



**COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT**

Contract No. UCPJMU5317

This contract entered into this 29th day of October 2018, by **Nautiquos Business Solutions, LLC** hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From November 1, 2018 through October 31, 2019 with four (4) one-year renewal options.

The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposal # MLO-981 dated September 15, 2017:
 - (a) The Statement of Needs,
 - (b) The General Terms and Conditions,
 - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions,
 - (d) Addendum No. One dated October 10, 2017,
 - (e) Addendum No. Two dated October 17, 2017;
- (3) The Contractor's Proposal dated November 2, 2017 and the following negotiated modifications to the Proposal, all of which documents are incorporated herein.
 - (a) Negotiations Summary dated October 3, 2018,
 - (b) Commonwealth of Virginia Agency Contract Form Addendum To Contractor's Form dated September 5, 2018, which shall govern in the event of conflict.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

By: [Signature]
(Signature)

SUJWALA PUTTAGUNTA
(Printed Name)

Title: CEO/PM

PURCHASING AGENCY:

By: [Signature]
(Signature)

Leah Frank
(Printed Name)

Title: Procurement Manager



**RFP # MLO-981, Information Technology Consulting Services
Negotiation Summary for Nautiquos Business Solutions, LLC**

October 3, 2018

1. Contractor's pricing schedule for the Purchasing Agency is as follows:

Role/Designation	Onsite Hourly Rate
Oracle Technical Consultant	\$97.00
Oracle Apps Technical Consultant	\$101.00
Oracle Applications Techno-Functional Consultant	\$122.00
Oracle Financials Functional Consultant	\$113.00
Oracle Apps Functional Consultant	\$109.00
Oracle Techno Functional Consultant	\$113.00
Senior Oracle Database Administrator	\$89.00
Oracle Database Administrator	\$93.00
Oracle Project Manager	\$105.00
<i>Oracle/PeopleSoft Enterprise Solutions</i>	
PeopleSoft Enterprise Solutions	\$113.00
PeopleSoft Technical Consultant	\$101.00
PeopleSoft Financials Functional Consultant	\$113.00
PeopleSoft Functional Consultant	\$109.00
PeopleSoft Business Consultant	\$113.00
PeopleSoft Payroll Tester	\$97.00
PeopleSoft Developer	\$101.00
PeopleSoft HCM Functional Consultant	\$105.00



**RFP # MLO-981, Information Technology Consulting Services
Negotiation Summary for Nautiquos Business Solutions, LLC**

October 3, 2018

<i>Desktop and Mobile Device Management</i>	
Desktop and Mobile Device Management	\$113.00
Android Developer	\$97.00
iOS Developer	\$109.00
Mobile Application Developer	\$89.00
Desktop Administration	\$49.00
Desktop Support Administration	\$57.00
<i>Microsoft</i>	
.Net Developer	\$89.00
C# Developer	\$97.00
SharePoint Developer	\$113.00
SQL Developer	\$97.00
SQL DBA	\$89.00
SDET	\$81.00
Web Developer	\$97.00
Project Manager	\$97.00
<i>Security and Federation Services</i>	
Security Architect	\$97.00
System Administrator	\$45.00
IAM & Active Directory – Program Manager	\$87.00



**RFP # MLO-981, Information Technology Consulting Services
Negotiation Summary for Nautiquos Business Solutions, LLC**

October 3, 2018

IT Infrastructure Administrator	\$49.00
Help Desk Support Technician	\$34.00
Project Manager – Infrastructure	\$75.00
Network Architect Enterprise Networking and Security Solutions	\$81.00
Windows System Engineer (Security, Infrastructure)	\$68.00
Senior AWS/Azure Windows Engineer	\$76.00
Desktop Support Technician	\$37.00
Microsoft Systems Administrator	\$81.00
Senior Desktop Engineer	\$62.00
Desktop Support Technician	\$37.00
Systems Engineer	\$75.00
IT System Administrator	\$45.00
Desktop Windows Engineer	\$52.00
System Administrator II	\$58.00
SCCM Administrator	\$75.00
Windows Engineer	\$68.00
<i>Cisco Technologies, Infrastructure Support, and Virtualization</i>	
IT Infrastructure Manager	\$87.00
Administrator IT Infrastructure Service Desk	\$41.00
Project Management Senior Infrastructure Engineer	\$78.00



**RFP # MLO-981, Information Technology Consulting Services
Negotiation Summary for Nautiquos Business Solutions, LLC**

October 3, 2018

Helpdesk – Infrastructure Support	\$36.00
IT Infrastructure Project Managers (Data Center Migration)	\$94.00
Infrastructure Architect	\$94.00
Support Engineer	\$52.00
System Engineer	\$53.00
Senior Systems and Virtualization Engineer	\$55.00
<i>Audio Video Technologies</i>	
Audio Visual Technician	\$42.00
Audio Visual Support Technician	\$42.00
Supervisor of Audio Visual & Event Technology	\$37.00
Telecommunications Engineer III	\$73.00
Audio Visual Team Lead	\$42.00
Systems Engineer	\$45.00
<i>NEC Voice and Collaboration Technologies</i>	
Solutions Architect	\$79.00
Systems Administrator	\$55.00
Sales Engineer – IT Infrastructure and Unified Communications	\$81.00
Systems Integration Consultant	\$68.00
Voice Infrastructure Analyst – III/IV	\$49.00
Telecom Analyst	\$42.00



**RFP # MLO-981, Information Technology Consulting Services
Negotiation Summary for Nautiquos Business Solutions, LLC**

October 3, 2018

Network Voice Communications Analyst – Communications Center (CC)	\$55.00
<i>VoIP and Unified Communications</i>	
Network Engineer	\$58.00
Device Support II	\$37.00
Senior Technical Support Engineer	\$65.00
Senior VoIP Engineer	\$105.00
Senior Telecommunications Engineer	\$53.00
Network Operations Technician	\$52.00
Voice/VoIP Field Service Engineer	\$55.00
Network/VoIP Engineer	\$79.00
Unified Communications Engineer, VoIP Engineer	\$79.00
Telecommunications Lead	\$66.00
Network Engineer – Infrastructure Planning & Implementation	\$87.00
<i>Cellular and RF Technologies</i>	
RF Management or System Engineering	\$71.00
LTE Test Engineer	\$96.00
Field Applications Engineer	\$81.00
Wireless Wifi Network Engineer	\$55.00
Network/Telecom Engineer/Manager	\$73.00
Senior Product manager, M2M, IoT & Payment Solutions	\$78.00



**RFP # MLO-981, Information Technology Consulting Services
Negotiation Summary for Nautiquos Business Solutions, LLC**

October 3, 2018

Senior RF Engineer	\$113.00
<i>Distributed Antenna Systems</i>	
Structured Cabling Technician	\$102.00
Senior RF DAS Engineer	\$81.00
Operations, Project, VP, Engineer, LTE, DAS, Wireless Manager	\$52.00
Senior Field Technician	\$81.00
Senior Network Analyst/Manager	\$37.00
R&D Consultant, Systems Engineer, Software Architect	\$73.00
Telecommunications Engineer	\$75.00
Antenna Engineer, RF Engineer	\$71.00
RF Engineer III	\$81.00
<i>SAP</i>	
SAP FICO (Finance & Controlling)	\$75.00
HR (Human Resource)	\$70.00
PP (Product Planning)	\$86.00
MM (Material Management)	\$68.00
SD (Sales & Distribution)	\$71.00
<i>Embedded Developer</i>	
Embedded Engineer	\$65.00
Embedded C++ Developer	\$86.00



**RFP # MLO-981, Information Technology Consulting Services
Negotiation Summary for Nautiquos Business Solutions, LLC**

October 3, 2018

Firmware Engineer	\$81.00
<i>Project Manager</i>	
Technician Project Manager	\$79.00
Senior Project Manager or Scrum Master	\$92.00
Senior Development Business Analyst	\$68.00
<i>Java</i>	
Full Stack Developer	\$62.00
Java Frontend Developer	\$63.00
Java Backend Developer	\$107.00
Angular JS Developer	\$62.00
Java Architect	\$79.00
SOA Architect	\$102.00
Java AWS Developer	\$83.00
<i>MicroStrategy</i>	
Information Technology Consultant	\$76.00
<i>Tableau</i>	
Information Technology Consultant	\$96.00
<i>Kronos</i>	
Kronos Functional	\$70.00
Kronos Developer	\$76.00



**RFP # MLO-981, Information Technology Consulting Services
Negotiation Summary for Nautiquos Business Solutions, LLC**

October 3, 2018

Kronos Analyst	\$76.00
Kronos Administrator	\$89.00

2. Onsite pricing shall be inclusive of all travel costs.
3. Billable hours shall be for actual work hours on authorized projects/tasks rounded to the quarter hour. Billable hours shall not include travel time.
4. Contractor shall not invoice the Purchasing Agency for travel expenses for work performed offsite within a 25 mile radius from James Madison University located at 800 South Main Street, Harrisonburg, VA 22807.
5. Should additional travel be required during the term of this contract, all travel expenses shall be in accordance with the U.S. General Services Administration (GSA) allowance for lodging, meals, and incidentals.

<http://www.gsa.gov/portal/content/104877>

<http://www.gsa.gov/portal/content/101518>

6. Contractor shall extend the following additional discounts to James Madison University:
 - a. 2.5% discount for projects over \$15,000.00
 - b. 4.0% discount for Tele Work projects over \$15,000.00
 - c. Net 5 Payment Terms: 1%
 - d. Net 10 Payment Terms: 0.75%
 - e. Net 15 Payment Terms: 0.5%
7. Contractor shall extend a 0.5% discount to any agency or institution utilizing this cooperative contract.
8. Contractor shall provide detailed invoicing to include project title, number of hours worked onsite and/or offsite, role of individual(s) performing the work, and specific tasks performed.
9. The Purchasing Agency reserves the right to reject any assigned personnel at any time with or without cause. Contractor shall provide a suitable replacement within a timely manner.
10. Contractor has disclosed all potential fees. Additional charges will not be accepted.

**COMMONWEALTH OF VIRGINIA AGENCY
CONTRACT FORM ADDENDUM TO CONTRACTOR'S FORM**

AGENCY NAME: James Madison University

CONTRACTOR NAME: NAUTIQUE BUSINESS SOLUTIONS, LLC.

DATE: 9/5/2018

The Commonwealth and the Contractor are this day entering into a contract and, for their mutual convenience, the parties are using the standard form agreement provided by the Contractor. This addendum, duly executed by the parties, is attached to and hereby made a part of the contract. In the event that the Vendor enters into terms of use agreements or other agreements of understanding with University employees and students (whether electronic, click-through, verbal, or in writing), the terms and conditions of this Agreement shall prevail.

The Contractor represents and warrants that it is a(n) // individual proprietorship // association // partnership ☒ corporation // governmental agency or authority authorized to do in Virginia the business provided for in this contract. (Check the appropriate box.)

Notwithstanding anything in the Contractor's form to which this Addendum is attached, the payments to be made by the Commonwealth for all goods, services and other deliverables under this contract shall not exceed Purchase Order Amounts; payments will be made only upon receipt of a proper invoice, detailing the goods/services provided and submitted to James Madison University. The total cumulative liability of the Commonwealth, its officers, employees and agents in connection with this contract or in connection with any goods, services, actions or omissions relating to the contract, shall not under any circumstance exceed payment of the above maximum purchase price plus liability for an additional amount equal to such maximum purchase price. In its performance under this contract, the Contractor acts and will act as an independent contractor, and not as an agent or employee of the Commonwealth.

The Contractor's form contract is, with the exceptions noted herein, acceptable to the Commonwealth. Nonetheless, because certain standard clauses that may appear in the Contractor's form agreement cannot be accepted by the Commonwealth, and in consideration of the convenience of using that form, and this form, without the necessity of specifically negotiating a separate contract document, the parties hereto specifically agree that, notwithstanding any provisions appearing in the attached Contractor's form contract, none of the following paragraphs 1 through 18 shall have any effect or be enforceable against the Commonwealth:

1. Requiring the Commonwealth to maintain any type of insurance either for the Commonwealth's benefit or for the contractor's benefit;
2. Renewing or extending the agreement beyond the initial term or automatically continuing the contract period from term to term;
3. Requiring or stating that the terms of the attached Contractor's form agreement shall prevail over the terms of this addendum in the event of conflict;
4. Requiring the Commonwealth to indemnify or to hold harmless the Contractor for any act or omission;
5. Imposing interest charges contrary to that specified by the Code of Virginia, §2.2-4347 through 2.2-4354, Prompt Payment;
6. Requiring the application of the law of any state other than Virginia in interpreting or enforcing the contract or requiring or permitting that any dispute under the contract be resolved in the courts of any state other than Virginia;
7. Requiring any total or partial compensation or payment for lost profit or liquidated damages by the Commonwealth if the contract is terminated before its ordinary period;
8. Requiring that the contract be "accepted" or endorsed by the home office or by any other officer subsequent to execution by an official of the Commonwealth before the contract is considered in effect;

9. Delaying the acceptance of this contract or its effective date beyond the date of execution;
10. Limiting or adding to the time period within which claims can be made or actions can be brought;
11. Limiting the liability of the Contractor for property damage or personal injury. The parties agree that this clause does not extend the Contractor's liability beyond its own acts or those of its agents/employees;
12. Permitting unilateral modification of this contract by the Contractor;
13. Binding the Commonwealth to any arbitration or to the decision of any arbitration board, commission, panel or other entity;
14. Obligating the Commonwealth to pay costs of collection or attorney's fees;
15. Granting the Contractor a security interest in property of the Commonwealth;
16. Bestowing any right or incurring any obligation that is beyond the duly granted authority of the undersigned agency representative to bestow or incur on behalf of the Commonwealth.
17. Requiring the "confidentiality" of the agreement, in whole or part, without (i) invoking the protection of Section 2.2-4342F of the Code of Virginia in writing prior to signing the agreement (ii) identifying the data or other materials to be protected, and (iii) stating the reasons why protection is necessary.
18. Requiring the Commonwealth to reimburse for travel and living expenses in excess of the agency policy located at <https://www.jmu.edu/financemanual/procedures/4215mie.shtml>.

This Agency contract consisting of this Agency addendum and the attached Contractor's form contract constitute the entire agreement between the parties and may not be waived or modified except by written agreement between the parties.

This contract has been reviewed by staff of the agency. Its substantive terms are appropriate to the needs of the agency and sufficient funds have been allocated for its performance by the agency. This contract is subject to appropriations by the Virginia General Assembly.

IN WITNESS WHEREOF, the parties have caused this contract to be duly executed, intending thereby to be legally bound.

AGENCY by

Title

Printed Name

Matasha J. Owend
Buyer Senior
MATASHA OWEND

CONTRACTOR by

Title

Printed Name

Sujwala
CEO IPH
SUJWALA. PUTTAGUNTA.

JUL. 2009

A photograph of the James Madison University building, featuring a prominent white portico with columns and a clock tower. The building is set against a clear blue sky. A dark blue semi-transparent banner is overlaid on the bottom half of the image, containing white text.

James Madison University

Information Technology Consulting Services

RFP # MLO-981

November 2, 2017

Proposal Response

Submitted by:

Nautiquos Business Solutions, LLC

306 E Main St

Luray, VA 22835



Letter of Submittal

Commonwealth of Virginia
James Madison University
Procurement Services MSC 5720
752 Ott Street, Wine Price Bldg.
First Floor, Suite 1023
Harrisonburg, VA 22807

November 2, 2017

Dear Selection Panel Members,

In Response to the subject RFP# MLO-981 "Information Technology Consulting Services" for Commonwealth of Virginia, James Madison University (JMU), Nautiquos Business Solutions, LLC is pleased to submit our Expression of Interest. Herein we detail our desire to extend our successful partnership and dedication to Information Technology Consulting Services. We have had the privilege to work in Information Technology Services for over 25 years. We have assembled a strong and familiar team that Commonwealth of Virginia, JMU can rely on to successfully deliver your projects. Our team offers Commonwealth of Virginia, JMU:

- A strong local presence in Virginia with continuity of key local staff
- An experienced and dedicated Project Manager, Sujwala Puttagunta
- Design and Develop solutions tailored to your needs
- Proven emergency response performance
- Programmatic Management and Reinforcement of Commonwealth of Virginia, JMU needs

In order to efficiently address your needs and to demonstrate our commitment to the Commonwealth of Virginia, James Madison University, the following professional firm with Information Technology Consulting Services experience have been included on our team.

- **Nautiquos Business Solutions, LLC (Prime):** A SWaM certified, will provide all Project Management, design, development, implementation and training for the IT industry.
- **PeopleTech Group, Inc.:** Subsidiary of Nautiquos Business Solutions, LLC having development center and headquarter at Bellevue, WA owns all the certifications and licenses to implement the project and Gold Partnership with Oracle, Microsoft and certified partner with SAP, Amazon Web Services, CISCO and MuleSoft.

We have in the past successfully provided and continue to provide on a service to leading companies including FORTUNE 500 clients such as **Microsoft, Amazon, Expedia, Weyerhaeuser and PEMCO Insurance.**

We believe that you will find our response fully appreciative of JMU's objectives and goals. We pledge to continue meeting the needs of Commonwealth of Virginia, JMU with the high level of quality and the proactive stance we have applied to all our clients and contracts.

We appreciate the opportunity to present our qualifications and we look forward to the opportunity to serving Commonwealth of Virginia, JMU, and working closely with the JMU Team to meet the needs.



Our proposal will be valid for 60 days after the submission. We once again thank you for the opportunity given to present this proposal and look forward to working with you.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Sujwala Puttagunta', with a small horizontal line underneath.

Sujwala Puttagunta, Project Manager
Nautiquos Business Solutions, LLC
sputtagunta@nautiquos.com



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Executive Summary

Nautiquos Business Solutions, LLC (Nautiquos) is pleased to submit a proposal to James Madison University (JMU) in response to its Request for Proposal. Our response is intended to showcase where Nautiquos' capabilities lay, the areas of expertise, experience and also the methodology that we would follow when approaching this project if selected.

At Nautiquos, we have a robust Center of Excellence that focusses on designing and developing easy to use software interfaces that integrate with complex ERP systems. Nautiquos' subsidiary PeopleTech Group (PeopleTech) delivers solutions and consulting services that enhance organizations' productivity by significantly improving the user experience and tailoring systems to the end user's needs. Our expertise helps organizations realize promised ROIs from their enterprise application instances ranging from Microsoft, Oracle/PeopleSoft and Cisco based applications and systems. Nautiquos would like to express its appreciation for giving us the opportunity to respond to JMU's requirement through an RFP.

This response is intended to showcase Nautiquos' rich experience in IT consulting services for various technology based applications and systems including Oracle/PeopleSoft, Desktop Management, Microsoft, Security & Federation Services, Cisco, Audio Visual Technologies, Voice and Collaboration Technologies, VoIP and Unified Communications, Cellular and RF Technologies and other technologies as well like Java, SAP, Project Management etc. Our robust methodology and our innate ability to provide JMU with the right resources as well as the appropriate approach to execute JMU's IT consulting requirements.

In this document, we would showcase our IT consulting expertise, our understanding and experience on various technologies, our approach and methodology, the staffing model proposed and a few case studies of projects of similar scale we have executed in the recent past.

Firm's Qualification

Nautiquos has historically been on the cutting edge of technology right from its inception in 2006 and also is an emerging leader in the Enterprise Applications and IT consulting services marketplace. we extended this image to include Microsoft, Cisco, Virtualization, Web and Mobile technologies, AV and Voice Collaboration technologies, RF and Antenna Systems

Our Value Propositions and differentiators

At Nautiquos, we take pride in our ability to deliver and add value to our customers. Here is our value proposition to JMU:

- Expertise on Oracle/PeopleSoft, Microsoft Technologies and other related applications
- Availability of highly qualified in-house resources
- Matured processes and innovative solutions
- Gold Partnership with Oracle, Microsoft and a certified partner with Cisco, SAP and Mule Soft.
- In-house developed accelerators and frameworks
- Our Global Delivery Model which uses an optimal resourcing model using both on-site as well as offshore locations to provide maximum cost savings and increased productivity
- Nautiquos strategic solution includes maintaining an extended team of resources, to give our customers the flexibility of an immediate ramp up based on the size of the release and billing purely based on the actual usage.
- Our extended team can also be leveraged in the event of existing team not available due to vacation or emergency at no additional cost.
- At Nautiquos, we operate and maintain a full fledged Centre of Excellence lab that captures knowledge, best industry practices and experiences from previous projects.
- Promote execution excellence through periodic reviews of on-going projects.



technologies as an extension of our primary Enterprise Application competence (Oracle/PeopleSoft applications). Our focus is on enterprise resource planning (ERP) and other IT consulting expertise, addressing the most complex of businesses in Higher Education Institutions, Healthcare, government and Public-sector IT requirements. Nautiquos has strategically invested in building out capabilities in next-generation technologies to include PeopleSoft applications, Microsoft applications, Service-Oriented Architecture (SOA), Cisco, Virtualization and Business Intelligence (BI), while expanding the scope of alternate deployment and support models through our managed services group.

Nautiquos draws its expertise from strategic partnerships with technology leaders like Microsoft, Oracle, Cisco and SAP and combines that with the deep understanding of its services. Our core services are ERP implementation, upgrades, custom application development, customization, support, managed services and staff augmentation. Also, we provide core services in Microsoft technologies, Middleware technologies, BI/ Data Analytics, Mobile & Web and IT Infrastructure.

Nautiquos offers a single point of delivery and support through the entire IT lifecycle, from analysis through day-to-day support and operations. Our consultants and engineers have the necessary technical, architectural and project management skills to help mitigate risk associated with business and technical constraints and organizational diversity. We can often accelerate the rate of implementation by utilizing prior project success and experience gained through similar engagements.

Nautiquos provides resources specialize in various skills across technologies, hence improving the project efficiencies in both time and costs. We specialize in the practice of recruiting and resource management and apply this expertise across a breadth of technology stacks. Our staffing services are designed to provide our clients with optimal staffing solutions that accurately assess and manage all consulting requirements. The recruitment processes are constantly updated in order to meet the ever-growing requirements of the industry.

Nautiquos and its subsidiary PeopleTech's Certificates and Awards

- Microsoft Certified Gold Partner
- Globally Preferred Vendor with Microsoft Vendor Program (MSVP)
- Certified Oracle Gold Partner
- Cisco Certified Partner
- Amazon Web Services Partner
- Certified Minority and Women's Business Enterprise
- Certified ISO 27001:2005 Facility: Information Security Management Certified process



1. RFP cover sheet

Return RFP cover sheet and all addenda acknowledgments, if any, signed and filled out as required.

REQUEST FOR PROPOSAL

RFP # MLO-981

Issue Date: September 15, 2017
Title: Information Technology Consulting Services
Issuing Agency: Commonwealth of Virginia
James Madison University
Procurement Services MSC 5720
752 Ott Street, Wine Price Bldg.
First Floor, Suite 1023
Harrisonburg, VA 22807

Period of Contract: From Date of Award Through One Year (Renewable)

Sealed Proposals Will Be Received Until 2:00 p.m. on October 19, 2017 For Furnishing The Services Described Herein.

SEALED PROPOSALS MAY BE MAILED, EXPRESS MAILED, OR HAND DELIVERED DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.

All Inquiries for Information and Clarification Should Be Directed To: Matasha Owens, Buyer Senior, Procurement Services, owensml@jmu.edu, 540/568-3137, (Fax) 540/568-7936 not later than five (5) business days before the proposal closing date.

NOTE: THE SIGNED PROPOSAL AND ALL ATTACHMENTS SHALL BE RETURNED

In compliance with this Request for Proposal and to all the conditions imposed herein, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.


Name and Address of Firm:

Nautiquos Business Solutions, LLC.

306 E Main St, Luray, VA 22835

Date: 2 November 2017

Web Address: www.nautiquos.com

By: 
(Signature in Ink)

Name: Sujwala Puttagunta

(Please Print)

Title: Project Manager

Phone: 703 342 6560

Fax #: 703 378 8101



Email: sputtagunta@nautiquos.com

ACKNOWLEDGE RECEIPT OF ADDENDUM: #1 SP #2 SP #3 _____ #4 _____ #5 _____ (please initial)

SMALL, WOMAN OR MINORITY OWNED BUSINESS:

☒ YES; ☐ NO; IF YES $\Rightarrow \Rightarrow$ ☒ SMALL; ☒ WOMAN; ☐ MINORITY IF MINORITY: ☐ AA; ☐ HA; ☐ AsA; ☐ NW; ☐ Micro

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against an offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

Rev. 12/9/15 (Previous Rev 8/18/15) LMF



2. Plan and methodology

Plan and methodology for providing the goods/services as described in Section IV “Statement of Needs” of this Request for Proposal.

