the following address:

Dallas County Human Resources  
Dallas County Director of Human Resources and Title VI Coordinator  
Renaissance Tower, Floor 23  
1201 Elm St., Ste. 2300-B  
Dallas, Texas 75270  
(214) 653-7638 (phone)  
(214) 653-7608 (fax)

A copy of the Dallas County Title VI Non Discrimination Plan and Documents, and complaint forms, may be obtained at: [http://www.dallascounty.org/departments/HR/title\\_vi.php](http://www.dallascounty.org/departments/HR/title_vi.php) or at the physical address listed above.

A complainant may also contact the Federal Coordination and Compliance Office, Civil Rights Division at the Title VI Hotline: 888-TITLE-06 (888-848-5306) or send a letter to:

U.S. Department of Justice  
Civil Rights Division  
Federal Coordination and Compliance Section, NWB  
950 Pennsylvania Avenue, N.W.  
Washington, D.C. 20530  
1-888-848-5306


More information on Title VI is available from the Justice Department online at [www.justice.gov](http://www.justice.gov).

Contractor shall comply with all reasonable requests made in the course of an investigation of Title VI and these assurances by Dallas County, the Texas Department of Transportation, the US Department of Transportation, the US Department of Justice, or any other federal or state agency. Failure to comply with such reasonable requests will be deemed a breach of this contract/bid/solicitation.

E. Enforcement

The contractor affirmatively acknowledges that it will be subject to Title VI, the implementing regulations, and any enforcement measures therein. In addition to any enforcement action by Dallas County, the contractor acknowledges that the United States and the State of Texas has a right to seek judicial enforcement with regard to any matter arising under Title VI, including the assurances herein.

CONTRACTOR'S FULL NAME: THOTH SOLUTIONS, INC.

  
Signature, Authorized Representative of Contractor

MAY 20, 2019  
Date

PRESIDENT & CEO  
Title



**VOLUNTARY MORATORIUM ON CAMPAIGN CONTRIBUTIONS**

In accordance with Dallas County's Transparency Policy, parties interested in responding to this RFP/RFQ are encouraged to sign this statement indicating your willingness to temporarily refrain from making any donation to any Dallas County elected official or candidate for office whose office (or potential office) has any involvement in the selection process for the associated contract during the pendency of the RFP/RFQ through thirty (30) days after the contract is awarded.

We hereby agree as stated;

Firm Name: Thoth Solutions, Inc.

Signature and Title of Individual Authorized to Bind Company:

Sheryl Johnson

Title: CEO

Print Name: Sheryl Johnson

Date: May 20, 2019



# EEO-1 Form (To be submitted by the prime and any sub with 20% or more of the contract)

NAME OF FIRM: THOTH SOLUTIONS

## Section D- EMPLOYMENT DATA

Employment at this establishment- Report all permanent full and part-time employees including apprentices and on-the-job trainees unless specifically excluded as set forth in the instructions. Enter the appropriate figures on all lines and in all columns. Blank spaces will be considered as zeros.

### Number of Employees (Report employees in only one category)

Job Categories	Race/Ethnicity														TOTAL COL. A-N
	Hispanic or Latino		Not-Hispanic or Latino												
			Male						Female						
	Male	Female	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or more races	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or more races	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Executive/Senior Level officials and Managers	1.1	1		1											
First/Mid-Level Officials and Managers	1.2									3					
Professionals	2									1					
Technicians	3	1	2	3		3				1					
Sales Workers	4			1				1	2						
Administrative Support Workers	5									3					
Craft Workers	6														
Operatives	7														
Laborers and Helpers	8														
Service Workers	9														
TOTAL	10	2	4	5		6		1	2	8					
PREVIOUS YEAR	11														
TOTAL	2		4	4		6		0	4	8		1			
1. Date(s) of payroll period used: 2019 (Omit on the Consolidated Report.)															

1. Date(s) of payroll period used: 2019 (Omit on the Consolidated Report.)

**Section E-ESTABLISHMENT INFORMATION (Omit on the Consolidated Report).** What is the major activity of this establishment? (Be specific, i.e., manufacturing steel casings, retail grocer, wholesale plumbing supplies, title insurance, etc. Include the specific type of product or type of service provided, as well as the principal business or industrial activity.)

**Section F- REMARKS-**Use this item to give any identification data appearing on the last EEO-1 report which differs from that given above, explain major changes in composition of reporting units and other pertinent information

## Section G- CERTIFICATION

Check One	1	<input checked="" type="checkbox"/>	All reports are accurate and were prepared in accordance with the instructions. (Check on Consolidated Report only.)
	2	<input type="checkbox"/>	This report is accurate and was prepared in accordance with the instructions.

Name of Certifying Official	Halisi Cail	Title	COO	Signature	Halisi Cail	Date	1/8/2020
Name of person to contact regarding this report	Kasey Thomas	Title	HR Manager	Address (Number and Street)	101 E. Park Blvd, Ste 600	Telephone No. (including area code and extension)	972-332-3478
City and State	Plano, TX	Zip Code	75074	Email address	kthomas@thothsolutions.com		

All reports and information obtained from individual reports will be kept confidential as required by Section 709(e) of Title VII. WILLFULLY FALSE STATEMENTS ON THIS REPORT ARE PUNISHABLE BY LAW, U.S. CODE, TITLE 18, SECTION 1001

Description of Race and Ethnic Identification and Job Categories are found @ <http://www.eeoc.gov/employers/eo1survey/2007instructions.cfm> / Appendix 4. Race and Ethnic Identification / and Appendix 5. Description of Job Categories

# EEO-1 Form (To be submitted by the prime and any sub with 20% or more of the contract)

NAME OF FIRM:

## Section D- EMPLOYMENT DATA

Employment at this establishment- Report all permanent full and part-time employees including apprentices and on-the-job trainees unless specifically excluded as set forth in the instructions. Enter the appropriate figures on all lines and in all columns. Blank spaces will be considered as zeros.

Number of Employees (Report employees in only one category)

Job Categories	Race/Ethnicity															TOTAL COL. A-N
	Hispanic or Latino		Not-Hispanic or Latino													
			Male						Female							
			Male	Female	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or more races	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
Executive/Senior Level officials and Managers	1.1			2												
First/Mid-Level Officials and Managers	1.2		2		2											
Professionals	2															
Technicians	3	1		5	11	2	1									
Sales Workers	4															
Administrative Support Workers	5															
Craft Workers	6															
Operatives	7															
Laborers and Helpers	8		1	1												
Service Workers	9															
TOTAL	10	1		7	15	2	1								26	
PREVIOUS YEAR TOTAL	11															
1. Date(s) of payroll period used: DECEMBER 13TH (Omit on the Consolidated Report.)																

1. Date(s) of payroll period used: DECEMBER 13TH (Omit on the Consolidated Report.)

Section E- ESTABLISHMENT INFORMATION (Omit on the Consolidated Report). What is the major activity of this establishment? (Be specific, i.e., manufacturing steel casings, retail grocer, wholesale plumbing supplies, title insurance, etc. Include the specific type of product or type of service provided, as well as the principal business or industrial activity.) IT Services

Section F- REMARKS-Use this item to give any identification data appearing on the last EEO-1 report which differs from that given above, explain major changes in composition of reporting units and other pertinent information

## Section G- CERTIFICATION

Check One	1	<input type="checkbox"/>	All reports are accurate and were prepared in accordance with the instructions. (Check on Consolidated Report only.)
	2	<input checked="" type="checkbox"/>	This report is accurate and was prepared in accordance with the instructions.
Name of Certifying Official	Larry Hall		
Name of person to contact regarding this report	Larry Hall		
City and State	Dallas Tx	Zip Code	75243
	Telephone No. (including area code and extension)	214-341-7638	
	Email address	lhall@qnetis.com	

All reports and information obtained from individual reports will be kept confidential as required by Section 709(e) of Title VII. WILLFULLY FALSE STATEMENTS ON THIS REPORT ARE PUNISHABLE BY LAW, U.S CODE, TITLE 18, SECTION 1001

Description of Race and Ethnic Identification and Job Categories are found @ <http://www.eeoc.gov/employers/eeo1survey/2007instructions.cfm> / Appendix 4. Race and Ethnic Identification / and Appendix 5. Description of Job Categories



## COST AND OTHER FEES PROPOSAL

**Proposer Company Name:** THOTH SOLUTIONS, INC.

Rates proposed must be inclusive of all burdened elements of cost, including but not limited to current local, city, or state ordinances, overhead expenditures, training and recruiting costs, profit, general and administrative expenses, wages, payroll processing, salaries, benefits, expenses, workers compensation, insurance coverage, federal income tax withholding, FICA, social security taxes, federal and state unemployment taxes, payroll taxes, and any similar taxes relating to its employees used in the performance of the contract agreement. The successful proposer/contractor further agrees to comply with all Federal, State and local wage and hour laws and all licensing laws applicable to its employees or other personnel furnished under this contract agreement.

The quantities listed on the solicitation are based on historical data and do not indicate intent to purchase or a guarantee of future business. Dallas County is obligated to pay for only those services actually performed by an authorized County employee and then received as required and accepted by Dallas County in accordance to the contract agreement. No guarantee of the actual service/product requirement is implied or expressed by this service contract.

**Proposer "must" provide pricing on all positions listed. Failure to do so will result in the proposal being deemed non-response. All positions listed are considered exempt positions and do not receive overtime pay.**

Position Title	Quantity	Pay Rate/Hour	Bill Rate/Hour	<b>Conversion Charge</b> <b>If the County elects to hire the Agency employee prior to six hundred and forty (640) billable hours or sixteen (16) weeks. The County will pay in accordance to the Flat Fee Scale proposed by Proposer for Temp to Perm Conversion</b>
1. Network Engineer	4000 hours	\$ 43.64	\$ 72.01	<b>1- 160 hours :</b> \$ 16,640.98 /Flat Fee  <b>161-320 hours</b> \$ 15,128.17 /Flat Fee  <b>321- 480 hours</b> \$ 13,615.35 /Flat Fee  <b>481- 640 hours</b> \$ 12,102.53 /Flat Fee  <b>641 hours and over:</b> <b>Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>

## COST AND OTHER FEES PROPOSAL



Proposer Company Name: Thoth Solutions

Position Title	Quantity	Pay Rate/Hour	Bill Rate/Hour	<b>Conversion Charge</b> <b>If the County elects to hire the Agency employee prior to six hundred and forty (640) billable hours or sixteen (16) weeks. The County will pay in accordance to the Flat Fee Scale proposed by Proposer for Temp to Perm Conversion</b>
2. Senior Developer (BizTalk)	4000 hours	\$ 52.86	\$ 87.22	<b><u>1- 160 hours :</u></b> <b>\$ 20,157.32 /Flat Fee</b>  <b><u>161-320 hours</u></b> <b>\$ 18,324.83 /Flat Fee</b>  <b><u>321- 480 hours</u></b> <b>\$ 16,492.35 /Flat Fee</b>  <b><u>481- 640 hours</u></b> <b>\$ 14,659.87 /Flat Fee</b>  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
3. Sr. Oracle Applications Systems Administrator	4000 hours	\$ 46.98	\$ 77.52	<b><u>1- 160 hours :</u></b> <b>\$ 17,914.05 /Flat Fee</b>  <b><u>161-320 hours</u></b> <b>\$ 16,285.50 /Flat Fee</b>  <b><u>321- 480 hours</u></b> <b>\$ 14,656.95 /Flat Fee</b>  <b><u>481- 640 hours</u></b> <b>\$ 13,028.40 /Flat Fee</b>  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>

## COST AND OTHER FEES PROPOSAL

Proposer Company Name: Thoth Solutions

Position Title	Quantity	Pay Rate/Hour	Bill Rate/Hour	<b>Conversion Charge</b> <b>If the County elects to hire the Agency employee prior to six hundred and forty (640) billable hours or sixteen (16) weeks. The County will pay in accordance to the Flat Fee Scale proposed by Proposer for Temp to Perm Conversion</b>
4. Senior Business Analyst	4000 hours	\$ 42.82	\$ 70.65	<b>1- 160 hours :</b> \$ 16,329.13 /Flat Fee  <b>161-320 hours</b> \$ 14,844.67 /Flat Fee  <b>321- 480 hours</b> \$ 13,360.20 /Flat Fee  <b>481- 640 hours</b> \$ 11,875.73 /Flat Fee  <b>641 hours and over:</b> <b>Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
5. Senior Security Analyst	4000 hours	\$ 43.67	\$ 72.06	<b>1- 160 hours :</b> \$ 16,652.72 /Flat Fee  <b>161-320 hours</b> \$ 15,138.83 /Flat Fee  <b>321- 480 hours</b> \$ 13,624.95 /Flat Fee  <b>481- 640 hours</b> \$ 12,111.07 /Flat Fee  <b>641 hours and over:</b> <b>Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>

## COST AND OTHER FEES PROPOSAL

Proposer Company Name: Thoth Solutions

Position Title	Quantity	Pay Rate/Hour	Bill Rate/Hour	Conversion Charge If the County elects to hire the Agency employee prior to six hundred and forty (640) billable hours or sixteen (16) weeks. The County will pay in accordance to the Flat Fee Scale proposed by Proposer for Temp to Perm Conversion
6. Senior Systems Analyst	4000 hours	\$ 41.26	\$ 68.08	<p><b>1- 160 hours :</b> \$ 15,733.67 /Flat Fee</p> <p><b>161-320 hours</b> \$ 14,303.33 /Flat Fee</p> <p><b>321- 480 hours</b> \$ 12,873.00 /Flat Fee</p> <p><b>481- 640 hours</b> \$ 11,442.67 /Flat Fee</p> <p><b>641 hours and over:</b> Free - No Conversion Charge will be paid by Dallas County to the Agency.</p>
7. Server Administrator	4000 hours	\$ 37.19	\$ 61.36	<p><b>1- 160 hours :</b> \$ 14,181.20 /Flat Fee</p> <p><b>161-320 hours</b> \$ 12,892.00 /Flat Fee</p> <p><b>321- 480 hours</b> \$ 11,602.80 /Flat Fee</p> <p><b>481- 640 hours</b> \$ 10,313.60 /Flat Fee</p> <p><b>641 hours and over:</b> Free - No Conversion Charge will be paid by Dallas County to the Agency.</p>

## COST AND OTHER FEES PROPOSAL

**Proposer Company Name:** Thoth Solutions

Position Title	Quantity	Pay Rate/Hour	Bill Rate/Hour	Conversion Charge <b>If the County elects to hire the Agency employee prior to six hundred and forty (640) billable hours or sixteen (16) weeks. The County will pay in accordance to the Flat Fee Scale proposed by Proposer for Temp to Perm Conversion</b>
8. Senior Network Engineer	4000 hours	\$ 50.01	\$ 82.52	<b>1- 160 hours :</b> \$ 19,069.97 /Flat Fee  <b>161-320 hours</b> \$ 17,336.33 /Flat Fee  <b>321- 480 hours</b> \$ 15,602.70 /Flat Fee  <b>481- 640 hours</b> \$ 13,869.07 /Flat Fee  <b>641 hours and over:</b> <b>Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
9. Senior Oracle Application / Database Developer – Functional Support	4000 hours	\$ 47.46	\$ 78.31	<b>1- 160 hours :</b> \$ 18,098.48 /Flat Fee  <b>161-320 hours</b> \$ 16,453.17 /Flat Fee  <b>321- 480 hours</b> \$ 14,807.85 /Flat Fee  <b>481- 640 hours</b> \$ 13,162.53 /Flat Fee  <b>641 hours and over:</b> <b>Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>



## COST AND OTHER FEES PROPOSAL

Proposer Company Name: Thoth Solutions

Position Title	Quantity	Pay Rate/Hour	Bill Rate/Hour	<b>Conversion Charge</b> <b>If the County elects to hire the Agency employee prior to six hundred and forty (640) billable hours or sixteen (16) weeks. The County will pay in accordance to the Flat Fee Scale proposed by Proposer for Temp to Perm Conversion</b>
10. Senior Server Administrator	4000 hours	\$ 45.48	\$ 75.04	<b>1- 160 hours :</b> <b>\$ 17,341.50 /Flat Fee</b>  <b>161-320 hours</b> <b>\$ 15,765.00 /Flat Fee</b>  <b>321- 480 hours</b> <b>\$ 14,188.50 /Flat Fee</b>  <b>481- 640 hours</b> <b>\$ 12,612.00 /Flat Fee</b>  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
11. Senior SQL Database Administrator	4000 hours	\$ 55.98	\$ 92.37	<b>1- 160 hours :</b> <b>\$ 21,345.50 /Flat Fee</b>  <b>161-320 hours</b> <b>\$ 19,405.00 /Flat Fee</b>  <b>321- 480 hours</b> <b>\$ 17,464.50 /Flat Fee</b>  <b>481- 640 hours</b> <b>\$ 15,524.00 /Flat Fee</b>  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>

## COST AND OTHER FEES PROPOSAL

**Proposer Company Name:** Thoth Solutions

Position Title	Quantity	Pay Rate/Hour	Bill Rate/Hour	<b>Conversion Charge</b> <b>If the County elects to hire the Agency employee prior to six hundred and forty (640) billable hours or sixteen (16) weeks. The County will pay in accordance to the Flat Fee Scale proposed by Proposer for Temp to Perm Conversion</b>
12. <i>IT Enterprise Applications Architect</i>	4000 hours	\$ 58.24	\$ 96.10	<b><u>1- 160 hours :</u></b> <b>\$ 22,207.72 /Flat Fee</b>  <b><u>161-320 hours</u></b> <b>\$ 20,188.83 /Flat Fee</b>  <b><u>321- 480 hours</u></b> <b>\$ 18,169.95 /Flat Fee</b>  <b><u>481- 640 hours</u></b> <b>\$ 16,151.07 /Flat Fee</b>  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
13. <i>IT Enterprise BizTalk Architect</i>	4000 hours	\$ 60.02	\$ 99.03	<b><u>1- 160 hours :</u></b> <b>\$ 22,886.60 /Flat Fee</b>  <b><u>161-320 hours</u></b> <b>\$ 20,806.00/Flat Fee</b>  <b><u>321- 480 hours</u></b> <b>\$ 18,725.40 /Flat Fee</b>  <b><u>481- 640 hours</u></b> <b>\$ 16,644.80 /Flat Fee</b>  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>



## COST AND OTHER FEES PROPOSAL

Proposer Company Name: Thoth Solutions

Position Title	Quantity	Pay Rate/Hour	Bill Rate/Hour	<b>Conversion Charge</b> <b>If the County elects to hire the Agency employee prior to six hundred and forty (640) billable hours or sixteen (16) weeks. The County will pay in accordance to the Flat Fee Scale proposed by Proposer for Temp to Perm Conversion</b>
14. IT Enterprise Server & Storage Architect	4000 hours	\$ 44.71	\$ 73.77	<b>1- 160 hours :</b> \$ 17,050.92 /Flat Fee  <b>161-320 hours</b> \$ 15,500.83 /Flat Fee  <b>321- 480 hours</b> \$ 13,950.75 /Flat Fee  <b>481- 640 hours</b> \$ 12,400.67 /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
15. Senior Project Manager	4000 hours	\$ 61.40	\$ 101.31	<b>1- 160 hours :</b> \$ 23,415.15 /Flat Fee  <b>161-320 hours</b> \$ 21,286.50 /Flat Fee  <b>321- 480 hours</b> \$ 19,157.85 /Flat Fee  <b>481- 640 hours</b> \$ 17,029.20 /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>

# COST AND OTHER FEES PROPOSAL

Thoth Solutions

16. Quality Assurance Analyst	4000 hours	\$ 23.68	\$ 39.07	<b><u>1- 160 hours :</u></b> \$ 9,031.00 /Flat Fee  <b><u>161-320 hours</u></b> \$ 8,210.00 /Flat Fee  <b><u>321- 480 hours</u></b> \$ 7,389.00 /Flat Fee  <b><u>481- 640 hours</u></b> \$ 6,568.00 /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
Project Manager	4000 hours	\$ 52.72	\$ 86.99	<b><u>1- 160 hours :</u></b> \$ 20,103.23 /Flat Fee  <b><u>161-320 hours</u></b> \$ 18,275.67/Flat Fee  <b><u>321- 480 hours</u></b> \$ 16,448.10 /Flat Fee  <b><u>481- 640 hours</u></b> \$ 14,620.53 /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>

## Drug Testing Services

10 Panel Drug Screen: Must test for - Amphetamines, Barbiturates, Cocaine, Cannabinoids, Methaqualone, Opiates, Phencyclidine, Benzodiazepines, Methadone, and Propoxyphene. \$ 60.00 /test

List any other fees, charges, and/or expenses associated with this RFP (if any):

None.

List any special resources, skills or services which your organization offer and cost that are not specifically addressed in this RFP, but would be available as part of this agreement.

None.



**RFP No. 2019-051-6815**  
**Request for Proposal**  
**For**  
**Temporary Information Technology (IT) Staffing Augmentation**  
**Services**



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## Tab 1 – Table of Contents, Executive Summary/Cover Letter and Addendum(s)

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### 6.3.5.2 Executive Summary

Rose International is honored to have the opportunity to bid in response to this RFP for Dallas County. After reviewing the Project Goals and Scope of Services, we are extremely confident in our abilities to provide services that will fit your needs. In an effort to ensure you find our response thorough and complete, we have broken out each of the Project Goals below and spoken to them directly, answering the Additional Questions immediately after.

Rose International is one of the nation's leading **minority- and woman-owned** providers of Workforce Solutions and Technology Solutions. We serve companies in all **50 states** and employ thousands of people. We employ nearly 5,000 contractors at any given time. We have grown organically to a national-scale service organization serving **150+ Fortune 500** companies and **40+ state government agencies** across the country. We have been providing innovative solutions and quality IT temporary labor across different industries for the past **25+ years**.

Rose is no stranger to partnering with government and large Fortune 100/500 customers. Our team has over **120 years** of combined experience with numerous organizations, including the **State of Texas, State of Missouri, State of Illinois, State of Kansas, State of Arkansas, State of Iowa, United States Department of Agriculture, United States Department of the Interior, Maritz, Aetna, and PepsiCo** to name but a few. With Rose International, you get the best of all worlds. Rose is an accomplished IT Solutions and Staffing company with over 25 years of experience providing high quality solutions and staffing throughout the United States. Our experience is found in all branches of state government and in commercial accounts too. Rose is a highly accomplished Workforce Solution company with an extensive staffing and employment outsourcing infrastructure. We have over 500 full time recruiters, a "hot list" of over 4,500,000 consultants either engaged or ready to be engaged, and our recruiting for any one position continues around the clock once a requisition is released. Our State government practice has a dedicated team of full time technical recruiters who are focused solely on your government needs. Finally, Rose is price sensitive. We understand the need to eliminate costs within our business structure so as to drive costs out and bring value in. Our consultants are well compensated and provided industry-best benefits ensuring loyalty to your needs while providing the incentive to stay and grow with Rose. We believe Rose's value speaks for itself.

Through the framework of past statewide IT services and other technical contracts, Rose, with the assistance of our **1000+** consultants has delivered over one million hours of consulting services to the our state government clients at the very best economical pricing. Rose has assisted these states in successfully meeting their business objectives by providing experienced and professional staff. This vast amount of experience will be leveraged to assist the Dallas County to meet their Temporary Information Technology (IT) Staffing Augmentation Service's needs.

Building on our initial success in St. Louis, we aggressively expanded operations, and now have over **20 offices** across the U.S. This includes *two* Centralized Recruiting Centers (CRCs) located 100 miles apart in Missouri, and two additional CRCs in India. All of our offices are company-owned and operated, and have been strategically positioned across the country to easily accommodate all of our customers. As new customers are earned, we open branches where appropriate. We have vast experience and knowledge in opening new offices, have fast ramp up procedures in place, and share best practices across all of our locations. Our success has recently led to Rose being the **ONLY** Staffing company in the United States named to Glassdoor's Best Place to work for 2019 list!

Rose appreciates this opportunity to share with you our methodology and experience in staffing and solution services. Rose is familiar with the contractual requirements and we will continue to strive to exceed expectations and provide the best value in the industry. We welcome the opportunity to work with the Dallas County. Thank you in advance for considering Rose's services.



### 6.3.5.3 Cover Letter:

Date: June 3, 2019

Michael Irvin  
[Michael.Irvin@dallascounty.org](mailto:Michael.Irvin@dallascounty.org)  
214.653.7618

Dear Michael,

Rose International (Rose) is pleased to provide this response to the Dallas County Purchasing Department, Temporary Information Technology (IT) Staffing Augmentation Services, RFP No. 2019-051-6815. After careful review of all the documents including addendum and their stated mission, purpose, vision, and requirements we have crafted a proposal that seeks to reflect our understanding of your needs by providing the very best solution, personnel, and pricing.

**a. Identify the submitting organization and legal entity;**

Rose International, Inc.

**b. Identify the name, title, telephone and fax numbers, and e-mail address of the person authorized by the organization to contractually obligate the organization;**

Name: Larry Crane  
Title: Vice President – Finance  
Phone: (636) 812-4000, ext. 2014  
Fax: (636) 812-0076  
Email: [state\\_locgov@roseint.com](mailto:state_locgov@roseint.com)

**c. Identify the name, title, telephone and fax numbers, and e-mail address of the person authorized to negotiate the contract on behalf of the organization;**

Name: Eric Token  
Title: Chief Revenue Officer  
Phone: (636) 812-4000, ext. 2017  
Fax: (636) 812-0076  
Email: [state\\_locgov@roseint.com](mailto:state_locgov@roseint.com)

**d. Identify the names, titles, telephone and fax numbers, and e-mail addresses of persons to be contacted for clarification;**

Name: Teri Elder  
Title: Director, State and Local Government  
Phone: (636) 812-4000, ext. 7016  
Fax: (636) 812-0076  
Email: [state\\_locgov@roseint.com](mailto:state_locgov@roseint.com)

**e. Acknowledgement of all addendums to this RFP;**





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Rose acknowledges receipt of any and all amendments to this RFP.

- f. **Should state in writing that all furnished information, including prices, will remain valid for a period of not less than one hundred and eighty (180) days from the date set for the opening thereof and will remain the property of Dallas County; and**

Rose understands and agrees that all furnished information, including prices, will remain valid for a period of not less than one hundred and eighty (180) days from the date set for the opening thereof and will remain the property of Dallas County

- g. **Be signed by the person authorized to contractually obligate the organization**

Rose understands and agrees to the above statement.

---

Authorized Signature

**6.3.5.4 Signed Addendum(s)**



**PURCHASING DEPARTMENT**

May 3, 2019

**ADDENDUM No. 1**

**RFP # 2019-051-6815**

**REQUEST FOR PROPOSALS FOR  
TEMPORARY INFORMATION TECHNOLOGY (IT) STAFFING AUGMENTATION SERVICES**

**WHEREAS, Bullet point 10.24 "Rebate" on page 44 and any reference to rebates offered / requested by the contractor should be disregarded.**

**WHEREAS, the insert of page 82A adds the Dallas County Job Description information for the Project Manager position.**

**WHEREAS, Page 118A replaces page 118, COST AND OTHER FEES PROPOSAL sheet.**

**All other specifications of the original bid remain the same.**

Except as provided herein/above, all other specification requirements of the original bid referenced shall remain unchanged and in full force and effect. This addendum should be signed and returned with your proposal package on or before Monday, May 20, 2019 @ 2:00 p.m.

This addendum is hereby acknowledged, understood and considered in our proposal.

Signature: Teri Elder

Printed Name: Teri Elder

Company: Rose International Inc.

Date: 5/20/2019

RFP-2019-051-6815

82A

[Type here]



SOLICITATION #2019-034-6798

**DALLAS COUNTY  
PURCHASING DEPARTMENT**  
900 Jackson Street, (Founders Square)  
6<sup>th</sup> Floor, Suite 680  
Dallas, Texas \* 75202  
MICHAEL FROSCH  
Purchasing Director

May 9, 2019

**ADDENDUM #2**

**RFP No. 2019-051-6815**

**REQUEST FOR PROPOSAL FOR TEMPORARY INFORMATION TECHNOLOGY (IT) STAFFING AUGMENTATION SERVICES**

WHEREAS, the Bid Opening/Due Date and Time, is hereby amended/revised to read as follows:

June 3, 2019 @ 2:00 P.M., Local Time (Dallas, Texas) CDT

Except as provided herein / above, all other specification requirements of the original solicitation referenced shall remain unchanged in and full force and effect. This addendum should be signed and returned with your IFB package on or before Monday, June 3, 2019 @ 2:00 p.m., Local Time (Dallas, Texas) CDT.

