Data Center

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Security

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Mobility

2017

# PROPOSAL: The State of Nevada (Technical Proposal)

ZONES™

# Title Page

# The State of Nevada (Technical Proposal)

## Request for Proposal Response

Oracle Identity & Access Management Upgrade

3490

October 26, 2017

Response by:
Zones, Inc.
1102 15th Street SW, Suite 102
Auburn, WA 98001-6509

Prepared by:
Steve Morberg
Account Executive
253-205-3539
steve.morberg@zones.com

Opening Date: November 1, 2017

Opening Time: 2:00pm

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# Vendor Information Sheet for RFP 3490

**Vendor Shall:**

A) Provide all requested information in the space provided next to each numbered question . The information provided in Sections V1 through V6 shall be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Section III of the Technical Proposal.

| | | |
|---|---|---|
| V1 | Company Name | Zones, Inc |

| | | |
|---|---|---|
| V2 | Street Address | 1102 15th St SW, Suite 102 |

| | | |
|---|---|---|
| V3 | City, State, ZIP | Auburn, WA 98001 |

| | | | |
|---|---|---|---|
| V4 | Telephone Number | | |
| | Area Code: 253 | Number: 205-3000 | Extension: |

| | | | |
|---|---|---|---|
| V5 | Facsimile Number | | |
| | Area Code: | Number: | Extension: |

| | | | |
|---|---|---|---|
| V6 | Toll Free Number | | |
| | Area Code: | Number: | Extension: |

| | |
|---|---|
| V7 | ***Contact Person for Questions/ Contract Negotiations, including address if different than above*** |
| | Name: Steve Morberg |
| | Title: Account Executive |
| | Address: 1102 15th St SW Suite 102 Auburn, WA 98001 |
| | Email Address: steve.morberg@zones.com |

| | | | |
|---|---|---|---|
| V8 | Telephone Number for Contact Person | | |
| | Area Code: 253 | Number: 205-3539 | Extension: |

| | | | |
|---|---|---|---|
| V9 | Facsimile Number for Contact Person | | |
| | Area Code: 253 | Number: 253-2539 | Extension: |

| | | |
|---|---|---|
| V10 | ***Name of Individual Authorized to Bind the Organization*** | |
| | Name: Jon Bailey | Title: Director of Business & Legal Affairs |

| | | |
|---|---|---|
| V11 | Signature ***(Individual shall be legally authorized to bind the vendor per NRS 333.337)*** | |
| | Signature: | Date: |

## State Documents

Please find the required documents attached.

## ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **shall not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and cost proposals become public information.

In accordance with the submittal instructions of this RFP, vendors are requested to submit confidential information in separate files marked "**Part IB Confidential Technical**" and "**Part III Confidential Financial**".

The State shall not be responsible for any information contained within the proposal. If vendors do not comply with the labeling and packing requirements, proposals shall be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that shall be in an open meeting format, the proposals shall remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act shall constitute a complete waiver and all submitted information shall become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information.

***Please initial the appropriate response in the boxes below and provide the justification for confidential status.***

| **Part IB – Confidential Technical Information** | | | |
|---|---|---|---|
| YES | | NO | X |
| **Justification for Confidential Status** | | | |
| | | | |

| **Part III – Confidential Financial Information** | | | |
|---|---|---|---|
| YES | | NO | X |
| **Justification for Confidential Status** | | | |
| | | | |

Zones, Inc

Company Name

Jon Bailey (Oct 27, 2017)

Signature

Jon Bailey

Print Name

10/26/2017

Date

**This document shall be submitted in Section IV of vendor's technical proposal**

# ATTACHMENT B – VENDOR CERTIFICATIONS

Vendor agrees and shall comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and shall not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, shall remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, shall remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals shall be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion shall be in writing and included in the proposal at the time of submission.

(7) Each vendor shall disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict shall be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest shall automatically result in the disqualification of a vendor's proposal. An award shall not be made where a conflict of interest exists. The State shall determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and shall be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor shall certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal shall be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

Zones, Inc

Vendor Company Name

Jon Bailey (Oct 27, 2017)

Vendor Signature

Jon Bailey — 10/26/2017

Print Name — Date

**This document shall be submitted in Section IV of vendor's technical proposal**

## ATTACHMENT J – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or shall be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federally appropriated funds have been paid or shall be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