- 1. Provide detailed corporate competencies/experience serving one or more of the technologies listed below.**
 - a. Oracle Core Technologies**
 - b. Oracle/PeopleSoft Enterprise Solutions**
 - c. Desktop and Mobile Device Management**
 - d. Microsoft**
 - e. Security and Federation Services**
 - f. Cisco Technologies, Infrastructure Support, and Virtualization**
 - g. Audio Visual Technologies**
 - h. NEC Voice and Collaboration Technologies**
 - i. VoIP and Unified Communications**
 - j. Cellular and RF Technologies**
 - k. Distributed Antenna Systems**
 - l. Other Technology & Systems**

a. Oracle Core Technologies

Nautiquos’ Oracle Practice combines the power of Oracle’s best-of-breed products with our deep expertise and wide experience to offer an enterprise an unbeatable advantage. We have been delivering measurable business value to our clients with business transformation, accelerating innovation and efficient operations – enabling them to go fortified into the next generation of business. Nautiquos is focused on providing clients with end-to-end Oracle services. We have a track record of implementing and supporting Oracle applications for numerous industries and customers worldwide.

Oracle Offerings

Oracle E-Business Suite	Fusion Middleware
Oracle Fusion HCM	Database Management
Hyperion	Business Intelligence Reporting

Nautiquos is an Oracle Gold Partner which provides comprehensive business and industry solutions, empowering organizations to increase productivity, accelerate business performance and lower cost of ownership.

Oracle Services

Nautiquos has devised a range of pioneering offerings which have been expertly designed to ensure the maximum return on customer’s investment. Nautiquos offers OBIEE services ranging from data warehouse and application design, to ETL development, to report/ dashboard design and development.

Also, we provide Cloud services ranging from SaaS, PaaS and IaaS. Our expertise ranges the entire Oracle product gamut including PeopleSoft, E-Business suite, JD Edwards, Siebel, Cloud Applications and Engineered Systems.



Nautiquos provides the following Oracle services to its customers to enhance their business performance.

Implementation and Upgrade	Oracle DBA Support
Custom Development	Enterprise Integrations
Remote Management	Oracle Staff Augmentation
Maintenance and Support	Consulting and Training Services

b. Oracle/PeopleSoft Enterprise Solutions

Nautiquos has been an emerging leader in the Enterprise Applications and IT Services marketplace. Our focus is on enterprise resource planning (ERP) expertise, addressing the most complex of business, higher education and government, healthcare, IT requirements.

Our Oracle/PeopleSoft ERP Practice Snapshot



- Pre-Implementation Assessments
- DBA Services
- 24x7 Oracle Suite Helpdesk
- Implementation, Upgrades, Custom Development
- Upgrade, Optimize and Run
- Application Managed Services



Our PeopleSoft Practice

For over years Nautiquos has maintained a laser like focus at becoming a leader in PeopleSoft Enterprise Solution services in the marketplace. Nautiquos is a Gold level partner in the Oracle Partner Network. By achieving the Gold level, Nautiquos has demonstrated the breadth and depth of its expertise in Oracle products, and ability to leverage Oracle technologies to provide measurable business value to customers globally. We have become recognized as a company that delivers what we promise; impeccable services to our clients. Since then, we have continually adapted our business to stay one step ahead of our clients' needs.

- Nautiquos' PeopleSoft consulting group is a talent pool of **200+** PeopleSoft functional and technical consultants.
- The group has successfully completed more than **100** PeopleSoft engagements and has developed many in-house tools and methodologies that help reduce the total cost of ownership.

Today we not only provide global contract but we also have established a reputation for providing some of the industry's best ERP Systems resources. From a single resource to a complete and multi-faceted project team, Nautiquos is adept at



working with our clients and their management team in implementing, upgrading and supporting PeopleSoft applications as a full ERP service while ensuring that you have just the right skills at the right time to make your project a success.

Nautiquos’ PeopleSoft practice has a pool of technical and functional consultants with extensive experience in PeopleSoft solutions design and deployment at several FORTUNE 500 companies. All of Nautiquos’ PeopleSoft engagements have been delivered with robust quality processes.

Our PeopleSoft Domain Expertise

HCM	Financials	CRM	Supply Chain	e- Modules
<ul style="list-style-type: none"> Core HR Base Benefits Benefit Admin Payroll Payroll Interface Time & Labor 	<ul style="list-style-type: none"> General Ledger Purchasing Accounts Payable Accounts Receivable Asset Management Cash Management Project Costing 	<ul style="list-style-type: none"> Field Service Call Center Marketing Help Desk Sales Products 	<ul style="list-style-type: none"> Billing Order Management Inventory Management 	<ul style="list-style-type: none"> eProfile eManager Desktop eDevelopment eRecruitment eCompensation eBenefits ePay eProcurement eTravel & Expenses
PeopleSoft envisioning	Global Implementation & Rollout	Application sustain	Accelerated upgrade & migration	

c. Desktop and Mobile Device Management

Nautiquos will provide advanced support to all JMU users regarding usage, application software repair, data file access, data communications and all other computer related technical problems. We will staff Desktop Support with experienced specialists who will handle a variety of complex technical questions regarding personal computer hardware and software. Our Desktop Support Specialists will work directly with the JMU users to provide resolutions to problems while following the JMU standard operating procedures. When necessary, our Desktop Support Specialist will use test machines to simulate and replicate the end users problem in an effort to resolve the issue with little or no interruption to the customer. At every desk-side visit our Desktop Support will ensure all necessary updates and patches are applied to the end user’s system proactively. Phone, email and remote support will be utilized when deemed appropriate.

Desktop Configuration Guidance

The Nautiquos Help Desk team will provide JMU with assistance and guidance in support of applications. Nautiquos will implement the use of the Citrix client configuration for remote access to Database and Web applications. Citrix is an easy to use remote-access solution for accessing desktop resources. The Citrix product can be locally installed on the JMU end user’s computer or can run in the JMU Enterprise environment. Citrix is designed to work seamlessly with various products, and will provide JMU with web-based access to all desktop resources. Citrix has an advanced web-based screen-sharing



technology that will work within JMU internet infrastructure and with the JMU firewall. After analyzing JMU infrastructure documentation, Nautiquos has determined that no major infrastructure modifications will be necessary to deploy and run the Citrix software.

Mobile Device Management

Nautiquos’ Mobile device management (MDM) expertise will help serve JMU in the administrative area dealing with deploying, securing, monitoring, integrating and managing mobile devices, such as smartphones, tablets and laptops, in the workplace. Mobile device management is to optimize the functionality and security of mobile devices within the enterprise, while simultaneously protecting the corporate network.

Nautiquos utilizes Mobile device management tools for its clients which allows distribution of applications, data and configuration settings and patches for such devices. Ideally, such tools allow administrators to oversee mobile devices as easily as desktop computers and provides optimal performance for users. Our proposed MDM tools will include application management, file synchronization and sharing, data security tools, and support for either a corporate-owned or personally owned device.

Nautiquos’ proposed mobile device management tool has:

- Compatible with all common handheld device operating platforms and applications.
- Can function through multiple service providers.
- Can be implemented directly over the air, targeting specific devices as necessary.
- Can deploy next-generation hardware, operating platforms and applications quickly.
- Can add or remove devices from the system as necessary to ensure optimum network efficiency and security.

d. Microsoft

Nautiquos provides a wide range of Microsoft Technology services and expert in providing customized solutions. Our services include Conceptualization, Proof of Concept, Architecture, Design, Development, Testing, Test Automation, Deployment, Application Migration Operations Support and Maintenance. We have utilized Microsoft technologies to implement industry specific solutions that are conceived and developed to provide a competitive edge to the client’s business.

Nautiquos has 10+ years of extensive experience in various Microsoft technologies –

1) Azure Cloud - Nautiquos has extensive experience in Azure Cloud Implementation and Migrations. We have migrated on premise applications and databases to Azure cloud environment for numerous customers. Our expertise in Azure consists of

- | | |
|----------------------|----------------------------------|
| • Cloud Computing | • Data and Storage |
| • Internet of Things | • Identity and Access Management |

Nautiquos Value Proposition in Microsoft Technologies

- MSVP Preferred program member for Microsoft – US and India
- More than a decade of partnership with Microsoft
- Large talent pool with Microsoft technology areas like C#/.Net, MS SQL, SharePoint, DW/BI etc.
- Expertise in Microsoft processes/tools and practices
- Global delivery model with robust processes and shared PMO
- Onsite and offshore development centers (US and India)
- Customer centric and quality focused Centre of Excellence
- Better productivity with cost effective solutions
- Accelerate business performance with end-to-end business processes
- Managing projects/engagements through Metrics/SLAs



- Web and Mobile
- Virtual Networking
- Data Analytics
- Cloud Services Management

2) Languages/Frameworks - Nautiquos provides powerful development solutions across the world, for both local and global clients by using below Languages/Frameworks.

- MVC
- MVVM
- C#
- VB.NET
- ASP.NET
- SQL Server
- Web API & Windows/Worker
- Entity Framework
- LINQ & ADO.NET
- WPF & WCF

3) Power BI - Power BI provides an easy-to-use report authoring feature for transforming raw data into rich visuals to enable more effective business insight and decision-making. Below are the Nautiquos Power BI offerings-

- Power BI Data Analyst Services
- Microsoft Data Management Solutions for-
 - BI and Data Warehousing
 - Advanced and Predictive Analytics
 - Internet of Things
 - Master Data Management
- Migration to Power BI Services

4) Microsoft Dynamics - Nautiquos has in-depth expertise in MS Dynamics ERP solutions, that helps to transform your business to the next level. Our expertise lies with Dynamics AX, NAV and CRM applications and these adds value for your business through a strong return on investment (ROI), lower cost of ownership, and quicker time to value. Nautiquos deliver following core capabilities by the MS Dynamics Solutions.

- Financial Management
- Business Intelligence
- Collaboration
- Human Resource Management
- Software-Plus-Services
- Supply Chain Management
- Performance Management
- Project Management
- IT Management

5) SharePoint - Microsoft SharePoint is a first-class solution in terms of portals, collaboration tools, automated processes and content management. SharePoint is a highly-customized tool which can be deployed quickly and easily with a high degree of interoperability. Nautiquos provides following MS SharePoint services.

- Strategy, Roadmap, and Architecture Consulting
- Migration Services
- Upgrade Services
- Implementation Services
- Support and Maintenance Services
- Health Check Services

6) UI Development - Nautiquos UI development team work together with designers and customer insight teams to provide business value to our clients. Following are the UI development services provided by us-



- Implement client side web applications
- Develop single page to large scale applications
- Implement Model-View-View-Model pattern with templates
- Expertise in using Scripting languages, such as Angular JS, EXT JS, Knockout JS, React JS, JavaScript
- Develop mobile applications that run on multiple device platforms
- Expertise in using HTML5, CSS3, Bootstrap

e. Security and Federation Services

Nautiquos has committed to stringent safety and security measures in order to prevent the software from getting infected or corrupted or lost. No matter how large or small is the software, we ensure the security of the information assets. With our security programs, Nautiquos provides well defined frameworks to keep your company and information assets at a desired security level by analyzing the risks you face.

Nautiquos will re-evaluate and update the security program periodically. Below outline the key components of our safety plan:

- Designated Security Officer: The main responsibility of this designated security officer is to coordinate and execute security program
- Risk Assessment: Identifies and assess the potential risks your company encounters and ways how to eliminate/minimize the risks. The risks that are covered in your assessment might include one or more of the following:
 - Physical loss of data
 - Unauthorized access to client data or customer data
 - Data corruption
- Business continuity plan: It includes setting up appropriate backup sites, systems, and data, as well as keeping them up-to-date and ready to take over within defined recovery time
- Regulatory standards compliance: We ensure the data management practices are covered by regulations such as HIPAA (for patient information), PCI (for credit card processing), IEEE, IEC, etc.

Following are the general security practices Nautiquos follows:

- Install and Update Antivirus Software in all the systems and office laptops
- Use A Personal and strong Firewall
- Will keep our Browser And Operating System Up-To-Date with Software Updates
- Activate A Pop-Up Blocker
- Avail auto Scan choice for our Computers for Spyware Regularly
- Keep Product information secure, including designs, plans, patent applications, source code, and drawings
- Customer information, including confidential information you hold on behalf of customers or clients
- Backup important data very often
- Provide security training to employees



Nautiquos' experience with PeopleSoft Security

PeopleSoft “security objects” are an integral part of any implementation or upgrade project. Nautiquos has been instrumental in implementing security objects for multiple PeopleSoft implementations, upgrades and support engagements. Nautiquos assigns a dedicated security team to each of our engagements to manage security objects and their related framework. As a result, we have developed depth and breadth in PeopleSoft security and we can apply that expertise across multiple verticals.

Below is a sample of the types of engagements where we have provided consultation on PeopleSoft security.

Engagement	Total team size	Team for Security	Details of engagement
Weyerhaeuser Company Federal Way, WA	25 team members at peak	2 Developers and one administrator	Ongoing support for their PeopleSoft HR application <ul style="list-style-type: none">Managed end-to-end security objects administrationDefined a new process for development to exclude roles, permission lists, and component registration out of App Designer project migration. Security is directly configured, and changed in production.Every time Dev/Test systems are refreshed; Security objects are exported and reimported.
Amazon Inc. Seattle, WA	40	2 developers, 1 automation tester	PeopleSoft HCM upgrade from 8.9 to 9.2; amazon has heavily customized PeopleSoft delivered security objects. As part of upgrade project it was identified that around 150 roles and 600 permission lists needs to be retrofitted. In all it resulted in thousands of combinations of user, user role, permission list and component navigations. In order to test those, it would have taken 3 members working 8 weeks to do the testing. Instead we wrote PTF automation test suite and tested the security in 3 weeks. The automated test cases were reused for subsequent regression and other validations.
TriNet Technologies, Pleasanton, CA	25	2 Developers	PeopleSoft HCM, FSCM & CRM upgrade from 9.0 to 9.2. <ul style="list-style-type: none">Performed impact analysis and retrofitted all security objectsPerformed unit testing, system testing on retrofitted objectsRetired unwanted customizations
Expedia Inc. Bellevue, WA	12	1	Production support for ongoing PeopleSoft security maintenance and changes for PeopleSoft HCM and Financials applications
Esterline Technologies Bellevue, WA	4	1	As part of migration from PeopleSoft HCM to Oracle HCM Cloud, helped Esterline document current security implementation and map it with requirements and configuration in Oracle HCM Cloud application.

In addition, to the engagements mentioned above, Nautiquos was involved in many other engagements where we have successfully provided “security objects” consultation for on-going support, enhancement, and other day to day request.

Security in PeopleSoft Applications

Security is a critical component of an organization’s core business applications; to effectively secure PeopleSoft applications you need to restrict the usage, viewing and customization of the data and business objects.



PeopleSoft provides internal security features and components to ensure that sensitive application data, such as Personal Identifiable Information (“PII”), performance reviews, financial information, vendor profiles, or other sensitive/proprietary information, do not fall into the wrong hands. When the PeopleSoft Internet Architecture (PIA) is implemented, users need a robust and scalable means to efficiently grant authorization.

Security is applied to all users, including employees, managers, customers, contractors, and suppliers. Users are grouped according to roles and those roles grant them different degrees of access. For instance, there are normally three types of roles/permissions that can be granted to users: Employee role, a Manager role, and an Administrator role. Users who belong to a particular role are granted a specific set of permissions, or authorizations, within the system, which gives them access to features, functions, and data that is unique to that role so that they can complete their daily tasks.

In addition to the underlying data elements the objects and definitions in the PeopleSoft development environment must also be secured from viewing. Nautiquos can implement restrictions to block end users from accessing particular pages and components, including restricting the definitions that the application developers can access using PeopleSoft Application Designer. A definition refers to any of the objects that are created within PeopleSoft Application Designer, such as records, pages, or components. Each object definition may have individual security needs which Nautiquos can address

Before a user can access the PeopleSoft application their credentials/authorization must first pass through several layers of network, OS, and DB security. These security capabilities are defined by the technical environment and need to be configured outside of the PeopleSoft application. Nautiquos can assist in configuring the technical environment to ensure that proper security protocols exist at all levels of the technology stack. A pictorial representation of the environment is given below:

Security can be implemented in the following areas:

- User security.
- Lightweight Directory Access Protocol (LDAP).
- Authentication and single sign on.
- Pluggable cryptography.
- Query and definition security.
- PeopleSoft personalization.

Federation Services

Nautiquos has rich experience in Active Directory Federation Services (ADFS) which is a standards-based service that allows the secure sharing of identity information between JMU’s trusted business partners (known as a federation) across an extranet. When JMU user needs to access a Web application from one of your federation partners, the user's own organization that is JMU is responsible for authenticating the user and providing identity information in the form of "claims" to the partner that hosts the Web application. Nautiquos as hosting partner uses its trust policy to map the incoming claims to claims that are understood by its Web application, which uses the claims to make authorization decisions.

Major Benefits of using ADFS

- Web single sign on (SSO)
- Web Services (WS)- interoperability
- Partner user account management not required
- Claim mapping
- Centralized federated partner management
- Extensible architecture



Nautiquos has successfully used AD FS administration tool for federation Services for our many esteemed clients. Our resources are working on Active Directory for adding users into domain and providing overall sync and support.

f. Cisco Technologies, Infrastructure Support, and Virtualization

Nautiquos has been providing IT infrastructure services in Cisco and Microsoft technologies to many private and public clients since its inception. The Washington State Office of the Superintendent of Public Instruction, Microsoft, Department of Early Learning and Washington State Liquor Control Board are few of our clients where we have done majority of our maintenance, Upgrade and enhancement work.

Our successful projects give a clear understanding of the commitment that we have fostered and the kind of ongoing long-standing relationship with our clients.

Nautiquos has the ability to provide end-to-end Cisco and Oracle stack solutions including Oracle HW/Infrastructure. Being one of the number 1 infrastructure players in the market, we provide you an integrated offering encompassing services, hosting and licenses. We integrate licenses into our model as we have the re-sell rights to most of the Oracle Products across the globe and the ability to leverage our strong 360-degree partnership with Oracle.

Global Coverage – We have a deep knowledge of Oracle infrastructure. We are also the technology support partner for most of Oracle's infrastructure and database.

Agility - This address customer needs in terms of Hosting, consolidation, virtualization, business continuity planning, cloud computing and mainframe services.

Nautiquos' cumulative knowledge, expertise, experience enabled delivery of the highest quality of service and support for the client's infrastructure. Nautiquos is a Microsoft Infrastructure vendor with focus on Cloud, Windows Server, Desktop, Virtualization using System Center and Hyper-V.

One of the organization in Microsoft which handles Datacenter operations in-compliance with Microsoft's corporate policies, Nautiquos has partnered with Microsoft to provide Operations Management, Infrastructure Management and Application support activities. Our infrastructure services include network setup, issue investigation and remediation, network cabling, switches and routers for the new requirements etc.

g. Audio Visual Technologies

Nautiquos has a rich experience in providing complete Audio-Visual solutions to its clients. As a AV Solutions Provider (AVSP), we work with our clients to provide a comprehensive AV system that meets the client's communications needs. Nautiquos pursues a collaborative relationship with the client to understand the needs and recommend solutions to achieve complete customer satisfaction. As AVSP we seek to the client the best possible value and return on investment.

We provide on-going support for the AV system through warranty and maintenance programs to ensure the system's usability and the client's satisfaction. As AVSP, we design or provide a seamless operational interface for components used in a rental environment or permanent installation to create a stable and viable system. Also, we design and integrate AV systems that promote ease-of use, long-term cost-effectiveness and upgradeability

Nautiquos specifies in the proposal and quotation all the necessary components and services required to create the AV system and clearly calls out and discusses any exceptions. We provide appropriate and complete documentation of the system as specified in the vendor's proposal and quotation or the consultant's specification.



Our proposed staff are in programs to become industry certified, to maintain their certification and to keep current on new developments in AV technology. Nautiquos is a source of professional training services to help the client become proficient in using AV technologies and systems and to advance their communications goals.

h. NEC Voice and Collaboration Technologies

Nautiquos has extensive experience in NEC Unified Communication & Collaboration (UC&C) technologies which helps its clients in improving productivity and reducing costs by effectively managing office space and reducing staff travel are just some of the key drivers for businesses and public-sector organizations adopting Unified Communication & Collaboration (UC&C) technologies.

We observe that organizations embracing mobility, messaging and video along with the increased adoption of Activity Based Working (ABW) by leaders who are looking to provide flexible and secure working environments. This drives the need to innovate in order to enable access to people, applications and content from any location and on any device.

UC&C brings together multiple technologies like instant messaging, email, presence voice, video, conferencing and document sharing for an integrated user experience. Nautiquos approach and experience in systems integration allows UC&C functionality to be integrated into almost any business process – across any device from PCs, softphones, smartphones to video conferencing and the latest tablets.

i. VoIP and Unified Communications

Our many years of experience in VoIP and Unified Communications area has projected us to be a successful provider of these services to our clients. We understand that the benefits of communication are numerous and pretty similar to the jump from PSTN to VoIP, but magnified many times over. Just as VoIP makes it possible for enterprise to eliminate an entire network and only have to manage the single data channel, UC makes it even easier to consolidate all corporate communication in one place. Not only does this improve the user experience but it also makes it easy for organizations like JMU to plan for disaster recovery, data backup, legal discovery and other functions.

Nautiquos has implemented many UC tools for its client as it can greatly improve collaboration between teams, groups and even entire branches or locations within the business.

j. Cellular and RF Technologies

Nautiquos' expertise in cellular communication technology gives its clients the ability to extend the bounds of their communications infrastructure to mobile-untethered users. By the help of cellular technology providers like Nautiquos, many corporations similar to JMU can and are translating this mobility to a competitive advantage by enhancing inter and intra-company communication. We support our clients in cellular technology, competing technologies, cellular applications, life cycle phases, cost considerations, hardware and software requirements, strengths, weaknesses, opportunities, and threats found in cellular technology. We also make recommendations on how to incorporate cellular technology into organizations.

We have further experience in the field of cellular technology including quantifying how the technology improves productivity in organizations, developing migration strategies to PCS platforms, and integrating the technology into the existing data network infrastructure.

Nautiquos has provided similar services to its clients recently and in the past. We are celebrating more than 10 years of designing and delivering customized, integrated radio frequency identification (RFID) and real-time locating system (RTLS) safety and security solutions for the healthcare, education and hospitality markets and other industry verticals as well.



k. Distributed Antenna Systems

Today's IT admins face the challenging task of managing the countless amount of mobile devices that connect to enterprise networks every day. Nautiquos' experience in Distributed Antenna Systems (DAS) helps us to support our clients in DAS implementation and support. DAS is a network of antennas that sends and receives cellular signals on a carrier's licensed frequencies, thereby improving voice and data connectivity for end users. It has two basic components –

- 1 - A signal source
- 2 - Distribution system

As a service provider, Nautiquos observes that a distributed antenna system's performance depends on the type of technology it uses.

l. Other Technology & Systems

SAP Experience

Nautiquos has extensive experience in working on SAP modules and deliver expert, high value SAP based solutions and services. We help customers create unique capabilities, streamline processes and establish a formula for business success.

Nautiquos provides a wide range of SAP services and solutions. Below is our SAP service portfolio

Implementations	Support	Upgrades	Rollouts	Others
End-to-end Implementations	L1, L2, L3 Post Production Support	Version upgrades (Technical / Functional)	County Rollout	System Audits
New Dimensions Product Implementation	Application Help Desk	Extending existing Implementations	Company Rollout	Trainings
New Module Implementations	Offsite Development	OS Services Migration	Plant Rollout	User Documentation & Consulting Services
A holistic solution provider for all your system processes				

Our SAP Integration solutions provide a unified interface to manage business data as well as collaboration between the internal teams, vendors and customers.

The solutions extend the user-interface to email clients, mobile phones and browsers seamlessly empowering business users with the information and collaboration features they need to take real-time decisions that are required today.