This addendum is hereby acknowledged, understood and considered in our proposal.

Printed Name: Teri Elder

Signature of Authorized Representative: Teri Elder

Title: Director State and Local Government

Company Name: Rose International Inc.

FOUNDERS SQUARE, 900 JACKSON ST. 6<sup>TH</sup> FLOOR, SUITE 680, DALLAS, TEXAS 75202  
TEL: 214.653.6304 FAX: 214.653.7449



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## Tab 2 – Minimum Qualification Requirements (Pass/Fail)

### 6.3.5.5 Minimum Qualification Requirements as outlined in Section 9

**Proposer(s) who do not meet minimum qualifications stated in Section 9 (pass/fail) submission requirements as specified and has not included minimum qualifications supporting documentation and information (proof and evidence), their Proposal will be deemed non-responsive after which no further evaluation will occur.**

Proposer must furnish documentation supporting that they meet the Minimum Qualification Requirements and provide the client references so that County can confirm qualifications.

- 9.1 Proposer firm shall have at least five (5) consecutive years' business experience performing and providing IT staff augmentation service from as of the released date of this RFP. If name changes have occurred in the past ten (10) years, provide these name changes in chronological order.**

Recent start-up businesses do not meet the requirements of this solicitation.

**NOTE: A start-up business is defined as a new company that has no previous operational history or expertise in the relevant business and is not affiliated with a company that has that history or expertise.**

*Rose understands and agrees to the statement above. Rose International has been providing IT staff augmentation services to 150+ Fortune 500 companies and many government agencies across the country from past 25 years.*

- 9.2 Proposer must complete and return the following forms:**

- 9.2.1 Title VI Assurances/Compliance – Appendix A Form**
- 9.2.2 Campaign Contribution Form**
- 9.2.3 Insurance Affidavit Form**
- 9.2.4 Texas Government Code Chapter 2270 Verification Form**
- 9.2.5 Conflict of Interest Questionnaire Form (CIQ)**
- 9.2.6 Certificate of Interested Parties Form 1295**
- 9.2.7 W9 Form**
- 9.2.8 Profile Sheet**

*Please refer to "Tab 4 – Required forms" below for all the competed form mentioned above.*

**NOTE: Proposers who do not meet minimum qualifications stated in Section 9 (pass/fail) submission requirements as specified and has not included minimum qualifications supporting documentation and information (proof and evidence), their Proposal will be deemed non-responsive after which no further evaluation will occur.**



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## Tab 3 – Technical Proposal

Proposals that merely repeat the requirements set forth in the RFP and state that Contractor “will perform the statement of work” or similar verbiage is discouraged. Dallas County is interested only in proposals that demonstrate the Contractor’s expertise in performing engagements of this type as illustrated by the Proposer’s description of how it proposes to perform the requirements set forth in this RFP.

### 6.3.5.6 Experience and Qualifications of Proposer Firm

- a. **General information about the Proposer include general overview and history of the firm, ownership type and structure, where are your major centers of operations including the location of the principal office and/or significant branch offices, which office would be directly responsible for the Dallas County’s program and servicing the account, if awarded, number of years in the business of providing IT Staffing Augmentation Services, number of staff will be employs and dedicate to the project; and how much of your business is temporary versus permanent placement? Each proposal must include a description of the Proposer’s capability, capacity, experience in the industry and any other background information that will help Dallas County gauge the ability of the Proposer to fulfill the obligations of the contract. The information and documentation shall include, but is not limited to, information that documents the Proposer’s qualifications to meet the RFP requirements and to produce the required outcomes, including its ability, capacity, skill, and experience in providing the required services.**

#### Rose History

Company Name – Rose International, Inc.

Ownership – Corporation

Temporary versus permanent placement – 90%/10%

Rose International is one of the nation’s leading **minority- and woman-owned** providers of Workforce Solutions (Staffing Contingent Labor, Payroll and IC Compliance, Prime Vendor services, and Brand Leveraged Talent services) and Technology Solutions. We serve companies in all **50 states** and employ thousands of people. We have grown organically to a national-scale service organization serving **130 Fortune 500 companies** and many government agencies across the country. We have been providing innovative solutions and quality temporary labor across different industries for the past 25 years and now rank #57 in the nation in terms of size. Rose employees nearly 5000 contractors from coast to coast.

Our ability to serve national companies led Rose to being certified as a “**Corporate Plus**” company by the National Minority Supplier Development Council (NMSDC).

Building on our initial success in St. Louis, we aggressively expanded operations, and now have over **20 offices** across the U.S. This includes two Centralized Recruiting Centers (CRCs) located 100 miles apart in Missouri, and two additional CRCs in India. We are currently building out an additional CRC in our building in Las Vegas, NV expanding our shared services platform. All of our offices are company-owned and operated, and have been strategically positioned across the country to easily accommodate all of our customers. As new customers are earned, we open branches where appropriate. We have vast experience and knowledge in opening new offices, have fast ramp up procedures in place, and share best practices across all of our locations.

Our corporate services platform leverages talent and technology in ways unique to our industry as we’ll demonstrate throughout this response.



As we have grown, we have operated with fiscal prudence. We've become a leader in our field by utilizing technology to keep overhead low while providing world-class support to our customers and candidates alike. Our corporate overhead and G&A rates are among the lowest when compared to publicly available data.

### **Rose Capability, Capacity, Experience**

Rose International is a premier IT Services Company with outstanding capabilities that cross all technical methodologies and platforms. Rose is an accomplished IT Solutions company with over **25 years** of experience providing high quality solutions to commercial and government's entities throughout the United States. Our team has experience with numerous government entities, including the **State of Missouri, State of Illinois, State of Kansas, State of Texas, State of Iowa, United States Department of Agriculture, United States Department of the Interior, U.S.D.A and Department of Defense** to name a few. Our experience is found in all branches of government including executive, legislative, courts, and higher education. Our project work includes all aspects of the software development lifecycle from Project Management, Analysis and Planning through Development, Operations, and Maintenance.

Since 1998, Rose has continuously held multiple state and federal government contracts for Temporary IT staffing augmentation services. Rose currently holds contracts in the states of Missouri, Iowa, Kansas, Illinois, Oklahoma, Texas, Washington, Montana and Florida to provide IT professionals on an as-needed basis/as requested basis. Over the past few years, Rose has provided on average over twenty million dollars in IT consulting services per year to our state government clients. We have a proven track record of providing quality IT Contingent staff across the entire IT spectrum especially all the skill sets which are in scope of this RFP.


For the past 25+ years, Rose International has been pleased to provide technical services to many state and federal government agencies and entities. Rose has provided prime vendor service to multiple state government entities through the use of various statewide IT services contracts. Through the framework of the past statewide IT services and other technical contracts, Rose, with the assistance of our 500+ consultants has delivered over one million hours of consulting services to our state government customers at the very best economical pricing. Rose has assisted many agencies successfully meet their business objectives by providing experienced and professional staff. We have had a presence in the executive departments as well as the Secretary of State, Attorney General, National Guard, Veterans Commission, House of Representatives, and the State Courts Administrators Office. This vast amount of experience will be leveraged to assist the Dallas County meet their Temporary IT Service's needs.

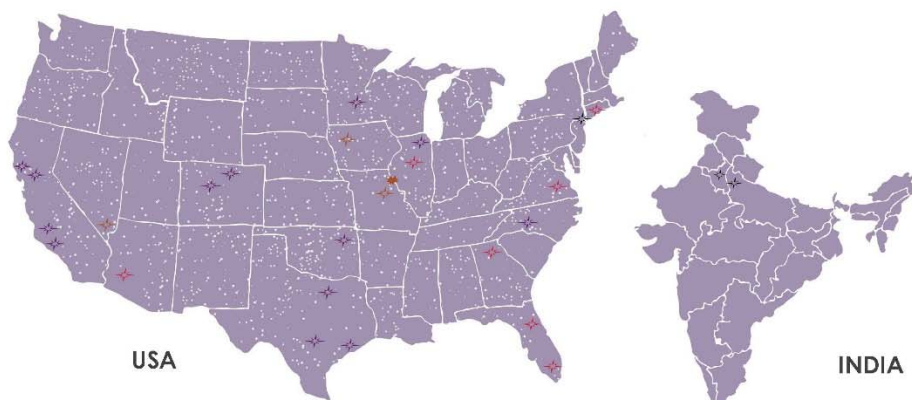
### **Locations**

Rose provides its services nationwide and has strategically positioned over **20 offices** across the country, two Centralized Recruiting Centers (CRC) in the United States, and two CRCs in India, to easily accommodate all of our customers. As new customers are earned, we continue to open branches where appropriate. We have billable staff in all 50 states today.

Rose International is headquartered in Chesterfield, MO, with a CRC, and has offices in the following cities; Atlanta, GA (satellite office location) - Austin, TX – Charlotte, NC - Chicago, IL - Colorado Springs, CO - Dallas, TX - Denver, CO - Des Moines, IA – Glendale, CA – Hawthorne, NY - Houston, TX - Hartford, CT (satellite office location) - Irvine, CA - Jefferson City, MO (CRC) - Las Vegas, NV - Minneapolis, MN - Miami, FL (satellite office location) - Orlando, FL (satellite office location) - Phoenix, AZ (satellite office location) - Peoria, IL (satellite office location) - Richmond, VA (satellite office location) - San Francisco, CA - San Ramon, CA. Rose also has a subsidiary location in New Delhi, India, and Noida, India.



ROSE INTERNATIONAL OFFICE LOCATIONS			
	Headquarters, Central Development Center & Centralized Recruiting Center		Branch Office
	Global Network of Development Centers		Satellite Office
			Branch Office & Centralized Recruiting Centers



Each Rose office has the back office support of our St. Louis headquarters and CRC's. Indeed, our operations centers in Jefferson City and St. Louis, Missouri along with our offshore center in New Delhi, India and Noida, India complement the operations of each local office (Recruiters in all four operations centers are assigned to specific local branches) to ensure customer satisfaction and enrich the abilities of new branch offices from day one! We are currently building out an additional CRC in our building in Las Vegas, NV, expanding our shared services platform!

The Rose International Jefferson City, MO and Dallas, TX offices would be directly responsible for the Dallas County's program and servicing the account, if awarded. The exact number of employees assigned to the Dallas County account will be determined closer to project start. However, our recruiting engine and internal setup allows us to ensure that we are capable of instantly scaling to the appropriate number of assigned employees depending on the specific needs of Dallas County, ensuring your account is always fully serviced!

**b. Proposer shall provide a list of current and previous customer/client references (to include customers/clients within the State of Texas and other public entities) to for whom the Proposer firm has provided IT Staffing Augmentation Services within the past three (3) years from the release date of this RFP. At least one (1) of the references provided must involve placement of at least twenty-five (25) IT resources providing IT staff augmentation services during a twelve (12) month period The reference list must include the following information:**

- Agency/Company Name
- Agency/Company Physical Address (including city and zip code)
- Contact person(s) Name and Title (someone closely familiar with each project and your firm's performance)
- Contact telephone number(s)
- Contact fax number
- E-mail address (if available)
- Description of Project Scope of Work or Services Provided
- Project Performance Date/Length of Engagement (s): (Start and End Dates)



- Number of Staff Augmentation Resources Provided by Position Title(s)
- Proposer Role Status: (i.e.: Prime Contractor or Sub-Contractor/Consultant)

Rose has 30+ contracts with various government entities as outlined below. We have provided references to three of our clients in the next tables.

Client Name	Personnel Classification
State of AR – Statewide	Temporary IT Staffing - SP-16-0003
State of AZ – Commerce Authority	Temporary IT Staffing – QVL-2018-10-24
State of CA – Orange County	NASPO ValuePoint - RCA-017-18010026-AE
State of CO – Statewide	Temporary IT Staffing
State of DE – Statewide	Temporary IT Staffing
State of GA – Statewide	Temporary IT Staffing
State of ID – Statewide	Temporary IT Staffing –SBPO15201078
State of IL – Statewide	Temporary IT Staffing
State of IN– Statewide	Temporary IT Staffing Temporary Administrative and Professional Staffing
State of IA – Statewide	Temporary IT Staffing
State of KS – Statewide	Temporary IT Staffing - 785/296-1171/41632
State of MI – Statewide	Temporary IT Staffing
State of MN – Statewide	Temporary IT Staffing - MNSITE -1150
State of MO – Statewide	<ul style="list-style-type: none"> <li>• IT Solutions – CT170770011</li> <li>• Health Information Technology - C212041006</li> <li>• Temporary IT Staffing - OSCA 12-047-08</li> <li>• Temporary Administrative/Clerical Staffing – CS160837004-001</li> <li>• Managed Services Program (MSP)</li> </ul>
State of MT – Statewide	Temporary IT Staffing - SPB15-2895P-RI1 SPB18-0121SH
State of NE – Statewide	Temporary Admin Staffing - NASPO - 7945504
State of NV – Statewide	Temporary IT Staffing 2074-IT Staff Augmentation
State of NV - Clark County	Information Technology Tier 1 Professional Services #604842-18
State of NJ – Statewide	Temporary IT Staffing



State of NC – Statewide	Temporary IT Staffing
State of ND – Statewide	Temporary IT Staffing - 110.7-17-001
State of OH – Statewide	Temporary IT Staffing
State of OK – Statewide	Temporary IT Staffing - 405-522-8404
State of PA – Statewide	Temporary IT Staffing - 4400014660
State of SC – Statewide	Temporary IT Staffing
State of SD – Statewide	Temporary IT Staffing - 16-0131-005 Department of Social Services - 16-0831-521
State of TX – Statewide	Temporary IT Staffing - DIR_TSO-3572
State of UT – Statewide	Temporary IT Staffing - #IT2462
Commonwealth of VA – Statewide	Temporary IT Staffing
State of WA – Statewide	Temporary IT Staffing - W18051
State of WI	Temporary IT Staffing

#### Reference 1

<b>Agency/Company Name:</b>  State of Kansas – Department for Children and Families (DCF)		<b>Agency/Company Physical Address (including city and zip code):</b>  Building One, 2800 SW Topeka Blvd Topeka, Kansas 66611	
<b>Contact person(s) Name and Title (someone closely familiar with each project and your firm's performance):</b>  Mike Wilkerson, Project Management Office Director	<b>Contact telephone number(s):</b>  785-291-3209	<b>Contact fax number:</b>  785-296-5666	<b>E-mail address (if available):</b>  Mike.Wilkerson@ks.gov
<b>Description of Project Scope of Work or Services Provided:</b> Rose provided staff augmentation in support of the Kansas Eligibility Enforcement System. Specific project roles including: Project Management, Business Analysts, Developers/Programmers, Quality Assurance/Quality Control, and Trainers.			
<b>Project Performance Date/Length of Engagement (s): (Start and End Dates):</b>	<b>Number of Staff Augmentation Resources Provided by Position Title(s):</b>	<b>Proposer Role Status: (i.e.: Prime Contractor or Sub-Contractor/Consultant):</b>	



1/2011 - ongoing	<p>For the State of Kansas (including DCF) we have filled 85 positions.</p> <p>Application Developer/Engineer 18 Business Analyst 7 Communications Engineer 5 Program Manager 1 Project Manager 7 QA Analyst 12 QA Lead 6 Systems Programmer 4 Technical Consultant 3 Technical Support Specialist 2 Tester 1 Trainer 19</p> <p>For DCF in the last 12 months we have filled:</p> <table><tr><td>QA Analyst</td><td>1</td></tr><tr><td>Technical Support Specialist</td><td>2</td></tr><tr><td>Tester</td><td>1</td></tr></table>	QA Analyst	1	Technical Support Specialist	2	Tester	1	Prime
QA Analyst	1							
Technical Support Specialist	2							
Tester	1							

## Reference 2

<b>Agency/Company Name:</b> State of Missouri – Division of Purchasing	<b>Agency/Company Physical Address (including city and zip code):</b> Purchasing 301 West High Street, Rm 630, Jefferson City, MO 65101-1517		
<b>Contact person(s) Name and Title (someone closely familiar with each project and your firm's performance):</b>  Brent Dixon	<b>Contact telephone number(s):</b> 573-751-4903	<b>Contact fax number:</b> 573-526-9815	<b>E-mail address (if available):</b> brent.dixon@oa.mo.gov
<b>Description of Project Scope of Work or Services Provided:</b>			



Rose provided state-wide staff augmentation, managed tasks, and served as sole prime vendor for state-wide administrative/clerical temporary staff.

<b>Project Performance Date/Length of Engagement (s): (Start and End Dates):</b> 10/1997 - ongoing	<b>Number of Staff Augmentation Resources Provided by Position Title(s):</b>  For the State of Missouri we have filled over 2,500 positions.  For the State of Missouri in the last 12 months we have filled  .Net Developer 12 Business Analyst 5 Database Administrator 13 Java Developer 13 Project Manager 7 Technical Specialist 6 Office Support Assistants 191 Executive Assistants 42	<b>Proposer Role Status: (i.e.: Prime Contractor or Sub-Contractor/Consultant):</b> Prime
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### Reference 3

<b>Agency/Company Name:</b>  Amdocs	<b>Agency/Company Physical Address (including city and zip code):</b>  185 Hudson Street Suite 2700, Jersey City, NJ 07311		
<b>Contact person(s) Name and Title (someone closely familiar with each project and your firm's performance):</b>  Jeff Schulze	<b>Contact telephone number(s):</b>  (314) 212-7718	<b>Contact fax number:</b>  (314) 212-7500	<b>E-mail address (if available):</b>  jeffrey.schulze@amdcs.com
<b>Description of Project Scope of Work or Services Provided:</b>			



Rose is a preferred supplier of contract labor for Amdocs as well as a “pay agent” for other suppliers. 100% of the targeted hires for specific projects at Amdocs are on-boarded by Rose. Rose has partnered with Amdocs for over 13 years and has processed hundreds of consultants all cross the United States in a variety of roles, saving Amdocs over \$1 million annually. Rose was chosen by Amdocs due to our ability to handle NRP needs quickly, properly, and at a very competitive rate.

Project Performance Date/Length of Engagement (s): (Start and End Dates):	Number of Staff Augmentation Resources Provided by Position Title(s):	Proposer Role Status: (i.e.: Prime Contractor or Sub-Contractor/Consultant):																																										
4/2008 - ongoing	<p>We have filled over 700 positions for Amdocs.</p> <p>In the last 12 months we have filled the following:</p> <table><tr><td>Administrative Assistant</td><td>3</td></tr><tr><td>Application Developer</td><td>1</td></tr><tr><td>Automation Tester</td><td>2</td></tr><tr><td>Business Analyst</td><td>2</td></tr><tr><td>Consultant</td><td>2</td></tr><tr><td>Project Manager</td><td>1</td></tr><tr><td>QA Tester</td><td>1</td></tr><tr><td>SDET(S/W Design Engineer-Test)</td><td>1</td></tr><tr><td>Software Engineer</td><td>16</td></tr><tr><td>Software Quality Analyst</td><td>1</td></tr><tr><td>Technical Writer</td><td>1</td></tr><tr><td>Test Engineer</td><td>2</td></tr><tr><td>Application Developer</td><td>2</td></tr><tr><td>Automation Tester</td><td>2</td></tr><tr><td>Consultant</td><td>2</td></tr><tr><td>Project Manager</td><td>1</td></tr><tr><td>QA Tester</td><td>1</td></tr><tr><td>SDET(S/W Design Engineer-Test)</td><td>1</td></tr><tr><td>Software Engineer</td><td>16</td></tr><tr><td>Software Quality Analyst</td><td>1</td></tr><tr><td>Test Engineer</td><td>2</td></tr></table>	Administrative Assistant	3	Application Developer	1	Automation Tester	2	Business Analyst	2	Consultant	2	Project Manager	1	QA Tester	1	SDET(S/W Design Engineer-Test)	1	Software Engineer	16	Software Quality Analyst	1	Technical Writer	1	Test Engineer	2	Application Developer	2	Automation Tester	2	Consultant	2	Project Manager	1	QA Tester	1	SDET(S/W Design Engineer-Test)	1	Software Engineer	16	Software Quality Analyst	1	Test Engineer	2	Prime – Commercial Contract
Administrative Assistant	3																																											
Application Developer	1																																											
Automation Tester	2																																											
Business Analyst	2																																											
Consultant	2																																											
Project Manager	1																																											
QA Tester	1																																											
SDET(S/W Design Engineer-Test)	1																																											
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SDET(S/W Design Engineer-Test)	1																																											
Software Engineer	16																																											
Software Quality Analyst	1																																											
Test Engineer	2																																											

c. How many IT temporary resources did you place in the Dallas-Fort Metropolitan Area (includes the following Counties Dallas, Tarrant, Denton and Collin) 2016 and 2017? How many permanent positions did you fill in 2016 and 2017?

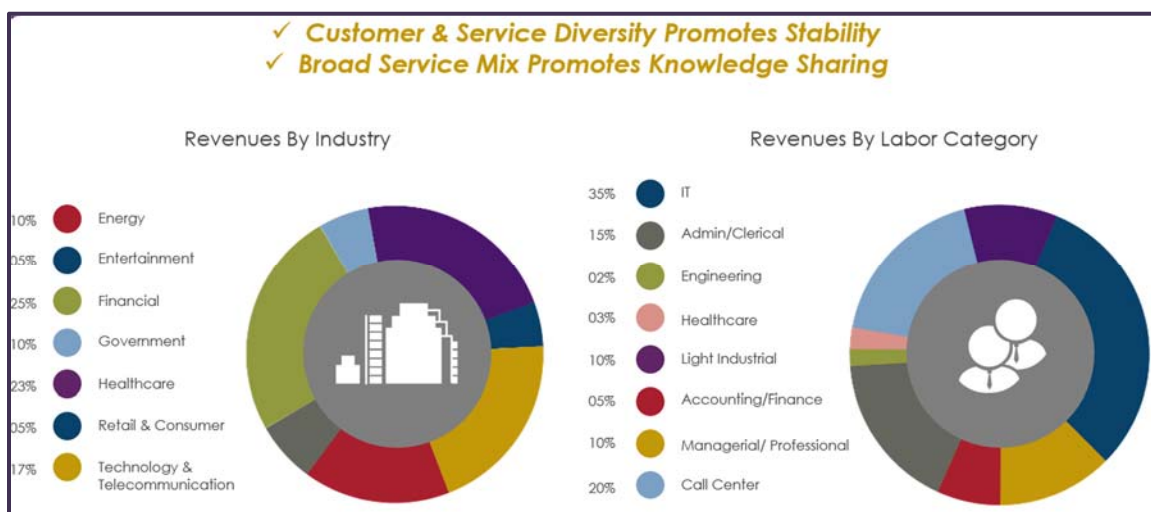
	2016	2017
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Number of IT temporary resources we placed in the Dallas-Fort Metropolitan Area (includes the following Counties Dallas, Tarrant, Denton and Collin)	60	49
Number of permanent positions we filled (across all of Rose)	841	1032

**d. How many clients do you have? What percentages are public sector, professional associations, Fortune 500 companies, not-for-profits using the services being proposed?**

Rose International has a diverse client base of over 130+ clients, including many with a national footprint. We serve Fortune 500, Fortune 5000 and government agencies from coast to coast in all industries.



**e. Customer/Client Placement – By Job Position Title**

Proposer must indicate the total number of IT Resources who were in place at any customer/ client site providing IT Staff Augmentation Services during the twelve (12) month period preceding the release date of this RFP. This should include resources who were already working at the beginning of the twelve (12) month period and resources that were placed during the twelve (12) month period. The minimum duration to count as a placement herein is 100 billable hours.

Please enter the number of resources in place for each position title below:

Position Title	# of Resources in Place
1. Network Engineer	84
2. Senior .Developer (.BizTalk)	5
3. Sr. Oracle Applications Systems Administrator	32
4. Senior Business Analyst	600
5. Senior Security Analyst	14
6. Senior Systems Analyst	35
7. Server Administrator	17
8. Senior Network Engineer	42



9. Senior Oracle Application / Database Developer – Functional Support	32
10. Senior Server Administrator	14
11. Senior SQL Database Administrator	7
12. IT Enterprise Applications Architect	31
13. IT Enterprise BizTalk Architect	4
14. IT Enterprise Server & Storage Architect	1
15. Senior Project Manager	1800
16. Quality Assurance Analyst	61

**f. Number of W2 and 1099 IT Contractors**

**W2 – 3892**

**1099 – 812 (subcontractors)**

- g. Provide written verification certifying that all temporary employees, resources, and personnel provided by your firm will be considered employees, resources, and personnel of your firm, or of your agency's subcontractors, as applicable, and that your agency or your subcontractor will be responsible for maintaining, at all times, minimum insurance coverage including worker's compensation, benefits, wages, salaries, and taxes including payroll taxes covering each person whose services you provide to Dallas County.**

Rose understands and agrees to the statement mentioned above and will provide certification document upon contract award.

- h. Provide a list of any contracts and agreements that have been terminated unfavorably, default or that have been unsuccessful within the past five (5) years. Explain the reason for termination and include contact names, titles and phone numbers/email addresses. Also, include a listing of any lawsuit or litigation and the result of that action resulting from (a) any public project undertaken by the Proposer or by its subcontractors where litigation is still pending or has occurred within the last five (5) years or (b) any type of project where claims or settlements were paid by the consultant or its insurers within the last five (5) years.**

Rose has not had any contract ended or terminated unfavorably or unsuccessful within the past 5 years or had any litigation within the last five years.

**6.3.5.7 Experience and Qualifications of Key Personnel including Subcontractor/Consultant /Suppliers Assigned to this Project**

**Each member of the proposed Account Team for the Project must:**

- a. Must demonstrate a minimum of twenty-four (24) months experience reviewing, evaluating and screening candidates for IT related positions based on their knowledge of the IT industry.**

Rose understands and agrees to the statement above.

- b. Must demonstrate at least twenty-four (24) months experience providing account management responsibilities in direct contact with client/customer's end users. The account**



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**management experience provided must be in the IT field preferably involving provision of staff augmentation resources.**

Rose understands and agrees to the statement above. Michael Henley below has provided Account Management support to Rose for 16 years.

- c. **The proposed Contract Account Manager for the Project must: Have a minimum of thirty-six (36) months experience supporting the management of Contracts, facilitating dispute resolution, and to advising client/customers of performance under the terms and conditions of the Contract**

Rose understands and agrees to the statement above. Michael Henley below has provided Account Management support to Rose for 16 years.

- d. **Provide name, qualifications, experience, and detail resumes of Contract Account Manager and Key Personnel to be assigned to this project and describe their respective roles and responsibilities. The resume must include the following information: Education including advanced degrees; training; licenses; certifications; credentials; number of years engaged in the designated practice area; area(s) of specialization; and general work and relevant experience).**

Rose will provide a dedicated Client Engagement Associate, Michael D. Henley, to Dallas County. Michael will be the primary single point of contact for this account. He will have overall day-to-day responsibilities for managing the account. He will work with the Dallas County managers, to understand the projects and technologies as well as any soft skill requirements. He will have the support of the dedicated delivery team to ensure timely and quality requisition coverage.

**Name:** Michael D. Henley

**Title:** Sr. Client Engagement Associate

**Address:** 3225 W. Truman Blvd., Jefferson City, MO 65109

**Telephone number:** (636) 812-4000, ext. x7039

**E-mail address:** mhenley@roseIT.com

Dana Schmitz will serve as Resource Delivery Associate. Dana will have the responsibility for resource delivery. Rose will assign an additional local RDA that will be dedicated to servicing Dallas County.



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## MIKE HENLEY PROFESSIONAL SUMMARY

Resourceful, self-motivated and service-oriented professional with extensive Marketing, Sales, Operations and Project Management experience. Over thirty (30) years of experience in the Information System industry. A strong leader in the IT Contractor Industry.