By: Jon Bailey (Oct 27, 2017) 10/26/2017

Signature of Official Authorized to Sign Application Date

For: Zones, Inc

Vendor Name

Oracle Identity & Access Management Upgrade

Project Title

**This document shall be submitted in Section IV of vendor's technical proposal**

State of Nevada
Department Administration
Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Jeffrey Haag
Administrator

| | |
|---|---|
| SUBJECT: | Amendment 1 to Request for Proposal 3490 |
| RFP TITLE: | Oracle Identity and Access Management Upgrade |
| DATE OF AMENDMENT: | 10/12/2017 |
| DATE OF RFP RELEASE: | 09/22/2017 |
| OPENING DATE: | 11/01/2017 |
| OPENING TIME: | 2:00 PM |
| CONTACT: | Gideon Davis, Purchasing Officer |

---

The following shall be a part of RFP 3490. If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

---

1. Page 1 of the RFP and Section 9, RFP Timeline listed different submission deadlines, which is correct?

   ***The RFP Timeline dates are correct. The opening date is November 1, 2017 at 2:00 PM***

2. Project Location:

   a. Can work be performed remote or do the resources need to be onsite?

      ***Not all Vendor staff are required to be on-site. Vendor staff involved in key task such as installation, configuration, testing, and requirements gathering need to be done onsite but we are willing to discuss having some elements tasks done off-site.***

   b. Is there a go-live date or other milestone dates being targeting? Please describe.

      ***There is not a targeted go live date or milestone. The go-live date will be determined by a mutually agreed upon schedule. The project must be completed no later than 6/30/2018.***

3. General Scope

   a. What was the compelling event for acquiring Identity Manager?

      ***To streamline the provisioning and de-provisioning of user accounts.***

   b. Please describe your high level goals, objectives, and requirements for this project.

***This information is already provided in the RFP."***

c. Is this a new deployment or upgrade? If upgrade, what are the current versions and IDM/IDG components deployed?

***This is an upgrade. Current deployed version Oracle Identity and Access Management v11.1.1.5***

d. Have you already purchased the Oracle IDM Software? If yes, what are the specific products that were purchased? Please provide the software BOM.

***This information is already provided in the RFP***

e. How many IDM deployments are planned (Dev, Test, Prod, etc.)?

***This information is already provided in the RFP***

f. What applications will be integrated with the Oracle IDM solution (i.e. EBS, OBIEE, others)? Please provide an inventory of all applications and versions that will be integrated. Include all on-premise applications as well as all cloud based applications to be integrated.

***There are approximately ten custom developed Java applications integrated into the Oracle Identity and Access Management system. Currently there are not cloud based application but there are plans for future apps.***

g. How many servers are in scope?

***This will be determined as an output of the requirements and analysis phase.***

h. How many instances of each application will be integrated (i.e. Dev, TEST, QA, PROD)?

***Typically most applications have four instances.***

i. Who are the users (people and systems) that need access to resources?

***Internal staff and external customers.***

j. How many employees/end-users will be managed by the IDM solution?

***The number of external users can vary based on the economy, but we currently have less than 500,000 external users. There are currently less than one thousand employees.***

k. Are there any international users and/or any localization/language requirements?

***Yes, there will be international users, but no language requirements.***

l. Of the applications that need to be published external to the corporate network, how many are exposed in a DMZ and how many are only available behind the firewall? Please provide details.

***Two of our applications are exposed in the DMZ; the remainder are behind the firewall.***

m. Does G&W Labs currently have a VDI (Virtual Desktop) solution in place? If so, which solution?

***This question is not relevant.***

4. Governance & Security Audit Requirements

a. How do you define access policies in the context of the organization?

***Access policies control which users and groups can access specific resources and what functions they can perform with those resources.***

b. Is there an identity management and audit policy in place today?

***Yes.***

c. Is there a standard set of roles and associated access rights already defined an in place today?

***Yes.***

d. Is there a central location where all existing users and their system access rights are documented?

***No.***

e. Is there a global representation of a user across all systems/applications today or do user accounts across applications need to be reconciled as part of this project?

***Please provide more detail on how this applies to the project. What is the context of this question in regards to upgrading the existing system?***

f. Is there a standardized onboarding/offboarding request form in place today?

***Yes***

g. How many approvers are in the organization?

***This question is not applicable to the project."***

h. Who will be responsible for Identity Administration (e.g. HR, Help Desk, Self-Service)?

***Security Team***

i. What user privileges violate specialized regulatory requirements (e.g. Separation of Duties)?

***Please provide more detail on how this applies to the project.***

5. Infrastructure

a. Is new infrastructure planned for this project or will the solution be deployed on existing hardware?

***New infrastructure.***

b. If new infrastructure has the new environment been designed and built?

***Vendor needs to work with us to develop requirements and design of the new infrastructure.***

c. What is the system platform (ie. Linux, Windows, Unix, etc.)?

***Linux***

d. Where is the infrastructure hosted? In-house or 3rd Party hosting?

***In-house***

e. Is architecting and/or deploying the new infrastructure solution in scope of this project?