Web Accessibility

Nautiquos has extensive experience in Accessibility, we have a custom framework which helps our client to gain the advantage in the usability standards. Nautiquos is 100% aware of the benefits of making web content accessibility compliant

- Nautiquos Accessibility Compliance Tool (PACT) framework can be customized for customers with growing needs around accessibility to meet standards and compliances laid by the government.
- PACT framework is combination of multiple scripts that asses a webpage/ website to identify the risks and recommendations associated with Accessibility keeping our customers in mind



Below is an overview of assessment and implementation using PACT

- PACT Framework primary purpose is to ensure the developing/ developed website's meets the established accessibility standards.
- PACT ensures that the website is accessible as a key element of usability.
- PACT checks Web pages against either Section 508 or W3C Web Content Accessibility Guidelines (WCAG 2.0)

PACT Features –

- The PACT tool provides a detailed view of the potential changes that needs to be made in order to pass the respective guideline
- The PACT tool needs the specified URL and webpage along with user credentials if needed.
- The tool can parse the specified HTML Tags/scripts/CSS looking at each webpage and provides noncompliance analysis.
- An assessment report is generated based on non-compliance and a probable fix is suggested.

JavaScript

Nautiquos uses Java technologies to its client to include designing and developing high-volume, low-latency applications for mission-critical systems and delivering high-availability and performance. It contributes in all phases of the development lifecycle and to write well designed, testable, efficient code. Our developers ensure designs are in compliance with specifications and prepare and produce releases of software components on time. It supports continuous improvement by investigating alternatives and technologies and presenting these for architectural review.

User Experience

Nautiquos specializes not only in defining and refining your brand but also extending it online. Our product definition services help companies bring software products and solutions to life, all the while ensuring they meet the brand promise. Delivering efficiency and usability across platforms and technologies. Below are the services that Nautiquos provides through User Experience –

- User Research
- Usability Studies
- User Experience and Design
- Application reengineering
- Custom Application Development
- Online Brand Extension

Mobility

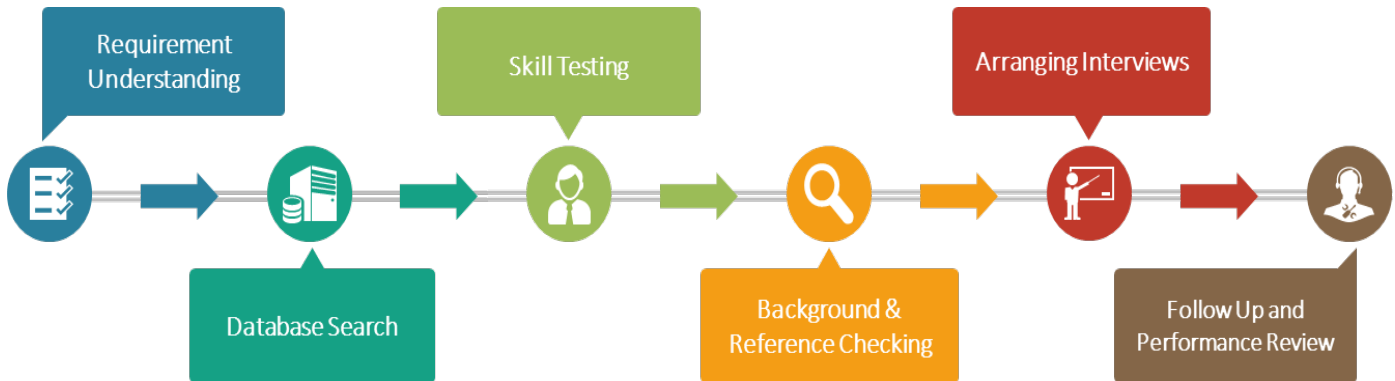
Mobility is the first step towards agility and we help our clients by taking their mobile and making it agile with information and application access across the world.

- Development of Mobile apps for Android, iOS & Windows
- Enterprise Application Integration
- Workflow driven apps
- Mobile Extensibility
- ERP Mobility

2. Describe approach and methodology to providing IT consulting services to James Madison University. Include how your firm would manage the scope of projects.

Approach and Methodology

Nautiquos follows a standard approach in recruitment to ensure the candidates are screened properly with the skill set and experience as per the requirement. To provide JMU with the skilled resources as per the requirement, we follow a 6 step process as shown below



- **Requirement Understanding** – At Nautiquos, we dedicate considerable time and resources in ensuring a complete understanding our clients’ needs. We take the time to get heard and understand our clients’ needs for the position to ensure the best match of the candidate’s knowledge, experience and cultural fit.
- **Database Search** – Using our internal recruiting policy, we first attempt to match the requirements with our current employees. If the search does not provide the right candidate, we are able to quickly expand our search further afield using our database and job portals to identify a best fit.
- **Skill Testing** – Nautiquos uses a variety of skills assessment tools and questionnaires for most technologies to provide fast and effective evaluation of candidates. We have an experienced group of consultants who process the candidates through an extensive interview process to ensure that they are indeed knowledgeable in the field they represent.
- **Background & Reference Checking** – Nautiquos follows a comprehensive background check process as part of the Pre-employment screening. This is a critical component of any risk mitigation program.
- **Arranging Interviews** – Nautiquos then liaises with the selected candidates to arrange interviews at our clients’ convenience, ensuring that they are fully briefed about the exact nature of the position: skills, experience and certifications.
- **Follow Up and Performance Review** – Nautiquos follow-up with the client on a timely basis to ensure that we are providing the highest level of service in the industry.

As staffing expert, we:

- Pre-screen candidates and validate credentials
- Interview and recruit high-performing employees
- Conduct criminal background checks and drug screens
- Provide comprehensive orientation programs
- Schedule, train, and manage personnel
- Hold weekly meetings to monitor performance



- Handle payroll and benefits
- Provide continuous education to maintain staff certifications
- Maintain a comprehensive database of prospective consultants

Background & Reference Checking

The background verification policy is applied to every new employee/sub-contractor. Apart from a general background check, there are specific checks which are done as per the need of the client processes. These include financial, criminal, and general screening.

The background check of new employees is divided into three major parts, which are outlined below:



- **Pre-Screening** – This check is conducted by HR and Recruitment team. This is profile check where details about the candidate’s suitability to the need in Nautiquos are checked
- **Employee Verification** – This check is conducted by HR. References are taken from previous employers regarding responsibilities handled, duration of tenure, general organizational qualities etc.
- **Background Check** – The background checks are conducted by external agency. The kind of checks required is based on specific client requirements.

Following are the checks conducted normally, but it could vary based on the specific requirement of the client.

Education– Graduation and PG check	Database Check–
Professional- Professional courses relevant to the job	Criminal & Civil record database checks (India)
Employment- Last 3 Employments/7 years (HR)	Credit and Reputational risk database checks (India)
References- 2 Professional References	Serious and Organized crime database check (Global)
Address- Current address and longest stay.	Regulatory authorities database checks (Global)
Drug Test- This is done only on a need basis if specifically requested by the client	Compliance Authorities database checks (Global) and Web and Media Searches

Through our internal performance metric, we ensure to meet all customer requirements, set effective objectives and comply with them, provide standards for establishing comparisons, provide visibility and a “scoreboard” for the team people to monitor their own performance level, highlight quality problems and determine areas for priority attention, and finally provide feedback for driving the improvement effort.



All resources we offer are seasoned professionals who have been screened by our staff to ensure their level of quality. We ensure that you will be working with the best by continually recruiting consultants with in-demand technical skills who also demonstrate a sound understanding of industry-specific business operations.

Managing the scope of projects

The Nautiquos Team will provide sufficient management to ensure that the JMU tasks are performed efficiently and accurately, on time and in compliance with the requirements. We will develop a Program Management Plan (PMP) that will document our management approach for all SOW tasks. Our Project Manager will be the designated manager to oversee the tasks and supervise staff assigned to the task. The PM will be the daily point of contact for the JMU Project Manager. Upon assumption of the PM Role, PM will customize our Monthly Status Report for JMU to include indicators related to billings, progress, status and problems/issues.

Nautiquos has invested heavily into a centralized project management system, MS Project Server 2007, to efficiently manage tasks within a contract. One of the benefits of this tool is to be able to report accurate and timely information regarding project progress and manage risk centrally within the organization. The PM will prepare, in close coordination with JMU staff, an elaborate project Work Break Down Structure (WBS) and develop a schedule for the project using relationship assignment and critical path analysis. The schedule will be baselined and it will be imported into Project Server 2007 tool after sign off from the relevant stakeholders. The project team members will report time and status, using Outlook Project Server 'add-ins' for tasks assigned by the PM. Upon completion of time and status reporting for the tasks, the PM can 'slice and dice' data in the dimensions desired to produce accurate reports to be submitted to JMU. The PM will control the configuration of the project schedule and update the task as required to reflect appropriate task assignment and product accurate timesheets for the project.

The PM shall submit a Monthly Progress Review Report to the JMU Project Manager that clearly outlines the expenditures on labor and Other Direct Costs (ODCs), billings, progress, status and problems/issue encountered. The PM will use the built-in capabilities of MS Project Server 2007 to provide input on reporting and define critical or significant task in coordination with the government.

Our PM along with other team members, will collaborate with JMU stakeholders to determine the management processes and procedures that will work for JMU. Once the processes have been agreed to, they will be blended with our proven PM procedures to provide JMU with a fully flexible and accountable Program Management system. The PM for this project, will meet with his JMU counterparts daily for updates on project planning, budgeting, scheduling and tracking; financial and performance analyses; and status reporting.

Unified Task Activities Management: Typically this section will identify the PM and define the process that will be followed to provide task overview, the activities required to accomplish the objectives, the barriers identified in the scope, and the management of resources, products and deliverables required to satisfy the terms of the task. Each task will undergo its own management cycle to determine the individual task level activities. The PM will use our management process that includes:

- **Planning.** Review all current JMU task work, incumbents, organization, plans, documents and processes/procedures and meet with JMU Project Manager to determine the aspects that should be retained and incorporated into our Task Management Plan (TMP). Complete, deliver, review and update (as required) a composite TMP (old plus new) that reflects the detailed approach to accomplishing the project objectives and a work plan that defines the schedules, milestones and deliverables and organizes and establishes planning costs, resources and performance metric baselines.



- **Provisioning.** Review the TMP and present to the JMU Project Manager for his approval. Nautiquos will provide the resources (labor, equipment, corporate resources, GFE) for JMU project fulfillment. Modifications or corrections to the plan are on-going throughout the task life and when they are identified, they will be resourced and implemented by the PM. In our approach, the PM can “reach back” to corporate for resources without waiting for approval and without jeopardizing the task.
- **Performing.** Highly experienced and proficient technology teams will implement the work, manage technical, cost and schedule performance, control and report status, and identify and mitigate risks. The PM will conduct task status reviews using standardized reporting mechanisms to chart the work’s progress and will also submit task documentation for corporate financial and technical review.
- **Improving.** Quality Assurance (QA) is built into our TMP. Nautiquos evaluates the conduct and quality of work, deliverables, and performance with regard to JMU objectives and milestones. The PM will make the necessary changes in the TMP to reflect and implement QA-based recommendations. The PM will review all deliverables and collect, analyze and utilize the program and task performance metrics to support a Continuous Process Improvement (CPI).
- **Integrating the Management Functions.** We provide a structured system that aligns with the PMBOK and, where applicable, IT Systems Development Life Cycle (SDLC) objectives to ensure a complete integration of the basic tenets of a project: Scope, Schedule, and Budget.
- **Creating Knowledge Areas.** Creating Knowledge Areas of our management processes into nine (9) project management knowledge areas, as defined by the PMBOK, at the task level. The project management knowledge areas are:
 - **Integration Management** – processes needed to coordinate all project activity
 - **Scope Management** – processes to plan and control the scope of the project to ensure the project includes all the work required, and only the work required, to complete the project successfully
 - **Time Management** – processes to plan and control the project schedule to ensure the project is completed in a timely manner
 - **Cost Management** – processes to plan and control project costs to ensure that the project is completed within the planned and approved budget
 - **Quality Management** – processes to plan, execute and control the management of project quality to ensure that the project will meet the customer’s needs
 - **Human Resource Management** – processes to plan and manage the project human resources to make the most effective use of the people involved with the project
 - **Communications Management** – processes to plan, execute, and control the timely and appropriate generation, collection, dissemination, and storage of project information. It also includes processes for the managed closure of projects
 - **Risk Management** – processes to plan and control project risks to ensure that risks are identified, analyzed and responded to in an appropriate manner to achieve project goals
 - **Procurement Management** – processes to plan, execute, and close agreements necessary to procure any project resource from outside the organization.
- **Using Management Tools.** Using Management Tools to support the task activities including the TMP, Work Breakdown Structure (WBS), schedules and budget profiles, independent QA reviews, Configuration Management



(CM) and Change Control (CC) practices, systematic Risk Management (RM) and status reports (weekly, monthly and ad-hoc). The latter, the CM, RM and status reports, are defined and institutionalized at the program level and flow unchanged, except for detail and simplicity, down to the task level. This is to allow the PM to “roll up” CM and RM at the program level for the reviews and reports on the contract performances. It also conforms to PMBOK practices. The PM/TL will incorporate all details into the WBS, which will provide sufficient granularity for planning, scheduling, costing and tracking the activities and milestones using MS Project and PERT charts to identify critical paths and related risks and develop a plan to mitigate all identified risks. Personnel profiles/accounts will be started in our Nautiquos Internet-based time reporting system to track all work and related labor costs and allow us to break costs down to the detailed task level. Cost reporting will be supplemented with budget and EXCEL reports. We will develop a Quality Control (QC) QC Plan for the program that will provide the identification, development, tracking and analysis of planned versus actual project metrics to the JMU Staff.

3. Provide the names, qualifications, and experience in personnel to be assigned to James Madison University. Designate who would be assigned as the primary contact for this account.

	Name of the personnel	Qualifications	Experience
a. Oracle Core Technologies			
Oracle Technical Consultant	Durga Rao	<p>Experience in Oracle Applications (E-Business Suite) R12/11i on Analysis, Design, Development, Testing, Implementation, Version upgrades, Data conversions and Customizations</p> <p>Strong knowledge of development tools such as Oracle Developer (Forms 10g/9i/6i and Reports 10g/9i/6i), PL/SQL, Workflow Builder and BI/XML Publisher</p> <p>Extensive experience in oracle application modules which include General ledger (GL), Project Accounting (PA), Accounts payable (AP), Accounts Receivables (AR), Vertex Tax, Purchasing (PO), iProcurement, Inventory (INV), Order Management (OM and Sys admin.</p>	Over 7 years of experience in Oracle Applications
Oracle Apps Technical Consultant	Gajanan Tangde	<p>Techno-Functional Consultant in implementation, upgrade and customization of Oracle e-Business Suite Applications (R12, 11i). Extensive experience in implementation, Migration, Customization, Production and support of various modules in Oracle Applications with major focus in Order Management (OM), Inventory</p>	11+ years of extensive experience as Oracle Application Techno-Functional Consultant

		(INV), Oracle Incentive Compensation (OIC), General Ledger (GL), Accounts Receivable (AR), Accounts Payables (AP), Purchasing (PO), BOM.	
Oracle Applications Techno-Functional Consultant	Manjeera Mundra	<p>Experience in business analysis, planning, design, implementation, testing and maintenance of Oracle applications. Successfully worked end-to-end on 2 Upgrade projects, 4 Implementation Projects and 1 support project as a Technical/ Techno-functional Consultant</p> <p>Technical expertise in Oracle Forms 6i/10g/11g, Oracle Reports 6i/10g/11g, Oracle BI publisher/ XML publisher, Oracle Interfaces, Oracle Extensions, Oracle PL/SQL, SQL Developer, SQL*LOADER, ODI, MS Office, Unix etc.</p>	9 years of experience as Techno-Functional Consultant
Oracle Financials Functional Consultant	Kamesh Addala	<p>Extensive experience in Oracle Applications implemented, upgraded, supported, integrated and involved in full end-to end cycles including planning and analysis, configuration, design, build, conversions, integrations, testing, training, go-live and post production support of several releases 11i/R12. Modules implemented - General Ledger (GL), Account Payables (AP), Account Receivables (AR), Purchasing (PO), Order Management (OM), Inventory, Grants, Advanced Product Catalog (APC/PIM), Cash Management (CE), Fixed Assets (FA) and gained hands-on expertise in the above modules.</p> <p>Subject Matter Expert in financials and procurement modules in 11i, R12.1.3, R12.2.4 and R12.2.5</p>	Over 14 years of experience as Functional Consultant
Oracle Apps Functional Consultant	Munichandra Galeti	<p>expertise in Oracle Applications versions 11i and R12. Worked on multiple Implementations, Upgrade and Support projects, including full life cycle implementations in Oracle ERP 11i and R12.</p> <p>Extensive cutting-edge experience in the core modules setups and</p>	Around 11 years of experience as Oracle Financials Consultant

		functionalities: Financial Accounting Hub(FAH), GL (General Ledger), AP (Payables), AR (Receivables), e-Business Tax, CE (Cash Management), FA (Assets), Payments (IBY), Sys Admin and thorough knowledge of Purchasing (PO), Procure to Pay (P2P), Order to Cash (O2C) business cycles and the Integration functionality in Oracle.	
Senior Oracle Database Administrator	Michael Patrick VERGARA	<p>Dependable and dedicated information systems professional with a background in analysis, design, global program support, software documentation, customer training, project planning, and system development.</p> <p>Technical skills: Linux (Oracle, Red Hat, SUSE), HP-UX, AIX, Oracle RDBMS, bash, sh, csh, Perl, Java and “C” language variants, Networking, HP 9000 series, Sun SPARCstations and servers, SGI servers, DEC VAX servers, and UNIX or proprietary systems</p>	More than 34 years of experience in Oracle database Administration
Oracle Database Administrator	Surbhit Agarwal	Experience with Oracle 10g, 11g & 12c grid and database installation on Redhat Linux, SUSE Linux, UNIX & AIX platforms configuration & setup. Created and administered Oracle Full blown RAC, RAC ONE NODE and standalone databases in testing, development and production environments, on Linux, Solaris and Windows systems. Worked on the Oracle database version upgrade from 10g to 11gR2, 11gR2 to 12c, conversion of NON ASM database to ASM database, conversion of ASM database to non ASM database and cross platform migration (Solaris to Linux)	Around 6 years of IT Industry experience as an Oracle DBA
Oracle Project Manager	Naga Madugula	Oracle EBS upgrade, implementation and O&M support providing solutions for federal and commercial clients. Project Management and Oracle EBS skills across different areas like stakeholder management, delivery, operations, finance, procurement, billing, internal audit in complex and demanding environments.	Twenty-one years of highly accomplished progressive career

b. Oracle/PeopleSoft Enterprise Solutions

PeopleSoft Enterprise Solutions	Anil Kumar Pandey	17+ years of PeopleSoft Implementation / support / Upgrade / Reporting / Data Warehouse / Dashboard experience in Financials, SCM, SRM, HRMS, EPM, CRM, Cognos budgeting including implementation, conversion, upgrade, interface from legacy system, reports to PeopleSoft using ETL tools, upgrades as well as designing and developing bolt on applications using PeopleTools, XML Publisher, EPM, VAT, etc. # of Hospital PeopleSoft Supply Chain solution implemented - 45 (30 Kaiser, 15 Ascension Health, 1 City of Hope, 1 Fairview), Pharmacy - 330 Pharmacy Kaiser including mobile inventory / 3rd party solution. Integration for Mobility design / Mobile inventory / expenses - REST / JSON / SAML / Digital certificates	Over 24 years of IT experience
PeopleSoft Technical Consultant	David Zilka	PeopleSoft Financials 9.1, SQL Server Database Technical Lead for the implementation. Performed PeopleSoft installation on Windows/SQL Server platform. Worked with client functional staff to determine conversion requirements, analyzed legacy Lawson database and built data extracts for a successful and efficient data conversion.	More than 23 years of experience
PeopleSoft Financials Functional Consultant	Michael Robinson	Financials General Ledger and Commitment Control implementations, upgrades, support and training experience. Extensive experience with PeopleSoft multi-currency functionality, designing and configuring multi-currency processing for various large multi-national corporations, including Countrywide Home Loans, Franklin Templeton Investments, Honda Finance and News Corp. PeopleSoft Financials 9.2 WorkCenter and Dashboard Configuration	Over 15 years of PeopleSoft applications experience



PeopleSoft Business Consultant	James Marinelli	<p>PeopleSoft Security Administrator, System Analyst and Level 2 Support, Business Analyst, Development, and Production Support. Maintain and support include Enterprise Portal, HCM, FSCM, Corporate Front Office, Staffing front office, Integration Gateway and Data Warehouse.</p> <p>PeopleSoft Administer support, Coding, SQR programming and Very strong in data Interfaces, Application Designer, People Tools, People Code PeopleSoft Security, SQR, SQL, Query, Crystal Reports, Oracle database, among other technologies.</p>	Nineteen years of PeopleSoft Security experience
PeopleSoft Payroll Tester	Gopala Tummala	<p>Experience in PeopleSoft HRMS, Kronos, Taleo, Oracle Fusion and ADP EHRMS. Experience as QA Lead/Analyst with PeopleSoft HRMS and HCM 8.3/8.8/8.9/9.0/9.1/9.2</p> <p>PeopleSoft Financials, GL, AM, sPro, ePro, Project Costing. Involved extensively in the User Acceptance Testing and UAT Governance. Involved in testing the upgrades from PS8.8 to PS9.0/ 9.1/9.2 and PS8.3 to 8.9</p> <p>Very strong in SQL, People Tools PS Query and PeopleSoft Security.</p>	Over 15 years' Experience as in PeopleSoft Tester
PeopleSoft Developer	Hari Charan Karanam	<p>Experience in analysis, design development, upgrading and production support of PeopleSoft HRMS Applications. Professional experience in PeopleSoft HCM modules (HR, Time&Labor, Base Benefits, Benefits Admin, NA Payroll, Payroll Interface, Canada Payroll).</p> <p>Extensively worked with Application Designer, Peoplecode, Application Engine, Process Scheduler, Security Administrator, Data Mover, File Layout, Object Security, Component Interface, Integration Broker, PS Query, Tree Manager, SQR, XML, Workflow, nVision and Crystal Reports</p>	10+ years of experience as a HRMS technical consultant



People HCM Functional Consultant -	Satya Dasari	<p>PeopleSoft Functional Consultant and extensive Project coordination experience in PeopleSoft HRMS Applications. Expertise on PeopleSoft 9.2 Core HR, ePerformance, Candidate Gateway, Talent Acquisition Manager, ePay, eCompensation, eCompensation manager, Position Management, Profile Management, NA Payroll, Time and Labor, Base Benefits, Benefits Administration, ESS and MSS.</p> <p>Implemented and Supported PeopleSoft HCM 9.2/9.1 for various clients. Expert in Configuring Setup tables related to Core HR, Position Management, Compensation, NA Payroll, Base Benefits, Talent Acquisition Management/ Candidate Gateway, Performance Management, and Security.</p>	Over 13 years of experience in IT industry
c. Desktop and Mobile Device Management			
Desktop Administration	Dennis Manderino	<p>Seasoned hardware and systems administrator with proven experience in providing support for technologies that ensures greater employee productivity. Implemented solutions for desktop support, system administration, and data security. Responsible for managing all user accounts and system security using Windows 2003/Windows 2008 Active Directory.</p> <p>Maintained data backups and handled file restores through the use of Symantec Backup Exec software Managed phone installations using Lucent/Avaya phone system Recognized for outstanding work on special projects, including migration of users to technology providing increased business value</p>	More than 18 years of experience as Desktop Systems Support Technician
Desktop support Admin	Arturo D'Brot	Supported everything that encompasses network infrastructure and security, and desktop/laptop/MAC support.	Over 10 Years of experience as desktop support admin