## TECHNICAL EXPERIENCE

**Programming Languages:** Basic, COBOL, PL1, VISUALAGE Generator, Assembler, RPG III, SAS, JCL

**Software/Databases:** MS Office, MS Word, MS PowerPoint, MS Excel, MS Outlook, Lotus Notes 5 (CLP), DBase2/3, RBASE IV, VSAM, MS Access, Arc View, CICS, TSO, ROSCOE

**Operating Systems:** Windows 7/XP/NT, Windows 95, MS-DOS

**Hardware:** IBM PC, IBM 4341 Mainframe

## PROFESSIONAL EXPERIENCE

### ROSE INTERNATIONAL, INC

**Mar 99 – Present**

*Director, Engagement Manager, Information Technology Consultant*

- Responsible for the marketing, employee and operations management for Jefferson City branch office's Government Branch.
- Duties include business development, business solution implementation, customer satisfaction assurance, employee development and business alliance development.
- Additional duties include proposal development, pricing structures development and project management, as necessary.
- Establish and expand customer relations by assuring quality, timeliness and adherence to costing guidelines.
- Ensure employee satisfaction by providing open communication lines, company jobs, promotions and training opportunities.
- Managed accounts worth over 10 million dollars per year.
- Responsible for over 90 contractors assigned to various state agencies and accounts.
- Responsible for the upgrade of Lotus Note to 4.6 on some 300 workstations.
- Provided administrative support to a Lotus Notes network, which included 300 workstations and 4 servers.
- Responsible for the Y2K evaluation of 300 Lotus Notes databases, 7 DBXL databases, 40 VAGEN Generator Applications.
- Responsible for the successful implementation of Qseries.
- Responsible for the successful conversion and maintenance of MODOT permit system, which generates 4 million dollars annually.

**Technologies: Lotus Notes 4.6, Windows NT, Lotus Notes Suite, SharePoint, MS office**

### US CENTRAL COMMAND, Tampa, FL

**Oct 01 – May 03**

*Command Security Branch Deputy*



- Deployed during Operation Noble Eagle, Operations Enduring Freedom, Operation Iraqi Freedom.
- Primary responsibility to maintain the commands high security poster.
- Managed DOD SCI special access programs.
- Security Manager supporting 56 Coalition Countries for Operation Enduring Freedom.
- Responsibilities include procurement of a \$300,000 command security system and the installation of a forward command and SCIF in QATAR.

**Technologies:** *Military Systems, Security*

**SPECIALIZED DISASTER SYSTEMS INTERNATIONAL, INC**  
*Customer Service Manager, Sales Representative, Programmer*

**Sep 95 – Mar 99**

- Oversaw all aspects of the company's software development, sales and customer service daily operations to include; software development, ordering, shipping, installing and training of Lotus Notes, ArcView and proprietary Lotus Notes databases for customers internationally.
- Responsible for developing procedures for telephone support, and billing. In charge of reviewing contracts and proposals.
- Worked with customers to develop a concept of operations, and in making software customizations to Lotus Notes by which the company tracks all of the customer's information.
- Acquired a good working knowledge of ArcView for GIS support.

**Technologies:** *Lotus Notes, Access, Windows NT, Excel, MS Office, Arc View 3.0, ODBC*

**WELKIN ASSOCIATES, LTD., Fairfax, VA**  
*Security Manager*

**Oct 91 – Sept 95**

- Managed the company's security programs to include: personnel security, classified document control, physical security and computer security.
- Responsibilities included coordinating with the government to insure compliance with all applicable government security policies.
- Developed the company security tracking system using RBASE IV.

**Technologies:** *RBASE IV, Access, Windows 95, Novell Network*

**NAVAL RESERVE SECGRU, St. Louis, MO**

**May 96 – Oct 09**

*Commanding Officer (CO)/Executive Officer (XO)/ Administrative Officer / Officer-in-Charge (OIC)*

- Commanding Officer/Executive Officer of a unit of 40 members Reserve Cryptologic unit in St. Louis Missouri.
- OIC to provide leadership and guidance for personnel to Target Continuity Team 3 (TCT3).
- Responsible for overseeing the completion of all unit administrative reports in a timely and accurate manner.
- Provided training in HTML coding of classified work.
- Lead the initiative to develop a TCT database in Sybase and having the reporting format in HTML.
- This initiative has been accepted at the standard for the Navy's Regional Reporting Centers.

**Technologies:** *HTML, Sybase, Project Book, UNIX*

**SPACE AND ELECTRONIC WARFARE COMMAND NR 0366, Arlington, VA Jun 94 – May 96**  
*Security Department Head*

- Department Head of Security.
- Primary responsibility to maintain the commands high security poster.
- Managed national Navy and DOD SCI special access programs.



- Trained on the latest imagery and communication technology in support of Special Forces and Naval Space Units participating in global exercises.
- Responsibilities involved the command's computer security.

**Technologies: Military Systems**

**NATIONAL SECURITY AGENCY, Fort Meade, MD**

**Oct 93 – Jun 94**

*Regional Analysis Division Officer*

- Key Crypto logic Reserve Officer responsible for the development of the Armed Forces Threat Center (RAFTC) which provides technical and analytical evaluations to world situations.
- Performed as Division Officer for the Regional Analysis Division.

Environment: Access, dBase III

**NAVAL SPACE COMMAND, Dahlgren, VA**

**Oct 88 – Sep 91**

*Deputy Assistant Security Officer*

- Provided administrative and security support to over 300 personnel at Naval Space command, three subordinate commands, all naval astronauts, two naval reserve units.
- Established automated databases in Access to handle classified inventory and visitor control.
- Manned the Naval Space Operation Center (NAVSPC) during Desert Shield/Storm.

**Technologies: Access, DOS, Windows 3**

**NAVAL SECURITY GROUP ACTIVITY, EDZELL, SCOTLAND**

**Sep 86 - Oct 88**

*Office Administrator*

- Managed the operations of the consolidated mailroom and improved efficiency by automating all administrative functions.
- Assumed the position and responsibility of administrative office supervisor, which supports the Commanding Officer of NSGA Edzell and its mission.
- Developed databases to manage command exercises, which improved command security.

**Technologies: RBASE, dBase II.**

**NAVY TRAINING MAY86 – SEPT 86**

**IBERIA / CROCKER HIGH SCHOOL, Iberia / Crocker, MO**

**Nov 85 – May 86**

*Substitute Teacher*

- Supervised high school business classes.
- Conducted tutoring sessions for IBM compatible systems.
- Taught the history of computers, flow charting, debugging and programming in BASIC and other languages.

**JIM MEREDITH & ASSOCIATES, Independence, MO**

**Oct 85 – Nov 85**

*Computer Consultant/Programmer*

- Responsible for the company's acquisition of microcomputers and software programs.
- Designed databases and spreadsheets which produced monthly reports for management and their headquarters.
- Increased production and efficiency by 70%.

**Technologies: Multi-Plan**





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**CENTRAL MISSOURI STATE UNIVERSITY, Warrensburg, MO**  
*CMSU Computer Consultant*

**May 85 – Aug 85**

- Provided assistance and expertise in programming to university students enrolled in computer courses.
- Helped students in using the IBM 4341 mainframe.
- Monitored the system CPU queue to insure complete utilization of the system.

***Technologies: IBM Mainframe, COBOL, Assembler, PL/I***

**UNIVERSITY OF MISSOURI, Rolla, MO**  
*Computer Programmer*

**May 84 – Aug 84**

- Initiated an internship, which supported the university's accounting department.
- Completed a six-month internship in three months.
- Responsibility included programming IBM compatible PC using DBASE 2 and Multiplan spreadsheets.
- Wrote programs to produce cost analysis reports for management.
- Solely responsible for keying the entire inventory for the university book store.
- Responsible for rewriting the inventory program, the university saved over 100 man-hours in processing the yearly report.

***Technologies: Mainframe, COBOL, Assembler, PL/I, PC, Dbase2, Multiplan***

#### **EDUCATION**

**BS in General Business with core of classes in computer programming**

**MA in Organizational Management – Specialization in Organizational Leadership (Magna cum Laude)**

#### **SECURITY CLEARANCE**

Cleared for Top Secret Information and granted access to Sensitive Compartmented Information (SCI) based on Special Background Investigation (SBI) completed by DIS on July 19, 1999

#### **MILITARY AWARDS**

Defense Meritorious Service Medal, Navy Commendation Medal, Navy Achievement Medal, Good Conduct Medal, National Defense Medal (2), Letters of Commendation (3), Sailor of the Quarter Award (2)



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## **DANA SCHMITZ PROFESSIONAL SUMMARY**

Ms. Dana Schmitz is an experienced Staffing Industry Manager with over fifteen years' experience in contingent workforce services. She possesses a strong attention to detail with excellent communication and interaction skills with individuals at all levels. Her experience includes managing resources as well as working with the client to address long-range planning and policy development. She has been the primary point of contact for many clients and consultants during her tenure with Rose International.

## **PROFESSIONAL EXPERIENCE**

### **ROSE INTERNATIONAL, Nationwide**

**June 2004 – Present**

*Resource Manager / Recruiter (June 04 – Present)*

- Manage and serve as the primary point of contact for contract staff, with specialty in State Government.
- Immediately respond to new opportunity with clients, inputting job descriptions into the database and work with Recruiting staff.
- Assist with identifying, interviewing and placing candidates in client opportunities and ensure they meet the client's business and technical needs.
- Perform reference checks on candidates prior to submittal.
- Negotiate salary and review benefit package options to ensure the candidate is comfortable with the offer prior to submittal.
- Work one on one with sub-contracting companies as the primary point of contact.
- Make and coordinate offers. Initiate new hire process paperwork, drug screening and background checks as dictated by the client.
- Work with existing contract staff at client locations performing administrative support and human resources.

*Client Engagement Associate (Apr 06 – Present)*

- Manage and serve as the primary point of contact for clients and consultants specializing in State Government.
- Perform business development by reviewing client requests, responding to RFP's and working closely with existing clients.
- Work closely with client and Rose onsite Managers to manage, monitor and control project status through customer acceptance.
- Responsible for various States contracts. Work with the client in identifying and managing the overall direction of technical and business resources.

### **INFORMATION SYSTEMS SERVICES GROUP, INC., Chesterfield, MO Oct 2000 – June 2004**

*Technical Recruiter*

ISSG, Inc. provides Consulting & Permanent Placement Services to Information Technology Divisions of Corporations throughout the St. Louis Greater Metropolitan Area.

- Recruited candidates for Information Technology positions across all platforms and environments.
- Worked closely with clients and consultants to ensure project is on track and meeting expectations.
- Participated in preparing RFP responses for new business development.
- Administered MS Access database housing all client requisitions and candidate/consultant information.



- Interviewed candidates and matched against client requirements ensuring the client's expectations were met.
- Responsible for benefits administration including new hire enrollment, additions, terminations, changes and employee education.
- Performed reference checks on candidates prior to placement with client.
- Formatted candidate resumes for client submittal.
- Assisted with bi-weekly payroll including timesheets collection, notification of new payroll deductions and verification of completed payroll

**ALTERNATIVE CAREER NETWORK, INC., O'Fallon, MO      June 1999 – Oct 2000**

*Office Manager*

ACN, Inc. provided Temporary Placement Services in the areas of light industrial, clerical/secretarial, information technology and management.

- Managed office and internal staff ensuring performance measures were achieved.
- Generated monthly, quarterly and yearly reports utilizing MS Excel.
- Maintained CEO calendar and scheduled appointments.
- Attended meetings and prepared minutes.
- Performed reference checks for potential candidates prior to client placement.
- Maintained candidate database utilizing ACT! by Symantec.
- Participated in contract negotiation with clients and consultants.
- Handled all accounts receivable, payroll/billing, and monthly bank reconciliation.

**SEARS ROEBUCK & COMPANY, Jefferson City, MO      Feb 1996 – Dec 1998**

*Administrative Assistant*

- Performed administrative duties for General Manager, Operations Manager, and six Department Managers.
- Prepared daily deposits ranging in amounts from \$10K to \$90K.
- Answered 20 line switchboard and routed calls appropriately.
- Worked individually with Sales Associates scheduling deliveries and checking inventory.
- Contacted customers to schedule and verify merchandise delivery times.
- Worked directly with 2 warehouses on merchandise shipping issues.
- Prepared and distributed daily, weekly and monthly reports.

**EDUCATION/AFFILIATIONS**

Numerous professional business development courses

Advanced Microsoft courses

State of Missouri Notary Public

- e. **List qualification of sub-contractors/sub-consultants/suppliers to be utilized in the project and their respective roles. Include, company name, address, phone number, contact name and email address, services to be performed.**

**Subcontractors:** Rose International has a Preferred Vendor Program for pre-qualified subcontractors that we may utilize for specific project requirements, if necessary. Rose has a process for selecting, approving and managing all subcontracting companies. Currently, Rose International has prequalified subcontracting vendor partners that provide subcontracting services to both our commercial and government customers. The following are the subcontractors that are out of the Texas area.

Vendor ID	Vendor Name	Vendor Address	Phone Number	Email ID	Vendor VP
1703	Tasacom Technologies, Inc.	13151 Emily Rd., Suite 200, Dallas, TX 75240	972-456-9500	hr@tasacom.com	Faisal Sobhan
3014	Unigo Inc.	5005 W Royal Ln, Ste #178, Irving, TX 75063	469-222-4999	ramesh@unigoit.com	Kavitha Rachapudi
178	Intellisoft Technologies Inc.	1320 Greenway Drive, Suite 460, Irving, TX 75038	972-756-1212	admin@intellisofttech.com	Pradeep E Dasari
2610	CNET Global Solutions Inc.	800 E Campbell Road, Suite #345, Richardson, TX 75081	972-792-8859	mahesh@cnet-global.com	Sunitha Paul
2626	JNIT Technologies Inc.	4550 State Hwy 360, Suite 150, Grapevine, TX 76051	214-817-2631	adam@jnitinc.com	Adam Enoch
2903	Ambonare Incorporated	11044 Research Blvd, Ste D-150, Austin, TX 78759	512-965-8445	samuel.chen@ambonare.com	Samuel Chen
1183	PERK SYSTEMS INC	8505 Freeport Parkway, Suite #385, Irving, TX 75063	214-842-6969	priya@perksys.com	Priya Vinodkumar
2437	Standav Corp	1400 Corporate Drive, Suite 132, Irving, TX 75028	510-488-6431	keri@standav.com	Keri Cribb



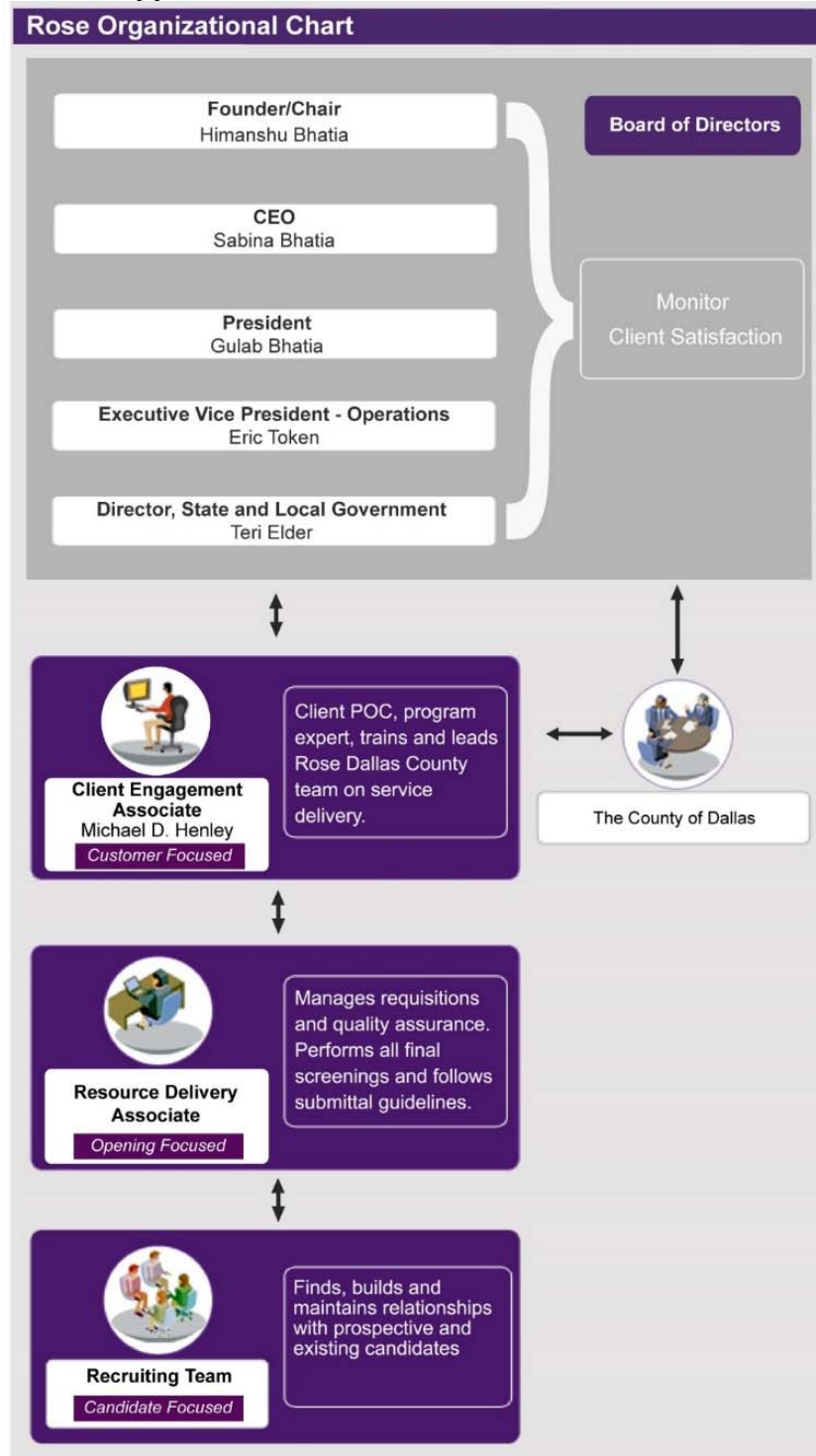
83	Cynosure Technologies, LLC	2401 Fountain View Dr., Suite 502, Houston, TX 77057	713-977-2900	rvadlamani@cynosuretechnologies.com	Hema Patel
3876	Lilli Technology LLC	7800 Preston Rd., Ste 105, Plano, TX 75024	972-853-1511	heather@lillitechnology.com	Heather Haman
3921	Advanced Information Technology Solutions Inc.	4695 N Colony BLVD., Suite 102 Unit C, The Colony, TX 75056	469-519-9248	aravind.reddy@aitsols.com	Aravind Reddy
3922	Celesdata Inc.	300 E Royal Ln., Ste#275, Irving, TX 75039	732-917-7721	contracts@celesdata.com	Aditya Goli
3148	Conglomerate IT LLC	14679 Midway Rd., Suite 216, Addison, TX 75001	469-270-8032	patrick@conglomerateit.com	Patrick Roy
1648	Vastika Inc.	1200 West Walnut Hill Ln., Suite 2200, Irving, TX 75038	972-893-3446	timesheet@vastika.com	Greg J.
3756	HANU Technologies LLC	1333 W McDermott Dr., Suite 150, Allen, TX 75013	469-519-2755	hr@hanutechllc.com	Sree Ram
3770	Cyber Infotech LLC	2591 Dallas Parkway, Suite 300, Frisco, TX 75034	469-321-7092	srinivasa.ravella@cyberinfotek.com	Srini Ravella
3801	Swift Pace Solutions Inc.	600 E John Carpenter FWY., STE 175, Irving, TX 75062	972-635-3535	jamal@spsolinc.com	Jaysheel Basantkumar
3817	Cod Cores Inc.	12100 Ford Rd., Suite 190, Farmers Branch, TX 75234	469-386-5887	hr@codcores.com	Subechhya Neupane
3826	Sai Cornerstone Inc.	222 W Las Colinas Blvd., Ste 1480E, Irving TX 75039	773-234-0235	sam@saicornersotoninc.com	Sam Khaja
3840	Vyzer Solutions Inc.	101 W. Renner Rd., Suite 260, Richardson TX 75082	469-726-4499	ravi@vyzercorp.com	Ravi Gadde
2770	Appridat Solutions LLC	801 E Campbell Rd., Suite 690, Richardson, TX 75081	678-648-6191	sivak@appridat.com	Anj Balusu
3384	Nuanza Inc.	12274 Nandina Ln., Frisco, TX 75035	469-301-6300	satish@nuanza.com	Satish Kuppachi



3421	Proximate Technologies, Inc.	1400 Preston Road, 4th Floor Suite #443, Plano, TX 75093	214-256-5828	tanuj@proximatetech.com	Ajay Bhasker Reddy
3189	Cambay Consulting LLC	1838 Snake River Road, Suite A, Katy, TX 77449	610-871-5158	jack@cambaycs.com	Jack Jones
3238	SAYEON LLC	6220 Chase Oaks Blvd., Suite 101, Plano, TX 75023	972-926-3665	udaya.jalla@sayeon.net	Udaya Jalla
3656	Horizon Advanced Systems Inc.	1303 W Walnut Hill LN., STE 355, Irving, TX 75038	972-330-2002	sk@horizonas.com	Vonobabu Uppu
3684	Spry Info Solutions Inc.	9330 LBJ Freeway, Suite 900, Dallas, TX 75243	214-561-6706	hr@spryinfosol.com	Sunitha Uppu
3704	Sritek Inc.	3120 Hudson Crossing D-1, McKinney, TX 75070	972-853-7484	sai@sritekinc.com	Sai Jyothi Pamulapati
3728	I.S.I Technologies Inc.	11730 Briar Canyon Ct., Tomball, TX 77377	832-443-8331	juliepham1325@yahoo.com	Keith Pham



- f. Provide an organizational chart of your firm highlighting the key personnel assigned to service and manage the project and account, show the relationship between the key personnel and support staff.





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### 6.3.5.8 Project Approach and Methodology

- a. **Describe your solution, approach and work plan for accomplishing the project work and deliverables in the Scope of Work. The response must be comprehensive, clear and organized. It is the Proposer's responsibility to tailor its response to demonstrate its qualifications to perform the Scope of Work specific for Dallas County.**

Rose supports national clients by assigning a Single Point of Contact (SPOC) for the customer at the executive level. SPOC will have the support of a team of resources, including; Client Engagement Associates (CEA), Resource Delivery Associates (RDA) and Recruiters. We will have a team of RDA's assigned to each major client location. These RDA's will be extremely knowledgeable about the market they are supporting and talent pool relationships. Our team is essentially an extension of your organization and is organized to develop a solid understanding of your specific requisitions/skill set requirements. They will bring a passion to deliver the right people for Dallas County at the best price.

We currently support national clients via our internal multitier delivery model:

**Tier 1 - Client Engagement Associate (Customer Focused):** The Rose CEA (dedicated 100%) will be the primary single point of contact for Dallas County. CEA's work with customer managers, if allowed, or the vendor management team, to understand the culture, projects, and technologies in play at the customer site. The CEA educates the internal team. Further, prior to as the requisitions are received, client footprints are designed and continuously developed for the various customer locations. Eventually, when requisitions flow in from the customer, our CEA collaborates with the RDA's to ensure they have utilized the proper customer footprint to enable pre-requisition recruiting has occurred. The CEA then provides the required guidance to source the most suitable candidates for the positions. The CEA confirms and ensures that all customer requirements are understood, and is responsible for overall scorecard performance and course corrections to enable Rose to become the #1 supplier.

**Tier 2 - Resource Delivery Associate (Opening Focused):** The Rose RDA is tasked with covering all assigned customer openings. They are essentially a client-focused Recruiter. RDA's become knowledgeable of the customer, the hiring managers, and what works best for them for the variety of roles they may utilize. The RDA's work with Recruiters from across our organization to screen the candidates they tie to client openings. The RDAs are constantly providing feedback to Recruiters based on their candidate ties to screen and select the most suitable candidates for eventual submittal to the customer. In this way, Recruiters will continuously be improving their ability to recruit talent for Dallas County. Ultimately, the RDAs make the decision on the candidate submittal(s) made to Dallas County's work orders. The dedicated RDAs will quickly become experts on the needs and preferences of your organization, to ensure that our service delivery suits your purposes. Rose will identify and add additional RDAs to support Dallas County as needed.

**Tier 3 - Technical and Professional Recruiter (Candidate Focused):** Recruiters are the advocates for the candidates. Our Recruiters are some of the best in the industry with relevant qualifications and experience to identify the right fit for each position. We have Recruiters focusing on different geographical regions that primarily recruit candidates in their own region because they have a better understanding of skill sets, requirements, and availability of resources in those areas. We assign specific teams of Recruiters by geography AND customer focus. Recruiters, responsible for uncovered openings at the accounts to which they are assigned, can send their candidates to any opening the candidate may be interested in and well suited for across the entire country. This matrix approach provides accountability to an account level from the account management team while providing available pools of candidates and recruiting strength from the geographically focused recruiting team and in fact the entire recruiting engine here at Rose.

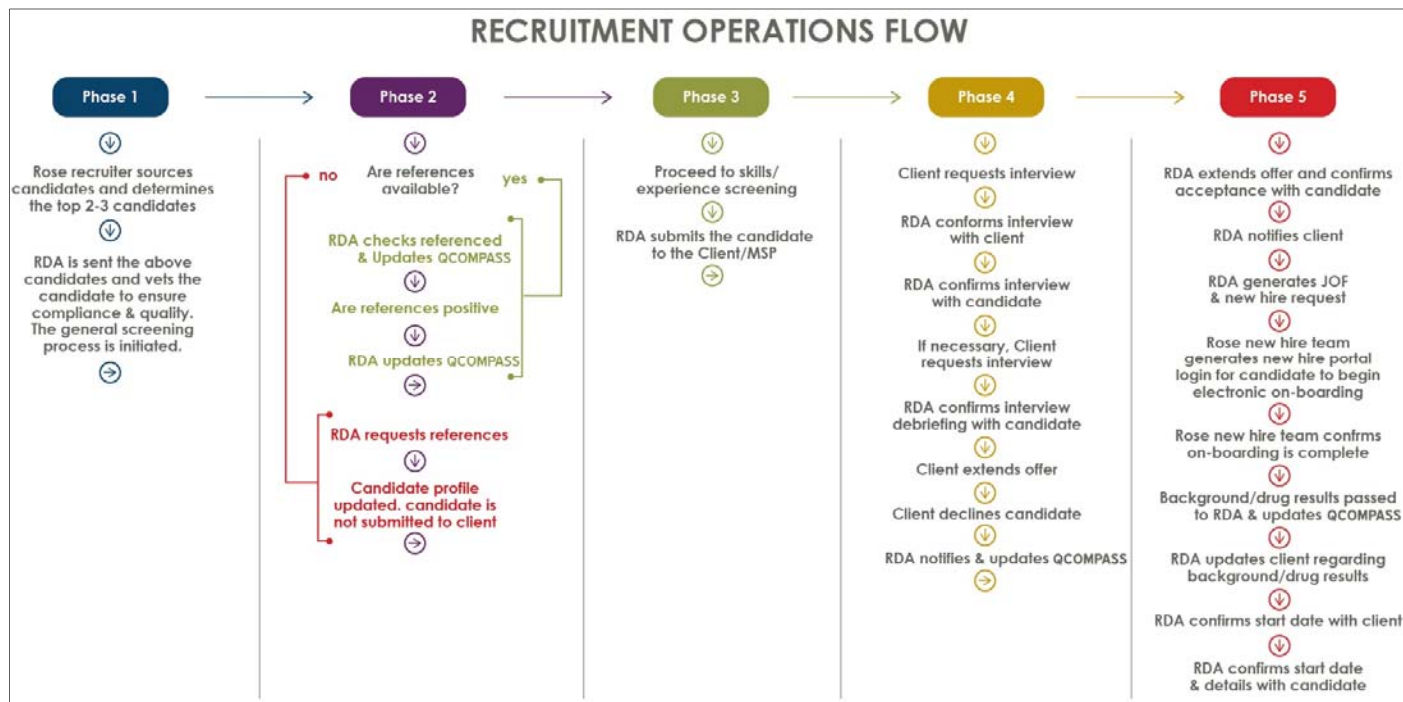


This delivery model has been extremely successful in supporting our customers. The Rose CEA is the first phase of our relationship with our customers and is responsible for timely deliverables and execution of assignments as per service level agreement (SLA). The CEA will confirm and ensure that all Dallas County requirements are understood and adhered to by our employees. The Rose CEA will also stay in contact with Dallas County, and communicate to the Rose Management Team the status of our delivery. They will work with the RDA at the branch level regarding all Dallas County requirements, as well as with the other staff located at different locations across the globe. Our CEA will meet with key people, and put together an internal client footprint document for the delivery team. All our internal systems are web-based and accessed from anywhere with an internet connection.