***The vendor needs to work with us to architect the new infrastructure. Agency staff will build and deploy the infrastructure.***

6. Identity Tier

a. "Does OID need to be in HA/cluster configuration?

***Yes***

i. If yes, please provide the number of nodes expected in cluster."

***2***

ii. If HA is required, please provide the non-prod environments that will need HA setup - DEV, TEST, QA

***This information is already provided in the RFP.***

b. Is there any requirements for DR setup of OID?

***The current OID database is replicated to a standby site using the Oracle DataGuard. The expectation is that this configuration will be maintained.***

c. "What will be the main source for Identities and passwords (ie. Active Directory, Oracle Internet Directory, SiteMinder, etc.)?"

***The current identity stores or Active Directory and Oracle Internet Directory.***

d. "Is there any integration requirement between OID and AD/sitemeinder?

***No***

i. If yes, please provide the details e.g. uid, group or password sync-up. Bi-directional, or unidirectional from AD to OID only."

***N/A***

e. Is there any requirement to provide sync-up process between different OID environments (dev, test, qa)?

***No***

7. Middle Tier

a. Do any of the non-prod environments (dev,test,QA) need HA setup?

***This information is already provided in the RFP.***

b. Is there any requirement for DR setup for Middle-tier (OAM multi-data center setup)

***No***

c. Is there any requirement for user self-service for example password changes, that may require OIM implementation?

***An objective of this project is to have self-service capabilities using OIM.***

d. Is there any requirement for Password enforcement policies at OAM level or will this be handled by AD?

***Yes, password policies are enforced for external users using OAM/OAAM.***

e. Is there any external/DMZ server setup for EBS or other "external facing" applications using OAM for authentication?

***Yes, other external facing applications.***

f. Is there any user population using Mobile devices for authentication?

***Yes, mobile devices accessing browser based applications.***

g. Is there any requirement for multi-factor authentication using OAM?

***Yes.***

h. What will be the desired version for OAM/Webgate - Latest versions?

***Latest Oracle certified released.***

8. Web Tier

a. Is there any requirement for HA for webtier components?

***Yes***

b. Any requirements for multi-language support?

***No***

9. OIM

   a. How many connectors and Adapter are involved in the current OIM implementation?

      ***<u>OIM connections</u>***
      ***Active Directory***
      ***Oracle Internet Directory***

      ***<u>OAM Adapter</u>***
      ***System Store - UserIdentityStore1***
      ***Active Directory - Internal Users***
      ***OID Directory - Claimant external users***
      ***OID Directory - Employer external users***

   b. Are there customizations/custom code in the OIM implementation and what are the specific components of OIM that have been customized?

      ***The expectation is that the vendor will work with state project staff to identify what customizations are implemented.***

   c. What is the level of UI modifications that has been performed in OIM ?

      ***The expectation is that the vendor will work with state project staff to identify what modifications are implemented.***

   d. Are there any approval based workflows and if so please provide more details on them ?

      ***There are no approval based workflows.***

   e. Does SOA needs to be included in the upgrade ?

      ***The SOA components that are part of the Oracle Identity and Access Management Suite need to be upgraded.***

   f. Please share information on the users, roles, entitlements currently present in OIM.

      ***This information will be gathered and provided during the requirements and analysis phase of the project.***

10. OAM

   a. How many Webgates are present in the current OAM implementation?

      ***4 in production, 2 in non-production.***

   b. What are the version of the Webgates (10g/11g) ? Will there be a need to upgrade from 10g to 11g Webgates in defined use cases/scenarios?

      ***10g. They will be need to be upgraded.***

   c. How many applications are involved and please list down the criticality of the applications?

***See question #3.F.***

d. Are there any customizations involved in the OAM implementation that we should be aware of?

***See question #9.b.***

e. How many identity stores are we dealing with in the current implementation of OAM or everything is virtualized through OVD into a single identity repository?

***There are currently two data stores, Active Directory and Oracle Internet Directory.***

11. OAAM

a. Is OAAM currently configured for both Strong Authentication and Risk Management or only one of them?

***Strong Authentication but not Risk Management.***

b. Please provide details on the Policy and Credential stores involved in the current implementation of OAAM

***OAAM is integrated with OAM for authentication and authorization. The identity store for OAAM is Oracle Internet Directory. There are a variety of policies defined in OAAM which will need to be reviewed with state project staff during requirements gathering and analysis.***

12. OVD/OID

a. User population and their strength.

***We have two user stores, OID for customers and Active Directory for staff. We currently do not use OVD for federation.***

b. How many adapters are present in the OVD implementation and are there any customizations ?