		Roll out Security updates for network infrastructure, BlueJeans teleconferencing app, Conference room upgrades, etc. Manage help desk Software - Manage Engine Service Desk Plus - Assign tickets, create KPI's, manage software licenses and contracts. Create and manage users in AD, Exchange 2010, and Servicenow ticketing system.	
d. Microsoft			
.Net Developer	Sachin Dave	<p>Experienced as UI specialist, .NET developer, Senior Developer, Tech Architect in developing Web-based WPF Applications and Client Server Applications, Web API/WCF in .NET/SQL environment. Involved in different levels of Requirement analysis, Development, Testing and Debugging, Deployment, Support and Maintenance service phases.</p> <p>Strong experience with third party Frameworks like Angular 1.x, Angular 2.x/4.x, Typescript 2.3.4, Node, HTML, Infragistics, JQuery 3.x, Dundas, and D3 charts for responsive Web UI.</p> <p>Extensive experience with Microsoft .Net Technologies (.NET Framework, MS VB.NET, ADO.NET, ASP.NET, C#.NET, SQL SERVER, WCF, Web API, MVC, Entity Framework).</p>	10+ years of experience as .Net Developer
SharePoint Developer	Ernest Wade	<p>Experience in administration, support, development and management. Experience in implementation, architecture and development of SharePoint Products and Technologies. Database development experience with Microsoft SQL Server 2005/2008/2012/2014/2016 in OLTP/OLAP/BI environments.</p> <p>Proficient in designing and implementing enterprise-wide web applications using Microsoft technologies such as SQL Server, ASP.Net, SharePoint, C# and IIS both</p>	20+ years Information Technology experience

		in commercial and government environments.	
SQL Developer	Akshay Jain	<p>Designing and supporting SQL Server databases. Proficient in extracting, transforming and loading of data using SQL Server DTS and SSIS. Experience writing complex SQL Queries and Procedures. Programmed stored procedures, user defined functions, database triggers and packages and all the database objects needed in Oracle environment to implement business logic.</p> <p>MS SQL Developer. Excellent hands on Experience in Database Designing. Excellent Database programming skills in Oracle and SQL Server and Data Modeling and Database design skills using E-R Model. Created and Deployed SSRS Reports in BIDS</p>	12+ years of IT Industry experience as SQL Developer
SQL DBA	Yogesh Chennagiri Ranganatha	<p>Expertise in Database Administration and Development for very large and complex databases on SQL Server 2016/2014/2012//2008/2005/2000 with complex Enterprise Application Environment.</p> <p>Expertise in Database Administration on Production Servers with server configuration, performance tuning and maintenance with outstanding troubleshooting capabilities. Hands on experience in implementing FULL, TRANSACTION and DIFFERENTIAL and Tail Log Backups. Also by scheduling the jobs and Maintenance Plans.</p>	Around 10 years of Technical Expertise
SDET	Sai Nikhil	<p>Competent, diligent and technically inclined Senior Software Development Engineer in Test – SDET.</p> <p>Proven ability in Selenium WebDriver Automation Testing, API Testing, Mobile Testing, Frameworks, TDD, BDD, Web Testing and Functional testing. Experienced in each phase of Test Life Cycle (STLC) and good knowledge in all phases of SDLC, Test strategies, Test plans, UAT.</p>	9+ years of experience in the field of Software Testing

Web Developer	Praveen Bollampalli	<p>Strong experience in developing professional web applications which includes front-end designing and hand coding with solid proficiency in usability, web and client / server applications using HTML5, HTML, CSS3, CSS, Java script, jQuery, Angular JS, Angular 2, Ajax, Bootstrap, Node JS, Ext JS and JSON.</p> <p>Strong Experience on developing SPA using Angular JS and strongly expertise in Angular Js controllers, directives, factory and service resources, routings and events.</p>	More than 7 years of experience as web developer
Cloud Developer	Rajesh Balaji	<p>Experience on .Net, MVC, Azure, SharePoint, SQL, REST API, WCF & Web Services as a (SME) in implementation, architecture, development and automation deployments. Hands-on experience & Detailed technical knowledge on Azure components like Web Roles, Worker Roles, App Services, Service bus, Logic Apps, App Functions, Azure Automations (Runbooks, Web hooks), Web Jobs, Scheduler, SQL Azure, etc. Worked on web designing technologies Angular JS 1.0, JavaScript, jQuery, etc. Azure administration like setup Subscription, Virtual machine, Azure SQL, Blob storage, Azure Data factory, etc. Played the DevOps Engineer role on projects</p>	10.2+ years' experience on .Net and as Azure cloud developer
e. Security and Federation Services			
Security Architect	Michael Linstrom	Experienced Infrastructure Security Professional, Personnel Mentor	More than 34 years of experience in which 17 + years as Security Architect
System Administrator	Tamara A. Faircloth.	Expertise with Installation and configuring AOC Weapon System enclave of collaborative Command and Control (C2) systems including TBMCS, JADOCS, GCCS-J, I3, MAAPTK, Citrix Server, VMWare Server and Client, VSphere, ESXi, RHEL	5+ years of experience as a System Administrator

		Linux, various authentication protocols, BladeLogic, Agile Client/Agile Server, Oracle, and SQL. Security and application patch installation, security scanning and remediation	
IAM & Active Directory – Program Manager	Padma Nadakuduty	Expertise in SharePoint 2013 / Office 365, Project Server 2013, Information Assurance & Security, SDLC, Portal and ECM Technologies, System Integration	15 + Years of tech PM experience
IT Infrastructure Administrator	Jose M. Chavez	System Administrator: Microsoft Windows server Administration - Design, Implementation, migration. Active Directory, Group Policies including AGPM, AD Audit reports with PowerShell, DNS record management (Internal & Public), DHCP Scopes, reservation, WSUS aprovals and deployment of Windows Updates. Network Administrator: Cisco ASA, Juniper SSG series, Juniper SA 2000, SonicWALL NSA firewalls. Barracuda Spam filter. Load Balancers. Installation, administration, licensing, Policies, NATs, VPN tunnels, SSL-VPN, Fail-over troubleshooting. Public DNS records management (TXT, SPF, MX, CNAME).	14 + Years of IT Infrastructure Administrator experience
Help Desk Support Technician	Otis T. Bunch	Provide Tier 1, 2 & Tier 3 support solving customer incidents received Receive and respond to customer computer support call issues or incidents via phone calls, emails, direct contact, and requests; ensure proper documentation, tracking, escalation, and follow up of all incidents; providing first and second level support to resolve issues	Over 9 + years' experience providing superior customer service and technical support

Network Architect Enterprise Networking and Security Solutions	Willie Butia.	<p>Sr. Network Architect at HP, seeks Network Director, Network Architect or Security Architect roles within the Federal Government or the Private Sector</p> <p>His current experience is in campus-wide, cloud, data center, collocated, and ISP environments</p> <p>Prior positions with UUNet – then the largest ISP, as a Senior Network Engineer, Accenture, several Federal Government contracts and Solutions Architect at Dell Inc.</p>	Over 15 years with increasing experience in IT management, project management, security, network engineering, pre-sales, post-sales, network management and monitoring, network architecture, design, configuration, implementation and administration
Windows System Engineer (Security, Infrastructure)	Eugene Winston Coles, Jr.	<p>A+ Certified, HP and Dell Certified on Server Hardware</p> <p>Provide technical trouble-shooting and complex problem solving in large corporate IT enterprise Data Center environments with over 8000+ servers</p> <p>SAN Storage and HBA configuration experience with EMC, Hitachi, and IBM storage.</p>	IT professional with almost 20 years of experience
Sr. AWS/ Azure Windows Engineer	Robert A. Wiseman.	<p>Extensive experience in planning, developing, problem solving, and implementing information technology solutions to address business opportunities and needs</p> <p>ISO 20000/27001 Auditing</p> <p>VMware 5.1 VCP5-DCV – 2014, VMware SRM, VMware NSX</p> <p>MCSA Server 2012 Coursework – Global Knowledge 2013</p> <p>ITIL v3 Foundation Certification, Learning Tree 2012</p> <p>Azure Foundation and Implementation, Global Knowledge 2015</p>	Senior Wintel Engineer / Architect with over 28 years' experience in the IT field

Desktop Support Technician	Dagmawi Getachew.	Hardware and Software maintenance and troubleshooting Web design and development using Adobe Premiere Pro, Adobe Illustrator, HTML, JavaScript Support Desk Agent: keeping records on required inquiries, customer service support (email, phone, and in person)	4 yr. of experience in hardware and Software maintenance and troubleshooting 3yr. of web design and development experience 3 yr. Networking experience
Microsoft Systems Administrator	Jeff Culp.	Microsoft Certified Systems Engineer and Administrator MS Active Directory and Group Policy, Handling OS migrations from NT4 to W2k, including domain to Active Directory and from W2k to W2k3, application upgrades for Exchange and MSSQL Server Backup/Restore using Symantec Backup Exec and NetBackup Administering NAS (NetApp Filer) file storage	20 years of experience installing, configuring, monitoring, patching and maintaining Microsoft-based servers and clusters
Sr Desktop Engineer	Keiland Mcclanahan	Solution-oriented, highly analytical and resourceful technical professional Expert administration and troubleshooting skills for all Microsoft operating systems and Windows Server products Technical Skills: Virtualization, SCCM, Altiris, Ivanti, Wyse, TCP/IP, DNS, DHCP, LAN/WAN, Hardware & Software break/fix Operating System Deployment Microsoft OS, Windows Server 2003 2012, SBS 2003, Active Directory Administration, MS Exchange/Outlook, Citrix XenDesktop VDI	12 years of extensive experience in desktop engineering, systems administration and support
Systems Engineer	Tamara A. Faircloth.	Developing, Installing and maintaining of Global Command and Control System (GCCS-M/	More than 5 years of experience in

		<p>GCCS-J) 4.x and 3.x Group level, Unit level, and force level, coordinated and managed data integration</p> <p>Security and application patch installation, security scanning and remediation</p>	System Administration
IT System Administrator	Fouad Djeddi.	<p>System Center Configuration Manager 2012, Jul 2017</p> <p>Windows Server 2008, Deploying and Managing Windows 7, ITIL V3 Foundation,</p>	15+ years of experience as IT System Admin
Desktop Windows Engineer	Walter L Scott.	<p>LAN/WAN Systems Engineer/Systems Administrator or Desktop Support Engineer,</p> <p>Microsoft Windows 2003 Server, Microsoft Exchange 2003, Windows 95, Windows 98, Windows NT, Windows 2000</p>	Almost 20 years of experience as desktop windows professional
System Administrator II	Richard Surkala	<p>Computer system administrator or technical support representative, Networking technology at the physical (twisted pair, fiber optic) and logical (Ethernet, TCP/IP) level including the various supporting services and protocols (DNS, LDAP, DHCP, Kerberos)</p>	Almost 20 years of experience as System Administrator
SCCM Administrator	Anthony Bradley.	<p>Familiarity with Active Directory infrastructure, experience in administering System Center Configuration, Manager (SCCM) 2007</p>	Over 5 yrs. Experience in administering Active Directory
Windows Engineer	Tim Koren.	<p>Design and implementation of numerous Citrix and Windows Active Directory environments (including classified systems), providing high-level troubleshooting and support</p> <p>Experienced in scripting for the purposes of automation, reducing administrative overhead, increasing efficiency, improving standardization, and minimizing human error</p>	Over nineteen years in IT, including over fourteen years of specialization as a Citrix and Microsoft Engineer

f. Cisco Technologies, Infrastructure Support, and Virtualization

IT Infrastructure Manager	Steve Haering	<p>Bachelors of Science Network Security with a minor in Business Administration.</p> <ul style="list-style-type: none"> • Certified in CompTIA A+, CompTIA Network+, Microsoft Certified Professional (MCP), Apple Certified Associate (ACA) • 5 Years administrating Windows Server 2003, 2008 R2, 2012, & Linux environments • 5 Years administrating & managing Physical & Virtual Servers & Firewalls • 7 years of solid experience troubleshooting PC & laptop hardware & software • 3 years of Systems Administrator \ System Engineer experience 	7+ years of experience as Infrastructure Manager
Administrator IT Infra Service Desk	Samuel Ruffin	<p>Support more than 2,500 Windows virtual servers in a VMware environment.</p> <p>Administrator for the McAfee EPO (ePolicy Orchestrator) for all the company's Windows servers.</p> <p>BladeLogic administrator for Windows servers for entire company.</p> <p>WSUS administrator for Windows servers for entire company.</p> <p>Ensured system accessibility, functionality and stability through best practices administration.</p> <p>Installed new software releases, performed system upgrades, evaluated and installed software and security patches, and resolved software-related issues.</p> <p>Supported installing, loading, and configuring servers, server connectivity issues, performed server upgrades and migration to new system-level software.</p> <p>Performed Windows 2003, Windows 2008 and Windows 2012</p>	Over 22 years of experience as Administrator IT Infra Service Desk

		Server administration across the enterprise (multiple sites) utilizing Microsoft Best Practices.	
Project Management Senior Infrastructure Engineer	Tyler Hoerath	<p>Outstanding qualifications include Active Directory, PowerShell, Azure, O365, networking, virtualization, project management. Proven track record of showing attention to detail and strategic thinking</p> <p>Experience working in fast-paced, deadline oriented environments</p> <p>Highly adaptable, shows initiative, and is driven to fix even the most complex issues</p>	Almost 9 years of experience as senior infrastructure engineer
Helpdesk - Infrastructure Support	Christopher Taylor	<p>Providing infrastructure support to internal and external customers. Trouble shot home satellite systems over the phone. Used software such as OUTLOOK, WORD, ORACLE, NOTEPAD, CSG, and CSC WEB, all on a Windows NT Network. keeping all laptops on a 3-year upgrade schedule and migrating user data. Configuring SQL Databases designed to manage IT Financials on client servers. Edit custom PowerShell scripts for client databases. Setup Office 365. Convert all internal users from Office 2013 to Office 365. Manage our Cloud Exchange server. Create security groups and user groups in Active Directory. Create, test, and apply Group Policies. Work with Rackspace to manage cloud servers. Manage VOIP office phones. Configure user VPN connections. Manage internal Aruba Wireless networks. Create documentation of processes. Administer our internal SharePoint site. Meet with outside clients to configure/troubleshoot ERP</p>	17+ years' experience as Helpdesk - Infrastructure Support

IT Infrastructure Project Managers (data Center Migration)	Colleen Ellis	<p>Experience of working for major Internet Service Providers (ISPs) in the Telecommunications and Network Operations Center (NOC) environment. Acquired a solid understanding of complex inter-networks -- installing, configuring, operating, and troubleshooting.</p> <p>Also experience in project management, project coordinator, project plan, IT management, manager, engineer, engineering, cisco, internal, external, tiers, packet, tools, tech, router, network, networking, administrator, NOC, Servers, telecommunication, performance management, remote, cable, voice, data, wireless, DSL, video conferencing, VoIP, BGP, IP.</p>	17+ years' experience as Infrastructure Project Managers
Infrastructure Architect	James Lovejoy	<p>Dedicated around full end-to-end design and engineering lifecycles of technologies that include Windows Server/Active Directory, Virtualization, Storage, and Networking in Multi-tenant/Hosted Shared Services on Enterprise-Class (Tier-1) Infrastructure Architecture.</p> <p>Most recently referred to as Managed Cloud Infrastructure as a Services (IaaS), and Managed Cloud Platform as a Service (PaaS) solutions.</p> <p>Considered a proficient subject matter expert in several disciplines, with comprehensive, deep technology expertise that primarily centers on Windows Server, Active Directory, and Automation/Integration technologies utilizing the Microsoft product stacks.</p>	Information Technology Architecture Professional spanning 30+ years of IT Delivery experience
Support Engineer	Paul Griffiths	Provides operations/maintenance of Company IT systems supporting local and remote user. Maintains	26 years' experience as an Information

		<p>and manages all systems including monthly server updates. Ensures availability/reliability of servers to meet business demands. Performs file system configuration/management, server/network user backups and recovery Maintains/configures Active Directory. Assists and provides solutions to end-user computer problems.</p> <p>Supports Cisco VPN, VOIP telephones and Polycom VTC systems. Adds, deletes/modifies IT infrastructure, server management, disaster recovery system. Installs and troubleshoots hard drive encryption, filtering and malware protection. Offers technical solutions and in-depth expertise during customer meetings.</p>	Technology Professional
System Engineer	William Photinos	<p>Functioned as project manager and integration lead engineer for projects involving integration of training simulations and trainers.</p> <p>Responsible for all scheduling and deconflicting aspects against all other ISD related activities.</p> <p>Responsible to keep all other engineering functions within NCTE (i.e. Networks, Operations, Information Assurance, Software Development) aware of all implications of the integration event to the NCTE.</p>	Almost 20 years of experience as System Engineer
Senior Systems and Virtualization Engineer	Donna Wilbourn	<p>Experience in building, troubleshooting, and maintaining multi-domain, Multi-site environments, with a strong background in System Administration, Virtualization, Windows Server Administration, and Red Hat Linux.</p>	10 years of experience as Senior Systems Engineer

		Identifies and implements improvements to enterprise hardware and software platforms. Professional strengths include project management, and problem isolation and resolution for mission critical enterprise systems.	
g. Audio Visual Technologies			
Audio-Visual Technician	Daniel Saucier	Hands-on technical leader with vital and progressive experience troubleshooting problems, developing, implementing, and managing cross-functional programs Technical Skills: Running Cables, soldering and reading of floor plans Loading code to Crestron Touch Panels and Servers	8+ years of experience as Audio-Visual Technician
Audio Visual Support Technician	James Thompson	Upgrading and Maintenance Microcomputer Applications Proficiency (Office 2007, 2010, Adobe PDF-editor) Computer imaging Microsoft Powershell scripting Hardware and software troubleshooting (Windows XP,7,8,10) Tech-Support (Windows 7,8,10 IOS, Android) Network installation and set-up (Server 2004) Software Upgrading (Windows XP,7,8,10) A+ Certified	8 years of experience in the field of IT
Supervisor of Audio Visual & Event Technology	Timmy Morin	Coordinate and design technical aspects for live corporate and Broadcast events Technical Skills: Audio, Video, Projections, Coo Expert	18 +years of experience as Audio Visual & Event Technology professional

Telecommunications Engineer III	Christopher Tillman	Managed security of core devices and firewalls affecting all product throughput, system servers, REMH, QNet and Reverse Proxy	32+years of experience as Telecom Engineer
Audio-Visual Team Lead	Terry Peck	Manages over 700 audio and video sessions with 4500-5000 connection a month with well over a 98% success rate Provide centralized, enterprise-wide coordination, management, and policy development for the Video Teleconferencing program Configuring and maintaining Polycom Resource Manager, RMX2000, DMA 7000, RMX, and all endpoints associated with the VTC infrastructure	Almost 20 years of experience as Audio-Visual Technician
Systems Engineer	Aaron House	System Administration and Cyber Engineer Cyber Security experience, manages Host Intrusion Prevention Systems and Manages Reports for all Enterprise Policy servers, deploys, configures, administers and maintains policies, policy assignment rules and tags for McAfee HIPS, Virus Scan Enterprise, Data Loss Prevention, McAfee Agent and Rogue System Detection (RSD); work independently to troubleshoot, isolate and identify problems with all McAfee point products	9 years of experience supporting DOD / federal agencies
h. NEC Voice and Collaboration Technologies			
Solutions Architect	Salim Khouri	Highly experienced Solutions Architect, with a proven record of accomplishment in team leadership, project management, network design, and network implementation	Almost 20 +years of experience as Solution Architect
Systems Administrator	Jeff Kelley	Served as a Network Engineer and to act as Tier 1,2, and 3 support Technical Skills:	More than 22 years of experience as System Admin

		<p>Hardware troubleshooting and Maintenance</p> <p>The Microsoft Office Family (97, 2000, XP, 2003,2007,2010)</p> <p>Microsoft Windows Operating Systems (NT 4.0 - Windows 7)</p> <p>Microsoft Windows Server Operating Systems (2000, 2003,2008,2012)</p> <p>Microsoft Windows Active Directory</p> <p>Microsoft Messaging Solutions</p> <p>Cisco LAN / WAN Technologies</p> <p>802.11 a/b/g wireless technologies</p> <p>Cisco Wireless deployments and maintenance</p> <p>Various Networked Applications</p> <p>Backup and Disaster Recovery Implementations</p> <p>Enterprise Antivirus Solutions</p> <p>Experience with Cisco IP phone systems</p>	
Sales Engineer - IT Infrastructure and Unified Communications	Aaron Wu	<p>Expertise in video teleconferencing, network infrastructure and support</p> <p>Skilled in telecommunications, Cisco networks, VTC and A/V design</p> <p>Technical Skills:</p> <p>Audio Visual design</p> <p>Cisco network design and security</p> <p>Unified Communications</p> <p>Polycom video endpoints and infrastructure</p> <p>Video infrastructure design</p> <p>Microsoft Lync 2010/2013</p>	10 years of experience as sales engineer
Systems Integration Consultant	Young Choo	<p>Leader, Systems Integrator, Solutions Architect, Consultant</p> <p>Technical Skills:</p> <p>Expert level knowledge in main-stream products such as Microsoft Windows Servers Family including</p>	Over 25 years of experience in system integration and maintenance

		<p>Exchange and SQL servers, Novell NetWare, Cisco products and other major security software.</p> <p>Proficiency with Cloud-based technology (i.e. Office 365) and Virtualization (Hyper-V and VMWare)</p> <p>Strong background in user training and support documentations.</p> <p>Proficient with current eDiscovery Technology and related software – Relativity, Nuix, Venio etc.</p>	
Voice Infrastructure Analyst-III/IV	Daniel Niedhammer	Experience in overseeing the design, development, and implementation of software and hardware solutions, systems, or products in an Enterprise Telephony Environment	27 +years of experience as Voice Infrastructure Analyst
Telecom Analyst	David Ayoub	Well versed professional in Avaya Aura S8800 PBX hardware and software. Recently completed Cisco Unified Call Manager (CUCM) with Cisco Unity Connection (CUC) Training.	22+ years of experience as Telecom Analyst
Network Voice Comm Analyst-Communications Center (Cc)	David Bing	<p>IT professional with notable success driving in planning, analysis, and implementation of data and voice solutions in support of business objectives.</p> <p>Designing and Implemented upgrade from Avaya 5.2.1 to Aura 6.3 removing MCC & replacing with G650s with multiply ESS/LSP locations.</p>	Nearly 10 years of experience as Network Voice Analyst
i. VoIP and Unified Communications			
Device Support II	Tina A. Ditter	<p>Analyst for LAN, WAN, wireless (WLAN), and cellular RF network design, configuration, optimization, and troubleshooting.</p> <p>Networking: WAN, LAN, WLAN, VPN, 802.1q, optics,</p>	5+ years of management experience and year-over-year success in managing complex,

		<p>system design and troubleshooting</p> <p>Wireless: IEEE 802.11 2.4GHz/5GHz a/b/g/n/ac, ZigBee, CEL, PCS, LTE, AWS</p> <p>Certifications: Ruckus Wireless Solutions Engineer, TE Connectivity DAS Installation and Design, CSI Digital Repeater Installer, Control4 Elite Installer, SureCall Installer</p>	challenging IT initiatives
Senior Technical Support Engineer	Andrew Laurence	<p>Second- and third-level support for technically complex software and hardware products.</p> <p>Advanced problem resolution for life-critical server and software issues that require urgent attention. Detailed understanding of Windows, Perl, shell scripting, Active Directory, IIS, DICOM, TCP/IP, and the OSI model</p>	15 years of excellence in second- and third-level support
Sr. Telecommunication Engineer	Dave Tillette	<p>Strategist Lead 11yrs+ space allocation for corporate headquarters telecom installations/ workspace.</p> <p>Managed/Programmed Avaya S8800/S8700/S8500/S8300/G3si-R/11/AT&T Dif75 / Nortel CiscoWebEx/Toshiba DK424/CTX670/frSIP/IVR/VoIP</p> <p>Mobile collaboration/synchronizing mobile device desktop landline</p> <p>Maintained Auto-Attendant / IP Telephony / VoIP, SIP protocols / MPLS, PSTN, POTS and VPN, call flow using vector</p>	18yrs+ experience as Sr. Telecom Engineer
Network Operations Technician	Robert Sullivan	Expertise in providing first level service to customer problems in person, over the phone and through a ticketing system.	Almost 13 years of experience as network operations technician



		<p>Responsible for analyzing, testing, isolating and repairing network, software and VOIP equipment and issues.</p> <p>Performs proactive monitoring, configuration management and fault resolution of complex voice and data services.</p> <p>Performs Help Desk duties while maintaining a positive and professional manner at all times, during high stress situations.</p> <p>Takes calls and provides status from and to management and staff on a regular basis.</p>	
Voice/VOIP Field Service Engineer	VERONICA LEIGH DEVORE-COOK	<p>Manage projects for all Installs, Moves, Adds and Changes. Performed systems configurations for new and existing Telephony deployments. Mange/Develop all Avaya Aura Contac Center Reports and Call Pilot Reporter Reports. Develop new applications in the Avaya Aura Contac Center. Provide customer with recommendations of latest hardware and software releases. Provide service for all Washtenaw County Sites.</p> <p>Implement Patching to the highest release of the CS1000 PBX and Call Pilot Voicemail System. Responsible for all incident resolution for all Washtenaw County Sites.</p> <p>Developed and maintained all Washtenaw County Telephony Systems documentation. Systems included are CS1000 Option 81, Option 61, and Multiple Option 11 PBX Systems with Call Pilot. Voicemail, Avaya Aura Contact Center, Meridian Mail, Telephony Manger and various BCMS and Norstar Key systems</p>	Nearly 30 years of experience as Voice/VOIP Field Service Engineer