- b. State your methodology and process for recruiting top candidates, retaining, & managing temporary IT personnel (e.g. pre-screening, interviewing, verifying education and work histories, skills testing, background checks, legal compliance, etc.). Describe in detail the entire process for recruiting, screening, technical assessment, validating and qualifying candidates. Explain how your organization ensures that personnel performing technical support services are qualified and proficient. In addition, please provide a flow chart of the process from start to finish.**

Rose has vast expertise and experience in sourcing, attracting and retaining the IT best professionals in the United States today. Our mission is to be your trusted resource for professionals. We have a global recruiting team dedicated to being the very best in the country. We support this team with the best proprietary systems and technology infrastructure. Our entire approach to staffing is born from the idea that we are here to serve customers and candidates alike. Everything we implement from compensation systems, to training, to technology is done so from the perspective of enhancing the lives of both these important constituencies.

As soon as a requisition is received (via a VMS, e-mail or phone call from a customer), they are entered into our proprietary automated, centralized, web-based Staffing Delivery system (QCOMPASS) by our Client Engagement Associates (CEA) or Resource Delivery Associates (RDA). QCOMPASS is capable of receiving and processing temporary requisitions. The Rose Recruitment Team further works on each requisition to find the best candidate for each position. As work progresses, each client has a dashboard managed by the delivery team for that client. They can see candidates being reached out to, reaching back in, prepping for submittal, interview, etc. It is real-time tracking of the requisition fulfillment and one of a kind in the industry. A sample process is described below:



Everything happens from our system. It is fully integrated with external applicant databases such as Indeed, CareerBuilder, Monster, etc. and all searches are conducted across our database and through those integrations automatically, returning relevancy ranked candidates in the result screen.

The system is also fully integrated with our Exchange server, our Avaya phone system, and controls all outbound and inbound texting with candidates as well. All communications – phone, email, and text are recorded in the Candidate Communications log (inbound and outbound).

When candidates provide their videos via a secure link, it is captured on the candidate record as well.

#### **Rose Screening Process:**

Rose International has developed a well-defined multi-layer screening process to ensure we submit the best-qualified candidate in a timely manner. Candidate quality and experience is central to our well-defined screening process. We focus on not only the skills required, but also candidate's availability and willingness to accept the job if offered the position. Every candidate undergoes at least two different levels of screening; first by a Recruiter then by a Resource Delivery Associate and/or by the assigned Client Engagement Associate for final approval before submission to ensure not only that they have the skills required for the job but are also fully locked down and committed to complete the contract for our clients. The Rose screening process as mentioned below occurs prior to candidate submittal:

The Recruiter screens a candidate for communication, availability, client position location, and the soft skills requirement for a specific position. Once the Recruiter feels comfortable with the candidate's responses, a detailed technical interview is conducted based upon the candidate's resume and Technical Checklist we have created with appropriate technical skills. The focus is to ensure candidates are able to back up their experience listed on the resume. We also utilize online testing systems like IBM Kenexa and TechCheck to perform applicable testing as needed. Also, for certain niche and hard to find skills, we lean on our existing employees/contractors working on similar projects to help do an in-depth technical screening.



**In-person Interviews:** Whenever possible, candidates are interviewed in person. Due to geographic and time restrictions, some candidates are interviewed over the phone prior to being presented to the customer. Candidates interviewed over the phone are held to the same high standards as those that are interviewed in-person.

**Video Interviews:** Rose International Recruiters also utilize FaceTime, WhatsApp and other applications to video chat with candidates. Rose International also implemented a video submission feature during the application process. When candidates apply for an available job with Rose, they are given the opportunity to upload a 30-second video to further highlight their skills, capabilities, etc.

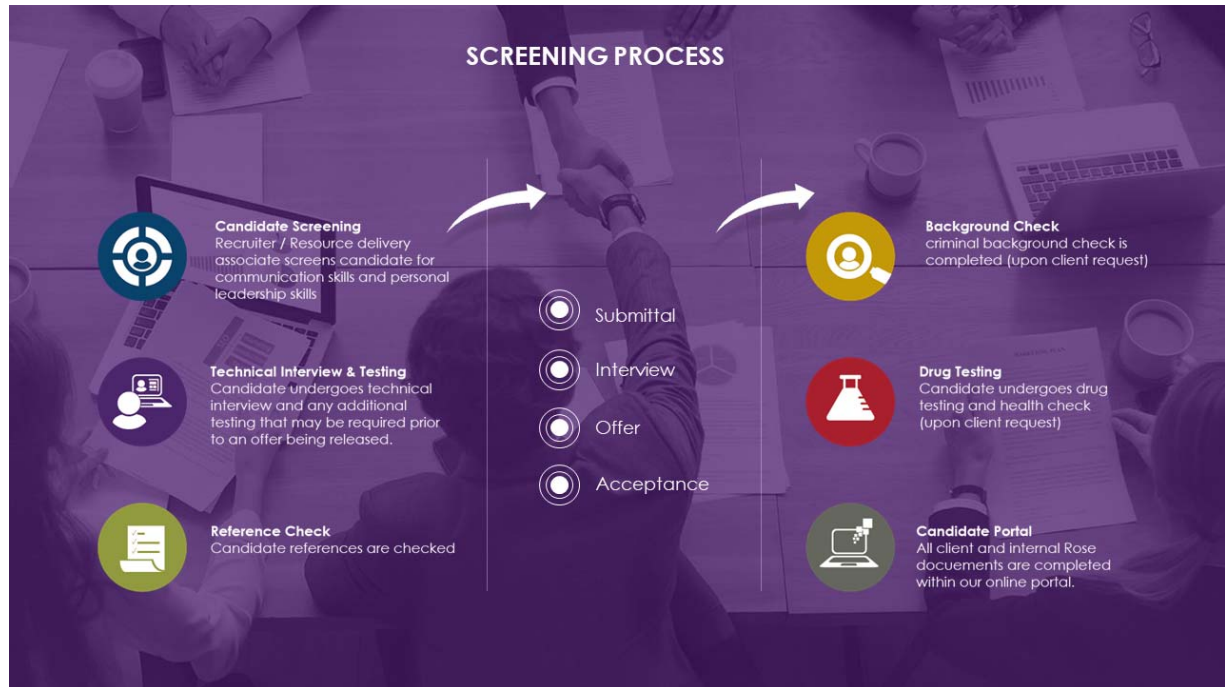
**Background Check:** As soon as we sign a new client contract and have our SLA's in place, we set up a client specific process (New Hire Process) to cover the background screening and all client required specific steps and documents. If we are required by a customer to utilize a background and drug screening vendor/s other than those which we use, we will naturally adhere to the client requirements. We currently works with majority of the leading providers for these services, the primary vendors we utilize to outsource screening work are outlined below.

Type of Check	Vendor Utilized
Criminal Background Check	First Advantage
Drug Screen (10 Panel)	Quest Diagnostics

We also audit the background check report against the candidate's resume to ensure all of the employers listed in the resumes have been verified. If we find any discrepancy we do collect a candidate's W-2 or pay stubs as appropriate to ensure we are able to validate full resume for our candidates. Our Audit Team uses the New Hire Process documents to ensure all the checks are complete and positive. All employee documents are stored electronically in our internal proprietary system.

**Reference check:** After a candidate is qualified technically, a minimum of two professional references are required, and checked for each candidate. We accept only professional, managerial references.





### **Rose Retention Process:**

We have a self-funded contractor retention program in place. Here is detailed information of our contractor retention process:

First and foremost, we strive to offer the highest possible pay rates to our billable employees, while still delivering competitive bill rates to clients. This reduces the appeal of looking at other opportunities on the part of our workers.

Second, we provide the best white-glove service we can to workers. Our team members are in regular communication with them and we are responsive to any issues that may come up, so they experience real support from our team.

Third, we utilize a dedicated Candidate Care Team in addition to our local account management team. Their priority is the satisfaction of all candidates and billable staff with respect to their interaction with Rose. The signature block of ALL Rose team members includes a link and reference to this team to reinforce our contractors' awareness of the Candidate Care efforts and to make it easy to connect with Rose for assistance.

This team manages a stream of communication with workers, based on the expected schedule of the worker's project. These notifications let our contractors know we are thinking of them and keep them connected to their Recruiter and RDA. It also makes it easy for the contractors to contact us with any concerns.

We have also implemented a "Billable No-Contact Report." This report runs daily and no one wants to be on it! It goes to all management and the delivery staff in general, listing any consultant who is on assignment yet hasn't been contacted in X number of days. We can set the number to any number each of our clients would prefer. Our default is 85 days. This speaks to the strong desire of Rose management to provide an excellent experience to our billable staff.





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As appropriate and feasible, we organize luncheons, group events, individual meetings, and other team building events. Our employees are the key to our success, and we are always striving to engage in the best way possible with the workers who are delivering service to our clients!

- c. **Proposer shall describe in detail their plan for recruiting individuals to fill the position titles identified in Section 11 in a timely manner. If Proposer has on staff personnel who meet the qualifications for the position types identified in Section 11 and who are available for assignment to Task Orders issued under an awarded contract, please provide a resume that includes their educational background, job and related experience, and the specific position(s) for which they are available on the Contract.**

Rose International has 25 years of staffing industry presence. We have thousands of billable professionals covering literally all aspects of IT. Our culture, technology platform, and compensation system are consistent across categories which are all designed to find, attract, and retain the BEST talent across the entire IT skill spectrum. This way of doing business has helped us enjoy national recognition/awards for growth and achievement in our field. We have a proven track record of providing quality IT Contingent staff across the entire IT spectrum especially all the skill sets which are in scope of this RFP.

Rose has a flexible recruiting engine with essentially no material bottlenecks. We are very capable in providing large numbers of suitable candidates for major initiatives. We have a strong database of potential candidates matching the client footprint at any one time. With over 4,500,000 candidate profiles and resumes in our internal database, we are confident that we will exceed Dallas County's expectations. As stated, we can provide screened and suitable candidates within 24 hours and often on a same day basis. These are good candidates, fully vetted on your opportunity and desiring to join.

At Rose, we pride ourselves in our ability to provide talent with the skills you need. Our efficient recruiting model staffed with experienced Recruiters and support members provide us with excellent capabilities in locating right talent. Here is detailed information of our sourcing process:

**RFriends (Rose's innovative referral program):** Most of our new hires are referrals from existing employees. Rose has developed a wide-reaching referral program known as RFriends. The RFriends program allows existing or any future prospective Rose employee to submit referrals to Rose International. When those individuals are placed on assignments through Rose, the referring candidate receives a reward.

**QCOMPASS:** Our internal and proprietary automated, centralized, web-based Consultant Requisition and Management System to assist in managing our clients' needs and the candidates to fulfill them. This database of resumes consists of over 4,500,000 resumes and is increasing every day from all of the sources mentioned above and the subcontractor process mentioned below.

**Job Boards:** Rose subscribes to all major job boards including; Monster, DICE, Career Builder, and Indeed and has a staff of highly skilled personnel that search and monitor the activities of these databases 24 hours a day. We have built integrations into these job boards in a few instances so that our Recruiters, when conducting a search, are searching our database while simultaneously those job boards. Results are presented, and if the job boards return candidates not in our internal Application Tracking System (QCOMPASS) that is noted. These candidates are also automatically added upon the search request. Rose relevancy algorithms run on these new candidates as well as all search results, and helps focus the Recruiter on the best candidate faster. Right before the sentence beginning. In addition to the major job boards, we also created our own job board on our website. Our mining team (Junior Recruiters located at Rose IT Solutions –RITS (Rose offshore subsidiary in India)) passes



potential hires from these data sources to our Recruiters who contact and qualify the candidates for placement/submittal to opportunities within our client accounts.

**Social Media – LinkedIn, Facebook, Targeted User groups:** Rose Recruiters in all categories are trained on web Boolean searches, networking and sourcing via LinkedIn/Facebook, and other methods of finding “passive candidates”. These candidates are often not responsive to advertisements and are not posting their resumes in areas for public consumption. By reaching out to such passive candidates, we have found candidates in two days, where existing vendors had failed to provide resumes after weeks of searching.

**Job Fairs/Advertising:** Rose participates in numerous expos and job fairs across the country each year. Interested candidates are presented with an overview of Rose and invited to supply their resumes to our QCOMPASS database to participate in Rose/Client opportunities.

**Subcontractors:** Rose International has a Preferred Vendor Program for pre-qualified subcontractors that we may utilize for specific project requirements, if necessary. Rose has a process for selecting, approving and managing all subcontracting companies. Currently, Rose International has prequalified subcontracting vendor partners that provide subcontracting services to both our commercial and government customers. Less than five percent of our workforce is sub-contracted.

Our first choice is to engage local candidates for positions in their area. Approximately 85 percent of the candidates sourced by Rose Recruiters are local to the project location.

**d. Describe how sub-contractors or partners are used in recruiting efforts**

Rose International has a wide array of subcontractor relationships currently. Usage of subcontractors occurs in rare instances where we don't have a resource available who we can employ on our W-2 in a timely manner. A potential example would be when the resource is tied to another employer due to sponsorship requirements, like an H1 Visa. All Rose sub-vendors are vetted and have long-term relationships with Rose. Across our entire billable base, less than 10% of our current billable population is anything other than Rose W-2's.

Rose has an internal dedicated Vendor Management Team which ensures the ACTIVE status of all our subcontractors including: contracts, insurance certificate renewal, MBE/WBE status, contact information etc. Each vendor is provided a unique login and password to our internal and proprietary Vendor Management System, QCOMPASS. The vendor only receives a requisition when the Resource Delivery Associate releases it from our requisition system to the vendor. The vendors submit their candidates via this online system.

Report cards reflecting the performance against Service Level Agreements are provided and reviewed quarterly, or more frequently when significant performance issues exist. This web-based recruitment model allows our subcontractors to service requirements in real time, and ensures that quality and performance standards are upheld by them. Subcontractors falling below the required service levels are counseled for improvement, and if they fail to meet the improvement plan are subsequently removed from the network.

**e. Do you check right to work in the United States status for every individual?**

Yes, Rose uses the E-verify system to validate an individual's right to work in the United States.



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**f. What training (if any) do you provide candidates to maintain / improve their skillset?**

Rose International works with each client to determine the skills-training that is necessary for the contingent workers deployed at their location(s). We will adhere to our clients' training requirements for our contingent workers. Training is offered dynamically at any time it is required by a billable staff member or items such as project need, certificate need, next assignment need, etc.

**g. Describe any benefit program offered to temporary IT resources (i.e. Health, Dental, Sick Leave, Holiday Pay, Vacation, etc.) eligibility and the number of work hours required to qualify for these benefits.**

We have designed our business model for the staffing customer. As such, we recognize the benefits that are most advantageous to high quality contingent/project based workers. The result is that we're able to offer the highest possible pay rates to our billable employees, while presenting them at a great rate to our clients. We provide our employees with the freedom to select quality benefit options that work best for their needs and the needs of their families. Rose temporary employees are eligible for the benefits listed below:

- A comprehensive insurance package from Aenta, which includes health, dental, vision, life and disability insurance. (Available after 60 days of employment).
- A 401(k) plan with employer matching; Rose matches 25% of the first 7% an employee contributes (up to \$1,000 annually). All our employees are eligible to participate in a company sponsored 401(k) plan with Rose on the 1st of the month following their hire date.

We believe that we have more to offer to our candidates and contractors than many of our competitors and see this reflected in a very high employee retention rate compared to others in the industry.

**h. Describe the pay cycle (e.g. weekly, bi-weekly, etc.) how often temporary personnel/resources are paid**

Rose has a variety of different payroll cycles available for our W-2 payrollees. These can be customized per the client's preference:

- Weekly pay periods end on Saturday and are paid the following Friday.
- Bi-Weekly pay periods end on Friday, Saturday or Sunday depending on the client, and are paid on the following Friday every other week.
- Semi-Monthly pay periods end on the last day of the month and are paid on the 10th of the following month, and on the 15th of the month, which is paid on the 26th of the same month.

Rose International utilizes direct deposit as the standard method of paycheck delivery. In the rare instances where a physical check must be processed, our payroll payment vendor, ADP, will send the check. However, we always require a notarized I-9 verification in those instances.

**i. Level of customer support offered by the firm.**

We have designed our sales and delivery model to support our customer accounts to ensure very high-touch concierge level service, as well as a consultative approach to both the client program team as well as the individual hiring managers. The model we have in place today is a result of years of fine tuning and experience in supporting other similar large national accounts. We have a proven, award-winning track record in providing the highest level customer service and consultative support to other large national accounts across numerous industries including the aerospace industry.



Our national account sales team brings the level of expertise and support required to customize our services for each client. Our sales team partners with the client's program team to share best practices as well as ensure the account has the level of dedicated support it needs at a local level. The sales team is supported by a team of dedicated CEA's. The dedicated CEA's are focused on building the manager level relationships to understand their group, technology, soft skill requirements, provide market based intelligence, and act as a consultative partner to the managers throughout the hiring process. They have a vested interest in the success of our business relationships and part of their compensation is tied to the overall client satisfaction and account performance. Rose Management will also accompany and assist CEA's with customer meetings, where applicable, and any formal performance reviews that the client provides.

**j. Describe how your firm measure customer satisfactions**

Rose builds quality assurance, customer satisfaction, and performance measurement into its operations at all levels. Quality of service begins with our company culture that is cultivated from our Founder/Chair, Sue Bhatia on down. Our quality control procedures are broken down into both quantitative and qualitative measurements.

One means to define quality is reflected in our system's RealTime Scorecard. We have included a screen shot of one here. The Scorecard is available by client as shown, by performer and by Region. This tool is invaluable in keeping on top of our performance daily, never waiting for QBR feedback from the client to being implementing measures to improve performance. You can see in the column headings we track the number of resumes submitted per position, the average hours to first submittal, The total average submittal time (which is often expanded due to position changes, and requests for more submittals, submittal to interview ratio, submittal to hire ratio, position to hire ratio (again often above 25% in competitive environments), opening coverage ratio, etc. The first four clients listed are Brand Leveraged Talent clients. You can see when BLTS is implemented with the proper titles the quality is quite high. Perhaps we can talk about this offering as a value add if honored to be chosen as a Staffing supplier here.

Client Scorecard Report for Closed Opening

From Date: 1/1/2019 To Date: 3/31/2019

Report By: Client Director Name: ALL

RDA/CEA Name: N/A Client Name: KPDSAC,KPDSBPC,KPDSITRG,KPDS

100% Find | Next

Client Name	RDA Name	Openings	CEA Name	Positions	RS	Avg First Sub (hrs)	Avg Sub Time (hrs)	Sub To Int (%)	Sub To Hire (%)	Pos To Hire (%)	Int To Hire (%)	Open Cov (%)	Pos Cov (%)	DC	Interval	Accp
BLKPSAC		22		22	22	1.00	1.00	100.00	100.00	100.00	100.00	100.00	100.00	0	22	22
BLKPSBPC		15		15	15	1.00	1.00	100.00	100.00	100.00	100.00	100.00	100.00	0	15	15
BLKPSITRG		1		1	1	1.00	1.00	100.00	100.00	100.00	100.00	100.00	100.00	0	1	1
BLKPSITRGH		21		22	22	1.81	1.81	100.00	100.00	100.00	100.00	100.00	100.00	0	22	22
BLKPSAC		63		88	266	49.81	445.28	30.83	12.41	37.50	48.24	96.41	97.73	41	82	33
BLKPSBPC		124		173	521	88.79	267.58	39.92	12.48	37.57	31.25	97.58	95.38	43	208	65
BLKPSIT		57		72	215	69.44	318.98	37.67	8.84	26.39	23.46	94.74	87.50	19	81	19

So as you can see, quantitatively, our coverage percentage, interview, and placement ratios are available across the organization and can be broken down by delivery team member or account. These statistics drive the daily coaching, mentoring, and customer care activities of our Account Managers and management team. "Billable Reach-outs" is an example of a statistic that is measured daily. Recruiters are goaled to reach out to a certain number of their billable people each day. Feedback from these reach outs is a plus, but the main reason is to remind them that they are valued by Rose and to let them know that we understand that they are the key to our customers' satisfaction. We take the time to ensure they have all they need in order to provide the level of quality that our client's deserve and desire.



Qualitative measurements are taken on exit interviews – 100% of all billable and internal personnel are surveyed for feedback. The Rose Candidate Care Team receives and processes all exit interviews. They engage Rose Directors to follow up on all negative feedback with a live phone call in order to thoroughly understand and address any improvement opportunities.

Our dedicated Client Engagement Associates (CEAs) are in daily communication with client managers, where allowed, to ensure the correct service delivery. Their responsibility is to “own the client relationship” and remain focused on delivering quality service. They have a vested interest in client satisfaction and account performance. Rose Management, defined as Directors and Vice Presidents, are in constant communication with CEA’s to ensure the best performance. Rose Management also accompanies and assists CEA’s with customer meetings, where applicable, and any formal performance reviews that the client provides. The CEA’s are responsible for the day-to-day delivery of service. Rose Management is responsible for organizing the appropriate overall capability to serve the client effectively.

Rose Management utilizes internal scorecards across each customer and each delivery team. We are in a state of continuous improvement in areas identified on these scorecards. This translates to updates to Rose systems four times per month with new enhancements, large and small, to improve service to our clients. It also results in new or updated training programs for our delivery teams. Scorecards generate work flow changes, role/responsibility changes, and compensation plan changes on an almost annual basis. We understand that we need to adapt as customer needs change or we will become irrelevant. Rose has extensive internal capabilities to analyze service levels to our clients. As mentioned, our systems provide constant insights into a variety of aspects that impact our quality of service, from openings received, to submittals, interviews, placements, rate performance, project duration, and termination reasons. Rose Management utilizes this capability along with first-hand involvement and experience to gauge the overall performance and quality levels.

Rose also extensively reviews any formal performance reviews we receive from clients, both individually and collectively. Individually, they make it clear how we perform from the clients’ perspective and also relative to other vendors if ranking information is shared. On a collective basis, Rose Management and senior leaders utilize these reviews to gauge Rose International’s overall performance and to identify issues, as applicable. Customer satisfaction is measured regularly through our internal QSeries system and customer surveys. We measure our quality of service through annual surveys, retention rates, and by conducting the aforementioned exit interviews when consultants complete their projects with Rose. We also conduct internal annual corporate reviews with all our team members, which is yet another source of feedback and information regarding improvement opportunities for our processes and company as a whole. The feedback related to the satisfaction level of the customer, contractor, and the team member are all key sources of information we leverage to continuously improve and innovate our organization to perform to the best of our ability.

**k. Describe your replacement and credit policy for an unsatisfactory personnel placement.**

As soon as a complaint is received by the Client Engagement Associate in regard to a contractor’s performance, we work to understand the specific behavior / issues of concern. In talking through expectations with the client manager, we determine if there is a chance to work with the contractor or if an immediate change is required. We have a strong database of potential candidates matching the client footprint at any one time. If a change was required, we would immediately implement that to the best of our ability. If the hiring manager sees value in attempting to improve the performance of the employee, then we would meet with and review a performance improvement plan (Human Resource





document), which would be signed by the contractor ensuring their understanding. Monitoring agreed upon timeframes would then ensue. If the performance improvement is not recognized, we would then suggest a replacement. The replacement credit itself is broken down so that the first 40 hours of replacement will be at no charge when the contractor ends prior to the scheduled end or against the wishes of the client.

**l. Does your firm have procedures and organizational structures in place to assure consistent service?**

Yes, as mentioned above, we have designed our sales and delivery model to support our customer accounts to ensure very high-touch concierge level service, as well as a consultative approach to both the client program team as well as the individual hiring managers. The dedicated Rose Client Engagement Associate (CEA) will formally meet with Dallas County regularly to review quality, as well as other issues. Rose works hard to provide quality services to our customers, as well as our contractors. We recognize the importance of technology in streamlining business processes, such as staffing fulfillment. Because of this, Rose has developed a balanced scorecard for the "Critical to Quality" success measures. The Rose Balance Scorecard, along with other components, measures customer and contractor satisfaction.

Rose Management is in touch regularly with all Client Engagement Associates to ensure a high quality of performance is adhered to daily. From time to time, a Rose Director or Vice President will accompany Client Engagement Associates to customer meetings.

The customer satisfaction is measured regularly through our internal QSeries system and customer surveys. We also measure our contractor satisfaction through annual surveys, retention rate and by conducting exit interviews. The feedback of the satisfaction level at the contractor, as well as the customer level, also helps our management team to improve our processes to deliver quality services.

Rose believes that this effort will be a perfect candidate for a relatively new initiative – our Steering Towards Success (STS) program. With this initiative, Rose is ensuring that new accounts we believe warrant special attention receive our white-glove service behind the scenes as well. If we're chosen as a successful bidder for this effort, Rose will ensure that the delivery team assigned to this effort meets monthly internally with Rose executives to discuss the current internal scorecard, Rose's relationship with Dallas County Program team management, all candidate activity, and any other requisition specifics or metrics that warrant discussion. These meetings will help us to keep our finger on the pulse of your account, address issues before they have the chance to escalate, and ensure that Rose and Dallas County have a successful partnership overall.

**m. Dallas County does not allow temporary employees to work from home. Describe the policies and procedures your agency will utilize to ensure those placed on assignment will adhere to this requirement**

Rose understands and will support this requirement and our CEA will enforce this requirement. In addition, Rose has a separate team to ensure compliance with all customer-specific requirements, as well as our own internal requirements. For each client, we create a specific footprint to ensure that all policies, practices and procedural requirements are identified.

An example of our client footprint is shown below:



**Client Footprint**

If Detailed Client Docs are needed, go to [1909](#) in CRM

Client Name:

If there are any changes that need to be made to these documents, please contact the Contract Management and Client Audit team at [CMCT@roseit.com](mailto:CMCT@roseit.com)

**Client Info** | Client Contacts | Contract Summary | Rules of Engagement | Onboarding Instructions | Accounting Information

**Director :** Teresa

**CEA :** Michael, **William**

**RDA :** Abhi, Dana

**Recruiters :** Abhi, Amit, Amit, Ankush, Ashish, Bid, Gary, Kunal, Mathew, Mitch, Nevin, Parth, Piyush, Sagar, Sanjeev, Santosh, Scott, Susanne, Vikas, Vince

**Sourcers :**

**Client Submittal Requirement Documents :**

- [Global Submittal Summary](#)
- [ID Skills Matrix](#)

**Department :** Gov't & HrtInd East

**Account Style :** Silver

**Payroll Frequency :** Semi-Monthly

**Timesheet User Entry Type :** No Timesheet Entry

**Timesheet Posting Weekend Type :** NA

**Payroll Periods :**

**Previous:** 06/01/2018-06/15/2018, 06/16/2018-06/30/2018, 07/01/2018-07/15/2018

**Current:** 07/16/2018-07/31/2018

**Upcoming:** 08/01/2018-08/15/2018, 08/16/2018-08/31/2018, 09/01/2018-09/15/2018

**Check Dates :**

**Previous:** 06/26/2018, 07/10/2018, 07/26/2018

**Upcoming:** 08/24/2018, 09/10/2018, 09/26/2018

**Primary Payroll Responsibility :** Gail Deloch

**Pay On Pending TimeSheet Approval :** Yes

**Participating in RTR:** No

**BG Electronic Collection:** Yes

**Online Portal Onboarding:** No

**Electronic Client Documents:** Yes

**Per Diem Forms:**

Each employee on the delivery team would be made aware of the policies, practices, procedures, industry knowledge, profile, and work culture at Dallas County during the orientation. This includes the work from home policy. The employee will be given a clear idea of his roles, responsibilities and reporting.