Network/VoIP Engineer	Tommy Floyd	Diversified experience as a Senior Network/Voice Engineer and Subject Matter Expert on Enterprise VOIP implementation projects. Develop Telecom Processes for Ordering, Provisioning, Installation, and Verification. Manage Vendor Relationships with traditional carriers and cable companies Support Implementation Team with Meraki Network Installs and Cutovers. Configure Voice Gateways for PSTN access Troubleshoot LAN/WAN connectivity issues. Coordinate and oversee site surveys, logical turn ups, site readiness, cutovers and post cutover support. Maintain Change Management for Enterprise VoIP Platform	23+ years of experience as Network/VoIP Engineer
Unified Communications Engineer, VoIP Engineer	Christopher Gavula	Work for Cisco partner completing client projects and Adhoc requests. Installed/upgraded Cisco UC solutions including Call Manager 10.x, 11.x, Unity Connection 10.x, 11.x, Cisco IM&P/Jabber, UCCX, Informacast, Bridge Operator Console, and others). Experience includes some UCCX Contact Center scripting (IP/IVR, ACD). Configure supporting gateways, as needed. Work with telcos, internal teams, and other internal support	24 + years of experience as Unified Communications Engineer, VoIP Engineer
Device Support II	Tina A. Ditter	Developed and performed onboard training for new area site technicians focusing on district policies, applications, and school processes. Implemented Cisco VoIP system at 80 locations and comprising of over 6000 phones throughout. Installed, configured, and	25+ Years of experience as Device support Technician

		provided support during and post implementation of Cisco Unified Communications systems, including Jabber, WebEx and Finesse Agent applications.	
Senior Technical Support Engineer	Andrew Laurence	<p>Senior technical support engineer with excellence in second- and third-level support for technically complex software and hardware products.</p> <p>Advanced problem resolution for life-critical server and software issues that require urgent attention. Detailed understanding of Windows, Perl, shell scripting, Active Directory, IIS, DICOM, TCP/IP, and the OSI model.</p> <p>Development of tools for automation of technical support tasks, monitoring, self-repair, and data integrity.</p>	15 years of excellence as senior technical support engineer
Sr. Telecommunication Engineer	Dave Tillette	<p>Managed/Programmed Avaya S8800/S8700/S8500/S8300/G3si-R/11/AT&T Dif75 / Nortel CiscoWebEx/Toshiba DK424/CTX670/frSIP/IVR/VoIP, including</p> <p>Mobile collaboration/synchronizing mobile device desktop landline</p> <p>Voicemail Systems: Audix / Octel 200 / Serenade 250/ Toshiba / Panasonic / Delthpath FrSIP systems</p> <p>In the engineering and support role, Customer Services role was paramount</p> <p>Maintained Auto-Attendant / IP Telephony / VoIP, SIP protocols / MPLS, PSTN, POTS and VPN, call flow using vector, VDN, Hunt Groups / ISDN / Trunking / AAR / ARS / Route Patterns / Hunt Groups / tenant partitioning</p>	18+ years of experience as Sr. Telecommunication Engineer

		/ IP agents / softphones/ Audio-Visual Support	
j. Cellular and RF Technologies			
RF Management or System Engineering	Newt McCoy	<p>Experience in design, installation, maintenance, management, and troubleshooting for the DHS corporate internetwork. installation and maintenance of Cisco ACS 5.4 and 5.8 RADIUS / TACACS virtual servers. Involved with the design, installation and maintenance of Cisco local and wide-area infrastructure consisting of Cisco Nexus 7000 and Nexus 5000 core switches along with Cisco 3650 / 3750 / 2960XR stackable switches interconnected via dark fiber and metro Ethernet, supporting data, voice and video applications.</p> <p>Installation and management of the Meraki MX100 / 600 Z1 and Juniper MAG-4610 / SA400 remote access solutions in addition to supporting the Checkpoint firewall and Cisco VPN solutions.</p>	More than 30 + years of experience in RF Management or System Engineering
Director of Electrical Engineering	Paul A. Witt	<p>Experience directing and leading engineering development with global corporations, building expert engineering teams, driving new business strategies and bringing new high and low volume technology to market.</p> <p>Directed all areas of design engineering which include hardware, firmware, mechanical design, laboratory, systems and independent testing.</p>	25 years' experience as Director of Electrical Engineering
LTE Test Engineer	Prudhvi	<p>LTE Test Engineer, with experience in LTE, IMS testing and Drive testing networks.</p> <p>Experienced in Embedded System development/debugging with C.</p> <p>Experienced in working with MATLAB/Simulink.</p>	More than 3 years of experience in LTE Test Engineering.

		<p>Experienced in Analysis, design, coding, testing, and debugging of embedded software.</p> <p>Leaded team working on Solar power plant project.</p> <p>Basic understanding of CMOS theory & VLSI.</p> <p>Implemented the recreational programming for the embedded systems.</p>	
Wireless Wifi Network Engineer	NEIL MAVIS	CWNA – Certified Wireless Networking Administrator – Wifi, Bluetooth. CCNA – Cisco Certified Networking Associate. Worked on ACMP - Aruba Networks.	17 + years of experience in Wireless Wifi Network Engineer
Network/Telecom Engineer/Manager	Mark S. Rose	<p>Responsible for the design, installation, maintenance, management, and troubleshooting for the DHS corporate internetwork.</p> <p>Experience in wireless infrastructure consisting of Cisco 5760 and Cisco 5508 wireless LAN controllers along with the Cisco PI 3.0 and SolarWinds Orion network management platforms.</p>	More than 30 + years of experience as Network/Telecom Engineer/Manager
Senior Product Manager, M2M/IoT & Payment Solutions	Eli SASSON	<p>Experience in leading, architecting, managing, and supporting End-to-end M2M/ IOT Turnkey solutions, eCommerce solutions, payment solutions, and Advanced IT service solutions (SaaS & PaaS).</p> <p>Managed M2M ecosystem solution platforms with third-party application providers and cellular carriers which led to superior sales growth and OE profit margin year over year</p>	17 + years of experience as Senior Product Manager, M2M/IoT & Payment Solutions
Sr RF engineer	Alberto Herreros	<p>Experience in the design of DAS for in-building coverage for mobile carriers (AT&T, Verizon, T-Mobile, Sprint), and Public Safety.</p> <p>Performed benchmarking reports and evaluation with collected KPIs (LTE, UMTS, EVDO, and CDMA) using TEMS investigation and SeeHawk Studio</p>	9 + years of experience as senior RF Engineer

k. Distributed Antenna Systems			
Structured Cabling Technician	John Ferrucci	<p>Install and accept circuits on a Lucent 5E12, Titan 532L and 5500 switch. Assisted in the turning up the San Mateo Switch for Sprint PCS on a Lucent 5E12.</p> <p>Perform circuit installation on a DSC 600E for DS0-DS3.</p> <p>Perform circuit installation, acceptance and testing with technicians and end users</p> <p>Worked with the ILEC's from the West Coast for moves, adds and changes, ensuring a smooth transition of voice and data circuits</p> <p>Open trouble tickets with carriers from all regions to resolve trouble issues</p> <p>Technical Liaison for sales on new and existing accounts.</p>	More than 21 years of experience as Cabling Technician
SR. RF DAS Engineer	Ferdinand Mendonez	<p>Performed RF Design and Capacity Planning for DAS of Public Safety & Cellular.</p> <p>Conducted Site Surveys for DAS design and Performed Acceptance test for Underground train tunnels, platforms and multiple type building structures.</p> <p>Designed Coverage and Analyzed RSSI for 3G/4G Macro and Micro sites.</p> <p>Performed RF Optimization/Frequency Planning/Drive testing of Site clusters to improve performance and KPI for 3G/4G & IDen.</p> <p>Identified Search Rings, Designed Antenna systems, Link Budgets, and Path Loss on new and problem areas for Macro and IBS sites.</p>	32 + years of experience as Senior RF DAS Engineer

		Produced Coverage Maps & CATPs, RF & Antenna Systems design for PSLs & LMR in VHF, UHF, and 700/800 MHz.	
Operations, Project, VP, Engineer, LTE, DAS, Wireless, Manager	Demetrius Duran	<p>Experience in providing integration support for client's DAS Network, integrating sites for AT&T Turf program, and partnered to complete 2C, 3C, 4C and 5C carrier adds for Sprint.</p> <p>His Projects experience ranges from LTE 1C to 5C covering PCS, AWS, WCS, 850 bands, multi-UMTS macro, and multi-LTE BBU DAS integrations working with third-party DAS such as JMA, CommScope, and Corning.</p> <p>C-RAN, Pico-cell and Flexi-zone for small cell applications. Call, PSAP and Walk/Drive-Test reports submitted as required</p>	More than 10 years of Network Operations experience
Senior Field Technicians	Norman Bent	<p>Worked with new customers on achieving a good knowledge of the Software application for track and trace.</p> <p>Building and testing of prototype electronic circuits for development.</p> <p>Helped to reduce backlog of factory defective new radios.</p> <p>Worked with electrical and software engineers to modify fixes on existing units.</p>	Almost 30 years of experience as Senior Field Technician
Senior Network Analyst/Manager	Thornton Bertoli	<p>Experience analyst for LAN, WAN, wireless (WLAN), and cellular RF network design, configuration, optimization, and troubleshooting.</p> <p>Worked with hardware and software vendors to develop the best solutions for our business and clients.</p>	5+ years of experience as Senior Network Analyst/Manager

		<p>Linux scripting, automation, and performance optimization across 400+ Ubuntu servers.</p> <p>Led series of training lectures to educate all departments on products, technology, and best practices.</p> <p>Chief sales engineer for all new and existing projects</p> <p>Resident expert on in building solution design for distributed antenna systems (DAS)</p>	
R&D Consultant, Systems Engineer, Software Architect	Edward Segall	<p>Managed/Programmed Avaya S8800/S8700/S8500/S8300/G3si-R/11/AT&T Dif75 / Nortel CiscoWebEx/Toshiba DK424/CTX670/frSIP/IVR/VoIP, including Mobile collaboration/synchronizing mobile device desktop landline.</p> <p>Worked on Voicemail Systems: Audix / Octel 200 / Serenade 250/ Toshiba / Panasonic / Delthpath FrSIP systems.</p> <p>Maintained Auto-Attendant / IP Telephony / VoIP, SIP protocols / MPLS, PSTN, POTS and VPN, call flow using vector, VDN, Hunt Groups / ISDN / Trunking / AAR / ARS / Route Patterns / Hunt Groups / tenant partitioning / IP agents / softphones/ Audio-Visual Support</p>	18 + years of experience as R&D Consultant, Systems Engineer, Software Architect
Telecommunications Engineer	Peter maddocks	<p>Highly experienced and skilled video/data communications engineer looking to explore new opportunities. building and maintaining all data communications networks.</p> <p>Maintain and troubleshoot video and data systems in both Arris and Cisco platforms.</p> <p>Served as administrator of Digital Access Controller (DAC) for Maine set-top converters and</p>	More than 14 years of experience as telecommunication s engineer

		digital lineups. Successfully launched first Video on Demand system on Motorola platform. Set up and maintained Switched Digital Video system and launched 100 HD channels on system.	
Antenna Engineer, RF Engineer	Sajjad Abazari	Experience as an antenna engineer, applications include but are not limited to both military and civilian applications. Antenna power management, automotive antenna's, wearable devices, biomedical device, Satellite communications, Cellular communication-(LTE, 5G), Array antenna beamforming, public safety networks, RF surveillance, RF jamming. I have designed, troubleshot, tested and constructed microwave antenna including; reflectors, horns, dipoles patches, arrays, and omni-directional antennas.	9+ years of experience as Antenna engineer, RF Engineer
RF Engineer III	Charles E. Hockley	Experience in wireless voice and broadband data network engineering, (CDMA, EVDO, LTE), in roles including Systems Performance, Design and Capacity Engineering. Familiar with the vendor network interfaces for Voice, EVDO, and LTE networks including: Ericsson CACP, EMS-GUI, CPS, and OSS, Huawei LMT & M2K, and Lucent 5E OMP.	15 years of experience as RF Engineer
I. Other Technology & Systems			
SAP			
SAP FICO (Finance & Controlling)	Saj Sial	SAP FICO and FSCM functional and configuration experience on ECC 6.0 and working knowledge of S/4 HANA (1511 and 1610 releases). Extensive experience in SAP-FI, Banking accounting, Asset	7+ years as SAP FICO (Finance & Controlling)



		<p>Accounting, SAP-CO, SAP_FCSM.</p> <p>Strong knowledge of integration points between Materials Management, Sales and Distribution and Financial Accounting</p>	
SD (Sales & Distribution)	Michael D. Edwards	<p>Experience in Materials Management, Sales and Distribution, Warehousing, Logistics execution and Production Planning. Functional experience in retail, wholesale distribution, telecommunications, medical industry and consumer products industries enable strong understanding in areas of requirements gathering and design.</p> <p>Experience in SAP R/3 ECC 6.0 from requirements gathering, blueprint, design, configuration, training, implementation, break/fix and support in the MM area with Procurement experience with consignment, Inter and Intra Company Stock Transfer, MRP and subcontracting.</p>	Over 25 years of experience in sales and marketing
Project Manager			

Technical project Manager	Aman Dudeja	<p>Experience translating complex business processes and defining new business requirements to deliver global solutions within the Manufacturing, Telecom, Healthcare, and Information Technology industry.</p> <p>Focused on research and human resource and CRM applications; project experience encompasses agile / scrum and waterfall approach throughout the implementation SDLC of the mid to large size projects with a blend of project management skills, domain functional knowledge and technology experience</p>	9+ years of experience as technical project manager
Senior Project Manager or Scrum Master	Toby Cruz	<p>Detail-oriented problem solver, capable of effectively switching between either large-scale or detail-oriented approaches to achieve success. Experienced at Office 365, Windows 10, and Windows 7 migration. Specialize in Financial & Legal verticals. Skilled at managing multiple simultaneous projects, delivering substantial revenue, productivity, and quality improvements through well-managed, on-time projects and operations management.</p>	20 years of technical engineering and project management experience
Java			
Full Stack Developer	Megha Casula	<p>Experience in development of Web Based, and Client/Server applications in conjunction with interfacing and back-end development.</p> <p>Experience in developing responsive web applications and interactive software products using AngularJS(1.x), Angular2.0/4, JAVASCRIPT, Typescript, ECMASCRIPT 5/6, JQuery, ExtJS, ReactJS, XML, JSON, AJAX, HTML4.01/5, CSS2/3, Polymer JS, D3 JS and</p>	10+ years of professional experience in full stack developer

		<p>Twitter Bootstrap – hand-coded, cross browser (no tables for non-tabular data)</p> <p>Experienced in developing static/dynamic HTML (HTML4.01/5) pages, SPA (Single Page Applications) providing client side validations in JavaScript and providing interactive front-end GUI using CSS2/3, XHTML, CSS Preprocessors – SASS and LESS</p>	
Java Frontend developer	Nicholas Rodman	<p>Full Stack web development immersive - focusing on clean code principles, design patterns, and test-driven development (TDD).</p> <p>Technical Skills:</p> <p>MEAN Stack: MongoDB, Express.js, Angular 2, Node.js</p> <p>Javascript (ES6)</p> <p>jQuery, HTML, CSS, Flexbox</p>	7 + years of experience as Java Frontend developer
Java Backend Developer	Rajat Subhra	<p>Experience in Information Technology, developing and maintaining mobile applications, specializing on iOS and Android in the most recent years.</p> <p>Extensive working knowledge on Swift, Objective-C, and different iOS frameworks such as CocoaTouch, AlamoFire, SpriteKit, UIKit, CoreData, Realm and many more.</p> <p>Extensive working knowledge on JAVA, Kotlin, and different Android libraries/frameworks such as Volley, Retrofit, OkHttp, ORMLite, Espresso, Picasso and many more</p>	5+ years of experience as Java Backend developer
AngularJS Developer	Venkata Surya	<p>Experience in developing, deploying and supporting multi-tier web/mobile application projects using HTML5, CSS3, Vanilla JavaScript, AngularJS,</p>	Over 8+ years of progressive experience in AngularJS Developer

		<p>NodeJS, jQuery, Ajax, JSON, Core JAVA, DOM, XML, DHTML, XHTML, Bootstrap and D3JSE</p> <p>Experience in designing Responsive Web Design(RWD) with CSS media Queries and Bootstrap.</p> <p>Experience with various MVC JavaScript frameworks like AngularJS, Require JS, Node JS, React JS</p>	
SOA Architect	Carlos A. Hall	<p>Experience in information technology with a focus on Enterprise Solution Architecture, Project Management, Object Oriented Analysis, Design and Development using SOA, UML, N-tier, SDLC and Web architectures, specifically on Advanced Analytics, MDM, PORTAL, BPM, ESB, Java/JEE and Microsoft .Net Technologies on the CLOUD, Mobile, Windows, Linux, Unix and Mainframe Platforms. Extensive experience in architecture, business processes, requirements gathering, data modeling, database and system design, software development methodologies, configuration management and Information Technology infrastructure</p>	Over 26 years of experience as SOA Architect
Java AWS developer	Rahul Reddy	<p>Experience in Analysis, Design, Development and Testing of web and distributed n-tier applications using Java and J2EE technologies.</p> <p>Expertise and have extensive knowledge and working experience on AGILE, Software Development Life Cycle (SDLC), Service-Oriented Architecture (SOA), Rational Unified Process (RUP), Object Oriented Analysis and Design (OOAD), UML and J2EE Architecture</p>	8 Plus years of professional experience as Java AWS Developer



The primary contact for this account would be –

Name of primary POC	Sujwala Puttagunta (Su)	Sandhya Rani Karnati	Navya Krishna Kilari
Designation	Project Manager	Account Manager	Account Manager
Phone	703 342 6560	425 772 7742	703 294 3416
Fax	703 378 8101		
Email	sputtagunta@nautiquos.com	Sandhya.karnati@peopletech.h.com	Navya.kilari@peopletech.com

4. Describe the ability to provide continuity of consultants throughout the duration of a project.

Flex!

On critical projects with tight timelines where superfast project ramp ups are required we take a more aggressive approach by spinning up a secondary team at zero-cost to the customer. This team comprises a similar mix of resources and are available to be deployed onsite with a few hours' notice. The Flex! team can scale alongside the primary team instantaneously and is billed only upon actual usage. This team also acts as a substitute for planned as well as unplanned resource needs.

On projects where having a Flex team isn't required we work with the project manager to define an appropriate approach. Nautiquos' approach to transition planning and execution begins with our onsite primary Point of Contact (POC). Working in collaboration with the client manager an appropriate transition strategy is defined. Transition needs can arise out of several different situations such as personal family situations, a lack of fit within the team or with a change in the specific duties being asked of the resource.

Once the situation has been surfaced an action plan can be defined that can address the resourcing issue. This can be specific feedback to the consultant, additional training, or it could be determined that a replacement resource must be found. We take this type of situation as a "priority one" on our side. We continuously fill a pipeline of resources with Microsoft, Oracle/PeopleSoft, Cisco and Virtualization technology skills, so alternate resources can be quickly identified and a specific transition plan is put in place. Ideally, an overlapping work period is possible to ensure complete knowledge transfer is performed. Nautiquos absorbs the cost of this overlap period.

Leveraging this comprehensive approach to resource continuity has yielded consistently successful results.

5. Describe services available from your firm and/or partners and associated costs. Examples of services that could be included are:

- a. Implementation**
- b. Development**
- c. Project Management**
- d. Architecture and Design**
- e. Capacity Planning**
- f. Installation and Configuration**



- g. Performance and Scalability
- h. Conversion
- i. Monitoring, administration and upgrades
- j. Operations metrics

The following services available from Nautiquos and its subsidiary partner for this project and also our assumptions around associated costs* with each service.

Service	Nautiquos Service Description
Implementation	<p>Nautiquos with experience of more than 100+ implementations has developed a strong deployment approach which ensures zero flaws in deployment. Implementing enterprise software can be a challenge for even the most mature organizations. Understanding requirements, selecting the right software, planning the implementation, installing and configuring the software, integrating with other systems, deploying to users, managing organizational change are all part of our implementation services.</p> <p>Our software implementation services include:</p> <ul style="list-style-type: none"> • Software requirements definition • Software selection • Implementation planning • System architecture and network planning • Software installation and configuration • Systems integration and interface design • Custom report writing and applications development • Standard and custom training development and delivery • Organizational change management services • Pilot test and production deployment • Mentoring and user support • Post-deployment reviews
Development	<p>Nautiquos proposes to use the agile development process as its approach to execute any development work associated with this project. Nautiquos uses the Agile Development Methodology for all of the projects, as it is, at the cost of a cliché, agile and perfectly flexible with diverse requirements and development environments. Our expertise with Agile allows us to deliver unmatched quality as well as timeliness in our deliverables.</p> <p>At Nautiquos, we have a team of seasoned professionals who are skilled at custom application development and create bespoke software applications that not only meet the clients' requirements, but also adhere to the global standards of software engineering.</p> <p>We utilize following technologies to tailor-make software solutions for our clients -</p> <ul style="list-style-type: none"> • Design Tools - Fireworks, Photoshop, SWiSH Max4, Flash, Illustrator, etc. • Frameworks - Zend, CakePHP, Kohana, CodeIgniter, etc. • e-commerce - OpenCart, osCommerce, X-Cart, Magento, and more.

	<ul style="list-style-type: none"> • Open Source - Drupal, Joomla, WordPress, Magento, etc. • Programming - AJAX, ASP.NET, PHP, Java, etc. • Database - Oracle, MySQL, MSSQL <p>We have extensive experience in customized software development. Our custom software development services also include development of biometric and medical applications, software for SQL server, WebLogic, WebSphere application servers, MySQL database programming, Java, and web applications, etc. Additionally, we offer customization for a lot more software solutions.</p>
Project Management	<p>Nautiquos believes that a critical success factor for any successful project is clear, consistent, and unambiguous communication throughout the project life cycle. Core to this philosophy is the inherent value of following standardized documentation and templates and responsive Project Management to ensure the project meets schedule, budget and project functionality constraints.</p> <p>We understand and use the most popular, well-respected project management tools, including Agile methodologies. The key to success is our experience to respond rapidly and with appropriate knowledge to resolve issues that threaten the critical path of the project.</p> <p>Nautiquos has over a decade of client and partner experience and is expert at the project management process. We deliver best-in-class software products and services on time and within budget to meet the needs of our global clients. Our well-structured project management organization ensures that every project is conducted in a disciplined fashion, using the latest techniques and methodologies, and involving all stakeholders in the process.</p> <p>We have vast experience with a range of flexible delivery models, e.g., onsite, offshore and hybrid models that are designed to suit the needs of our clients and provide appropriate alternatives to fit the unique requirements of a project or organization. We use the most suitable project management methodology for every project. One such technique is an Agile development methodology.</p> <p>The Agile philosophy promotes project management discipline, but it also engenders teamwork, collaboration, accountability and a standardized set of engineering practices that enable rapid application delivery and ensure quality output. Nautiquos is very familiar with the Agile process and has used it for project management tasks with great success. We understand the tradeoffs and the issues that arise with the collaborative environment and we are skilled at enforcing accountability and team and individual responsibility. We maintain a positive focus and provide clarity for tasks and activities so that there is never any question about assignments or schedules.</p> <p>Nautiquos project management process involves Identifying and optimizing competing demands for functionality, schedule, budget, risk and quality. Reconciling the needs of stakeholders with the expectations for the project Delivering outcomes associated with user requirements and approved benefits.</p>
Architecture and Design	<p>Nautiquos' software design experience and services always stand on the foundation of reliable architecture. We strive to analyze and identify the optimal solutions for our clients' organization, defining functional and non-critical requirements, and conducting trade-off analysis to assess complexity and manage risk, ensuring a solid structural base before transition into software design.</p>

	<p>Careful coordination between architectural and software design services promotes a level of satisfaction of important run-time characteristics such as availability, performance, scalability, and security – which is why our definition is critical to the process.</p> <p>Nautiquos development strives for full system cohesion with a focus on streamlined implementation of fully compatible, supported, interoperable components, in order to reduce complexity and risk ensuring adherence to project budget and time lines.</p> <p>Our software architecture services include the provision of comprehensive documentation, accessible to developers and other stakeholders. We work with our clients to provide detailed documentation, modeling that accurately and efficiently describes high-level logical organization and class method level design.</p> <p>our clients software architecture and software design services that are elegant, functional, and cost-efficient – all while providing a clear, rapid path to solution realization. We excel at the development of complex software systems – especially systems where success depends on critical attributes such as reliability, performance, security, and easy maintenance.</p>
Capacity Planning	<p>Nautiquos’ experience in Capacity Planning helps our clients to reach an optimal level where production capabilities meet demand. Capacity needs include equipment, space, and employee skills. If production capabilities are not meeting demand, high costs, strains on resources, and customer loss may result. It is important to note that capacity planning has many long-term concerns given the long-term commitment of resources. Nautiquos provide this service to address new service-based capacity issues, mainly focusing on Network and Voice Capacity Management.</p> <p>Nautiquos’ common strategies include leading capacity, where capacity is increased to meet expected demand, and following capacity, where client wait for demand increases before expanding capabilities. A third approach is tracking capacity which adds incremental capacity over time to meet demand.</p> <p>Finally, the two most useful functions of capacity planning that Nautiquos recommends its clients are design capacity and effective capacity. Design capacity refers to the maximum designed service capacity or output rate and the effective capacity is the design capacity minus personal and other allowances.</p>
Installation and Configuration	<p>As one of the largest IT service providers, we have to anticipate and meet the demands of the industry. In multiple locations across the globe. And in multiple different environments.</p> <p>And because the market never stays still, neither do we. Constantly investing time and resources so that our installation assets continue to cater to the latest demands.</p> <p>We are always improving and innovating, offering new installation solutions that range from off-the-shelf equipment to bespoke designs.</p> <p>Nautiquos’ extensive track record means our knowledge of how to carry out a large-scale installation is second to none – we make the best use of the available resources to ensure project efficiency and safety at all times. However challenging the conditions be.</p> <p>we have the experience and assets to provide complete solutions across all manner of IT installations and configuration.</p>
Performance and Scalability	<p>Nautiquos’ application performance and scalability service line helps organisations to improve their applications or systems across the software development life cycle. Our application performance engineering group has knowledge about various industry tools and technologies, and extensive experience in performance testing and engineering. We help identify and address key performance related issues across phases of the software development life cycle before they occur in real time. We can enable organisations to</p>

	<p>improve application performance and meet growing customer expectations, reduce cost and improve their bottom line.</p> <p>Our application performance and scalability services include:</p> <p>Performance test and engineering: Help organizations to benefit from improved application and hardware efficiencies, capacity planning, and performance test execution by adopting a performance engineered approach across the life cycle of system and application development.</p> <p>Performance diagnostics: Help development teams identify and quickly resolve production performance problems with an effective business software solution. This involves identifying key performance bottlenecks and recommending measures to fix them in the existing application and environment by pairing many of the standard performance testing activities with or without diagnostics tools.</p> <p>Code and architecture assessment: Identify and address parameters that help detect and improve performance levels.</p> <p>Capacity and performance modelling: Detect scalability and performance issues through capacity and performance modelling exercises by shifting performance evaluation work to the early stages of the development life cycle.</p>
Conversion	<p>When the time comes to migrate documents and data from the existing file systems, Nautiquos' conversion services teams help its client in any or all stages of the process. From project management, to metadata analysis and design, to the migration and validation processes, we have guided hundreds of customers in all scale of successful conversion projects.</p> <p>Our teams have years of experience extracting data from different systems, including legacy or proprietary, home-grown solutions. We are data schema experts for enterprise systems in industries including healthcare, higher education, insurance, government and manufacturing.</p> <p>Our experts ensure historical converted documents are indistinguishable from new documents in your day-forward solution, improving user adoption. We have experience converting customers with upwards of 10TB of data, and have built conversion tools that enable us to run multiple, high-volume, concurrent import processes 24x7. This methodology ensures there is minimal to no system downtime during the transition, and enables users to actively modify and import documents, even during the conversion process.</p>
Monitoring, administration and upgrades	<p>Upgrading Enterprise Resource Planning software is a mandatory part of meeting maintenance requirements. It also allows customers to take advantage of new features, functionality and the opportunity to retire from outdated processes and customization. It is a complicated process which combines the need to evaluate previously developed customizations, introduction of new enhancements and features which may be desirable to implement and business process changes that will ultimately affect the daily activities of end-users of the system. The key to a successful upgrade project is the establishment and adherence to a proven methodology, led by strong project management.</p> <p>To answer this challenge, Nautiquos is pleased to present our proven methodology. The Nautiquos upgrade methodology built using Standard Upgrade Instructions, including steps that are critical to the success of the upgrade, yet may not be included in vanilla approach. Nautiquos uses a five-phased approach, breaking this large, complicated process into the manageable phases.</p> <p>1) Initiate to plan 2) Analyze to design 3) Build to realize 4) Test to Confirm 5) Finalize to Go Live</p>

	<p>Nautiquos' monitoring software checks the availability and uptime of servers, computers, routers, switches, printers, etc., tracks bandwidth usage and network traffic, and monitors server load and performance. We have used this monitoring tool successfully for many of our clients.</p> <p>The network administration tools thus give you a complete overview of your network and help you to troubleshoot performance issues before they affect users or clients</p>
Operations metrics	<p>Nautiquos uses operations metrics to evaluate current performance and establish targets that will drive the product development organization. We typically use metrics that balance four key dimensions: quality, time, productivity and cost. These metrics should extend beyond traditional performance measurements and include key predictive measures. Similarly, organizations need to differentiate between performance and diagnostic metrics.</p>

Associated Cost Assumptions

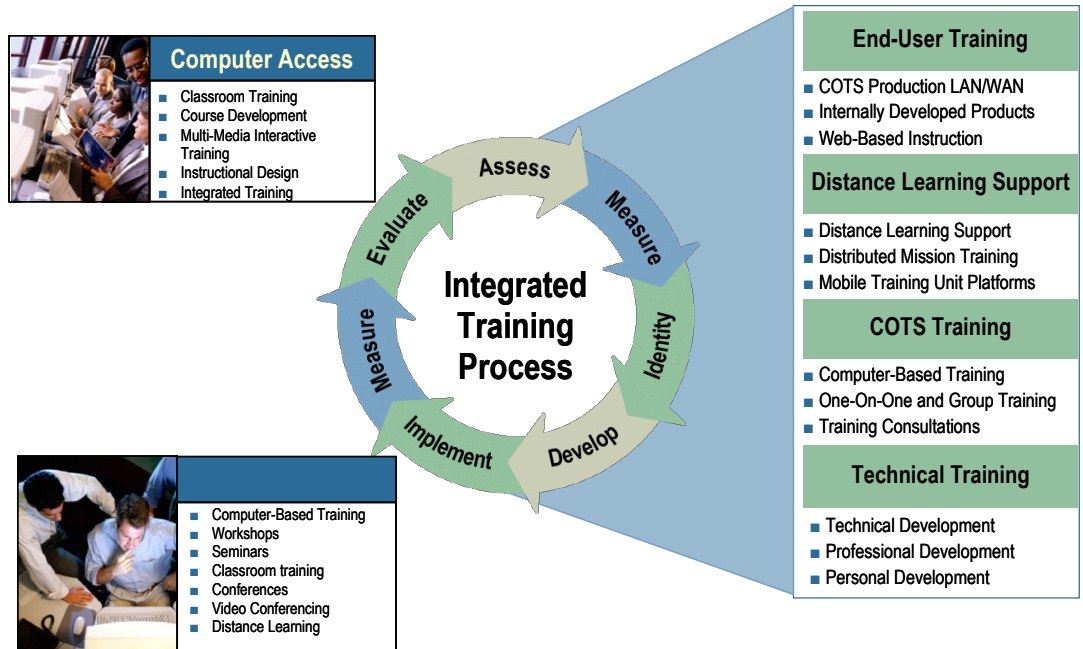
Nautiquos' associated cost for each service area will depend on the actual scope of services and the resources required to complete that service. We will use our proposed bill rates of the resources for the services required by JMU.

6. Describe the ability to assist in the development and offering of training and documentation.

Evaluating skill levels and addressing training needs has become a strategic focus for our company. On-going training is an integral part of Nautiquos' philosophy to provide continued quality service for our customers and to remain technically competent in the rapidly changing IT industry. The overall competence of Nautiquos employees is reflected in our exemplary historical performance on Higher Education Institution and Government contracts, spanning a period of over 16 years.

The Nautiquos team recognizes the importance and criticality of developing and maintaining the skill levels of our JMU assigned work force. Nautiquos is prepared to systematically address the current and evolving IT needs of this major JMU program. Nautiquos continues to develop the skill sets of these individuals and advance their professional careers.

Training on new technologies and maintaining technical capabilities are part of the corporate culture for greater responsibility and growth. Training is critical to maintaining proficiency with cutting edge technology. Our individual development program begins with completing an individual skills assessment to determine individual and site-unique training requirements. Individual training plans will be reviewed by the Nautiquos Project Manager. Nautiquos has





developed, and is using internally, an automated training and skills database. This system not only tracks the training that each employee has received, but also categorizes and describes each employee's skills and competence. Using this database, the Nautiquos Project Manager can efficiently and productively search for employees with the skills to meet task order requirements.

By working closely with JMU, the Nautiquos team can proactively determine training requirements before task initiation and can identify program staff best suited to receiving training. When new skill requirements can be forecasted, productivity increases because there is no delay in ramping up for development assignments. The Nautiquos team will conduct two types of training for this JMU Project, general management/technical training and JMU-specific training.

7. Describe training options and associated costs. Include a catalog of training offerings and differentiation between technical staff and end-user training.

Our resources would undergo a skill evaluation process every quarter to identify the knowledge gaps. The outcome of the activity would be skill matrix based on which a training plan will be created with areas to be covered. We often encourage our resources to attend trainings provided by Oracle, Microsoft and Cisco. Most of our resources are certified on latest Technologies in the Microsoft, PeopleSoft and Oracle world. We can employ a train-the-trainer plan, as desired by JMU to train the users to be equipped with the knowledge of IT consulting services for various applications utilized by JMU.

We also create documentation in due course of the project with process and procedures to handle any issues faced in future. The project manager in association with JMU Project manager finalizes the training guides and conducts the Train-the-Trainer and end-user training sessions.

Work Products	Cross Phase	Nautiquos Activities	JMU Activities
End User Training	Training	Consulted	Responsible to Execute end-user training.
Technical Staff Training	Training	Consulted	Responsible to Execute technical staff training

Nautiquos will charge the associated cost related to training, only on the actual cost of the training imparted to the JMU staff. Type of training options required and the associated cost will be discussed with JMU staff at the time of actual training.

Training Delivery

The provided training consists of various types of training session in order to provide a smooth handover to JMU internal organization.

Training Sessions Purpose

Training Class	Purpose
Solution Training	Training in the IT Consulting phase including design, development, deployment, support is focused on preparing JMU's resources for participation in User Acceptance Testing (which will also provide for training using the new solution to complete their daily work), and maintaining the solution in on-going daily operation. A Train-the-Trainer (TTT) approach is used, whereby this session prepares JMU key resources, who may not be accustomed to providing such training, with the necessary skills required. The TTT session is conducted with JMU resources who will be conducting:



	1. End User Training 2. Technical Training Functional Training The solution training will be provided in one of the JMU location
Systems Administrator Training	This training is focused on preparing IT Customer resources for maintaining the systems administration of their various Oracle/PeopleSoft, Desktop Management, Cisco and Microsoft applications and systems. Training of the code developed for the identified solution will be imparted to the Technical Administrator during the IT Consulting phase of each release on-site at JMU premises. A Train-the-Trainer (TTT) approach is also used for this training and it is conducted alongside the TTT training. The solution training will be provided in one JMU location (5 sessions each lasting for no more than 8 hours) for 20 attendees at the most

8. Provide examples of recent projects at higher education institutions comparable to James Madison University. Describe the project, time frame, end result, etc.

Nautiquos has a rich experience in performing IT Consulting services for many clients including higher education institutions like JMU. We have provided similar consulting services for Oracle/PeopleSoft (Implementation, Upgrade, Hosting and Managed Services), Microsoft, Cisco and Virtualization technology based enterprise applications and systems.

Customer	Details	Time Frame	Project Descriptions
Stanford University	PeopleSoft Campus Solution and HR applications	2008 - Ongoing	<p>Stanford University had their HR& CS in 9.0 and had planned for upgrade to 9.2. However, with 9.2, Campus Solutions are split from HR and will need to upgrade them separately.</p> <ul style="list-style-type: none"> Split HR and Campus Solutions instances in 9.0 release Upgraded HR from 9.0 to 9.2 Upgrade CS from 9.0 to 9.2 is currently in analysis phase. Planned go-live is end of July, 2017. Upgrade for PeopleSoft ELM is in planning phase. Nautiquos is helping with overall effort estimates and detail project plan.
Howard University	PeopleSoft Implementation & Support	2008 - Ongoing	<p>Nautiquos implemented the following PeopleSoft HCM 9.0 modules.</p> <ul style="list-style-type: none"> Employee Onboarding Employee Self-service Recruiting, Talent Acquisition Management <p>In addition to implementation services Howard wanted Nautiquos to provide ongoing support services as well. Nautiquos subsequently maintained the stability of Howard's PeopleSoft application, they documented the environment</p>

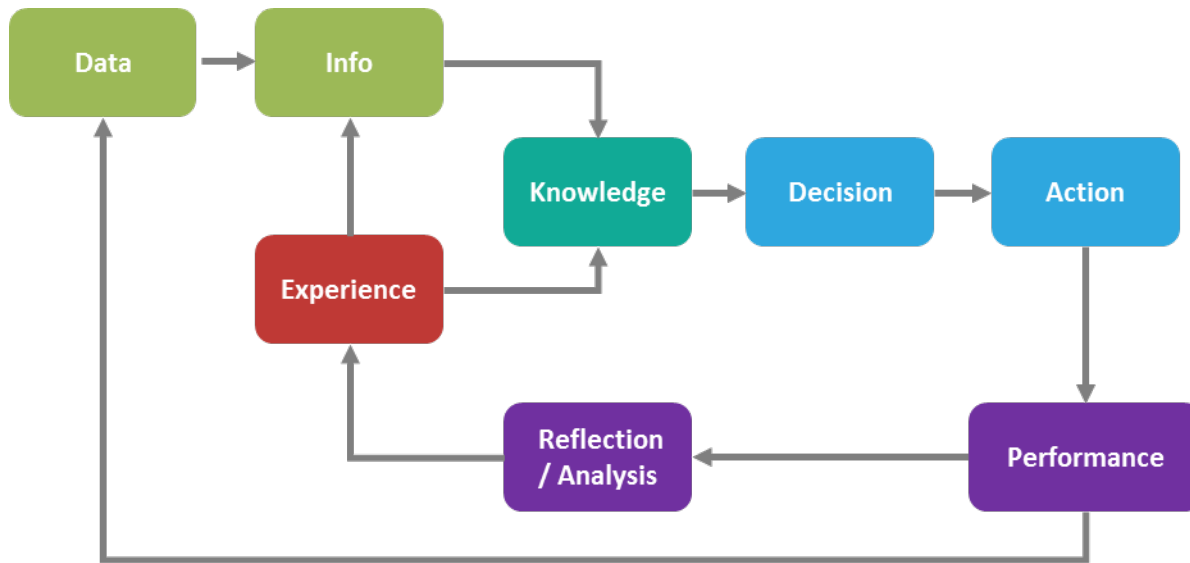
			configurations, and they implemented best practices for change management.
South Puget Sound Community College	Support WACIC and WASIS (W2) application systems.	4/2014 - Ongoing	<p>Overview:</p> <ul style="list-style-type: none"> • Provide support on an intermittent basis to support the WACIC and WASIS (W2) applications systems. <p>Proposed Solution:</p> <ul style="list-style-type: none"> • Mentoring WSP staff and assisting in trouble shooting and making enhancements to the interface between WASPC's offender watch system and WSP WASIS (criminal history) system • Provide mentoring and support in the development of SQL to support the W2 applications, tasks include developing ad hoc reports, data set creation in response to public information requests, creating new SSIS and SSRS packages, creating new stored procedures and modifying existing or creating new reports for the W2 systems

9. Describe the ability to provide for a thorough transfer of knowledge to JMU IT on any given project.

Nautiquos has expertise in providing training target audience on premises and from offshore using WEBEX like tools or use JMU prescribed communication methods defined in Communication plan.

The Nautiquos team will conduct knowledge transfer sessions with JMU staff to ensure full understanding of all the technical documentation. This level of understanding will provide staff with additional insight when evaluating responses to the RFP. The Knowledge Transfer will be to enable JMU personnel to operate, maintain, configure and modify the new systems including operation of the testing tools, supporting infrastructure, and security. The Nautiquos team will then work closely with the staff to develop technical requirements. After the Nautiquos team has a complete understanding of the current environment, the team will develop a Knowledge Transfer Plan document capturing business, technical, and cost requirements. This document will serve as the basis of understanding of the work to be performed, and translate those requirements into a requirements traceability matrix.

A thorough summary and situation assessment will be done for all the related staffs of JMU. Staffs will be assessed on their current skills and knowledge. Basing on these assessment details, we will prepare our Knowledge Transfer Plan document. The plan will include both (1) methods to retain the critical knowledge and skills, and (2) actions necessary to mitigate the negative impact of losing the knowledge and skills. There are a variety of methods to address impending loss of critical knowledge and skills. These include: Education and Coaching, Process re-engineering, Documentation and Codification and Alternative and Shared Resources. Once our team will identify the best method that best fits the type of knowledge to be transferred and the work environment, the next step is to identify steps which will be taken to retain this critical knowledge or skill and/or minimize the impact of its loss.



After the Nautiquos team has developed a complete draft of the requirements, a series of workshop sessions will be conducted. The purpose of the workshops is to refine, validate and adopt the functional and non-functional requirements. During the workshops the requirements will be tested. Based on feedback from the workshops, the Requirements Report will be updated as appropriate and sent for review. Feedback will be incorporated as appropriate, so that the Final Requirements Report can be produced. The Nautiquos team will share the templates and guideline with JMU staff and can train them on using/updating the templates further.

10. Describe your approach to project management.

Nautiquos' management and technical processes have been assessed by external, independent organizations and have been certified as compliant with the applicable ISO standards. At the project management level, many of our project managers are Project Management Professional (PMP) certified (given by the Project Management Institute (PMI)), which means that they deliver their management services within a professional framework. Thus, our management approaches utilize industry standard tools and methods (as prescribed by the Project Management Body of Knowledge (PMBOK) to control inputs and outputs during project execution.

We understand and use the most popular, well-respected project management tools. The key to success is our experience to respond rapidly and with appropriate knowledge to resolve issues that threaten the critical path of the project.

Nautiquos has over a decade of client and partner experience and is expert at the project management process. We deliver best-in-class software products and services on time and within budget to meet the needs of our global clients. Our well-structured project management organization ensures that every project is conducted in a disciplined fashion, using the latest techniques and methodologies, and involving all stakeholders in the process.

We have vast experience with a range of flexible delivery models, e.g., onsite, offshore and hybrid models that are designed to suit the needs of our clients and provide appropriate alternatives to fit the unique requirements of a project or organization. We use the most suitable project management methodology for every project.

The project management philosophy promotes discipline, but it also engenders teamwork, collaboration, accountability and a standardized set of engineering practices that enable rapid service delivery and ensure quality output. Nautiquos is very familiar with the project management process and has used it for project management tasks with great success. We understand the tradeoffs and the issues that arise with the collaborative environment and we are skilled at enforcing



accountability and team and individual responsibility. We maintain a positive focus and provide clarity for tasks and activities so that there is never any question about assignments or schedules.

Nautiquos project management process involves Identifying and optimizing competing demands for functionality, schedule, budget, risk and quality. Reconciling the needs of stakeholders with the expectations for the project Delivering outcomes associated with user requirements and approved benefits.

Issue Management

All the issues and the risks that come across during the Consulting Services will be very well addressed proactively with proper communications, follow ups and necessary escalations to ensure that all of them are addressed promptly and in timely manner. The Project Manager will be completely responsible with his team and shall seek for support from Nautiquos support staff and JMU Project Manager.

Stakeholder Communications

As part of the Project Management Stakeholders Communications – The Project Manager from Nautiquos will be accountable for the entire Consulting Services while the other resources will be responsible for making the project successful meeting JMU’s core objectives. There will regular follow up and meetings with Stakeholders of JMU daily and weekly basis appropriately wherever required.

A formal process will be employed to facilitate communication during the project. There will be two key vehicles for providing this communication: a weekly status report and a weekly status meeting.

The Nautiquos On-site team, working in conjunction with JMU Project Manager, will compile status reports for distribution to both JMU and Nautiquos management. Meetings will be held to review overall status, the project schedule and open issues noted in the status report. Additionally, a Steering Committee Status Report will be prepared and a meeting will be conducted on a monthly basis.

11. Describe how your firm would propose a functional staffing plan indicating the number, characteristics, and schedule for the consultants.

Our proposed staffing plan

Nautiquos employs highly experienced resources. To this consulting project, we will assign experienced resources who are experts in working on Microsoft, Oracle/PeopleSoft, Cisco technologies and trained on similar applications. Nautiquos will make use of the Staffing Plan to keep an optimum level of resources engaged at all times taking into account the attrition levels at onsite. Nautiquos’ dedicated project team in co-ordination with its HR & Recruiting team will be at all times working on identifying the resources in order to support the project. These resources will include skill sets that are spread across all the major technologies used by JMU as well as the niche and specialized ones.

Nautiquos has an in-house training portal that will be utilized for training resources on the applications. The training curriculum for all the applications will be prepared during the transition period and uploaded to the training portal. Resources will then be asked to complete training across multiple applications even though they may be assigned to single or few of the applications. Our process integration specialists will also be making every effort to provide knowledge about JMU’s IT consulting business process to the new resources that join the team.

Nautiquos will take the following steps in order to mitigate some of the risks/challenges the project may be exposed to due to team members rolling off of the project.

- Closely tracking the performance of every employee against the benchmark



- Cross-training the team for multiple functions, creating at-least 2 levels of backup for critical tasks will help in reducing the dependencies drastically
- Phased and structured new hire training program for fast and systemic knowledge transfer
- Volume trend analysis for optimum resource planning and deployment
- Timely alert to human resources department for backfill along with clear and concise timelines and skill-set requirement
- Skill-set mapping across the business functions to track the skills of the resource pool for cross-function deployment and training

12. Describe the functions to be subcontracted and the expertise and credentials required from the subcontractor.

Nautiquos Business Solutions, LLC is a prime vendor for this project. Nautiquos is a SWaM certified company and will provide all Project Management, design, development, implementation and training for the IT industry. We are not using any subcontractor for this opportunity as such but certainly, we have signed a joint venture agreement with our subsidiary company Nautiquos Group, Inc. to perform all the services (100%) mentioned in the RFP.

Required expertise and credentials

Nautiquos has historically been on the cutting edge of technology right from its inception in 2006 and also is an emerging leader in the Enterprise Applications and IT Services marketplace. They have extended this image to include web and mobile technologies as an extension of their primary Enterprise Application competence. Their focus is on enterprise resource planning (ERP) expertise, addressing the most complex of business, healthcare, government and higher education IT requirements. Nautiquos has strategically invested in building out capabilities in next-generation technologies to include Oracle, PeopleSoft, Microsoft, Cisco, Virtualization, Desktop Management, Service-Oriented Architecture (SOA) and Business Intelligence (BI), while expanding the scope of alternate deployment and support models through their managed services group.

Nautiquos draws its expertise from strategic partnerships with technology leaders like Microsoft, Oracle, Cisco, Virtualization, SAP etc. and combines that with the deep understanding of its services. Its core services are web application development, project management, capacity planning, installation and configuration, ERP implementation, upgrades, custom application development, customization, support, managed services, operations metrics and staff augmentation.