**n. How do you deal with problems, misalignments and complaints? What feedback (if any) do you request from the client?**

Resolving account problems is not an issue for Rose. Because the roles within a traditional account manager position are broken out into multiple positions, there is never a lapse in communication between us and our clients. The moment we are aware of an issue, whether it be an account issue, productivity issue, or technical issue, that issue is deftly communicated to every individual within Rose with the capability of seeing it resolved. Solutions at Rose happen quickly as a result of this open communication style, with the possibility for an unresolved problem being exceptionally low.

Rose has built a proprietary system that features an Issue Log which handles both the management and escalation of internal and external issues. Trouble tickets are created easily and are quickly brought to the attention of the necessary individuals within the Rose organization. When Rose engages with a customer who is experiencing an issue, we go so far as to provide the personal numbers for our management team overseeing the account so that communication and transparency is never an issue. Each problem is taken as seriously as possible, with clients receiving the direct line all the way up to our CEO.

We work closely with each client to formulate the most effective process to enable high quality and swift problem resolution. Internally we have a very open and transparent approach in all our dealings. Should an escalation occur, we enter all customer issues into our internal ticket logging system. Our team works aggressively to resolve the issue within a predetermined time, as agreed upon by each customer. Status updates are then available to keep all parties informed, Rose Management included.



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We also believe in empowering our delivery team. They are trained and provided support to respond to any issues or complaints so that we can resolve it at the lowest organizational level, but at the same time have the transparency in place to use that as an internal training/learning opportunity.

**o. How do you monitor their performance in the workplace? Do you offer any onboarding services to help the temporary succeed?**

Our contingent employees working at the client sites are also our clients. We have a dedicated focus on employee relations to help manage individuals engaged with our clients. Our CEA/RDAs are in constant communication with their consultants and customers to review/maintain quality and delivery. We monitor reach-outs to our billable staff automatically and reports are sent to the delivery team and appropriate Vice President when billable staff has not been contacted in 60 days.

Rose CEA and RDA team members are able to provide the much needed “Rose contact” function with workers to maintain a relationship with us as the employer, address any issues that may arise from any side, provide feedback on work performance, etc. In other words, even if the number of contractors increases, our “divide and conquer” support method still enables an ongoing relationship that the worker is aware of and values.

In addition, we may conduct periodic discussions regarding personal performance with the hiring managers, when permitted. Similarly and also when permitted, we conduct a satisfaction survey for each consultant with the hiring managers. An electronic form is utilized on an annual and/or semi-annual basis and e-mailed to the hiring managers.

In addition, our Candidate Care Team is front and center with all billable consultants via specific messages to each candidate as they progress through the assignment. Their responsibility is to keep another finger on the pulse and they also measure satisfaction through surveys, retention rate and by conducting exit interviews. The feedback from our contractors, as well as our customers, help our management team improve service delivery. The Candidate Care Team contact information is also constantly pushed to all on-site workers via the signature block of all delivery staff and our corporate newsletters.

Many staffing firms leave their workers in the dark once placed on assignment. We have these specific processes in place to remain engaged and monitor satisfaction and performance.

**p. Describe how temporaries' bill their time, how it is approved, and your complete billing and auditing process. Tell us how much of your process is automated. Describe the type (e.g., online or manual timecards) and general process of timecard reporting and obtaining manager or delegate approval for hours worked by temporary employees.**

Our internal Rose systems are robust and highly configurable with an emphasis on quality and program compliance. We have a dedicated Timesheet Verification and Accounting Team to track timecards, generate invoices and process payrolls. We utilize our proprietary systems to handle thousands of transactions per week accurately and are capable of handling different payroll cycles as well as invoice cycles. Rose provides a proprietary systematic timekeeping process that ensures the accuracy of invoices generated. This system allows weekly, biweekly, or semi-monthly time entry for each consultant. The contingent workers of our sub-suppliers are required to key in their timecards directly into either a client's Vendor Management System (VMS), which is ultimately downloaded into our accounting and payroll system, or directly into our proprietary system as required by our clients.

Our process of auditing timecards, invoices, pay/bill rates and overtime rates is given below:



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**Candidate Submittal in QTime:**

1. Candidate submits same hours in client VMS or in QTime as applicable.
2. Candidate sends manager approved timesheet to a support team group email (client specific dedicated team), HR, etc. (if applicable) OR client manager approves time in our QTime system directly.
3. Timesheet is approved by payroll department/manager after verification of hours when client timesheet is approved or at the close of payroll.

**Support team submittal in QTime (In case client uses a VMS for their timekeeping and invoicing):**

1. Support team extracts time report from VMS or receives manager approved timesheet and imports/submit time in QTime.
2. The team prepares and sends issue reports to the client-facing dedicated team each week, listing all timesheet issues by the client that are checked by payroll department/manager.
3. At the close of the pay period, the support team sends out the pay period report to the payroll department/manager to approve timesheets after hours. Totals are checked or they approve timesheets in QTime depending on the client after hours totals are checked.
4. Day of payroll the support team sends out a revised pay period report to the payroll department/manager to approve late submittals or they approve timesheets in QTime, depending on the client.

**Once Timesheets are Approved:**

1. Current and Past time is imported from VMS to QTime.
2. Approved timesheets are posted and imported into ADP after totals are verified by payroll department/manager.
3. Billable changes are imported into ADP and made in QPAQ (our in-house system).
4. Reports are run and put together. Payroll is checked by payroll department/manager to ensure all candidates match between QSeries (our in-house system) and ADP.
5. All changes that need to be made are done in ADP or QSeries.
6. Payroll is sent to ADP.
7. Once payroll comes back, totals are checked any error correction notices are resolved by the Payroll Manager.
8. If payroll doesn't match, it is checked to find and correct all errors until it matches completely in all areas and verified by the payroll manager.
9. Once payroll matches fully in all areas it is accepted and processed.

**Once Payroll is Accepted and Processed:**

1. Payroll Totals are sent to the CFO and Controller by the payroll department/manager at which time the Controller verifies totals to ensure accuracy.
2. The QPAQ report is sent to the dedicated support team to ensure rates and hours match between what we paid vs. what we will be paid and is verified by Controller.
3. The garnishment report is sent to Garnishment Team and checked to ensure all garnishments are withheld correctly.
4. Interim checks are updated on a spreadsheet for amounts that are repaid and checked by the Asst. Controller and Payroll Manager.
5. Payroll information is received from ADP along with any live checks.
6. Payroll information is uploaded to SharePoint by the Asst. Payroll Manager.
7. Payroll information is given to the Accounting Assistant for the journal entry.
8. Live checks mailed out.



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- q. **Level of innovation, automation and expertise shown in acquiring and keeping talent, streamlining the temporary hiring process for the client and handling various issues that might arise.**

Where most competitors use “off the shelf” software for their processes, Rose International has developed and fine-tuned our own operational IT systems (QCOMPASS). We invest over \$3 million each year in systems and technology. We believe this offers two advantages; first, it ensures continuity of service, as we are not dependent on outside providers for our services. Second, this has resulted in a highly tuned and efficient support platform that aligns with our internal processes and culture. While some “off the shelf” solutions may claim to be the best, they do not offer a firm competitive advantage over any other firm using the same system. We continue to innovate new functionality into our systems, and eliminate dependence on third-party solutions. The following is a brief overview of our main systems.

1. **QCOMPASS** – Our internal and proprietary automated, centralized, web-based Consultant Requisition and Management System to assist in managing our clients’ needs and the candidates to fulfill them. This system is comprised of two sides; QCandidate and QRequisitions. These are the base systems that track all requisitions and candidates. Rose has a candidate database of well over 4,500,000 candidates; all personally screened by Rose Recruiters over the years.
2. **New Hire Portal and Dashboard** – this system provides a secure portal allowing candidates to complete all Rose and client documentation in a secure, organized fashion. Customer on-boarding documents can be fully automated in our system. This approach enables a much clearer picture for candidates and maintains an order to the documents being completed with clear designation of what requirements remain to be completed. The Rose team and candidate are alerted and in sync, as the candidate makes progress in completing client documents and Rose documents. All on-boarding activity is then recorded electronically to easily support client audits, etc. Candidate experience (especially when on-boarding) sets the tone for the work they will do for our customers and the enthusiasm with which they will refer other good professionals to the program.
3. **QTime** – this is our timekeeping system. At the time of a Job Order creation in QCOMPASS, a QTime record is established. These timekeeping records can be manually updated, fed via customer electronic feed or available for customer time approval. Whatever the customer model mandates, we are able to comply.
4. **QExpense** – for tracking all expenses billable and non-billable.
5. **DPS: Delivery Performance Sheets** – these are the daily and weekly goals jointly established by all supervisors and their CEA/RDA/Recruiter team members. Goals are items such as customer meetings (MSP staff in the case of such accounts), submittals, coverage, interviews, placements, candidates added, Candidate Reach-Outs, Employee Reach-Outs. All fit on one screen and are updated real-time as delivery staff performs their work.

Our QCOMPASS system is developed and maintained in-house by a dedicated IT team. Every role in the organization has all key support functions integrated in QCOMPASS. A few examples are useful to demonstrate this. As a Recruiter, you can perform searches on job boards from within our system. The search results, with candidate details, are shown in our system and compare the external information with our existing profiles. Searching is a very integrated process between our information and external sources. Similarly, if a Recruiter makes a phone call to a candidate, that





call information is automatically recorded on the candidate record in QCOMPASS, so all team members can see who is in contact with which candidate. Emails are similarly logged on candidate records. The detail of every Reach Out to candidates via phone or email are tracked real-time. The team can see candidate's progress through initial Reach Outs through screening feedback, Reach In's, to final acceptance. Every step being easily viewed and kept in front of the entire delivery team ensure our team is doing the needful at each moment to keep the process moving along as efficiently as possible. Our openings dashboard consists of columns for Reach Outs, Reach Ins, Ties to Openings, Submittals, Interviews, and Interview Results. Clicking on the RO number, the RDA can see all candidates reached out to and the date time it occurred, who did the RO, as well as their resume. They provide instant feedback via a button click and quick note. This helps fine tune the searching abilities and client knowledge held by the Recruiter, as well as update the status on the dashboard for all team members to see and understand what openings still require work and at which spot along the placement continuum. Please find below our RO dashboard and other QCOMPASS dashboards samples.

Hot Requisitions Dashboard Updated 10/10/18 @ 04:59 AM CT

Hide

Refresh

Show Red Ties

Show New Reach Ins

Help

Export To Excel

Note: To sort, click on respective column header

1 to 100 of 1430

Total Hot Requisitions : 1430 Requisitions Coverage : 52.66%

Total Positions : 2687 Position Coverage : 42.54%

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15					
RoseId	Client	RDA	SpecNo	Date	RO	RIN	RI+	RI-	Td	Sub	Intvw	Dcl'd	Acc	#Pos	Note	Cov'd	JB	C2C	
297733			54085_Developer_GA	10/10										1	Note	NO		NO	
297732			54086_DB Developer_GA	10/10										1	Note	NO		NO	
297731			18730_On-Site Services Specialist.IMS Ops CA	10/09	6									1	Note	NO		NO	
297730			8715791_Inventory and IT Logistics Coordinator	10/09	2	1								1	Note	NO		NO	
297729			8713798_Recruiting Event Coordinator_CA	10/09	1									1	Note	NO		NO	
297728			8709065_Procurement Operations Specialist	10/09	2									1	Note	NO		NO	
297727			8708763_DV Engineers_CA	10/09	12	1				1				1	Note	NO		NO	
297725			117239_Principal MS Dynamics CRM Engineer_CA	10/09	89	12		1	4					1	Note	NO	C	NO	
297723			10777_Marketing Specialist III_CA	10/09	66	2	1		5					1	Note	NO	SP	NO	
297720			8604152_Taxonomist_CA	10/09	15	1								1	Note	NO	SP	NO	
297719			RMS MST 2043_Manufacturing Engineer_F L	10/09	27		2							1	Note	NO	SP	NO	
297717			RMS MST 2042_Test Technician_MA	10/09	16									1	Note	NO		NO	
297716			10689_Reporting Operations Analyst_AZ	10/09	86	10			1					1	Note	NO		NO	
297714			52794_Technical Writer_Walpole_MA	10/09	1									1	Note	NO		NO	
297713			18131_Data Architect_MO	10/09	15			1						1	Note	NO	SP,SS	NO	
297710			463/464_Manufacturing Assistant_Troy,MI	10/09	14	2								2	Note	NO	C,SP	NO	
297709			A_15884_Customer Service Rep_Garden City NY	10/09	4									1	Note	NO		NO	
297708			52705_Technical Writer_Walpole_MA	10/09	6									1	Note	NO		NO	



**Reach Outs Made/Candidate Applications(C A)**

Requisition #: 296530 Client Spec#: 2494\_Scrum Master Client Name :

Light Orange: Job Board Posting application  
 Orange: Rose Website application  
 Yellow: Job board search after requisition entered.  
 White: Qpro Candidate  
 Blue: New Reach In  
 Green: Positive Reach In  
 Red: Negative Reach In

Unmarked Reachouts (45) Show NGF (0) Show CF With No Call (2) Show All (102)

Close Refresh (Refresh after each call)

Note: While moving 'Good Fit' pop up, in case it goes out of the screen then please press either 'Refresh' button present in address bar or press 'F5' to reload the page.  
 Note Regarding RO Lock: If you leave this Reach out screen, QPRO will release the RO lock and shall be available for other recruiters to lock. Locked ROs are indicated by Red font in RO/CA Data column.

RO/CA Date	NGF/CF	Call	Date/Duration	Last Called By After RO	Candidate Id	Name	Reach Out By	Recruiter	RO/App Source	Latest Resume	Relevancy
09/25 17:23	NGF	Call	10/11 11:00 / 2.80	Scrum Master (M)	253251	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Dice	9/18/2018	656
09/25 17:07	NGF	Call	10/10 16:36 / 0.90	Scrum Master (M)	534274	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	10/10/2018	170
09/25 17:08	NGF	Call	10/10 16:08 / 1.30	Scrum Master (M)	560209	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	9/15/2018	273
09/25 17:16	NGF	Call	10/10 15:57 / 0.60	Scrum Master (M)	635621	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Dice	6/27/2018	42
09/25 22:54	NGF	Call	10/09 21:57 / 0.60	Scrum Master (M)	125404	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	9/7/2018	0
09/25 18:56	NGF	Call	10/09 21:54 / 0.50	Scrum Master (M)	103258	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	10/10/2018	58
09/25 17:07	NGF	Call	10/09 21:44 / 1	Scrum Master (M)	246532	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	CB	10/5/2018	8
09/25 17:32	NGF	Call	10/09 21:20 / 0.70	Scrum Master (M)	1610755	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Monster	9/11/2018	140
09/25 17:08	NGF	Call	10/04 16:31 / 1	Scrum Master (M)	112321	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	9/15/2018	123
09/25 18:37	NGF	Call	10/02 22:14 / 1.10	Scrum Master (M)	27093	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Dice	7/13/2018	132
09/25 22:54	NGF	Call	10/01 16:21 / 0.90	Scrum Master (M)	172263	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	4/20/2018	19
09/25 17:08	NGF	Call	09/26 16:53 / 0.60	Scrum Master (M)	851036	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	9/6/2018	26
09/26 10:51	NGF	Call	09/26 10:53 / 0.30	Scrum Master (M)	874076	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	6/12/2018	44
09/25 17:31	NGF	Call	09/25 19:00 / 1	Scrum Master (M)	2611588	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Monster	8/14/2018	220
09/25 18:37	NGF	Call	09/25 18:29 / 0.80	Scrum Master (M)	2002804	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	4/12/2018	117
09/25 18:28	NGF	Call	09/25 18:25 / 1.60	Scrum Master (M)	2201836	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	9/6/2018	187
09/25 18:32	NGF	Call	09/25 18:24 / 0.80	Scrum Master (M)	231548	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	9/11/2018	117
10/05 20:53	NGF	Call	09/25 18:22 / 0.70	Scrum Master (M)	207262	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	10/5/2018	252
09/25 18:31	NGF	Call	09/25 18:22 / 0.70	Scrum Master (M)	207263	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Qpro	10/5/2018	253
09/25 17:18	NGF	Call	09/25 17:21 / 0.50	Scrum Master (M)	2202357	Michaela Thompson	Scrum Master (M)	Scrum Master (M)	Dice	9/15/2018	216

Last, but not the least, when a worker is completing the on-boarding process, we have a fully automated portal in place to ensure that ALL required on-boarding steps are completed. We are not emailing packets of information back and forth; everything can be completed and tracked in the portal.

- r. **Description of procedures in place to recover technology items from temporary staff. For example, recovery of computers, equipment, and access badges, etc. Please note that the staffing agency is responsible for any items not returned to Dallas County at the end of a job assignment.**

Rose's Off-Boarding Process ensures that contingent workers return all necessary equipment including: security ID badges, telephones, computers and any other tools before being released through a checklist of all items. If proper notification is given to the Rose account team and we are delivering the notice to our consultant, we arrange to secure such items. Rose has no problem guaranteeing and providing replacement items at our cost, if we fail in this regard. Rose has a physical presence in the Dallas area and will ensure that members of Rose Management are available for a local live meeting to secure items or handle performance issues as needed.

- s. **What type of managerial reporting do you typically supply your customer/client? What items are included in your reports? Does your reporting system allow for the customer to have access to pull reports when needed and as needed? Can these reports be automatic delivered? Provide a list and examples of all the standard reports**

Given our proprietary IT systems, we have tremendous flexibility in reporting. Our performance data is stored at the most granular level in the system - QCOMPASS. We can report information in just about every way imaginable.

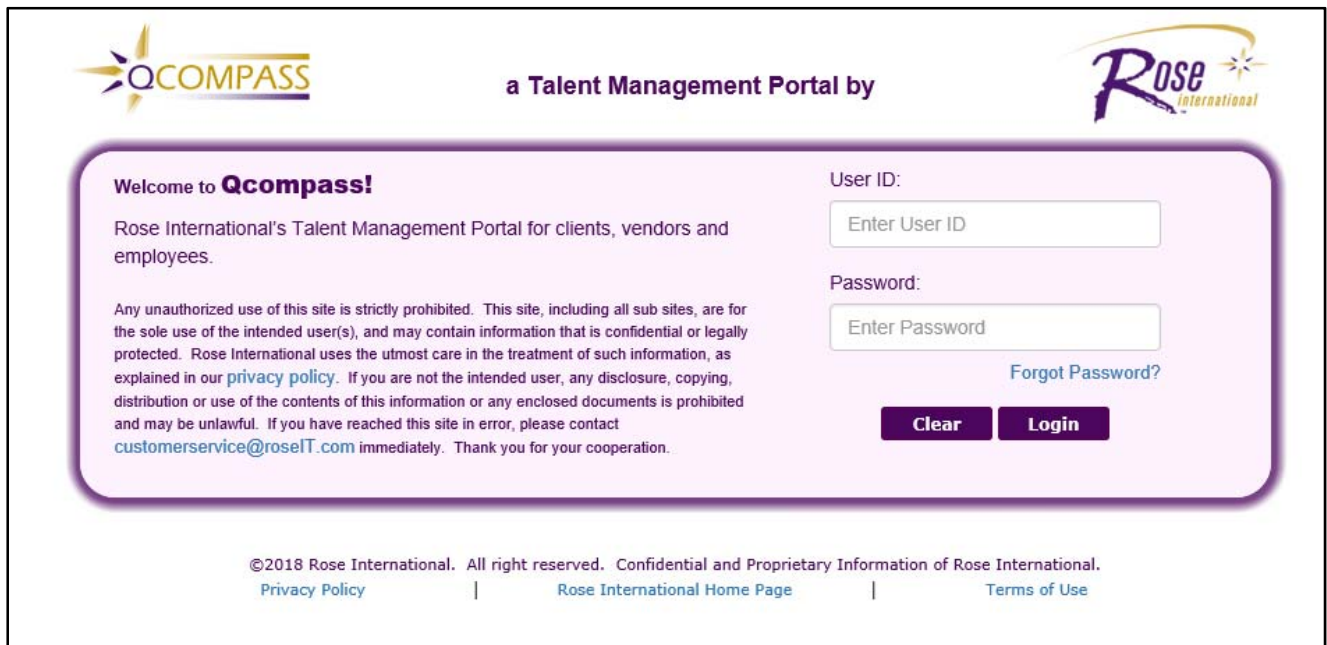
Whereas other vendors may be dependent on standard reports from an off-the-shelf system, our internal IT division can create any report you would like to see about our service delivery to Dallas



County. Many reports exist already and would likely suffice. All are available real-time and on any timeframe and can be viewed in HTML or MS Excel format and can be customized as per the customers' requirements.

QCOMPASS is the proprietary Talent Management Portal provided by Rose International. The portal allows Rose clients to review important assignment data in a dashboard environment. Secure access to the portal is granted per client requirements.

Once a client is enrolled, client managers are able to sign up to access the portal. First Time Users receive login information and a temporary password via email. After logging in, Users are able to create a new password and complete other security items. Any of Rose's different pieces of technology are capable of being rolled out in an a la carte fashion as needed or desired by our clients. The process to integrate these technologies into existing platforms with clients who are already in place is nearly seamless.



The screenshot shows the QCOMPASS login page. At the top left is the QCOMPASS logo, and at the top right is the Rose International logo. The page title is "a Talent Management Portal by". The main content area is a light purple box with a rounded border. Inside, on the left, is a "Welcome to Qcompass!" message followed by a disclaimer about unauthorized use and a contact email. On the right is the login form with fields for "User ID" and "Password", a "Forgot Password?" link, and "Clear" and "Login" buttons. At the bottom of the page is a copyright notice and three links: "Privacy Policy", "Rose International Home Page", and "Terms of Use".

**QCOMPASS** a Talent Management Portal by **Rose International**

**Welcome to Qcompass!**

Rose International's Talent Management Portal for clients, vendors and employees.

Any unauthorized use of this site is strictly prohibited. This site, including all sub sites, are for the sole use of the intended user(s), and may contain information that is confidential or legally protected. Rose International uses the utmost care in the treatment of such information, as explained in our [privacy policy](#). If you are not the intended user, any disclosure, copying, distribution or use of the contents of this information or any enclosed documents is prohibited and may be unlawful. If you have reached this site in error, please contact [customerservice@roseIT.com](mailto:customerservice@roseIT.com) immediately. Thank you for your cooperation.

User ID:

Password:

[Forgot Password?](#)

**Clear** **Login**

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The dashboard in the main screen is formatted for ease of use to view Assignment data. It is divided into three major sections: Active Assignments, Currently Onboarding and Assignment History.



a Talent Management Portal by  
  

Dashboard

Talent Request Form

Timesheet Approval

Expense Approval

Change Password

Need Assistance?  
click to contact  
[customerservice@roseIT.com](mailto:customerservice@roseIT.com)

Log Out

Client Name

Welcome **Client Manager Name**

Rose Client Manager Portal

**News Flash!** Rose International Named One of the Best Places to Work in 2019 by Glassdoor  
[Learn more about Rose here...](#)

**Active Assignments**

Name	Job Title	Job Details	Job Start	Job End	Total# 198
Contractor Name	Contractor Job Title		02/05/2019	02/05/2020	 
Contractor Name	Contractor Job Title		01/14/2019	01/04/2020	
Contractor Name	Contractor Job Title		01/14/2019	01/14/2020	

**Currently Onboarding**

Name	Job Title	Job Details	Job Start	Job End	Total# 0
------	-----------	-------------	-----------	---------	----------

**Assignment History**

Name	Job Title	Job Details	Job Start	Job End	Total# 175
Contractor Name	Contractor Job Title		04/09/2017	01/15/2018	 
Contractor Name	Contractor Job Title		09/06/2016	11/28/2016	
Contractor Name	Contractor Job Title		05/01/2016	07/22/2016	

**Rose International X-Ray Vision - A Peek at What's Happening Behind the "Screens"**

Candidate Pool	Avg. Requisition handled	Billing	OnBoarding	Need to Seat
4.4 million	49 mins	4579	226	10 days

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## Active Assignments

Contractors currently on assignment are displayed here. Assignment details such as Title, Job Description and Start and End Dates are also included.

## Currently Onboarding

This is the list of contractors who are in the process of being on-boarded.


## Assignment History

All contractors who have completed assignments are listed here.




## Talent Request Form

Client managers click here to request sourcing of talent for new assignments. Once entered the Rose sourcing engine, including our Recruiting and Vendor Management teams, go to work! Feeds to other systems are easily accommodated.



a Talent Management Portal by



- Dashboard
- Talent Request Form
- Timesheet Approval
- Expense Approval
- Change Password
- Need Assistance?  
click to contact  
[customerservice@roseIT.com](mailto:customerservice@roseIT.com)
- Log Out

Client Name

Client Manager Name

Rose Client Manager Portal

Talent Request Form

Hiring Manager Name: Pre-filled from Qcompass

Hiring Manager PH# Pre-filled from Qcompass

Hiring Manager Email: Pre-filled from Qcompass

Talent Name:

Talent Company Name:

Talent PH#

Talent Email:

Contract Start Date: MM/DD/YYYY

Contract End Date: MM/DD/YYYY

Brief Description of Services Provided by the Talent:

Contract Amount: \$

Payment Method (Select One): ☐ Hourly ☐ Progress Payment ☐ At the end of contract

Authorizing Manager Funding Authority Name:

Authorizing Manager Funding Authority PH#

Authorizing Manager Funding Authority Email:

Submit

For additional questions, please reach out to [Clientname@roseIT.com](mailto:Clientname@roseIT.com)



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## Timesheet Approval

Client managers click here to view and approve timesheets. Previously approved timesheets can be reviewed by clicking on the Review Approved Timesheets button.









  
a Talent Management Portal by  
  
**Dashboard**  
Timesheet Approval  
Expense Approval  
Change Password  
Need Assistance?  
click to contact  
customerservice@roseIT.com  
Log Out

Client Name

Client Manager Name

**Timesheet Approval**

[Review Approved Timesheets](#)  
[Approve All Timesheets](#)

Name	Period	Status	Total Hours	Action
Contractor Name	10/15/2018 - 10/31/2018	Submitted	72.00	
Contractor Name	11/01/2018 - 11/15/2018	Submitted	64.00	
Contractor Name	10/15/2018 - 10/31/2018	Submitted	56.00	  
Contractor Name	11/01/2018 - 11/15/2018	Saved	8.00	
Contractor Name	11/01/2018 - 11/15/2018	Submitted	80.00	  

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## Expense Approval

Client managers click here to view and approve expenses. Previously approved expenses can be reviewed by clicking on the Review Approved Expenses button.

Client Name \_\_\_\_\_ Client Manager Name \_\_\_\_\_ *Rose Client Manager Portal*

**Expense Approval**

[Review Approved Expenses](#)  
[Approve All Expenses](#)

Name	Expense ID	Created Date	Status	Total Amount	Action
Contractor Name	53100	11/15/2018	Submitted	\$20.51	
Contractor Name	53101	11/15/2018	Submitted	\$75.10	
Contractor Name	53102	11/15/2018	Submitted	\$85.10	
Contractor Name	53103	11/15/2018	Submitted	\$115.10	

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## Future Portal Enhancements

Rose plans to continue to enhance QCOMPASS to meet the needs of clients. The following updates are currently going through our Development Life Cycle.

- **Talent Details:** Talent Details will be a resource tool used by client managers to track Work Order Budgets, and Exit Interview Surveys.
- **Coverage Dashboard:** Coverage Dashboard will offer client managers an all at once glance at progress being made on their open assignment requests.

We capture delivery performance data (requisitions, % covered, timeliness of coverage, interview ratio, offer ratio, acceptance ratio) at many levels - recruiters, Resource Delivery Associates, labor categories, by client and overall region. This real-time scorecarding allows leadership to load balance and ensure the best team is engaged for each client. Beyond the delivery performance, we capture two additional quality metrics. The first one is the number of consultants successfully reaching the originally published end date. The second is Exit Interview reporting. Contractor feedback enables us to continuously improve delivery. All data collection, measuring, reporting, and compliance will be almost fully automated and designed to the specifications of Dallas County.

Continuous Process Improvement Analysis – paretos or contributing variables help implement corrective actions to ensure client satisfaction.