Nautiquos offers a single point of delivery and support through the entire IT lifecycle, from analysis through day-to-day support and operations. Its consultants and engineers have the necessary technical, architectural and project management skills to help mitigate risk associated with business and technical constraints and organizational diversity. They can often accelerate the rate of implementation by utilizing prior project success and experience gained through similar engagements.



3. Offeror Data Sheet

Offeror Data Sheet, included as Attachment A to this RFP.

ATTACHMENT A

OFFEROR DATA SHEET

TO BE COMPLETED BY OFFEROR

1. QUALIFICATIONS OF OFFEROR: Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirements.
2. YEARS IN BUSINESS: Indicate the length of time you have been in business providing these types of goods and services.

Years 6 Months 9

3. REFERENCES: Indicate below a listing of at least five (5) organizations, either commercial or governmental/educational, that your agency is servicing. Include the name and address of the person the purchasing agency has your permission to contact.

CLIENT	LENGTH OF SERVICE	ADDRESS	CONTACT PERSON/PHONE #
Stanford University	2008- Ongoing	295 Galvez Street, Stanford, CA 94305-6104	Sameer Marella IT Director Email: smarella@stanford.edu Phone: 650-804-4597, 650-721-2447
Howard University	Ongoing	2301, Georgia Ave, Washington DC - 20059	Prashant Dommeti Team Lead Phone: 202 302 4624 Email: pdommeti@howard.edu
Department of Early Learning	2008- Ongoing	212 Maple Park Ave. SE Olympia, WA 98501-2347	Rich Bowman Technical Program Manager Email: Richard.bowman@del.wa.gov Phone: 360-725-4665
Washington State Department of Licensing	7/2014 - current	405 Black Lake Blvd SW, Olympia, WA 98502	Patrick Robinson BPD Manager Phone: (360) 664-1367 Email: probinson@dol.wa.gov
South Puget Sound Community College	4/2014 - Ongoing	4220 6 th AVE SE Lacey, WA 98503	Jennifer Carter Contract Manager Phone: (360) 709-2005 Email: jcarter@spscc.edu
Expedia, Inc.	Dec 2014 – Ongoing	333 108th Ave., NE Bellevue, WA, 98004	Rupert Bader Senior Director, Talent Analytics and Programs 425 679 8734 rbader@expedia.com



Amazon, Inc.	Ongoing	410 Terry Ave. North Seattle, WA, 98109	Dave Warner IT Director 253-632-3283, 206-922-5942 dwarner@amazon.com
TriNet Technologies	Ongoing	San Leandro, CA	Sandy Joe Ex Dir, Quality Engineering, Tech – Engineering Management 510-386-9035 sandy.joe@trinet.com
Esterline Technologies	2008- Ongoing	Bellevue, WA	Shabhaz Alibaig Senior Director & Head of HR Operations and HRIS (262) 914-3442 shabhaz.alibaig@esterline.com

4. List full names and addresses of Offeror and any branch offices which may be responsible for administering the contract.

Nautiquos Business Solutions, LLC. (Prime Vendor)

306 E Main St, Luray, VA 22835

PeopleTech Group, Inc. (Our subsidiary and Joint Ventured company for this contract)

1110 112th Avenue NE, Suite 300C, Bellevue, WA. 98004

3. RELATIONSHIP WITH THE COMMONWEALTH OF VIRGINIA: Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the [CODE OF VIRGINIA](#), SECTION 2.2-3100 – 3131?

[] YES [☒] NO

IF YES, EXPLAIN: _____



4. Small Business Subcontracting Plan

Small Business Subcontracting Plan, included as Attachment B to this RFP. Offeror shall provide a Small Business Subcontracting plan which summarizes the planned utilization of Department of Small Business and Supplier Diversity (SBSD)-certified small businesses which include businesses owned by women and minorities, when they have received Department of Small Business and Supplier Diversity (SBSD) small business certification, under the contract to be awarded as a result of this solicitation. This is a requirement for all prime contracts in excess of \$100,000 unless no subcontracting opportunities exist.

ATTACHMENT B

Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Offeror Name: Nautiquos Business Solutions, LLC **Preparer Name:** Sujwala Puttagunta

Date:

11/2/2017

Is your firm a **Small Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)?

Yes ☒ No ☐

If yes, certification number: 692372 Certification date: 8/18/2015

Is your firm a **Woman-owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes ☒ No ☐

If yes, certification number: 692372 Certification date: 8/18/2015

Is your firm a **Minority-Owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes ☒ No ☐

If yes, certification number: 692372 Certification date: 8/18/2015

Is your firm a **Micro Business** certified by the Department of Small Business and Supplier Diversity (SBSD)?

Yes ☐ No ☒

If yes, certification number: Certification date:

Instructions: *Populate the table below to show your firm's plans for utilization of small, women-owned and minority-owned business enterprises in the performance of the contract. Describe plans to utilize SWaMs businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.*

Small Business: "Small business " means a business, independently owned or operated by one or more persons who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.

Woman-Owned Business Enterprise: A business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWaM**



Program, all certified women-owned businesses are also a small business enterprise.

Minority-Owned Business Enterprise: A business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM Program, all certified minority-owned businesses are also a small business enterprise.**

Micro Business is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees **AND** no more than \$3 million in average annual revenue over the three-year period prior to their certification.

All small, women, and minority owned businesses must be certified by the Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) to be counted in the SWAM program. Certification applications are available through SBSD at 800-223-0671 in Virginia, 804-786-6585 outside Virginia, or online at <http://www.sbsd.virginia.gov/> (Customer Service).



ATTACHMENT B (CNT'D)

Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Procurement Name and Number: IT Consulting Services, RFP# MLO-981

Listing of Sub-Contractors, to include, Small, Woman Owned and Minority Owned Businesses
for this Proposal and Subsequent Contract

11/2/2017

Date Form Compl

Offeror / Proposer:

Nautiquos Business Solutions, LLC.

306 E Main St, Luray, VA 22835

Sujwala Puttagunta, 703 342 6560

Firm

Address

Contact Person/No.

Sub-Contractor's Name and Address	Contact Person & Phone Number	SBSD Certification Number	Services or Materials Provided	Total Subcontractor Contract Amount (to include change orders)	Total Dollars Paid Subcontractor to date (to be submitted with request for payment from JMU)
Not Applicable(NA)	NA	NA	NA	NA	NA



(Form shall be submitted with proposal and if awarded, again with submission of each request for payment)

Note: Nautiquos Business Solutions, LLC as a Prime vendor has signed a Joint Venture agreement with its subsidiary company PeopleTech Group, Inc. for performing all the services (100%) in this project as mentioned in the RFP. Hence, we do not require any subcontractor for this engagement.

5. Amount of Sales with VASCUPP Member Institution

Identify the amount of sales your company had during the last twelve months with each VASCUPP Member Institution. A list of VASCUPP Members can be found at: www.VASCUPP.org.

Nautiquos does not have any sales or revenues during the last twelve months with each VASCUPP Member Institution.



6. Proposed Cost

The Offeror shall provide an hourly rate broken down by position type for the proposed services. Provide onsite hourly rate that includes all billables (e.g. travel, lodging, etc.). Include pricing for all other products and services.

Specify any associated charge card processing fees, if applicable, to be billed to the University.

IT Consultant (Role/Designation)	Bill Rate in USD (Per Hour)
Oracle Technical Consultant	97
Oracle Apps Technical Consultant	101
Oracle Applications Techno-Functional Consultant	122
Oracle Financials Functional Consultant	113
Oracle Apps Functional Consultant	109
Oracle Techno Functional Consultant	113
Senior Oracle Database Administrator	89
Oracle Database Administrator	93
Oracle Project Manager	105
Oracle/PeopleSoft Enterprise Solutions	
PeopleSoft Enterprise Solutions	113
PeopleSoft Technical Consultant	101
PeopleSoft Financials Functional Consultant	113
PeopleSoft Functional Consultant	109
PeopleSoft Business Consultant	113
PeopleSoft Payroll Tester	97
PeopleSoft Developer	101
People HCM Functional Consultant -	105
Desktop and Mobile Device Management	
Desktop and Mobile Device Management	113
Android Developer	97
iOS Developer	109
Mobile Application Developer	89
Desktop Administration	49
Desktop support Admin	57
Microsoft	

.Net Developer	89
C# Developer	97
SharePoint Developer	113
SQL Developer	97
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IT Infrastructure Administrator	49
Help Desk Support Technician	34
Project Manager - Infrastructure	75
Network Architect Enterprise Networking and Security Solutions	81
Windows System Engineer (Security, Infrastructure)	68
Sr. AWS/ Azure Windows Engineer	76
Desktop Support Technician	37
Microsoft Systems Administrator	81
Sr Desktop Engineer	62
Desktop Support Technician	37
Systems Engineer	75
IT System Administrator	45
Desktop Windows Engineer	52
System Administrator II	58
SCCM Administrator	75
Windows Engineer	68
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IT Infrastructure Manager	87
Administrator IT Infra Service Desk	41
Project Management Senior Infrastructure Engineer	78
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Support Engineer	52
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Senior Systems and Virtualization Engineer	55
Audio Visual Technologies	



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Audio Visual Support Technician	42
Supervisor of Audio Visual & Event Technology	37
Telecommunications Engineer III	73
Audio-Visual Team Lead	42
Systems Engineer	45
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Solutions Architect	79
Systems Administrator	55
Sales Engineer - IT Infrastructure and Unified Communications	81
Systems Integration Consultant	68
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Network Engineer	58
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Sr. Telecommunication Engineer	53
Network Operations Technician	52
Voice/VOIP Field Service Engineer	55
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Cellular and RF Technologies	
RF Management or System Engineering	71
LTE Test Engineer	96
Field Applications Engineer	81
Wireless Wifi Network Engineer	55
Network/Telecom Engineer/Manager	73
Senior Product Manager, M2M/ IoT & Payment Solutions	78
Sr RF engineer	113
Distributed Antenna Systems	
Structured Cabling Technician	102



SR. RF DAS Engineer	81
Operations, Project, VP, Engineer, LTE, DAS, Wireless, Manager	52
Senior Field Technicianxs	81
Senior Network Analyst/Manager	37
R&D Consultant, Systems Engineer, Software Architect	73
Telecommunications Engineer	75
Antenna Engineer, RF Engineer	71
RF Engineer III	81
Other Technology & Systems (SAP , Embedded , Project Manager, Java , MicroStrategy , Tableau , Kronos , Technical Writer ,)	
SAP:-	
SAP FICO (Finance & Controlling)	75
HR (Human Resource)	70
PP (Production Planning)	86
MM (Material Management)	68
SD (Sales & Distribution)	71
Embedded Developer	
Embedded Enginner	65
Embedded C++ Developer	86
Firmware Engineer	81
Project Manager	
Technical project Managar	79
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Sr. Development Business Analyst	68
Java: -	
Full Stack Developer	62
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Java Architect	79
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Java AWS developer	83



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Kronos Developer	76
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Kronos Admin	89

Notes -

short-distance travel costs will not be chargeable as cost will be absorbed by Nautiquos. Should travel costs become long-distance then Nautiquos will discuss the same and receive mutual agreement on costs with JMU before committing to the travel costs.

As mentioned, Nautiquos will maintain an extended team for JMU. This team will be leveraged in the event of existing team not available due to vacation or emergency, at NO COST.

For out of scope and any additional work that may be authorized under the resulting contract, associated Statements of Work (SOW) or Change Orders, Nautiquos will charge separately.



October 17, 2017

ADDENDUM NO. TWO

TO ALL OFFERORS:

REFERENCE: Request for Proposal No: **RFP# MLO-981**
Dated: **September 15, 2017**
Commodity: **Information Technology Consulting Services**
RFP Closing On: **November 2, 2017 at 2:00 p.m. (Eastern)**

Please note the clarifications and/or changes made on this proposal program:

1. QUESTION: Can you provide the type(s) of video teleconferencing equipment being used by JMU? More than one brand was mentioned in the solicitation.

ANSWER: **WebEx, Skype, and Cisco**

2. QUESTION: Can you provide the brand of phone system being used by JMU? More than one brand was mentioned in the solicitation.

ANSWER: **NEC**

3. QUESTION: Does JMU currently use any of the three Federation Services listed: Shibboleth, CAS, OpenID?

ANSWER: **Shibboleth**

4. QUESTION: Which specific Cherwell products are installed and in use by JMU?

ANSWER: **IT Service Management**

Signify receipt of this addendum by initialing “*Addendum #2*” on the signature page of your proposal.

Sincerely,

Matasha Owens, MPA, VCO, CUPO
Buyer Senior



October 10, 2017

ADDENDUM NO. ONE

TO ALL OFFERORS:

REFERENCE: Request for Proposal No: **RFP# MLO-981**
Dated: **September 15, 2017**
Commodity: **Information Technology Consulting Services**
RFP Closing On: **November 2, 2017 at 2:00 p.m. (Eastern)**
~~October 19, 2017 at 2:00 p.m. (Eastern)~~

Please note the clarifications and/or changes made on this proposal program:

1. **The closing date and time has been extended to November 2, 2017 at 2:00 p.m.**
2. **QUESTION:** Will there be a pre-proposal conference for this RFP?
ANSWER: **No.**
3. **QUESTION:** Can you please provide a specific scope of work for this RFP?
ANSWER: **The University does not have a specific project at this time. The intent of this RFP is to establish a contract(s) that may be utilized by the University as information technology consulting needs arise.**
4. **QUESTION:** Since the RFP is not for specific services or a specific project, what will be JMU's process for moving from a list of "pre-qualified consultants" to the development of project scopes and task orders? How will JMU engage the firm(s) who are awarded a contract as a result of this RFP.
ANSWER: **JMU IT will contact the firm and describe the project for which the University requires assistance. A statement of work will be requested and additional discussions will occur.**
5. **QUESTION:** Reference IV.1.1. *Other Technology & Systems*- Is there a specific technology and systems in which JMU would be seeking additional services for? Can JMU define what it means by "other technology and system?"
ANSWER: **The University does not want to limit itself to the technologies that are currently being used, so JMU is simply stating that something in addition to what is described in the RFP may be required.**
6. **QUESTION:** Does this RFP include staff augmentation? If so, how many independent IT temporary staff does the University currently have?
ANSWER: **The University is open to reviewing proposals for staff augmentation services; however, JMU is not currently seeking this service. The University does not have any IT temporary staff at this time.**



7. QUESTION: Are there any budget limitations for this project?
- ANSWER: **Budget limitations will depend on the specific project.**
8. QUESTION: Reference IV.1.1. *Other Technology & Systems*- Is JMU interested in receiving proposals for analytics, data integration, and mobile development?
- ANSWER: **The University is open to receiving proposals for these services.**
9. QUESTION: Reference IV.1.f. *Cisco Technologies, Infrastructure Support, and Virtualization* – Please clarify if only firms that are exclusive to Cisco Systems can respond to the RFP.
- ANSWER: **JMU utilizes Cisco technologies currently. The University is open to receiving proposals for other services.**
10. QUESTION: Are security, risk and compliance consulting/assessment services covered under this contract, relative to the technologies listed in the RFP?
- ANSWER: **The University is open to receiving proposals for these services.**
11. QUESTION: How many permanent IT employees does the University have and will this RFP cover providing those services?
- ANSWER: **JMU currently has over 130 permanent IT employees and does not intend to replace permanent university staff with external resources.**
12. QUESTION: Is there an incumbent for IT temporary and permanent staffing services for the University?
- ANSWER: **No.**
13. QUESTION: Would JMU entertain proposals that offered expertise in technologies indirectly supportive of the technologies listed on page 1 of the RFP? For example, software that addresses areas such as mobile and video for future JMU projects (i.e. iOS, Android, Rails, NodeJS)?
- ANSWER: **The University is open to receiving proposals for these services.**
14. QUESTION: Please provide clarification for desktop management. For example, OS administration/management, application administration/management, user support, etc.
- ANSWER: **JMU has a managed desktop environment that includes management and configuration of the OS image, which includes pre-configured standard applications. In this context, desktop management means all of the above.**
15. QUESTION: Is there an incumbent for IT consulting services? If so, please list the firm(s) previously on contract with the University.
- ANSWER: **Contracts were previously awarded to the following firms for RFP # MLO-665 dated October 15, 2012 for Information Technology Consulting Services: The Computer Solution Company of Virginia, Inc. (TCSC), LumenData, Inc., Advance Digital Systems, Planet Technologies, Dell Marketing LP, and Sycom Technology.**



16. QUESTION: Are we able to submit a partial technology response?

ANSWER: **Offerors may submit proposals for one or all of the technology listed in the RFP. Offerors should identify their firm's technology specializations in their proposal.**

17. QUESTION: Reference IV.5.h. *NEC Voice an Collaboration Technologies* – Please clarify, in detail, what is meant by “conversion.”

ANSWER: **Conversion means everything from analysis, planning and execution of data conversion, to the same for general conversion from one technology to another.**

18. QUESTION: Some aspects of the RFP seem to be more service-provider/integrator oriented (i.e. implementation, installation and configuration, conversion, and monitoring, administration, and updates.). As an independent consulting firm, we do not sell or physically implement any products; however, we do provide oversight of such vendor-provided services. Can JMU please explain what it means by these terms and confirm this RFP is for consulting services?

ANSWER: **The service-oriented services are just a portion of what the University is interested in procuring. JMU is also interested in consulting services.**

19. QUESTION: Are we correct in our interpretation that there is no guarantee of work resulting from this RFP?

ANSWER: **Yes, there is no guarantee of work from JMU; however, the resulting contract(s) will be cooperative and may be utilized by any public body, cooperative purchasing organizations, public or private health or educational institutions, or any University related foundation and affiliated corporation. See VIII.I. *Cooperative Purchasing/ Use of Agreement by Third Parties* for more information.**

20. QUESTION: If a proposal is submitted by a non-SWaM business that is teamed up with a subcontractor that is SWaM certified, will it have the same status as an offer from a SWaM certified business? If not, how will that difference be reflected in the evaluation?

ANSWER: **See VI.A. *Evaluation Criteria* on page 6 of the RFP. Proposals submitted by SWaM certified firms will receive all points allocated to the evaluation criteria designated for SWaM participation. Proposals submitted by non-SWaM firms that include a SWaM certified firm as a subcontractor on their SWaM Utilization Plan (Attachment B) may receive a portion of the points allocated to SWaM participation. Note: Offerors will only receive points for SWaM certification received from the Virginia Department of Small Business and Supplier Diversity (SBSD).**

21. QUESTION: Are firms awarded services under this RFP precluded from selling products or services on which they are consulting? Example – If a firm is consulting on the VoIP telephone system, are they precluded from being the provider of that system?

ANSWER: **No; however, the University intends to utilize the resulting contract(s) solely for the purpose of obtaining information technology consulting services.**



22. QUESTION: Reference IV.1. – Should we provide competencies/experience only on those items which we intend to provide to JMU?
- ANSWER: **Yes.**
23. QUESTION: Reference IV.8. – Does JMU want reference contact information as well as the project description.
- ANSWER: **Yes.**
24. QUESTION: Are there any specific labor categories that JMU would like offerors to price? Is there a pricing template that JMU would like offerors to use? Will the University accept pricing in terms of hourly rates?
- ANSWER: **See Section X. Pricing Schedule on page 17 of the RFP.**
25. QUESTION: Is there a specific format that JMU would like proposals to follow? Is there a page limit?
- ANSWER: **See Section V. Proposal Preparation and Submission on page 3 of the RFP. There is no page limit; however, proposals should be complete and concise.**
26. QUESTION: Will JMU accept proposals from offerors who respond to provide services in some, but not all technology categories?
- ANSWER: **Yes.**
27. QUESTION: Can an offeror propose and describe relevant IT services that are not specifically listed in the *Statement of Needs* section of the RFP?
- ANSWER: **Yes. Offerors should describe any proposed services not specifically listed in the RFP in their response to Statement of Needs question 1.i. Other Technology and Systems.**
28. QUESTION: Does JMU have any specific projects envisioned that fall into one or more categories over the next 6 months to a year? Can the University provide examples of these projects?
- ANSWER: **The University has numerous projects in the pipeline. We have not determined at this point whether outside resources will be required.**
29. QUESTION: Will the awarded firm(s) be asked to provide services on JMU's campus? If so, will IT provide workstations or an assigned work area?
- ANSWER: **The University is open to both on-site and off-site services. JMU is able to provide workstations and space in which to work.**
30. QUESTION: Please identify the number of users the awarded firm(s) will be providing support services for.
- ANSWER: **It depends on the service. JMU has nearly 30 thousand campus customers (including students, faculty and staff.)**



31. QUESTION: Will there be a requirement for the awarded firm(s) to travel or attend training away from the JMU worksite? If so, can you please provide the estimated frequency?

ANSWER: No

32. QUESTION: Will there be a requirement for the awarded firm(s) to provide IT training to JMU staff members?

ANSWER: **The University has utilized outside resources to provide training to IT staff members in the past, but not to the university community.**

33. QUESTION: Are the awarded firm(s) required to be on-call 24/7 or is there a prescribed 40 hour work week?

ANSWER: **It would depend on the service. Some IT staff support 24/7 services, but typically JMU does not require consultants to work beyond normal hours.**

34. QUESTION: Can you identify the type of hardware and software licensed application to be supported?

ANSWER: **The University uses too many different things to list them all. Offerors should respond with what their firm is capable of supporting.**

35. QUESTION: Will JMU IT provide tech refresh services (i.e. life cycle management) to the existing and new systems?

ANSWER: **That is typically the case.**

36. QUESTION: Is this RFP limited to firms who are registered with the State Corporation Commission in Virginia?

ANSWER: **See VIII. L. *Authorization to Conduct Business in the Commonwealth* listed on page 15 of the RFP.**

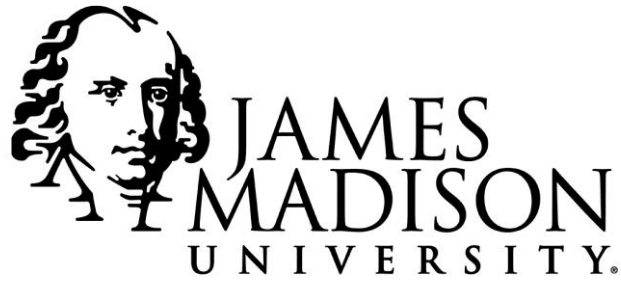
37. QUESTION: What is the period of time for questions to be submitted?

ANSWER: **Questions must be submitted no later than five (5) business days prior to the closing date and time. All questions should be submitted in writing and directed to Matasha Owens at owensml@jmu.edu.**

Signify receipt of this addendum by initialing “*Addendum #1*” on the signature page of your proposal.

Sincerely,

Matasha Owens, MPA, VCO, CUPO
Buyer Senior



Request for Proposal

RFP # MLO-981

Information Technology Consulting Services

September 15, 2017



REQUEST FOR PROPOSAL
RFP # MLO-981

Issue Date: September 15, 2017
Title: Information Technology Consulting Services
Issuing Agency: Commonwealth of Virginia
James Madison University
Procurement Services MSC 5720
752 Ott Street, Wine Price Bldg.
First Floor, Suite 1023
Harrisonburg, VA 22807

Period of Contract: From Date of Award Through One Year (Renewable)

Sealed Proposals Will Be Received Until 2:00 p.m. on October 19, 2017 For Furnishing The Services Described Herein.

SEALED PROPOSALS MAY BE MAILED, EXPRESS MAILED, OR HAND DELIVERED DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.

All Inquiries for Information and Clarification Should Be Directed To: Matasha Owens, Buyer Senior, Procurement Services, owensml@jmu.edu, 540/568-3137, (Fax) 540/568-7936 not later than five (5) business days before the proposal closing date.

NOTE: THE SIGNED PROPOSAL AND ALL ATTACHMENTS SHALL BE RETURNED

In compliance with this Request for Proposal and to all the conditions imposed herein, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Firm:

By: _____

(Signature in Ink)

Name: _____

(Please Print)

Title: _____

Date: _____

Phone: _____

Web Address: _____

Fax #: _____

Email: _____

ACKNOWLEDGE RECEIPT OF ADDENDUM: #1_____ #2_____ #3_____ #4_____ #5_____ (please initial)

SMALL, WOMAN OR MINORITY OWNED BUSINESS:

☐ YES; ☐ NO; IF YES ⇒⇒ ☐ SMALL; ☐ WOMAN; ☐ MINORITY IF MINORITY: ☐ AA; ☐ HA; ☐ AsA; ☐ NW; ☐ Micro

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against an offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

REQUEST FOR PROPOSAL

RFP # MLO-981

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I. PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit sealed proposals from qualified sources to enter into a contract to provide Information Technology Consulting Services for James Madison University (JMU), an agency of the Commonwealth of Virginia. Initial contract shall be for one (1) year with an option to renew for four (4) additional one-year periods.