On Time Hire		Improvement Actions																													
 <table border="1"> <caption>On Time Hire Data</caption> <thead> <tr> <th>Month</th> <th>W2</th> <th>Sub</th> <th>IC</th> </tr> </thead> <tbody> <tr> <td>June</td> <td>49%</td> <td>40%</td> <td>100%</td> </tr> <tr> <td>July</td> <td>80%</td> <td>64%</td> <td>100%</td> </tr> <tr> <td>August</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>		Month	W2	Sub	IC	June	49%	40%	100%	July	80%	64%	100%	August	100%	100%	100%	<table border="1"> <thead> <tr> <th>High Priority Actions</th> <th>Owner</th> <th>Status</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>		High Priority Actions	Owner	Status									
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## New Hire Dashboard

For each customer a variety of steps may or may not be required. This is codified in the New Hire System and as items are completed, they are checked off. This allows management at Rose and the customer to see clearly on a real-time basis the status of all New Hires. Like all Rose International Reports, this can be exported to Excel or any other common format, and may be sorted by all columns.

New Hire Dashboard													
Process New Hire Name	Client (sub-client)	New Hire Id	View Notes	Team Member	Status	Requested Bk	Requested Drug	Requested Bk	Completed Drug	Completed Packet Sent	New Hire Form 1-9	Idc	Cbuc
Portal		891749			Pending	10/06/2015				10/06/2015	N	N	N
Portal		936432			Pending	10/06/2015				10/06/2015	N	N	N
Portal		936120			Pending	10/06/2015				10/06/2015	N	N	N
Manual		412099	Notes		Pending	10/06/2015	10/06/2015	10/06/2015		Y	N	N	Y
Manual		536757	Notes		Pending	10/05/2015					N	N	N
Portal		046482	Notes		Pending	10/01/2015				10/01/2015	N	N	N
Portal		903490	Notes		Pending	10/05/2015	10/05/2015	10/05/2015		Y	Y	Y	Y
Portal		589659	Notes		Pending	10/05/2015	NA	NA	NA	Y	Y	Y	Y
Portal		789634	Notes		Pending	10/05/2015				Y	N	N	Y
Portal		946324	Notes		Pending	10/05/2015	10/05/2015	10/05/2015		Y	NA	NA	Y
Portal		046306	Notes		Pending	10/05/2015				10/05/2015	N	N	N
Portal		878355	Notes		Pending	10/05/2015	10/05/2015	10/05/2015		Y	Y	Y	Y
Portal		875940	Notes		Pending	10/05/2015	NA	05/10/2015		Y	NA	NA	Y
Portal		916681	Notes		Pending	10/05/2015	NA	NA	NA	10/05/2015	N	N	N
Portal		341426	Notes		Pending	10/05/2015	10/05/2015			Y	Y	Y	Y
Portal		907120	Notes		Pending	10/05/2015				Y	Y	Y	Y
Portal		834039	Notes		Pending	10/05/2015	10/06/2015	10/06/2015		Y	Y	Y	Y
Portal		199239	Notes		Pending	10/05/2015	10/05/2015	NA		Y	NA	NA	Y
Portal		939553	Notes		Pending	10/05/2015	10/05/2015	10/05/2015		Y	Y	Y	Y
Portal		117394	Notes		Pending	10/05/2015	10/05/2015	10/05/2015		Y	Y	Y	Y
Portal		944860	Notes		Pending	10/05/2015	10/05/2015	10/05/2015		Y	NA	NA	Y
Portal		934818	Notes		Pending	10/05/2015	NA	10/05/2015	NA	Y	Y	Y	Y
Portal		890174	Notes		Pending	10/05/2015				Y	Y	N	Y
Portal		943264	Notes		Pending	10/05/2015	10/05/2015	10/05/2015		Y	N	N	Y
Portal		865041	Notes		Pending	10/05/2015	10/05/2015	10/05/2015		Y	NA	NA	Y
Portal		253446	Notes		Pending	10/05/2015	10/01/2015	10/01/2015		Y	N	N	Y
Portal		589453	Notes		Pending	10/05/2015	10/05/2015	10/05/2015		10/05/2015	NA	NA	Y
Manual		664410	Notes		Completed	10/02/2015				Y	N	N	Y
Portal		942975	Notes		Pending	10/02/2015				Y	Y	Y	Y
Portal		942918	Notes		Pending	10/02/2015				Y	Y	Y	Y
Portal		319939	Notes		Pending	10/02/2015	NA	NA	NA	Y	Y	Y	Y
Portal		286558	Notes		Pending	10/02/2015	NA	NA	NA	Y	Y	Y	Y
Portal		931035	Notes		Pending	10/02/2015	10/05/2015	10/02/2015		Y	Y	Y	Y
Portal		878177	Notes		Pending	10/02/2015	05/10/2015	10/02/2015		Y	Y	Y	Y
Portal		942762	Notes		Pending	10/02/2015				Y	Y	Y	Y
Portal		936888	Notes		Pending	10/02/2015	10/02/2015	10/02/2015		Y	Y	Y	Y
Portal		344295	Notes		Pending	10/02/2015	10/02/2015	10/02/2015		Y	NA	NA	Y
Portal		130180	Notes		Pending	10/02/2015	10/02/2015	10/02/2015		Y	Y	Y	Y
Portal		936713	Notes		Pending	10/02/2015	10/02/2015	10/02/2015		10/02/2015	NA	NA	Y
Portal		936421	Notes		Pending	10/02/2015	NA	NA	NA	Y	N	N	Y
Portal		783723	Notes		Discontinued	10/02/2015	10/02/2015	10/02/2015		Y	N	N	Y
Portal		934152	Notes		Pending	10/02/2015	10/02/2015	10/02/2015		Y	NA	NA	Y
Portal		631753	Notes		Pending	10/02/2015				Y	N	N	Y
Portal		941578	Notes		Pending	10/02/2015	10/02/2015	10/02/2015		10/02/2015	NA	NA	Y
Portal		249873	Notes		Pending	10/02/2015	NA	NA	NA	Y	Y	Y	Y
Portal		010653	Notes		Pending	10/02/2015	NA	NA	NA	Y	Y	Y	Y
Portal		941785	Notes		Pending	10/02/2015	10/05/2015	10/02/2015		Y	Y	Y	Y
Manual		936888	Notes		Discontinued	10/02/2015				Y	N	N	Y
Manual		344205	Notes		Discontinued	10/02/2015				Y	N	N	Y
Manual		130180	Notes		Discontinued	10/02/2015				Y	N	N	Y
Manual		936713	Notes		Discontinued	10/02/2015				Y	N	N	Y
Manual		317860	Notes		Pending	10/02/2015	NA	NA	NA	Y	N	N	Y
Manual		936421	Notes		Discontinued	10/02/2015	10/01/2015	10/01/2015		Y	N	N	Y
Manual		934152	Notes		Discontinued	10/02/2015	10/02/2015	10/02/2015		Y	N	N	Y



New Hire Requests – shows on boarding information for last 30 days.

New Hire Request Search Result													
Total Records Found: 407													
						1 2 3 4 5 6 7 8 9 10 ...							
Process	New Hire Name	New Hire Id	Team Member	Status	Requested	Bk Requested	Drug Requested	Bk Completed	Drug Completed	Packet Sent	Offer Letter	19	Ids/CDocs
Manual		490807		Pending	07/07/2015	NA	NA	NA	NA	07/07/2015	Y	Y Y	N
Manual		506013		Pending	10/27/2014						N	N N	N
Manual		425973		Completed	10/24/2014						N	N N	N
Manual		309050		Completed	10/20/2014						N	N N	N
Manual		527582		Discontinued	10/09/2014						N	N N	N
Manual		222717		Completed	10/08/2014						N	N N	N
Manual		493355		Completed	10/02/2014						N	N N	N
Manual		493881		Completed	09/25/2014	NA	NA	NA	NA		N	N N	N
Manual		274093		Completed	09/24/2014						N	N N	N
Manual		439970		Discontinued	09/23/2014						N	N N	N
Manual		498660		Completed	09/22/2014	NA	NA	NA	NA		N	N N	N
Manual		351347		Completed	09/17/2014						N	N N	N
Manual		173742		Completed	09/17/2014						N	N N	N
Manual		480741		Completed	09/17/2014						N	N N	N
Manual		475595		Completed	09/17/2014						N	N N	N
Manual		457673		Completed	09/17/2014						N	N N	N
Manual		89787		Discontinued	09/17/2014						N	N N	N
Manual		371453		Completed	09/17/2014						N	N N	N
Manual		266947		Completed	09/16/2014	09/04/2014	09/19/2014	09/29/2014	09/19/2014		N	N N	N
Manual		500218		Completed	09/16/2014						N	N N	N
Manual		353114		Discontinued	09/15/2014						N	N N	N
Manual		465980		Completed	09/15/2014						N	N N	N
Manual		300836		Discontinued	09/12/2014						N	N N	N
Manual		496447		Completed	09/12/2014						N	N N	N
Manual		377660		Discontinued	09/09/2014						N	N N	N



**Sales Report by Client** – shows invoicing, credit memos and Debit Memos for a client.

**Sales Report By Client**

Client :

☒ Weekly : 07/14/2014-07/27/2014

☐ Semi-monthly : 09/01/2015 - 09/15/2015

Start Date :  (mm/dd/yyyy)

End Date :  (mm/dd/yyyy)

Include FFP/Credit Memo : Yes

**07/14/2014-07/27/2014**

**T&M**

Job Item	Description	Bill Rate	Hrs	Total
	This information has been Modified	23.00	80.00	1,840.00
	This information has been Modified	23.00	80.00	1,840.00
	This information has been Modified	23.00	80.00	1,840.00
	This information has been Modified	23.00	81.50	1,884.50
	This information has been Modified	23.00	80.00	1,840.00
	This information has been Modified	23.00	80.00	1,840.00
	This information has been Modified	23.00	80.00	1,840.00
	This information has been Modified	23.00	80.00	1,840.00
	This information has been Modified	23.00	80.00	1,840.00
	This information has been Modified	23.00	80.00	1,840.00
	This information has been Modified	23.00	72.00	1,656.00
	This information has been Modified	23.00	78.75	1,811.25
	This information has been Modified	23.00	76.00	1,748.00
	This information has been Modified	23.00	80.00	1,840.00
	This information has been Modified	23.00	5.50	126.50
	This information has been Modified	23.00	87.50	2,012.50
				<b>26,938.75</b>

**FFP/Credit Memo**

Invoice No	Invoice Date	Job Item	Description	Memo	Rate	Quantity	Amount
12597630	07/22/2014		Marissa Lundsten - WE - 05/04/2014 Bill Rate Difference FG Vs Qtr: Correct Bill Rate Should Be \$64.84/Hrs ST Instead Of 65.13/Hrs ST	WE - 05/04/2014 Bill Rate Difference FG Vs Qtr: Correct Bill Rate Should Be \$64.84/Hrs ST Instead Of 65.13/Hrs ST - Sunil	25.00	33.00	-825.00
12597663	07/22/2014		Adam Johnson - SuperMkr, Angela Loose	Rate Difference For Week Ending 5-4-14	25.00	1.00	25.00
							<b>-800.00</b>
							<b>Total for T&amp;M and FFP: 26,138.75</b>



Timesheet Approval By Client – shows status of timesheets for active candidates for a client. Report can also be generated for active candidates with no time entered.

**Timesheet Approval By Client**

Client:

Bi Weekly Period:  06/30/2014-07/13/2014

Semi-Monthly Period:  09/01/2015-09/15/2015

Start Date (mm/dd/yyyy):

End Date (mm/dd/yyyy):

Order By:  Candidate Name

Page Size:  10

Timesheet Status: ☐ Not Entered ☒ Employee ☐ Not Submitted ☐ Subcontractor ☒ Submitted ☒ Approved ☐ Rejected ☒ Posted

**A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All**

Total Hrs For Employee: (Reg Time:1136.50 Overtime:23.00 Double Time:0.00)=1159.50

Employee Status	Task	Supervisor Name	Status	Hours Up To JOF End Date	JOF End Date	Hours After JOF End Date	Timesheet Status: Submitted, Approved, Posted	Total Hours
Employee	Double overtime	Supervisor Name	Posted	0.00	04/12/2015	0.00	<input type="button" value="DD"/>	0.00
Employee	Double overtime	Supervisor Name	Posted	0.00	04/12/2015	0.00	<input type="button" value="DD"/>	0.00
Employee	overtime	Supervisor Name	Posted	0.00	04/12/2015	0.00	<input type="button" value="DD"/>	0.00
Employee	overtime	Supervisor Name	Posted	0.00	04/12/2015	0.00	<input type="button" value="DD"/>	0.00
Employee	overtime	Supervisor Name	Posted	8.00	04/12/2015	0.00	<input type="button" value="DD"/>	8.00
Employee	overtime	Supervisor Name	Posted	56.00	04/12/2015	0.00	<input type="button" value="DD"/>	56.00
Total			Posted	64.00	06/30/2014	0.00	<input type="button" value="DD"/>	64.00

- t. **Generic Transition Plan:** The approach must identify and describe responsibilities of each party (New Contractor, Incumbent Contractor and Dallas County), number of days, transition incumbent personnel (when applicable). Provide a breakdown of all activities that must be performed in the transition phase upon expiration or termination of the agreement.

Effective communication and change management are the two greatest factors that contribute to a successful implementation of consultant transitions. We start by working closely with Dallas County to build a roster of the resources to be on-boarded. Once equipped with that information, Rose will outline a strategy for conducting introductory meetings to provide the impacted consultants with an overview of the process.

The transition team will work diligently to ensure that all consultants are transitioned seamlessly with minimal impact on their daily work. For the number of resources currently in the program, we can transition services in four weeks. That assumes that the specific total group of people to transition is defined and that contact information is available to initiate communication with each resource. This timeline also considers that Dallas County prefers that pay cycles align between the current vendor and the first one with Rose.

Key steps and milestones we cover during the transition process include:

- Introduction to the Rose dedicated Client Engagement Associate (CEA) with in-person meetings or phone calls to start process and develop Applicant packets and Communication protocols.
- Introduction by CEA to each individual contractor.
- CEA has support of Rose On-boarding Services (OBS) team in the corporate office.





- Distribution of Applicant packets with forms and details about benefits, pay dates, etc.
- Discussion of On-boarding requirements, process steps – How the New Hire Portal will work, etc.
- Confirmation and agreement on pay rate and terms.
- On-boarding through the New Hire Portal and background checks if required for transitions.
- Distribution of Welcome letter reiterating contact information and any special instructions (NOTE: beyond the team members - we establish a unique 800 hotline manned 12\*6 for the life of the program).

After project kick off, Rose works directly with the program stakeholders to deliver meaningful communication for all hiring managers involved in the transition. This communication is created and approved by the client and delivered per the final project plan.

Our on-boarding process incorporates a template approach to all email communications this way all managers receive scheduled updates and resources receive the same information. The process remains consistent, which helps all involved quickly learn the process.

Our designated CEA will work directly with the Hiring Managers and Resources to ensure smooth transition.

Regarding the level of effort for Dallas County, a Dallas County team would have to create work orders in the VMS tool with associated details for each worker to be transitioned. As resources complete the on-boarding process, Rose will confirm the work orders in the system and the assignments go in effect at the start date. In other words, the level of effort required of Dallas County consists of establishing the roster of workers to be transitioned; creating work orders in the VMS system with the new parameters for bill rate, start date and project duration and accepting those work orders once Rose has successfully on-boarded the resource and submitted to the work order.

In summary, Rose has successfully completed a number of incumbent consultant transition projects in the past. In each of these instances, our teams had to gain the trust of these resources quickly to ensure a smooth and timely transition.

#### **6.3.5.9 Additional Information**

**Provider may describe in this section of their proposal additional value added services or other options relevant to the scope of this RFP that have not been specifically described elsewhere in the RFP.**

Rose is committed to bringing innovative solutions to our clients to help them succeed through a combination of our value added services, tools, and methodologies. Rose believes in a realistic pricing model and focuses on the long-term value associated with working for a customer. This approach results in continuous innovation, competitive pricing, and creative approaches to delivering the best staff at the best price for every requisition. We believe the services we focus on and have described above are examples of innovation.

Below are examples of innovative and unique business solutions we will offer to Dallas County. These services have generated enhanced user experiences and cost savings for our existing clients:

#### **Brand Leveraged Talent Solutions:**

Brand Leveraged Talent Solutions (Also known as "Direct Sourcing" or "Contingent RPO") delivers great talent at a reduced price, while leveraging and enhancing the client brand as an employer! The Rose BLTS



team collaborates with client HR and MSP partner as applicable, and delivers as another vendor in the preferred vendor program. The program provides the visibility and access to client's FTE candidates that have opted in, to contingent roles which otherwise they don't at a significantly reduced bill rates. This team operates within the MSP umbrella. Our clients like this because they are on-boarding resources that have demonstrated a sincere desire to work for their specific company. Best yet, these may be the same resources that may have been sourced through normal staffing channels, yet we offer them at a significant discount to traditional staffing mark-ups given the strategic nature of the relationship and the fact that our recruiting costs are lower.

**Named Resource and IC Compliance Program:**

Our Named Resource and IC Compliance Program (commonly referred to as a Payroll program) exists to bring back retirees and past consultants is a way to maximize labor dollars for our clients. We offer this service at dramatically reduced mark-ups. We have invested heavily in the technology, methods, and administrative procedures that allow us to on-board Named Resources for our clients nationwide with 100% document compliance and co-employment risk elimination, while exceeding hiring manager and candidate expectations.

**Database Performance Optimization Practice (DPOP):**

While not a staffing service, DPOP is designed to optimize your mission critical, high transaction volume databases. A tuning exercise by our DPOP team will decrease server utilization and/or increase response time for reports or online transactions by over 50% (our goal is 90%) or Dallas County PAYS NOTHING. A 15 minute call is all that's needed as a first step in assessing whether an opportunity exists for Dallas County to see such potential gains. Again, this is not a staffing service, just a value-add tool from our solutions side of the house that is available to all customers. We have seen significant results when performing this service for clients that are similar in size and services to Dallas County.



### 6.3.5.10 Disclosure of Litigation

**Provide any details of past, pending or threatening litigation, administrative or regulatory proceedings, investigations or similar matters that could materially affect your company.**  
**Response to Litigation Questionnaire.**

#### LITIGATION QUESTIONNAIRE

1. Has the Proposer had a contract agreement for services similar those requested in this RFP terminated for default or cause for any reason in the past five (5) years?

☐ Yes ☒ No

If so, provide full details regarding the termination

Is there any legal action pending pertinent to this agreement or contract work

☐ Yes ☒ No

If so, please elaborate

2. Is the Proposer is currently involved, either directly or indirectly, with any litigation against or involving Dallas County or any other Federal, State or Local Government?

☐ Yes ☒ No

If so, please elaborate

3. Are there any current or pending litigation, administrative proceedings, arbitration, actions or investigation against your firm for any reason?

☐ Yes ☒ No

If so, please elaborate

4. Have any adverse actions sanctioned by regulatory authorities filed against the Proposer during the past five 5) years?

☐ Yes ☒ No

If so, identify any regulatory action that has been filed against your firm(s) in the past five (5) years. If an action has been filed, state and describe the regulatory action filed, and identify the court or agency before which the action was instituted, the applicable case or file number, and the status or disposition for such reported action. If no legal or regulatory action has been filed against your firm(s), provide a statement to that effect.

5. Has the Proposer been a plaintiff or defendant in a legal action for deficient performance under a contract or violation of a statute or related to service reliability during the past five (5) years?

☐ Yes ☒ No

If so, please elaborate



- 
6. The Proposer has been assessed any penalties in excess of \$1,000.00, including liquidated damages, under any of its existing or past contracts with any organization (including any government entity) in the past five (5) years?

☐ Yes ☒ No

If so, please elaborate

The Proposer was the subject of any governmental action limiting the right of the Proposer to do business with that entity or any other governmental entity.

☐ Yes ☒ No

If so, please elaborate.

#### **6.3.5.11 Proposal Exceptions**

Proposer shall identify and list all exceptions taken to any part or sections of the RFP. An “exception” is defined as the Proposer’s inability or unwillingness to meet a term, condition, specification, or requirement in the manner specified in the RFP.

All exceptions taken must be identified and explained in writing in your proposal response and must specifically reference the relevant section(s) of this RFP. Other than exceptions that are stated in compliance with this Section, each proposal shall be deemed to agree to comply with all terms, conditions, specifications, and requirements of this RFP. If the Proposer provides an alternate solution when taking an exception to a requirement, the benefits of this alternative solution and impact, if any, on any part of the remainder of the Proposer’s solution, must be described in detail.

However, any exceptions submitted may render the submission as non-responsive to the requirements listed. The County will be sole determiner of the acceptability of any exception.

**If the Proposer has taken no exceptions to the requirements of this RFP, please state no “exception” in the section.**

*NO EXCEPTION*

#### **6.3.5.12 Sample Reports**

Sample reports can be found in Section 6.3.5.8.s.



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## Tab 4 – Required Forms

### 6.3.5.13 Title VI Assurances/Compliance – Appendix A Form

#### TITLE VI ASSURANCES/COMPLIANCE -- APPENDIX A

##### A. Assurances

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees as follows:

1. **Compliance with Regulations:** The Contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, the Federal Highway Administration, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Nondiscrimination:** The Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Nondiscrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the Federal Highway Administration to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Nondiscrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to: a. withholding payments to the contractor under the contract until the contractor complies; and/or b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the Federal Highway Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation



by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

**B. Nondiscrimination Authorities**

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

**Pertinent Nondiscrimination Authorities:**

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 U.S.C. § 4 71, Section 4 7123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq.).

**C. Representations and Warranties**



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The Contractor also makes the following representations and warranties to Dallas County:

1. It has taken the steps necessary to effectuate Title VI requirements.
2. Disadvantaged business enterprises are afforded equal opportunity to submit bids/proposals as sub-contractors or sub-consultants and will not be discriminated against on the grounds of race, color, sex, age, disability, religion, veteran status, or national origin in consideration of a selection or award.
3. Neither contractor or any subcontractors or sub-recipients that will participate in activities to be funded as a result of this contract/bid/solicitation, are listed on the debarred list due to violations of Title VI or VII of the Civil Rights Act of 1964, nor are there any proposed parties to this contract, or any subcontract resulting therefrom, aware of any pending action which might result in such debarment or disqualification.

D. Title VI Complaints

Any person who, based on race, religion, color, national origin, sex, age, or disability believes that he/she has been excluded from participation in, denied benefits or services of any program or activity administered by Dallas County or its sub-recipients, consultants and contractors may bring forth a discrimination complaint under Title VI. Only complaints based on the complainant's protected status will be considered under Title VI. The complainant may file a signed, written complaint up to **180 calendar days** from the date of the alleged act of discrimination or the date the person(s) became aware of the alleged act(s) of discrimination. Complaints must be filed in writing, signed by the complainant and/or the complainant's representative, or filed in person with the Dallas County Title VI Coordinator at the following address:

Dallas County Human Resources  
Dallas County Director of Human Resources and Title VI Coordinator  
Renaissance Tower, Floor 23  
1201 Elm St., Ste. 2300-B  
Dallas, Texas 75270  
(214) 653-7638 (phone)  
(214) 653-7608 (fax)

A copy of the Dallas County Title VI Non Discrimination Plan and Documents, and complaint forms, may be obtained at: [http://www.dallascounty.org/departments/HR/title\\_vi.php](http://www.dallascounty.org/departments/HR/title_vi.php) or at the physical address listed above.

A complainant may also contact the Federal Coordination and Compliance Office, Civil Rights Division at the Title VI Hotline: 888-TITLE-06 (888-848-5306) or send a letter to:

U.S. Department of Justice  
Civil Rights Division  
Federal Coordination and Compliance Section, NWB  
950 Pennsylvania Avenue, N.W.  
Washington, D.C. 20530  
1-888-848-5306

More information on Title VI is available from the Justice Department online at [www.justice.gov](http://www.justice.gov).



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Contractor shall comply with all reasonable requests made in the course of an investigation of Title VI and these assurances by Dallas County, the Texas Department of Transportation, the US Department of Transportation, the US Department of Justice, or any other federal or state agency. Failure to comply with such reasonable requests will be deemed a breach of this contract/bid/solicitation.

E. Enforcement

The contractor affirmatively acknowledges that it will be subject to Title VI, the implementing regulations, and any enforcement measures therein. In addition to any enforcement action by Dallas County, the contractor acknowledges that the United States and the State of Texas has a right to seek judicial enforcement with regard to any matter arising under Title VI, including the assurances herein.

**CONTRACTOR'S FULL NAME:** [Rose International, Inc.](#)

_____ Signature, Authorized Representative of Contractor	6/3/2019 _____ Date
_____ Director Title	



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#### 6.3.5.14 Campaign Contribution Form



#### **VOLUNTARY MORATORIUM ON CAMPAIGN CONTRIBUTIONS**

In accordance with Dallas County's Transparency Policy, parties interested in responding to this RFP/RFQ are encouraged to sign this statement indicating your willingness to temporarily refrain from making any donation to any Dallas County elected official or candidate for office whose office (or potential office) has any involvement in the selection process for the associated contract during the pendency of the RFP/RFQ through thirty (30) days after the contract is awarded.

We hereby agree as stated;

Firm Name: Rose International, Inc.

Signature and Title of Individual Authorized to Bind Company:

\_\_\_\_\_ Title: Director

Print Name: Teri Elder

Date: 6/3/19

### 6.3.5.15 Insurance Affidavit Form



**DALLAS COUNTY  
INSURANCE REQUIREMENT AFFIDAVIT  
THIS FORM IS NOT A SUBSTITUTE FOR THE REQUIRED POLICY AND/OR STATE APPROVED  
CERTIFICATE OF INSURANCE FORM**

**To Be Completed By Insurance Agent/Broker and Bidder**

I, the undersigned Agent/Broker, reviewed the insurance requirement contained in this bid document. If the Bidder shown below is awarded this contract by Dallas County, I will be able to, within ten (10) days after contract award and prior to commencement of services, meet all of the insurance requirements in this bid.

**Insurance Coverage Reviewed:** Workers Compensation, Auto Liability, General Liability, Technology Errors and Omissions, and Crime Insurance

**Agent's Name:** Henry Scott (TX LIC # 2112503)

**Agency Name:** Aon Risk Services Central, Inc.

**Address:** 4220 Duncan Avenue, Suite 401

**County/State/Zip:** St Louis, MO 63130

**Telephone No:** 314-854-0865

**Fax No:** 312-381-0956

**Bidder's Name and Company:** Rose International Inc.

**Project/Bid No. and Title:** RFP No. 2019-051-6815 – Temporary Information Technology (IT) Staffing Augmentation Services

By submitting a bid and signing below I affirm the following: I am aware of all costs to provide the required insurance, will do so pending contract award, and will have my insurance agent provide this information to Dallas County, meeting all requirements within ten days of notification of award.

If the above ten day requirement is not met, Dallas County reserves the right to cancel the contract for non-performance. If you have any questions concerning these requirements, please contact the Dallas County Human Resource/Civil Service's Risk Manager at 214-653-7668.

**Insurance Agent/Broker Signature:** [Signature]

**Date:** 5/20/2019

**Bidder's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## 6.3.5.16 Texas Government Code Chapter 2270 Verification Form



### TEXAS GOVERNMENT CODE CHAPTER 2270 VERIFICATION FORM

I, Teri Elder (Person name), the undersigned representative of (Company or Business name) Rose International Inc. (hereafter referred to as "company") being an adult over the age of eighteen (18) years of age, do hereby depose and verify under oath that the company named-above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:

1. Does not boycott Israel currently; and
2. Will not boycott Israel during the term of the contract between company and Dallas County, Texas.

Pursuant to Section 2270.001, Texas Government Code:

1. "Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and

2. "Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.

Teri Elder  
Signature

Teri Elder  
Printed Name

Director of State and Local Government  
Title

5/24/2019  
Date

AFFIX NOTARY STAMP / SEAL ABOVE



I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.

Teri Elder

Signature of authorized agent of contracting business entity

Sworn to and subscribed before me, by the said Notary Public, this the 24 day of May, 20 19, to certify which, witness my hand and seal of office.

Dana N. Schmitz  
Signature of officer administering oath

Dana N. Schmitz  
Printed name of officer administering oath

Notary Public  
Title of officer administering oath



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### 6.3.5.17 Conflict of Interest Questionnaire Form (CIQ)

Chapter 176 of the Texas Local Government Code requires that any proposer or person considering doing business with a local government entity disclose in the Questionnaire Form CIQ, the proposer or person's affiliation or business relationship that might cause a conflict of interest with a local government entity. By law, this questionnaire must be filed with the records administrator of County no later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed as defined in Section 178.006 of the Texas Local Government Code. A person commits an offense if the person violates Section 178.006 of the Texas Local Government Code. An offense under this section is a Class C misdemeanor. A copy of the law is available at: <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.178.htm>

*By submitting a response to this request, the proposer represents that it is in compliance with the requirements of Chapter 176 of the Texas Local Government Code.*

*Rose International currently has no Conflict of Interest as per Chapter 176 of the Texas Local Government Code.*



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### 6.3.5.18 Certificate of Interested Parties Form 1295

Effective January 1, 2016, Dallas County, must comply with the "Disclosure of Interest Parties, mandated by Texas HB 1295, as implemented by the Texas Ethics Commission. Briefly stated, all contracts requiring an action or vote by the governing body of the entity or agency before the contract may be signed (regardless of the dollar amount) or has a value of at least \$1 million will require the on-line completion of Form 1295 "Certificate of Interested Parties", per Texas Government Code Statute §2252.908.

Form 1295 is also required for any and all contract amendments, extensions or renewals. A sample copy (for illustration purpose only) of a completed electronic form is provided with this solicitation. All business entities are required to complete and file electronically with the Texas Ethics Commission using the online filing application. To obtain additional information on HB 1295, to learn more about Texas Ethics Commission process to create a new account or to complete an electronic version of Form 1295 for submission with a signed contract, please go to the following website:

<https://www.ethics.state.tx.us/tec/1295-Info.htm>

Instructional Videos for Business Entities on how to file online can be found at:

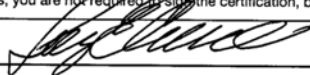
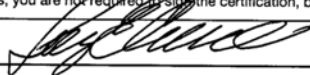
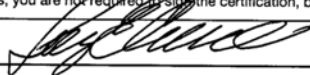
[https://www.ethics.state.tx.us/whatsnew/elf\\_info\\_form1295.htm](https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm)

*By submitting a response to this request, the proposer represents that it is in compliance with the requirements of Texas House Bill 1295 filing requirements with the Texas Ethics Commission using the online filing application.*

*Rose is currently registered with the Texas Ethics Commission, under our current contract (DIR-TSO-3572) for IT Staffing. Certificate Number: 2019-493412*



## 6.3.5.19 W9 Form

<p><b>Form W-9</b> (Rev. October 2018) Department of the Treasury Internal Revenue Service</p>	<p><b>Request for Taxpayer Identification Number and Certification</b></p> <p>► Go to <a href="http://www.irs.gov/FormW9">www.irs.gov/FormW9</a> for instructions and the latest information.</p>	<p><b>Give Form to the requester. Do not send to the IRS.</b></p>																																																		
<p><b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.</p> <p><b>Rose International, Inc.</b></p>																																																				
<p><b>2</b> Business name/disregarded entity name, if different from above</p>																																																				
<p>Print or type. See Specific Instructions on page 3.</p>	<p><b>3</b> Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.</p> <p> <input type="checkbox"/> Individual/sole proprietor or single-member LLC               <input type="checkbox"/> C Corporation               <input checked="" type="checkbox"/> S Corporation               <input type="checkbox"/> Partnership               <input type="checkbox"/> Trust/estate         </p> <p> <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____         </p> <p><b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is <b>not</b> disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</p> <p><input type="checkbox"/> Other (see instructions) ► _____</p>																																																			
	<p><b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) _____</p> <p>Exemption from FATCA reporting code (if any) _____</p> <p><small>(Applies to accounts maintained outside the U.S.)</small></p>																																																			
	<p><b>5</b> Address (number, street, and apt. or suite no.) See instructions.</p> <p><b>16401 Swingley Ridge Road, Suite 300</b></p>																																																			
	<p><b>6</b> City, state, and ZIP code</p> <p><b>Chesterfield, MO 63017</b></p>																																																			
<p><b>7</b> List account number(s) here (optional)</p>																																																				
<p><b>Part I Taxpayer Identification Number (TIN)</b></p> <p>Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i>, later.</p> <p><b>Note:</b> If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.</p>																																																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="10" style="text-align: center;"><b>Social security number</b></td> </tr> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> <tr> <td colspan="10" style="text-align: center;"><b>OR</b></td> </tr> <tr> <td colspan="10" style="text-align: center;"><b>Employer identification number</b></td> </tr> <tr> <td style="width: 30px; height: 20px; text-align: center;">4</td> <td style="width: 30px; height: 20px; text-align: center;">3</td> <td style="width: 30px; height: 20px; text-align: center;">-</td> <td style="width: 30px; height: 20px; text-align: center;">1</td> <td style="width: 30px; height: 20px; text-align: center;">6</td> <td style="width: 30px; height: 20px; text-align: center;">3</td> <td style="width: 30px; height: 20px; text-align: center;">4</td> <td style="width: 30px; height: 20px; text-align: center;">4</td> <td style="width: 30px; height: 20px; text-align: center;">7</td> <td style="width: 30px; height: 20px; text-align: center;">0</td> </tr> </table>			<b>Social security number</b>																				<b>OR</b>										<b>Employer identification number</b>										4	3	-	1	6	3	4	4	7	0
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<b>OR</b>																																																				
<b>Employer identification number</b>																																																				
4	3	-	1	6	3	4	4	7	0																																											
<p><b>Part II Certification</b></p> <p>Under penalties of perjury, I certify that:</p> <p>1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and</p> <p>2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and</p> <p>3. I am a U.S. citizen or other U.S. person (defined below); and</p> <p>4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.</p> <p><b>Certification instructions.</b> You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.</p>																																																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; vertical-align: top;"> <p><b>Sign Here</b></p> </td> <td style="width: 55%; text-align: center;"> <p>Signature of U.S. person ► </p> </td> <td style="width: 30%; text-align: center;"> <p>Date ► 1/15/2019</p> </td> </tr> </table>			<p><b>Sign Here</b></p>	<p>Signature of U.S. person ► </p>	<p>Date ► 1/15/2019</p>																																															
<p><b>Sign Here</b></p>	<p>Signature of U.S. person ► </p>	<p>Date ► 1/15/2019</p>																																																		
<p><b>General Instructions</b></p> <p>Section references are to the Internal Revenue Code unless otherwise noted.</p> <p><b>Future developments.</b> For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to <a href="http://www.irs.gov/FormW9">www.irs.gov/FormW9</a>.</p> <p><b>Purpose of Form</b></p> <p>An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Form 1099-DIV (dividends, including those from stocks or mutual funds)</li> <li>• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)</li> <li>• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)</li> <li>• Form 1099-S (proceeds from real estate transactions)</li> <li>• Form 1099-K (merchant card and third party network transactions)</li> <li>• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)</li> <li>• Form 1099-C (canceled debt)</li> <li>• Form 1099-A (acquisition or abandonment of secured property)</li> </ul> <p>Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.</p> <p>If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.</p>																																																				

Cat. No. 10231X

Form **W-9** (Rev. 10-2018)





### 6.3.5.20 Profile Sheet

#### PROFILE SHEET

Complete Vendor/Bidder Name		
<a href="#">Rose International, Inc.</a>		
Vendor/Bidder Address		
<a href="#">16401 Swingley Ridge Rd, Suite 300, Chesterfield MO 63017</a>		
Contact Person's Name	Telephone Number(s)	
<a href="#">Teri Elder, Director, State and Local Government</a>	<a href="#">(636) 812-4000, ext. 7016</a>	
Contact Email Address:	Company Website Address:	
<a href="mailto:telder@roselT.com">telder@roselT.com</a>	<a href="http://www.roselT.com">www.roselT.com</a>	
Texas Secretary of State (SOS) File Number: <a href="#">0801386271</a>	Effective Texas Secretary of State (SOS) Registration Date: <a href="#">02/19/2011</a>	State of Formation: <a href="#">Missouri</a>
Federal Tax ID Number (EIN)/SSN:		
<a href="#">43-1634470</a>		
Data Universal Number System (DUNS Number):		
<a href="#">80-304-1466</a>		
Commercial and Government Entity (CAGE) Code:		
Type of Business:		
<a href="#">Service - Staffing (admin/clerical, engineering, financial, IT, business professional), Named Resource and IC Compliance Program (payrolling), Brand Leveraged Talent Solutions, Prime Vender Services, Call Center Solution, Application Development, Database Performance Optimization, Project Management.</a>		
Years in Business:		
<a href="#">25 years</a>		
Year Established:		
<a href="#">1993</a>		
Number of Employees:		
<a href="#">5000</a>		
Business Structure: Check all that apply.		
<input checked="" type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Partnership	<input type="checkbox"/> Joint Venture
<input checked="" type="checkbox"/> Corporation	<input type="checkbox"/> Limited Liability Company	<input type="checkbox"/> Other – Please Specify
Business Ownership: Check only if it applies.		
<input checked="" type="checkbox"/> Asian	<input type="checkbox"/> Black/African American	<input type="checkbox"/> American Indian/Alaska Native
<input type="checkbox"/> Caucasian/White	<input type="checkbox"/> Hispanic/Latino	<input type="checkbox"/> Other – Please Specify
Check Appropriate Gender: <input checked="" type="checkbox"/> Female <input type="checkbox"/> Male		



---

## **Tab 5 – Cost, Financial Information, and SBE Forms**

**(Do not include this information or data on the electronic version (CD, Flash or USB Drive))**

### **6.3.5.21 Cost and Other Fees Proposal**

**Must be submitted in separate sealed envelope (Envelope 1) and labeled accordingly (Original and Two Copies).**

*Please find attached cost and other fees proposal information in the separate sealed envelope (Envelope 1)*

### **6.3.5.22 Financial Condition and Stability**

**Must be in separate sealed envelope (Envelope 2) and labeled accordingly (Original and Two Copies).**

*Please find attached the financial condition and stability information in the separate sealed envelope (Envelope 2)*

### **6.3.5.23 Small Business Enterprise Program Mandatory Forms**

**Must be submitted in separate sealed envelope (Envelope 3) and labeled accordingly (Original and Two Copies).**

*Please find attached Small Business Enterprise Program Mandatory Forms in the separate sealed envelope (Envelope 3)*

# CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.  
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

## OFFICE USE ONLY CERTIFICATION OF FILING

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

Rose International Inc.  
Chesterfield, MO United States

Certificate Number:  
2020-590632

Date Filed:  
02/20/2020

Date Acknowledged:

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

Dallas County Purchasing Department

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

RFP # 2019-051-6815

TEMPORARY INFORMATION TECHNOLOGY (IT) STAFFING AUGMENTATION SERVICES

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.



### 6 UNSWORN DECLARATION

My name is Michael D Henley and my date of birth is 9/27/1962

My address is 3225 West Truman Blvd. Jefferson City MO 65109 USA  
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in Cole County, State of Missouri, on the 20<sup>th</sup> day of February, 2020  
(month) (year)

Michael D Henley  
Signature of authorized agent of contracting business entity  
(Declarant)

# 6.3.5.16 Texas Government Code Chapter 2270 Verification Form



## TEXAS GOVERNMENT CODE CHAPTER 2270 VERIFICATION FORM

I, Teri Elder (Person name), the undersigned representative of (Company or Business name) Rose International Inc. (hereafter referred to as "company") being an adult over the age of eighteen (18) years of age, do hereby depose and verify under oath that the company named-above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:

1. Does not boycott Israel currently; and
2. Will not boycott Israel during the term of the contract between company and Dallas County, Texas.

Pursuant to Section 2270.001, Texas Government Code:

1. "Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and

2. "Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.

Teri Elder  
Signature

Teri Elder  
Printed Name

Director of State and Local Government  
Title

5/24/2019  
Date

AFFIX NOTARY STAMP / SEAL ABOVE



I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.

Teri Elder

Signature of authorized agent of contracting business entity

Sworn to and subscribed before me, by the said Notary Public, this the 24 day of May, 20 19, to certify which, witness my hand and seal of office.

Dana N. Schmitz  
Signature of officer administering oath

Dana N. Schmitz  
Printed name of officer administering oath

Notary Public  
Title of officer administering oath



TEXAS GOVERNMENT CODE CHAPTER 2252 CERTIFICATION FORM

I, Larry Crane (Person name), the undersigned  
representative of (Company or Business name) Rose International, Inc.

(hereafter referred to as "company") being an adult over the age of  
eighteen (18) years of age, do hereby depose and verify under oath that the company named-above, under the  
provisions of Subtitle F, Title 10, Government Code Chapter 2252:

1. IS NOT listed on the website of the Comptroller of the State of Texas concerning the listing of companies  
that are identified under Section 806.051, 807.051 or Section 2253.153; and
2. Will not be listed during the term of the contract between company and Dallas County, Texas.

Pursuant to Section 2252.152 and 2252.153, Texas Government Code:

Sec. 2252.152. CONTRACTS WITH COMPANIES ENGAGED IN BUSINESS WITH IRAN, SUDAN, OR FOREIGN TERRORIST  
ORGANIZATION PROHIBITED. A governmental entity may not enter into a governmental contract with a company that is  
identified on a list prepared and maintained under Section 806.051, 807.051, or 2252.153.

Sec. 2252.153. LISTED COMPANIES. The comptroller shall prepare and maintain, and make available to each governmental  
entity, a list of companies known to have contracts with or provide supplies or services to a foreign terrorist organization.

[Signature]

Larry Crane

Signature

Printed Name

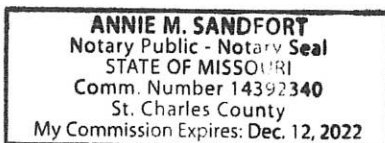
CFO

12/27/2019

Title

Date

AFFIX NOTARY STAMP / SEAL ABOVE



I swear, or affirm, under penalty of perjury, that the  
above disclosure is true and correct.

\_\_\_\_\_  
Signature of authorized agent of contracting business entity

Sworn to and subscribed before me, by the said State, this the 27th day of  
December 20 19, to certify which, witness my hand and seal of office.

Annie M Sandfort

Annie M Sandfort

Notary Public

Signature of officer  
administering oath

Printed name of officer  
administering oath

Title of officer  
administering oath



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## Tab 4 – Required Forms

### 6.3.5.13 Title VI Assurances/Compliance – Appendix A Form

#### TITLE VI ASSURANCES/COMPLIANCE -- APPENDIX A

##### A. Assurances

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees as follows:

1. **Compliance with Regulations:** The Contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, the Federal Highway Administration, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Nondiscrimination:** The Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Nondiscrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the Federal Highway Administration to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Nondiscrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to: a. withholding payments to the contractor under the contract until the contractor complies; and/or b. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the Federal Highway Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation



by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

**B. Nondiscrimination Authorities**

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

**Pertinent Nondiscrimination Authorities:**

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 U.S.C. § 4 71, Section 4 7123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration's Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U .S.C. 1681 et seq).

**C. Representations and Warranties**

The Contractor also makes the following representations and warranties to Dallas County:

1. It has taken the steps necessary to effectuate Title VI requirements.
2. Disadvantaged business enterprises are afforded equal opportunity to submit bids/proposals as sub-contractors or sub-consultants and will not be discriminated against on the grounds of race, color, sex, age, disability, religion, veteran status, or national origin in consideration of a selection or award.
3. Neither contractor or any subcontractors or sub-recipients that will participate in activities to be funded as a result of this contract/bid/solicitation, are listed on the debarred list due to violations of Title VI or VII of the Civil Rights Act of 1964, nor are there any proposed parties to this contract, or any subcontract resulting therefrom, aware of any pending action which might result in such debarment or disqualification.

D. Title VI Complaints

Any person who, based on race, religion, color, national origin, sex, age, or disability believes that he/she has been excluded from participation in, denied benefits or services of any program or activity administered by Dallas County or its sub-recipients, consultants and contractors may bring forth a discrimination complaint under Title VI. Only complaints based on the complainant's protected status will be considered under Title VI. The complainant may file a signed, written complaint up to **180 calendar days** from the date of the alleged act of discrimination or the date the person(s) became aware of the alleged act(s) of discrimination. Complaints must be filed in writing, signed by the complainant and/or the complainant's representative, or filed in person with the Dallas County Title VI Coordinator at the following address:

Dallas County Human Resources  
Dallas County Director of Human Resources and Title VI Coordinator  
Renaissance Tower, Floor 23  
1201 Elm St., Ste. 2300-B  
Dallas, Texas 75270  
(214) 653-7638 (phone)  
(214) 653-7608 (fax)

A copy of the Dallas County Title VI Non Discrimination Plan and Documents, and complaint forms, may be obtained at: [http://www.dallascounty.org/departments/HR/title\\_vi.php](http://www.dallascounty.org/departments/HR/title_vi.php) or at the physical address listed above.

A complainant may also contact the Federal Coordination and Compliance Office, Civil Rights Division at the Title VI Hotline: 888-TITLE-06 (888-848-5306) or send a letter to:

U.S. Department of Justice  
Civil Rights Division  
Federal Coordination and Compliance Section, NWB  
950 Pennsylvania Avenue, N.W.  
Washington, D.C. 20530  
1-888-848-5306

More information on Title VI is available from the Justice Department online at [www.justice.gov](http://www.justice.gov).





Contractor shall comply with all reasonable requests made in the course of an investigation of Title VI and these assurances by Dallas County, the Texas Department of Transportation, the US Department of Transportation, the US Department of Justice, or any other federal or state agency. Failure to comply with such reasonable requests will be deemed a breach of this contract/bid/solicitation.

E. Enforcement

The contractor affirmatively acknowledges that it will be subject to Title VI, the implementing regulations, and any enforcement measures therein. In addition to any enforcement action by Dallas County, the contractor acknowledges that the United States and the State of Texas has a right to seek judicial enforcement with regard to any matter arising under Title VI, including the assurances herein.

**CONTRACTOR'S FULL NAME:** Rose International, Inc.

A handwritten signature in black ink, appearing to read "Teri Eldon", written over a horizontal line.

Signature, Authorized Representative of Contractor

6/3/2019

Date

Director

Title

**6.3.5.14 Campaign Contribution Form**



**VOLUNTARY MORATORIUM ON CAMPAIGN CONTRIBUTIONS**

In accordance with Dallas County's Transparency Policy, parties interested in responding to this RFP/RFQ are encouraged to sign this statement indicating your willingness to temporarily refrain from making any donation to any Dallas County elected official or candidate for office whose office (or potential office) has any involvement in the selection process for the associated contract during the pendency of the RFP/RFQ through thirty (30) days after the contract is awarded.

We hereby agree as stated;

Firm Name: Rose International, Inc.

Signature and Title of Individual Authorized to Bind Company:

Teri Elder

Title: Director

Print Name: Teri Elder

Date: 6/3/19

# EEO-1 Form (To be submitted by the prime and any sub with 20% or more of the contract)

NAME OF FIRM: Rose International

Section D- EMPLOYMENT DATA

Employment at this establishment- Report all permanent full and part-time employees including apprentices and on-the-job trainees unless specifically excluded as set forth in the instructions. Enter the appropriate figures on all lines and in all columns. Blank spaces will be considered as zeros.

Number of Employees (Report employees in only one category)

Job Categories	Race/Ethnicity												TOTAL COL. A-N		
	Hispanic or Latino						Not-Hispanic or Latino								
	Male						Female								
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Executive/Senior Level officials and Managers	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
First/Mid-Level Officials and Managers	2	0	2	2	0	0	0	0	3	2	0	1	0	0	2
Professionals	3	0	1	3	0	1	0	0	8	2	0	3	0	0	12
Technicians	4	0	3	1	1	1	0	1	2	0	0	1	0	0	18
Sales Workers	5	0	0	0	0	0	0	0	1	2	0	0	0	0	10
Administrative Support Workers	6	5	10	4	0	0	1	0	12	30	0	0	0	1	69
Craft Workers	7	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Operatives	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Laborers and Helpers	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Workers	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	11	5	12	10	12	1	1	1	28	36	0	5	0	1	114

1. Date(s) of payroll period used: Active employees 12-27-19 (Omit on the Consolidated Report.)

Section E- ESTABLISHMENT INFORMATION (Omit on the Consolidated Report). What is the major activity of this establishment? (Be specific, i.e. manufacturing steel casings, retail grocer, wholesale plumbing supplies, title insurance, etc. Include the specific type of product or type of service provided, as well as the principal business or industrial activity.)

Section F- REMARKS- Use this item to give any identification data appearing on the last EEO-1 report which differs from that given above, explain major changes in composition of reporting units and other pertinent information

Section G- CERTIFICATION

Check One	1	<input type="checkbox"/>	All reports are accurate and were prepared in accordance with the instructions. (Check on Consolidated Report only.)
	2	<input checked="" type="checkbox"/>	This report is accurate and was prepared in accordance with the instructions

Name of Certifying Official: Mandi Ashby Title: HR Compliance Manager Signature: Mandi Ashby Date: 12-27-19

Name of person to contact regarding this report: Mandi Ashby Title: HR Compliance Manager Address (Number and Street): 16305 Swinging Key Pl

City and State: Chesterfield, MO 63017 Zip Code: 63017 Telephone No. (including area code and extension): 636-218-4100 Email address: mashby@roseint.com

All reports and information obtained from individual reports will be kept confidential as required by Section 709(e) of Title VII. ALL FULLY FALSE STATEMENTS ON THIS REPORT ARE PUNISHABLE BY LAW, U.S. CODE, TITLE 18, SECTION 1001.

Description of Race and Ethnic Identification and Job Categories are found at: <http://www.eeoc.gov/eeo/survey/2007/instructions.cfm> / Appendix 4 Race and Ethnic Identification / and Appendix 5 Description of Job Categories





**RFP No. 2019-051-6815**  
**Request for Proposal**  
**For**  
**Temporary Information Technology (IT) Staffing Augmentation Services**  
**Envelope 1 - Cost and Other Fees Proposal**

**ORIGINAL**

ROSE INTERNATIONAL • PEOPLE MAKING IT HAPPEN

VOICE  
636-812-4000

16401 SWINGLEY RIDGE ROAD  
SUITE 300 • CHESTERFIELD, MO 63017

FAX  
636-812-0078

WEB  
[www.roseIT.com](http://www.roseIT.com)





## COST AND OTHER FEES PROPOSAL

**Proposer Company Name:** Rose International, Inc.

Rates proposed must be inclusive of all burdened elements of cost, including but not limited to current local, city, or state ordinances, overhead expenditures, training and recruiting costs, profit, general and administrative expenses, wages, payroll processing, salaries, benefits, expenses, workers compensation, insurance coverage, federal income tax withholding, FICA, social security taxes, federal and state unemployment taxes, payroll taxes, and any similar taxes relating to its employees used in the performance of the contract agreement. The successful proposer/contractor further agrees to comply with all Federal, State and local wage and hour laws and all licensing laws applicable to its employees or other personnel furnished under this contract agreement.

The quantities listed on the solicitation are based on historical data and do not indicate intent to purchase or a guarantee of future business. Dallas County is obligated to pay for only those services actually performed by an authorized County employee and then received as required and accepted by Dallas County in accordance to the contract agreement. No guarantee of the actual service/product requirement is implied or expressed by this service contract.

**Proposer "must" provide pricing on all positions listed. Failure to do so will result in the proposal being deemed non-response. All positions listed are considered exempt positions and do not receive overtime pay.**

Position Title	Quantity	Pay Rate/ Hour	Bill Rate/ Hour	Conversion Charge <b>If the County elects to hire the Agency employee prior to six hundred and forty (640) billable hours or sixteen (16) weeks. The County will pay in accordance to the Flat Fee Scale proposed by Proposer for Temp to Perm Conversion</b>
1. Network Engineer	4000 hours	\$44	\$60	<b>1- 160 hours:</b> <u>\$2,750.00</u> /Flat Fee <b>161-320 hours</b> <u>\$2,000.00</u> /Flat Fee <b>321- 480 hours</b> <u>\$1,500.00</u> /Flat Fee <b>481- 640 hours</b> <u>\$750.00</u> /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>



2. Senior .Developer (.BizTalk)	4000 hours	\$60	\$81	<u>\$2,750.00 /Flat Fee</u> <b>161-320 hours</b> <u>\$2,000.00 /Flat Fee</u> <b>321- 480 hours</b> <u>\$1,500.00 /Flat Fee</u> <b>481- 640 hours</b> <u>\$750.00 /Flat Fee</u>  <b>641 hours and over: Free - No Conversion</b> <b>Charge will be paid by Dallas County to the</b> <b>Agency.</b>
3. Sr. Oracle Applications Systems Administrator	4000 hours	\$55	\$75	<u>\$2,750.00 /Flat Fee</u> <b>161-320 hours</b> <u>\$2,000.00 /Flat Fee</u> <b>321- 480 hours</b> <u>\$1,500.00 /Flat Fee</u> <b>481- 640 hours</b> <u>\$750.00 /Flat Fee</u>  <b>641 hours and over: Free - No Conversion</b> <b>Charge will be paid by Dallas County to the</b> <b>Agency.</b>
4. Senior Business Analyst	4000 hours	\$57	\$77	<u>\$2,750.00 /Flat Fee</u> <b>161-320 hours</b> <u>\$2,000.00 /Flat Fee</u> <b>321- 480 hours</b> <u>\$1,500.00 /Flat Fee</u> <b>481- 640 hours</b> <u>\$750.00 /Flat Fee</u>  <b>641 hours and over: Free - No Conversion</b> <b>Charge will be paid by Dallas County to the</b> <b>Agency.</b>
5. Senior Security Analyst	4000 hours	\$60	\$81	<u>\$2,750.00 /Flat Fee</u> <b>161-320 hours</b> <u>\$2,000.00 /Flat Fee</u> <b>321- 480 hours</b> <u>\$1,500.00 /Flat Fee</u> <b>481- 640 hours</b> <u>\$750.00 /Flat Fee</u>  <b>641 hours and over: Free - No Conversion</b> <b>Charge will be paid by Dallas County to the</b> <b>Agency.</b>



6. Senior Systems Analyst	4000 hours	\$57	\$77	<u>\$2,750.00</u> /Flat Fee 161-320 hours <u>\$2,000.00</u> /Flat Fee 321- 480 hours <u>\$1,500.00</u> /Flat Fee 481- 640 hours <u>\$750.00</u> /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
7. Server Administrator	4000 hours	\$41	\$56	<u>\$2,750.00</u> /Flat Fee 161-320 hours <u>\$2,000.00</u> /Flat Fee 321- 480 hours <u>\$1,500.00</u> /Flat Fee 481- 640 hours <u>\$750.00</u> /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
8. Senior Network Engineer	4000 hours	\$58	\$78	<u>\$2,750.00</u> /Flat Fee 161-320 hours <u>\$2,000.00</u> /Flat Fee 321- 480 hours <u>\$1,500.00</u> /Flat Fee 481- 640 hours <u>\$750.00</u> /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
9. Senior Oracle Application / Database Developer – Functional Support	4000 hours	\$63	\$85	<u>\$2,750.00</u> /Flat Fee 161-320 hours <u>\$2,000.00</u> /Flat Fee 321- 480 hours <u>\$1,500.00</u> /Flat Fee 481- 640 hours <u>\$750.00</u> /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>





10. Senior Server Administrator	4000 hours	\$46	\$62	<u>\$2,750.00</u> /Flat Fee 161-320 hours <u>\$2,000.00</u> /Flat Fee 321- 480 hours <u>\$1,500.00</u> /Flat Fee 481- 640 hours <u>\$750.00</u> /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
11. Senior SQL Database Administrator	4000 hours	\$62	\$84	<u>\$2,750.00</u> /Flat Fee 161-320 hours <u>\$2,000.00</u> /Flat Fee 321- 480 hours <u>\$1,500.00</u> /Flat Fee 481- 640 hours <u>\$750.00</u> /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
12. IT Enterprise Applications Architect	4000 hours	\$75	\$101	<u>\$2,750.00</u> /Flat Fee 161-320 hours <u>\$2,000.00</u> /Flat Fee 321- 480 hours <u>\$1,500.00</u> /Flat Fee 481- 640 hours <u>\$750.00</u> /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
13. IT Enterprise BizTalk Architect	4000 hours	\$90	\$122	<u>\$2,750.00</u> /Flat Fee 161-320 hours <u>\$2,000.00</u> /Flat Fee 321- 480 hours <u>\$1,500.00</u> /Flat Fee 481- 640 hours <u>\$750.00</u> /Flat Fee  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>



14. IT Enterprise Server & Storage Architect	4000 hours	\$68	\$92	<u>\$2,750.00 /Flat Fee</u> 161-320 hours <u>\$2,000.00 /Flat Fee</u> 321- 480 hours <u>\$1,500.00 /Flat Fee</u> 481- 640 hours <u>\$750.00 /Flat Fee</u>  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
15. Senior Project Manager	4000 hours	\$75	\$101	<u>\$2,750.00 /Flat Fee</u> 161-320 hours <u>\$2,000.00 /Flat Fee</u> 321- 480 hours <u>\$1,500.00 /Flat Fee</u> 481- 640 hours <u>\$750.00 /Flat Fee</u>  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>
16. Quality Assurance Analyst	4000 hours	\$45	\$61	<u>\$2,750.00 /Flat Fee</u> 161-320 hours <u>\$2,000.00 /Flat Fee</u> 321- 480 hours <u>\$1,500.00 /Flat Fee</u> 481- 640 hours <u>\$750.00 /Flat Fee</u>  <b>641 hours and over: Free - No Conversion Charge will be paid by Dallas County to the Agency.</b>

Rebate Incentive (see section x for details): 1%

#### Drug Testing Services

10 Panel Drug Screen: Must test for - Amphetamines, Barbiturates, Cocaine, Cannabinoids, Methaqualone, Opiates, Phencyclidine, Benzodiazepines, Methadone, and Propoxyphene. \$38.50/test

List any other fees, charges, and/or expenses associated with this RFP (if any):

List any special resources, skills or services which your organization offer and cost that are not specifically addressed in this RFP, but would be available as part of this agreement.