II. BACKGROUND

James Madison University (JMU) is a comprehensive public institution in Harrisonburg, Virginia with an enrollment of approximately 22,000 students and more than 3,000 faculty and staff. There are over 600 individual departments on campus that support seven academic divisions. The University offers over 120 majors, minors, and concentrations. Further information about the University may be found at the following website: <http://www.jmu.edu>.

James Madison University's Office of Information Technology is responsible for technology initiatives for campus. JMU was an early adopter of PeopleSoft/Oracle's Campus Solutions product, serving as a beta for its development and implementing it early. Additionally, we use Oracle's PeopleSoft Financials, Human Resources and the Interaction Hub for JMU's self-service portal. JMU uses Oracle's Identity Management suite. JMU actively manages Windows and Macintosh computer systems. The University's network is powered by Cisco technologies. A series of NEC Private Branch Enterprises (PBX's) and gateways constitute the Voice network. James Madison University is currently utilizing the following technologies:

- Oracle Identity Management Suite 11g R2 P3
- Oracle/PeopleSoft Campus Solutions 9.2; PeopleTools 8.55.x
- Oracle/PeopleSoft Human Resources 9.2; PeopleTools 8.55.x
- Oracle/PeopleSoft Financial Management 9.2; PeopleTools 8.55.x
- Oracle/PeopleSoft Enterprise Application Portal 9.2; PeopleTools 8.55.x
- WebLogic
- Desktop Management: Microsoft Windows and Macintosh (SCCM, JAMF, Apple Enterprise Connect)
- Encryption services (Dell Data Protection Enterprise, Apple FileVault)
- Microsoft Office 365
- Microsoft Active Directory
- Microsoft Exchange 2016
- Microsoft Skype for Business 2016
- Federation Services (Shibboleth, CAS, OpenID)
- Cisco technologies (including but not limited to network and video conferencing)
- Virtualization technologies (VMWare and Unidesk)
- Cherwell ITSM
- NEC Voice and Collaboration Technologies

III. SMALL, WOMAN-OWNED AND MINORITY (SWAM) PARTICIPATION

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities and to encourage their participation in State procurement activities. The Commonwealth encourages contractors to provide for the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other contractual opportunities. Attachment B contains information on reporting spend data with subcontractors.

IV. STATEMENT OF NEEDS

James Madison University desires to contract with qualified firms to provide expertise and a range of services to support technologies used by the University. Contractor shall serve on special projects as a technology expert when requested and as needed. Reports shall be provided back to the University summarizing options and providing recommendations. Contractor shall serve as a technology advisor to understand, communicate, and propose solutions as requested. Contractor shall serve as a resource of research, implementation, troubleshooting, and other technical tasks to support the efforts of James Madison University Information Technology (JMU IT) staff. Functional consultants shall be represented by the Contractor as experts in the tasks and functions assigned. The University reserves the right to accept or reject any proposed or assigned consultant, without cause, at any time during the duration of the contract.

1. Provide detailed corporate competencies/experience serving one or more of the technologies listed below.
 - a. Oracle Core Technologies
 - b. Oracle/PeopleSoft Enterprise Solutions
 - c. Desktop and Mobile Device Management
 - d. Microsoft
 - e. Security and Federation Services
 - f. Cisco Technologies, Infrastructure Support, and Virtualization
 - g. Audio Visual Technologies
 - h. NEC Voice and Collaboration Technologies
 - i. VoIP and Unified Communications
 - j. Cellular and RF Technologies
 - k. Distributed Antenna Systems
 - l. Other Technology & Systems
2. Describe approach and methodology to providing IT consulting services to James Madison University. Include how your firm would manage the scope of projects.
3. Provide the names, qualifications, and experience in personnel to be assigned to James Madison University. Designate who would be assigned as the primary contact for this account.
4. Describe the ability to provide continuity of consultants throughout the duration of a project.
5. Describe services available from your firm and/or partners and associated costs. Examples of services that could be included are:
 - a. Implementation

- b. Development
 - c. Project Management
 - d. Architecture and Design
 - e. Capacity Planning
 - f. Installation and Configuration
 - g. Performance and Scalability
 - h. Conversion
 - i. Monitoring, administration and upgrades
 - j. Operations metrics
6. Describe the ability to assist in the development and offering of training and documentation.
 7. Describe training options and associated costs. Include a catalog of training offerings and differentiation between technical staff and end-user training.
 8. Provide examples of recent projects at higher education institutions comparable to James Madison University. Describe the project, time frame, end result, etc.
 9. Describe the ability to provide for a thorough transfer of knowledge to JMU IT on any given project.
 10. Describe your approach to project management.
 11. Describe how your firm would propose a functional staffing plan indicating the number, characteristics, and schedule for the consultants.
 12. Describe the functions to be subcontracted and the expertise and credentials required from the subcontractor.

V. PROPOSAL PREPARATION AND SUBMISSION

A. GENERAL INSTRUCTIONS:

To ensure timely and adequate consideration of your proposal, offerors are to limit all contact, whether verbal or written, pertaining to this RFP to the James Madison University Procurement Office for the duration of this Proposal process. Failure to do so may jeopardize further consideration of Offeror's proposal.

1. RFP Response: In order to be considered for selection, the **Offeror shall submit a complete response to this RFP**; and shall submit to the issuing Purchasing Agency:
 - a. **One (1) original and seven (7) copies** of the entire proposal, INCLUDING ALL ATTACHMENTS. Any proprietary information should be clearly marked in accordance with 3.f below.

- b. **One (1) electronic copy in WORD format or searchable PDF** (*CD or flash drive*) of the entire proposal, INCLUDING ALL ATTACHMENTS. Any proprietary information should be clearly marked in accordance with 3.f below.
- c. Should the proposal contain **proprietary information**, provide **one (1) redacted hard copy** of the proposal and attachments **with proprietary portions removed or blacked out**. This copy should be clearly marked "*Redacted Copy*" on the front cover. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. JMU shall not be responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

No other distribution of the proposal shall be made by the Offeror.

- 2. The version of the solicitation issued by JMU Procurement Services as amended by any addenda is the mandatory controlling version of the document. Any modification of or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by JMU Procurement Services unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, JMU reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal. If the modifications or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form issued by Procurement Services.
- 3. Proposal Preparation:
 - a. Proposals shall be signed by an authorized representative of the offeror. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submissions of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
 - b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
 - c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at the appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
 - d. As used in this RFP, the terms "must", "shall", "should" and "may" identify the criticality of requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or "may" are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and

“shall” items may not be fully satisfied, but it is the intent to satisfy most, if not all, “must” and “shall” requirements. The inability of an offeror to satisfy a “must” or “shall” requirement does not automatically remove that offeror from consideration; however, it may seriously affect the overall rating of the offeror’s proposal.

- e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
 - f. Ownership of all data, materials and documentation originated and prepared for the State pursuant to the RFP shall belong exclusively to the State and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by the offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protection of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret materials submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection and return of the proposal.
4. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to James Madison University. This provides an opportunity for the offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. James Madison University will schedule the time and location of these presentations. Oral presentations are an option of the University and may or may not be conducted. Therefore, proposals should be complete.

B. SPECIFIC PROPOSAL INSTRUCTIONS:

Proposals should be as thorough and detailed as possible so that James Madison University may properly evaluate your capabilities to provide the required services. Offerors are required to submit the following items as a complete proposal:

1. Return RFP cover sheet and all addenda acknowledgments, if any, signed and filled out as required.
2. Plan and methodology for providing the goods/services as described in Section IV “*Statement of Needs*” of this Request for Proposal.
3. Offeror Data Sheet, included as Attachment A to this RFP.
4. Small Business Subcontracting Plan, included as Attachment B to this RFP. Offeror shall provide a Small Business Subcontracting plan which summarizes the planned utilization of Department of Small Business and Supplier Diversity (SBSD)-certified small businesses which include businesses owned by women and minorities, when they have received Department of Small Business and Supplier Diversity (SBSD) small business certification, under the contract to be awarded as a result of this solicitation. This is a requirement for all prime contracts in excess of \$100,000 unless no subcontracting opportunities exist.
5. Identify the amount of sales your company had during the last twelve months with each VASCUPP Member Institution. A list of VASCUPP Members can be found at: www.VASCUPP.org.

6. Proposed Cost. See Section X. "*Pricing Schedule*" of this Request for Proposal.

VI. EVALUATION and AWARD CRITERIA

A. EVALUATION CRITERIA:

Proposals shall be evaluated by James Madison University using the following criteria:

1. Quality of products/services offered and suitability for the intended purposes.
2. Qualifications and experience of Offeror in providing the goods/services.
3. Specific plans or methodology to be used to perform the services.
4. Participation of Small, Women-Owned and Minority (SWAM) Businesses
5. Cost

Allocation of points for evaluation criteria will be published to the eVA solicitation posting prior to the closing date and time.

- B. **AWARD TO MULTIPLE OFFERORS:** Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

VII. GENERAL TERMS AND CONDITIONS (Revised 8/18/15 ABS)

- A. **PURCHASING MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and Their Vendors and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review at the purchasing office. In addition, the manual may be accessed electronically at <http://www.jmu.edu/procurement> or a copy can be obtained by calling Procurement Services at (540) 568-3145.
- B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with applicable federal, state and local laws and regulations.
- C. **ANTI-DISCRIMINATION:** By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as

the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and §10 of the Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1 (available for review at <http://www.jmu.edu/procurement>). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*§6 of the Rules Governing Procurement*)

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
 2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. ETHICS IN PUBLIC CONTRACTING: By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. IMMIGRATION REFORM AND CONTROL ACT OF 1986: By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- F. DEBARMENT STATUS: By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. ANTITRUST: By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia,

relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.

H. MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS RFPs: Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

I. CLARIFICATION OF TERMS: If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.

J. PAYMENT:

1. To Prime Contractor:

- a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
- c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
- d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e. Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1 § 53; available for review at <http://www.jmu.edu/procurement>*).

2. To Subcontractors:

- a. A contractor awarded a contract under this solicitation is hereby obligated:

- (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
 - (2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.
- b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.
3. Each prime contractor who wins an award in which provision of a SWAM procurement plan is a payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.
 4. The Commonwealth of Virginia encourages contractors and subcontractors to accept electronic and credit card payments.
- K. PRECEDENCE OF TERMS: : Paragraphs A through J of these General Terms and Conditions and the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors, shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. QUALIFICATIONS OF OFFERORS: The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- M. TESTING AND INSPECTION: The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. ASSIGNMENT OF CONTRACT: A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- O. CHANGES TO THE CONTRACT: Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.

2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a. By mutual agreement between the parties in writing; or
 - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.
- P. DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- Q. INSURANCE: By signing and submitting a proposal under this solicitation, the offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with § 25 of the Rules Governing Procurement – Chapter 2, Exhibit J, Attachment 1, and 65.2-800 et. Seq. of the Code of Virginia (available for review at <http://www.jmu.edu/procurement>) The offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

1. Workers' Compensation – Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation

requirement under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.

2. Employer's Liability - \$100,000.
 3. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.
 4. Automobile Liability - \$1,000,000 combined single limit. *(Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle.)*
- R. ANNOUNCEMENT OF AWARD: Upon the award or the announcement of the decision to award a contract over \$50,000, as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA web site (www.eva.virginia.gov) for a minimum of 10 days.
- S. DRUG-FREE WORKPLACE: During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.
- T. NONDISCRIMINATION OF CONTRACTORS: An offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.
- U. eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS: The eVA Internet electronic procurement solution, website portal www.eVA.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet eprocurement solution by completing the free eVA Vendor Registration. All offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the

proposal being rejected. Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

- a. For orders issued July 1, 2014 and after, the Vendor Transaction Fee is:
 - (i) Department of Small Business and Supplier Diversity (SBSD)-certified Small Businesses: 1%, capped at \$500 per order.
 - (ii) Businesses that are not Department of Small Business and Supplier Diversity (SBSD)-certified Small Businesses: 1%, capped at \$1,500 per order.

For orders issued prior to July 1, 2014 the vendor transaction fees can be found at www.eVA.virginia.gov.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately 60 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

- V. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the Commonwealth of Virginia shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- W. PRICING CURRENCY: Unless stated otherwise in the solicitation, offerors shall state offered prices in US dollars.
- X. E-VERIFY REQUIREMENT OF ANY CONTRACTOR: Any employer with more than an average of 50 employees for the previous 12 months entering into a contract in excess of \$50,000 with James Madison University to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to any awarded contract.

VIII. SPECIAL TERMS AND CONDITIONS

- A. AUDIT: The Contractor hereby agrees to retain all books, records, systems, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The Commonwealth of Virginia, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.
- B. CANCELLATION OF CONTRACT: James Madison University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- C. IDENTIFICATION OF PROPOSAL ENVELOPE: The signed proposal should be returned in a separate envelope or package, sealed and identified as follows:
From: _____

Name of Offeror

Due Date

Time

Street or Box No.	RFP Number
City, State, Zip Code	RFP Title

Name of Purchasing Officer: _____

The envelope should be addressed as directed on the title page of the solicitation.

The offeror takes the risk that if the envelope is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

- D. **LATE PROPOSALS:** To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically non-responsive and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intra university mail system. It is the sole responsibility of the Offeror to ensure that its proposal reaches the issuing office by the designated date and hour.
- E. **UNDERSTANDING OF REQUIREMENTS:** It is the responsibility of each offeror to inquire about and clarify any requirements of this solicitation that is not understood. The University will not be bound by oral explanations as to the meaning of specifications or language contained in this solicitation. Therefore, all inquiries deemed to be substantive in nature must be in writing and submitted to the responsible buyer in the Procurement Services Office. Offerors must ensure that written inquiries reach the buyer at least five (5) days prior to the time set for receipt of offerors proposals. A copy of all queries and the respective response will be provided in the form of an addendum to all offerors who have indicated an interest in responding to this solicitation. Your signature on your Offer certifies that you fully understand all facets of this solicitation. These questions may be sent by Fax to 540/ 568-7936 or 540/568-7935.
- F. **RENEWAL OF CONTRACT:** This contract may be renewed by the Commonwealth for a period of four (4) successive one year periods under the terms and conditions of the original contract except as stated in 1. and 2. below. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.
1. If the Commonwealth elects to exercise the option to renew the contract for an additional one-year period, the contract price(s) for the additional one year shall not exceed the contract price(s) of the original contract increased/decreased by no more than the percentage increase/decrease of the other services category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.
 2. If during any subsequent renewal periods, the Commonwealth elects to exercise the option to renew the contract, the contract price(s) for the subsequent renewal period shall not exceed the contract price(s) of the previous renewal period increased/decreased by more than the percentage increase/decrease of the other services category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

- G. SUBMISSION OF INVOICES: All invoices shall be submitted within sixty days of contract term expiration for the initial contract period as well as for each subsequent contract renewal period. Any invoices submitted after the sixty day period will not be processed for payment.
- H. OPERATING VEHICLES ON JAMES MADISON UNIVERSITY CAMPUS: Operating vehicles on sidewalks, plazas, and areas heavily used by pedestrians is prohibited. In the unlikely event a driver should find it necessary to drive on James Madison University sidewalks, plazas, and areas heavily used by pedestrians, the driver must yield to pedestrians. For a complete list of parking regulations, please go to www.jmu.edu/parking; or to acquire a service representative parking permit, contact Parking Services at 540.568.3300. The safety of our students, faculty and staff is of paramount importance to us. Accordingly, violators may be charged.
- I. COOPERATIVE PURCHASING / USE OF AGREEMENT BY THIRD PARTIES: It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, *(to include government/state agencies, political subdivisions, etc.)*, cooperative purchasing organizations, public or private health or educational institutions or any University related foundation and affiliated corporations may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the Contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this contract. The Contractor will provide semi-annual usage reports for all entities accessing the contract. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes as needed.

J. SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE:

1. It is the goal of the Commonwealth that 42% of its purchases are made from small businesses. This includes discretionary spending in prime contracts and subcontracts. All potential offerors are required to submit a Small Business Subcontracting Plan. Unless the offeror is registered as a Department of Small Business and Supplier Diversity (SBSD)-certified small business and where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such subcontracting opportunities to SBSD-certified small businesses. This shall not exclude SBSD-certified women-owned and minority-owned businesses when they have received SBSD small business certification. No offeror or subcontractor shall be considered a Small Business, a Women-Owned Business or a Minority-Owned Business unless certified as such by the Department of Small Business and Supplier

Diversity (SBSD) by the due date for receipt of proposals. If small business subcontractors are used, the prime contractor agrees to report the use of small business subcontractors by providing the purchasing office at a minimum the following information: name of small business with the SBSD certification number or FEIN, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product/service provided. **This information shall be submitted to: JMU Office of Procurement Services, Attn: SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.**

2. Each prime contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution with every request for payment, evidence of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the small business subcontracting plan. **This information shall be submitted to: JMU Office of Procurement Services, SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.** When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm with the Department of Small Business and Supplier Diversity (SBSD) certification number or FEIN number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product or service provided. Payment(s) may be withheld until compliance with the plan is received and confirmed by the agency or institution. The agency or institution reserves the right to pursue other appropriate remedies to include, but not be limited to, termination for default.
 3. Each prime contractor who wins an award valued over \$200,000 shall deliver to the contracting agency or institution with every request for payment, information on use of subcontractors that are not Department of Small Business and Supplier Diversity (SBSD)-certified small businesses. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, FEIN number, total dollar amount subcontracted, and type of product or service provided. **This information shall be submitted to: JMU Office of Procurement Services, Attn: SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.**
- K. **ADDITIONAL GOODS AND SERVICES:** The University may acquire other goods or services that the supplier provides than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms, and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services that are newly introduced during the term of this Agreement. Such additional goods and services will be provided to the University at favored nations pricing, terms, and conditions.
- L. **AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH:** A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia* or as otherwise required by law. Any business entity described above that enters into a contract with a public body shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

- M. PUBLIC POSTING OF COOPERATIVE CONTRACTS: James Madison University maintains a web-based contracts database with a public gateway access. Any resulting cooperative contract/s to this solicitation will be posted to the publicly accessible website. Contents identified as proprietary information will not be made public,
- N. CRIMINAL BACKGROUND CHECKS OF PERSONNEL ASSIGNED BY CONTRACTOR TO PERFORM WORK ON JMU PROPERTY: The Contractor shall obtain criminal background checks on all of their contracted employees who will be assigned to perform services on James Madison University property. The results of the background checks will be directed solely to the Contractor. The Contractor bears responsibility for confirming to the University contract administrator that the background checks have been completed prior to work being performed by their employees or subcontractors. The Contractor shall only assign to work on the University campus those individuals whom it deems qualified and permissible based on the results of completed background checks. Notwithstanding any other provision herein, and to ensure the safety of students, faculty, staff and facilities, James Madison University reserves the right to approve or disapprove any contract employee that will work on JMU property. Disapproval by the University will solely apply to JMU property and should have no bearing on the Contractor's employment of an individual outside of James Madison University.
- O. INDEMNIFICATION: Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the contractor/any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.
- P. PRIME CONTRACTOR RESPONSIBILITIES: The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
- Q. SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
- R. CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION: The Contractor assures that information and data obtained as to personal facts and circumstances related to students, faculty, and staff will be collected and held confidential, during and following the term of this agreement, and will not be divulged without the individual's and the agency's written consent and only in accordance with federal law or the *Code of Virginia*. Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the agency of any breach or suspected breach in the security of such information. Contractors shall allow the agency to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.

IX. METHOD OF PAYMENT

The contractor will be paid on the basis of invoices submitted in accordance with the solicitation and any negotiations. James Madison University recognizes the importance of expediting the payment process for our vendors and suppliers. We are asking our vendors and suppliers to enroll in the Wells Fargo Bank single use Commercial Card Number process or electronic deposit (ACH) to your bank account so that future payments are made electronically. Contractors signed up for the Wells Fargo Bank single use Commercial Card Number process will receive the benefit of being paid in Net 15 days. Additional information is available online at: <http://www.jmu.edu/financeoffice/accounting-operations-disbursements/cash-investments/vendor-payment-methods.shtml>

X. PRICING SCHEDULE

The Offeror shall provide an hourly rate broken down by position type for the proposed services. Provide onsite hourly rate that includes all billables (e.g. travel, lodging, etc.). Include pricing for all other products and services.

Specify any associated charge card processing fees, if applicable, to be billed to the University.

XI. ATTACHMENTS

Attachment A: Offeror Data Sheet

Attachment B: Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Attachment C: Standard Contract Sample

ATTACHMENT A

OFFEROR DATA SHEET

TO BE COMPLETED BY OFFEROR

1. **QUALIFICATIONS OF OFFEROR:** Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirements.
2. **YEARS IN BUSINESS:** Indicate the length of time you have been in business providing these types of goods and services.

Years_____ Months_____

3. **REFERENCES:** Indicate below a listing of at least five (5) organizations, either commercial or governmental/educational, that your agency is servicing. Include the name and address of the person the purchasing agency has your permission to contact.

CLIENT	LENGTH OF SERVICE	ADDRESS	CONTACT PERSON/PHONE #
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4. List full names and addresses of Offeror and any branch offices which may be responsible for administering the contract.

5. **RELATIONSHIP WITH THE COMMONWEALTH OF VIRGINIA:** Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the [CODE OF VIRGINIA](#), SECTION 2.2-3100 – 3131?

[☐] YES [☐] NO

IF YES, EXPLAIN:_____

ATTACHMENT B

Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Offeror Name: _____ **Preparer Name:** _____

Date: _____

Is your firm a **Small Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes _____ No _____

If yes, certification number: _____ Certification date: _____

Is your firm a **Woman-owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes _____ No _____

If yes, certification number: _____ Certification date: _____

Is your firm a **Minority-Owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes _____ No _____

If yes, certification number: _____ Certification date: _____

Is your firm a **Micro Business** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes _____ No _____

If yes, certification number: _____ Certification date: _____

Instructions: *Populate the table below to show your firm's plans for utilization of small, women-owned and minority-owned business enterprises in the performance of the contract. Describe plans to utilize SWAMs businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.*

Small Business: "Small business " means a business, independently owned or operated by one or more persons who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.

Woman-Owned Business Enterprise: A business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM Program, all certified women-owned businesses are also a small business enterprise.**

Minority-Owned Business Enterprise: A business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM Program, all certified minority-owned businesses are also a small business enterprise.**

Micro Business is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees **AND** no more than \$3 million in average annual revenue over the three-year period prior to their certification.

All small, women, and minority owned businesses must be certified by the Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) to be counted in the SWAM program. Certification applications are available through SBSD at 800-223-0671 in Virginia, 804-786-6585 outside Virginia, or online at <http://www.sbsd.virginia.gov/> (Customer Service).

RETURN OF THIS PAGE IS REQUIRED

ATTACHMENT B (CNT'D)

Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Procurement Name and Number: _____

Listing of Sub-Contractors, to include, Small, Woman Owned and Minority Owned Businesses
for this Proposal and Subsequent Contract

Date Form Completed

Offeror / Proposer:

Firm

Address

Contact Person/No.

Sub-Contractor's Name and Address	Contact Person & Phone Number	SBSD Certification Number	Services or Materials Provided	Total Subcontractor Contract Amount (to include change orders)	Total Dollars Paid Subcontractor to date (to be submitted with request for payment from JMU)

(Form shall be submitted with proposal and if awarded, again with submission of each request for payment)

RETURN OF THIS PAGE IS REQUIRED

ATTACHMENT C



**COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT**

Contract No. _____

This contract entered into this _____ day of _____, 20____, by _____ hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From _____ through _____

The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposals dated _____:
 - (a) The Statement of Needs,
 - (b) The General Terms and Conditions,
 - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
 - (d) List each addendum that may be issued
- (3) The Contractor's Proposal dated _____ and the following negotiated modification to the Proposal, all of which documents are incorporated herein.
 - (a) Negotiations summary dated _____.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

PURCHASING AGENCY:

By: _____
(Signature)

By: _____
(Signature)

(Printed Name)

(Printed Name)

Title: _____

Title: _____