# EEO-1 Form (To be submitted by the prime and any sub with 20% or more of the contract)

NAME OF FIRM: Rose International

## Section D- EMPLOYMENT DATA

Employment at this establishment- Report all permanent full and part-time employees including apprentices and on-the-job trainees unless specifically excluded as set forth in the instructions. Enter the appropriate figures on all lines and in all columns. Blank spaces will be considered as zeros.

Number of Employees (Report employees in only one category)

Job Categories	Race/Ethnicity															TOTAL COL A-N
	Hispanic or Latino		Not-Hispanic or Latino													
			Male						Female							
			Male	Female	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or more races	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
Executive/Senior Level officials and Managers	11	0	0							2						2
First/Mid-Level Officials and Managers	12	0	2	2						3	2		1			12
Professionals	2	0	0	1	3	1				8	2		3			18
Technicians	3	0	0	3	1	1			1	2			1			10
Sales Workers	4	0	0							1	2					3
Administrative Support Workers	5	5	10	4	6		1			12	30			1		69
Craft Workers	6	0	0													
Operatives	7	0	0													
Laborers and Helpers	8	0	0													
Service Workers	9	0	0													
TOTAL PREVIOUS YEAR	10	5	12	10	12	1	2	1	1	28	36		5		1	114
TOTAL	11															

1. Date(s) of payroll period used: Active employees 12-27-19 (Omit on the Consolidated Report.)

Section E-ESTABLISHMENT INFORMATION (Omit on the Consolidated Report) What is the major activity of this establishment? (Be specific, i.e. manufacturing steel casings, retail grocer, wholesale plumbing supplies, title insurance, etc. Include the specific type of product or type of service provided, as well as the principal business or industrial activity.)

Section F-REMARKS-Use this item to give any identification data appearing on the last EEO-1 report which differs from that given above, explain major changes in composition of reporting units and other pertinent information

## Section G- CERTIFICATION

Check One	1	<input type="checkbox"/>	All reports are accurate and were prepared in accordance with the instructions. (Check on Consolidated Report only.)
	2	<input checked="" type="checkbox"/>	This report is accurate and was prepared in accordance with the instructions

Name of Certifying Official	<u>Mandi Ashby</u>	Title	<u>HR Compliance Manager</u>	Signature	<u>Mandi Ashby</u>	Date	<u>12-27-19</u>
Name of person to contact regarding this report	<u>Mandi Ashby</u>	Title	<u>HR Compliance Manager</u>	Address (Number and Street)	<u>516355 Swingley Pl</u>		
City and State	<u>Chesterfield, MO 63017</u>	Zip Code	<u>63017</u>	Telephone No. (including area code and extension)	<u>636 212 4100</u>	Email address	<u>mandi.ashby@roseint-</u>

All reports and information obtained from individual reports will be kept confidential as required by Section 709(e) of Title VII. WILL FULLY FALSE STATEMENTS ON THIS REPORT ARE PUNISHABLE BY LAW, U.S. CODE, TITLE 18, SECTION 1001

Description of Race and Ethnic Identification and Job Categories are found @ <http://www.eeoc.gov/employers/eeo1survey/2007instructions.cfm> / Appendix 4 Race and Ethnic Identification / and Appendix 5 Description of Job Categories

# EEO-1 Form (To be submitted by the prime and any sub with 20% or more of the contract)

NAME OF FIRM:

## Section D- EMPLOYMENT DATA

Employment at this establishment- Report all permanent full and part-time employees including apprentices and on-the-job trainees unless specifically excluded as set forth in the instructions. Enter the appropriate figures on all lines and in all columns. Blank spaces will be considered as zeros.

Number of Employees (Report employees in only one category)

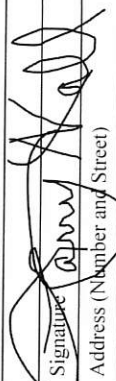
Job Categories		Race/Ethnicity														TOTAL COL. A-N	
		Hispanic or Latino		Not-Hispanic or Latino													
				Male						Female							
		Male	Female	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or more races	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or more races		
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
Executive/Senior Level officials and Managers	1.1				2												
First/Mid-Level Officials and Managers	1.2			2	2												
Professionals	2																
Technicians	3	1		5	11	2		1									
Sales Workers	4																
Administrative Support Workers	5																
Craft Workers	6																
Operatives	7																
Laborers and Helpers	8			1	1												
Service Workers	9																
TOTAL PREVIOUS YEAR	10	1		7	15	2		1									26
TOTAL	11																
1. Date(s) of payroll period used: DECEMBER 13TH (Omit on the Consolidated Report.)																	

1. Date(s) of payroll period used: DECEMBER 13TH (Omit on the Consolidated Report.)

Section E-ESTABLISHMENT INFORMATION (Omit on the Consolidated Report). What is the major activity of this establishment? (Be specific, i.e., manufacturing steel casings, retail grocer, wholesale plumbing supplies, title insurance, etc. Include the specific type of product or type of service provided, as well as the principal business or industrial activity.) IT Services

Section F- REMARKS-Use this item to give any identification data appearing on the last EEO-1 report which differs from that given above, explain major changes in composition of reporting units and other pertinent information

## Section G- CERTIFICATION

Check One	1 <input type="checkbox"/>	All reports are accurate and were prepared in accordance with the instructions. (Check on Consolidated Report only.)
	2 <input checked="" type="checkbox"/>	This report is accurate and was prepared in accordance with the instructions.
Name of Certifying Official Larry Hall		
Name of person to contact regarding this report Larry Hall		
City and State Dallas Tx	Zip Code 75243	Telephone No. (including area code and extension) 214-341-7638
Signature 		Date 1-9-20
Address (Number and Street)		Email address lhall@qnetis.com

All reports and information obtained from individual reports will be kept confidential as required by Section 709(e) of Title VII. WILLFULLY FALSE STATEMENTS ON THIS REPORT ARE PUNISHABLE BY LAW, U.S CODE, TITLE 18, SECTION 1001

Description of Race and Ethnic Identification and Job Categories are found @ <http://www.eeoc.gov/employers/eeo1survey/2007instructions.cfm> / Appendix 4. Race and Ethnic Identification / and Appendix 5. Description of Job Categories

**Exhibit 2**  
**Incumbent Current Hourly Rates**

### Sum Theory - Current Hourly Rates

Line Item	Description	Category Name	UOM	Price
1	Network Engineer (Hourly Rate) line 1	Professional Services (Not Otherwise Classified) 962-58	Hours	78.69
2	Network Engineer (1-160 hours) line 1A	Professional Services (Not Otherwise Classified) 962-58	Each	16,640.98
3	Network Engineer (161-320 hours) line 1B	Professional Services (Not Otherwise Classified) 962-58	Each	15,128.17
4	Network Engineer (321-480 hours) line 1C	Professional Services (Not Otherwise Classified) 962-58	Each	13,615.35
5	Network Engineer (481-640 hours) line 1D	Professional Services (Not Otherwise Classified) 962-58	Each	12,102.53
6	Senior Developer- .BizTalk (Hourly Rate) line 2	Professional Services (Not Otherwise Classified) 962-58	Hours	95.32
7	Senior Developer (1-160 hours) line 2A	Professional Services (Not Otherwise Classified) 962-58	Each	20,157.23
8	Senior Developer (161-320 hours) line 2B	Professional Services (Not Otherwise Classified) 962-58	Each	18,324.83
9	Senior Developer (321-480 hours) line 2C	Professional Services (Not Otherwise Classified) 962-58	Each	16,492.35
10	Senior Developer (481-640 hours) line 2D	Professional Services (Not Otherwise Classified) 962-58	Each	14,659.87
11	Senior Oracle Applications Systems Administrator (Hourly Rate) line 3	Professional Services (Not Otherwise Classified) 962-58	Hours	84.72
12	Senior Oracle Applications Systems Administrator (1-160 hours) line 3A	Professional Services (Not Otherwise Classified) 962-58	Each	17,914.05
13	Senior Oracle Applications Systems Administrator (161-320 hours) line 3B	Professional Services (Not Otherwise Classified) 962-58	Each	16,285.50
14	Senior Oracle Applications Systems Administrator (321-480 hours) line 3C	Professional Services (Not Otherwise Classified) 962-58	Each	14,656.95
15	Senior Oracle Applications Systems Administrator (481-640 hours) line 3D	Professional Services (Not Otherwise Classified) 962-58	Each	13,028.40
16	Senior Business Analyst (Hourly Rate) line 4	Professional Services (Not Otherwise Classified) 962-58	Hours	77.20
17	Senior Business Analyst (1-160 hours) line 4A	Professional Services (Not Otherwise Classified) 962-58	Each	16,329.13
18	Senior Business Analyst (161-320 hours) line 4B	Professional Services (Not Otherwise Classified) 962-58	Each	14,844.67
19	Senior Business Analyst (321-480 hours) line 4C	Professional Services (Not Otherwise Classified) 962-58	Each	13,360.20
20	Senior Business Analyst (481-640 hours) line 4D	Professional Services (Not Otherwise Classified) 962-58	Each	11,875.73

21 Senior Security Analyst (Hourly Rate) line 5	Professional Services (Not Otherwise Classified) 962-58	Hours	78.74
22 Senior Security Analyst (1-160 hours) line 5A	Professional Services (Not Otherwise Classified) 962-58	Each	16,652.72
23 Senior Security Analyst (161-320 hours) line 5B	Professional Services (Not Otherwise Classified) 962-58	Each	15,138.83
24 Senior Security Analyst (321-480 hours) line 5C	Professional Services (Not Otherwise Classified) 962-58	Each	13,624.95
25 Senior Security Analyst (481-640 hours) line 5D	Professional Services (Not Otherwise Classified) 962-58	Each	12,111.07
26 Senior Systems Analyst (Hourly Rate) line 6	Professional Services (Not Otherwise Classified) 962-58	Hours	74.39
27 Senior Systems Analyst (1-160 hours) line 6A	Professional Services (Not Otherwise Classified) 962-58	Each	15,733.67
28 Senior Systems Analyst (161-320 hours) line 6B	Professional Services (Not Otherwise Classified) 962-58	Each	14,303.33
29 Senior Systems Analyst (321-480 hours) line 6C	Professional Services (Not Otherwise Classified) 962-58	Each	12,873.00
30 Senior Systems Analyst (481-640 hours) line 6D	Professional Services (Not Otherwise Classified) 962-58	Each	11,442.67
31 Server Administrator (Hourly Rate) line 7	Professional Services (Not Otherwise Classified) 962-58	Hours	67.05
32 Server Administrator (1-160 hours) line 7A	Professional Services (Not Otherwise Classified) 962-58	Each	14,181.20
33 Server Administrator (161-320 hours) line 7B	Professional Services (Not Otherwise Classified) 962-58	Each	12,892.00
34 Server Administrator (321-480 hours) line 7C	Professional Services (Not Otherwise Classified) 962-58	Each	11,602.80
35 Server Administrator (481-640 hours) line 7D	Professional Services (Not Otherwise Classified) 962-58	Each	10,313.60
36 Senior Network Engineer (Hourly Rate) line 8	Professional Services (Not Otherwise Classified) 962-58	Hours	90.18
37 Senior Network Engineer (1-160 hours) line 8A	Professional Services (Not Otherwise Classified) 962-58	Each	19,069.97
38 Senior Network Engineer (161-320 hours) line 8B	Professional Services (Not Otherwise Classified) 962-58	Each	17,336.33
39 Senior Network Engineer (321-480 hours) line 8C	Professional Services (Not Otherwise Classified) 962-58	Each	15,602.70
40 Senior Network Engineer (481-640 hours) line 8D	Professional Services (Not Otherwise Classified) 962-58	Each	13,869.07
Senior Oracle Application/Database Developer-	Professional Services (Not Otherwise Classified) 962-58		
41 Functional Support (Hourly Rate) line 9	Professional Services (Not Otherwise Classified) 962-58	Hours	85.57
Senior Oracle Application/Database Developer-	Professional Services (Not Otherwise Classified) 962-58		
42 Functional Support (1-160 hours) line 9A	Professional Services (Not Otherwise Classified) 962-58	Each	18,098.38
Senior Oracle Application/Database Developer-	Professional Services (Not Otherwise Classified) 962-58		
43 Functional Support (161-320 hours) line 9B	Professional Services (Not Otherwise Classified) 962-58	Each	16,453.17



44	Senior Oracle Application/Database Developer- Functional Support (321-480 hours) line 9C	Professional Services (Not Otherwise Classified) 962-58	Each	14,807.85
45	Senior Oracle Application/Database Developer- Functional Support (481-640 hours) line 9D	Professional Services (Not Otherwise Classified) 962-58	Each	13,162.53
46	Senior Server Administrator (Hourly Rate) line 10	Professional Services (Not Otherwise Classified) 962-58	Hours	82.00
47	Senior Server Administrator (1-160 hours) line 10A	Professional Services (Not Otherwise Classified) 962-58	Each	17,341.50
48	Senior Server Administrator (161-320 hours) line 10B	Professional Services (Not Otherwise Classified) 962-58	Each	15,765.00
49	Senior Server Administrator (321-480 hours) line 10C	Professional Services (Not Otherwise Classified) 962-58	Each	14,188.50
50	Senior Server Administrator (481-640 hours) line 10D	Professional Services (Not Otherwise Classified) 962-58	Each	12,612.00
51	Senior SQL Database Administrator (Hourly Rate) line 11	Professional Services (Not Otherwise Classified) 962-58	Hours	100.93
52	Senior SQL Database Administrator (1-160 hours) line 11A	Professional Services (Not Otherwise Classified) 962-58	Each	21,345.50
53	Senior SQL Database Administrator (161-320 hours) line 11B	Professional Services (Not Otherwise Classified) 962-58	Each	19,405.00
54	Senior SQL Database Administrator (321-480 hours) line 11C	Professional Services (Not Otherwise Classified) 962-58	Each	17,464.50
55	Senior SQL Database Administrator (481-640 hours) line 11D	Professional Services (Not Otherwise Classified) 962-58	Each	15,524.00
56	IT Enterprise Applications Architect (Hourly Rate) line 12	Professional Services (Not Otherwise Classified) 962-58	Hours	105.01
57	IT Enterprise Applications Architect (1-160 hours) line 12A	Professional Services (Not Otherwise Classified) 962-58	Each	22,207.72
58	IT Enterprise Applications Architect (161-320 hours) line 12B	Professional Services (Not Otherwise Classified) 962-58	Each	20,188.83
59	IT Enterprise Applications Architect (321-480 hours) line 12C	Professional Services (Not Otherwise Classified) 962-58	Each	18,169.95
60	IT Enterprise Applications Architect (481-640 hours) line 12D	Professional Services (Not Otherwise Classified) 962-58	Each	16,151.07
61	IT Enterprise BizTalk Architect (Hourly Rate) line 13	Professional Services (Not Otherwise Classified) 962-58	Hours	108.21
62	IT Enterprise BizTalk Architect (1-160 hours) line 13A	Professional Services (Not Otherwise Classified) 962-58	Each	22,886.60
63	IT Enterprise BizTalk Architect (161-320 hours) line 13B	Professional Services (Not Otherwise Classified) 962-58	Each	20,806.00
64	IT Enterprise BizTalk Architect (321-480 hours) line 13C	Professional Services (Not Otherwise Classified) 962-58	Each	18,725.40
65	IT Enterprise BizTalk Architect (481-640 hours) line 13D	Professional Services (Not Otherwise Classified) 962-58	Each	16,644.80
66	IT Enterprise Server & Storage Architect (Hourly Rate) line 14	Professional Services (Not Otherwise Classified) 962-58	Hours	80.61

IT Enterprise Server & Storage Architect (1-160 67 hours) line 14A	Professional Services (Not Otherwise Classified) 962-58	Each	17,050.92
IT Enterprise Server & Storage Architect (161-320 68 hours) line 14B	Professional Services (Not Otherwise Classified) 962-58	Each	15,500.83
IT Enterprise Server & Storage Architect (321-480 69 hours) line 14C	Professional Services (Not Otherwise Classified) 962-58	Each	13,950.75
IT Enterprise Server & Storage Architect (481-640 70 hours) line 14D	Professional Services (Not Otherwise Classified) 962-58	Each	12,400.67
71 Senior Project Manager (Hourly Rate) line 15	Professional Services (Not Otherwise Classified) 962-58	Hours	110.70
72 Senior Project Manager (1-160 hours) line 15A	Professional Services (Not Otherwise Classified) 962-58	Each	23,415.15
73 Senior Project Manager (161-320 hours) line 15B	Professional Services (Not Otherwise Classified) 962-58	Each	21,286.50
74 Senior Project Manager (321-480 hours) line 15C	Professional Services (Not Otherwise Classified) 962-58	Each	19,157.85
75 Senior Project Manager (481-640 hours) line 15D	Professional Services (Not Otherwise Classified) 962-58	Each	17,029.20
76 Quality Assurance Analyst (Hourly Rate) line 16	Professional Services (Not Otherwise Classified) 962-58	Hours	42.69
77 Quality Assurance Analyst (1-160 hours) line 16A	Professional Services (Not Otherwise Classified) 962-58	Each	9,031.00
78 Quality Assurance Analyst (161-320 hours) line 16B	Professional Services (Not Otherwise Classified) 962-58	Each	8,210.00
Quality Assurance Analyst (321-480 hours) line 79 16C	Professional Services (Not Otherwise Classified) 962-58	Each	7,389.00
Quality Assurance Analyst (481-640 hours) line 80 16D	Professional Services (Not Otherwise Classified) 962-58	Each	6,568.00
81 Project Manager (Hourly Rate) line 17	Professional Services (Not Otherwise Classified) 962-58	Hours	95.06
82 Project Manager (1-160 hours) line 17A	Professional Services (Not Otherwise Classified) 962-58	Each	20,103.23
83 Project Manager (161-320 hours) line 17B	Professional Services (Not Otherwise Classified) 962-58	Each	18,275.67
84 Project Manager (321-480 hours) line 17C	Professional Services (Not Otherwise Classified) 962-58	Each	16,448.10
85 Project Manager (481-640 hours) line 17D	Professional Services (Not Otherwise Classified) 962-58	Each	14,620.53
86 Panel Drug Test, line 17	Professional Services (Not Otherwise Classified) 962-58	Each	60.00
87 Updated Sr. Project Manager	Professional Services (Not Otherwise Classified) 962-58	Hours	128.75
88 CJIS Senior Project Manager	Professional Services (Not Otherwise Classified) 962-58	Hours	113.30
89 CJIS Senior SQL Database Administrator	Professional Services (Not Otherwise Classified) 962-58	Hours	105.00

90 ERP ANALYST SENIOR	Professional Services (Not Otherwise Classified) 962-58	Hours	98.98
91 BUSINESS ANALYST SENIOR	Professional Services (Not Otherwise Classified) 962-58	Hours	72.77
92 MAINFRAME SYSTEMS ADMINISTRATOR	Professional Services (Not Otherwise Classified) 962-58	Hours	77.29
93 PROJECT MANAGER	Professional Services (Not Otherwise Classified) 962-58	Hours	92.29
94 VOICE ENGINEER	Professional Services (Not Otherwise Classified) 962-58	Hours	85.00

**Rose International, Inc - Current Hourly Rates**

<b>Line Item</b>	<b>Description</b>	<b>Category Name</b>	<b>UOM</b>	<b>Price</b>
1	Network Engineer (Hourly Rate) line 1	IT Consulting, (Not Otherwise Classified) 918-71	Hours	60.00
2	Network Engineer (1-160 hours) line 1A	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
3	Network Engineer (161-320 hours) line 1B	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
4	Network Engineer (321-480 hours) line 1C	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
5	Network Engineer (481-640 hours) line 1D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
6	Senior Developer- .BizTalk (Hourly Rate) line 2	IT Consulting, (Not Otherwise Classified) 918-71	Hours	81.00
7	Senior Developer (1-160 hours) line 2A	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
8	Senior Developer (161-320 hours) line 2B	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
9	Senior Developer (321-480 hours) line 2C	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
10	Senior Developer (481-640 hours) line 2D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
11	Senior Oracle Applications Systems Administrator (Hourly Rate) line 3	IT Consulting, (Not Otherwise Classified) 918-71	Hours	75.00
12	Senior Oracle Applications Systems Administrator (1-160 hours) line 3A	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
13	Senior Oracle Applications Systems Administrator (161-320 hours) line 3B	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
14	Senior Oracle Applications Systems Administrator (321-480 hours) line 3C	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
15	Senior Oracle Applications Systems Administrator (481-640 hours) line 3D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
16	Senior Business Analyst (Hourly Rate) line 4	IT Consulting, (Not Otherwise Classified) 918-71	Hours	77.00
17	Senior Business Analyst (1-160 hours) line 4A	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
18	Senior Business Analyst (161-320 hours) line 4B	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
19	Senior Business Analyst (321-480 hours) line 4C	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
20	Senior Business Analyst (481-640 hours) line 4D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
21	Senior Security Analyst (Hourly Rate) line 5	IT Consulting, (Not Otherwise Classified) 918-71	Hours	81.00

22 Senior Security Analyst (1-160 hours) line 5A	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
23 Senior Security Analyst (161-320 hours) line 5B	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
24 Senior Security Analyst (321-480 hours) line 5C	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
25 Senior Security Analyst (481-640 hours) line 5D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
26 Senior Systems Analyst (Hourly Rate) line 6	IT Consulting, (Not Otherwise Classified) 918-71	Hours	77.00
27 Senior Systems Analyst (1-160 hours) line 6A	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
28 Senior Systems Analyst (161-320 hours) line 6B	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
29 Senior Systems Analyst (321-480 hours) line 6C	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
30 Senior Systems Analyst (481-640 hours) line 6D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
31 Server Administrator (Hourly Rate) line 7	IT Consulting, (Not Otherwise Classified) 918-71	Hours	56.00
32 Server Administrator (1-160 hours) line 7A	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
33 Server Administrator (161-320 hours) line 7B	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
34 Server Administrator (321-480 hours) line 7C	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
35 Server Administrator (481-640 hours) line 7D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
36 Senior Network Engineer (Hourly Rate) line 8	IT Consulting, (Not Otherwise Classified) 918-71	Hours	78.00
37 Senior Network Engineer (1-160 hours) line 8A	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
38 Senior Network Engineer (161-320 hours) line 8B	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
39 Senior Network Engineer (321-480 hours) line 8C	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
40 Senior Network Engineer (481-640 hours) line 8D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
41 Functional Support (Hourly Rate) line 9 Senior Oracle Application/Database Developer-	IT Consulting, (Not Otherwise Classified) 918-71	Hours	85.00
42 Functional Support (1-160 hours) line 9A Senior Oracle Application/Database Developer-	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
43 Functional Support (161-320 hours) line 9B Senior Oracle Application/Database Developer-	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
44 Functional Support (321-480 hours) line 9C Senior Oracle Application/Database Developer-	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
45 Functional Support (481-640 hours) line 9D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00



46 Senior Server Administrator (Hourly Rate) line 10	IT Consulting, (Not Otherwise Classified) 918-71	Hours	62.00
47 Senior Server Administrator (1-160 hours) line 10A Senior Server Administrator (161-320 hours) line	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
48 10B Senior Server Administrator (321-480 hours) line	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
49 10C Senior Server Administrator (481-640 hours) line	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
50 10D Senior SQL Database Administrator (Hourly Rate)	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
51 line 11 Senior SQL Database Administrator (1-160 hours)	IT Consulting, (Not Otherwise Classified) 918-71	Hours	84.00
52 line 11A Senior SQL Database Administrator (161-320	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
53 hours) line 11B Senior SQL Database Administrator (321-480	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
54 hours) line 11C Senior SQL Database Administrator (481-640	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
55 hours) line 11D IT Enterprise Applications Architect (Hourly Rate)	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
56 line 12 IT Enterprise Applications Architect (1-160 hours)	IT Consulting, (Not Otherwise Classified) 918-71	Hours	101.00
57 line 12A IT Enterprise Applications Architect (161-320	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
58 hours) line 12B IT Enterprise Applications Architect (321-480	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
59 hours) line 12C IT Enterprise Applications Architect (481-640	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
60 hours) line 12D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
61 IT Enterprise BizTalk Architect (Hourly Rate) line 13 IT Enterprise BizTalk Architect (1-160 hours) line	IT Consulting, (Not Otherwise Classified) 918-71	Hours	122.00
62 13A IT Enterprise BizTalk Architect (161-320 hours) line	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
63 13B IT Enterprise BizTalk Architect (321-480 hours) line	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
64 13C IT Enterprise BizTalk Architect (481-640 hours) line	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
65 13D IT Enterprise Server & Storage Architect (Hourly	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
66 Rate) line 14 IT Enterprise Server & Storage Architect (1-160	IT Consulting, (Not Otherwise Classified) 918-71	Hours	92.00
67 hours) line 14A IT Enterprise Server & Storage Architect (161-320	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
68 hours) line 14B IT Enterprise Server & Storage Architect (321-480	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
69 hours) line 14C	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00

IT Enterprise Server & Storage Architect (481-640 70 hours) line 14D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
71 Senior Project Manager (Hourly Rate) line 15	IT Consulting, (Not Otherwise Classified) 918-71	Hours	101.00
72 Senior Project Manager (1-160 hours) line 15A	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
73 Senior Project Manager (161-320 hours) line 15B	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
74 Senior Project Manager (321-480 hours) line 15C	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
75 Senior Project Manager (481-640 hours) line 15D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
76 Quality Assurance Analyst (Hourly Rate) line 16	IT Consulting, (Not Otherwise Classified) 918-71	Hours	61.00
77 Quality Assurance Analyst (1-160 hours) line 16A	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,750.00
Quality Assurance Analyst (161-320 hours) line 78 16B	IT Consulting, (Not Otherwise Classified) 918-71	Each	2,000.00
Quality Assurance Analyst (321-480 hours) line 79 16C	IT Consulting, (Not Otherwise Classified) 918-71	Each	1,500.00
Quality Assurance Analyst (481-640 hours) line 80 16D	IT Consulting, (Not Otherwise Classified) 918-71	Each	750.00
81 Panel Drug Test, line 17	IT Consulting, (Not Otherwise Classified) 918-71	Each	38.50