***We are currently using one OVD adapter and there are customizations.***

c. Generic:

***We do not understand this question.***

d. Is HA available in the current infrastructure. Please provide details on the current HA infrastructure for each product involved in this upgrade

***The identity management products are configured for high availability using weblogic server clusters, OS virtual server clusters, and Oracle RAC database clusters.***

e. Are there Non Functional Requirements (NFR) involved in this upgraded that needs to be taken care?

***There are non-functional requirements which will be defined during the requirements gathering phase.***

f. Please provide more details on High Availability and the Data Centers. Is the solution expected to work across multiple data centers, if so please provide the basic details of the DRs

***Refer to question 12.d. It is not expected to work across multiple data centers.***

g. What is the estimated breakdown and the type of users applicable to this project and what is the strength of the different user populations?

***Please refer to Question 12.A. User types are external customers (Claimants, Employers, and their representatives) and internal users (agency staff).***

h. Any there any cloud-based applications that the proposed solution should integrate with? Any cloud presence in the current architecture

***Currently no, in the future, yes.***

i. Vendor Demonstration - does the shortlisted vendor need to work on a quick POC apart from the presentation of the solution?

***No***

13. Is the plan to upgrade to 12.2.1.3 or 11gR2PS3 (Latest in 11g)? Oracle recently released OIM/OAM 12c (12.2.1.3) but not all installed products are available in 12C version.

***We want to upgrade to the latest certified release of each product component if possible.***

14. Is OID integrated with AD or is it standalone?

***OID and AD are not integrated in a federated manner. However, OVD is configured to search both OVD and AD.***

15. How many different applications are provisioned/integrated by current OIM setup (Internal and External including SaaS and Cloud) including integration technology (WebServices, Connectors)?

***OIM is configured to provision external customers (Claimants, Employers, and their representatives). It currently integrates with one application via web service calls. However, the agency plans to use OIM to provision internal users at some time in the future.***

16. How many concurrent users of OIM/OAM application are expected?

***The average number of external concurrent users is approximately 1500 users. The average number of external concurrent users can increase exponentially if unemployment rises. The average number of internal concurrent users is 250. The average number of internal concurrent user can also rise if unemployment rises.***

17. Is SSO (Single Sign On) setup for all internal and External applications?

***Yes.***

18. Is requirement of being an Oracle Platinum partner a must? Can Oracle Gold partners submit an RFP response?

***Desired but not required.***

## ***ALL ELSE REMAINS THE SAME FOR RFP 3490.***

***Vendor must sign and return this amendment with proposal submitted.***

Vendor Name: Zones, Inc

Authorized Signature: Jon Bailey (Oct 27, 2017)

Title: Director of Business & Legal Affairs Date: 10/24/2017

This document must be submitted in the "State Documents" section of vendors' technical proposal.

# Centroid (Centroid Systems, Inc.)

ORACLE Platinum Partner Cloud Standard

1050 Wilshire Dr Ste# 170, Troy, MI 48084 United States | Map It

View Phone Number | www.centroid.com

Centroid is a National Technology Firm headquartered in Troy, MI. We focus on Consulting, Managed Services, and Cloud Services that span the entire enterprise. From Applications to Technology to Infrastructure, our Apps-to-Iron capabilities simplify IT complexity and provide you with an optimized environment.

Our expertise delivers fully-integrated Oracle Solutions from ERP & BI Applications to Database, Security, Middleware to Virtualization, Servers and Storage. From strategic planning to application deployments and upgrades to full turn-key outsourcing, we are committed to helping clients simplify their IT and realize measurable business value.

As an experienced leader in Oracle technology consulting, we offer a broad range of services that give customers an array of industry experience and proven performance. From sophisticated customer management and integrated supply chain solutions, to the transformation of your business and internal functions, we have the expertise to get the job one and get it done right the first time.

Our first customer is still with us after 14 years. Centroid's relentless pursuit of providing the best solutions to our clients is a testament to our success—and yours. Call us today to see how we can FutureProof your technology and business.

## Details

### The Partner is recognized by Oracle for:

Cloud Excellence Implementer:
NA - ERP Financial Management - General Ledger
NA - ERP Financial Management - Payables
NA - SCM Procurement

Cloud Partner: Cloud Standard

Cloud Marketplace: Services

Specializations

Cloud Managed Service Provider

Awards:

- Oracle Excellence Award 2014 Specialized Partner of the Year: Engineered Systems Growth - North America

### Partner Membership Level

Platinum

### Partner Membership Location

United States

### Main Office Location (HQ)

United States

### Public or Private Company

Private

### Number of Employees

100 - 500

# More Information

Contact Help | FAQ | Partner Resources

The partners listed in the Oracle PartnerNetwork (OPN) Solutions Catalog are part of the Oracle PartnerNetwork Program, however Oracle does not endorse any of the partners or their software, solutions, services or training listed on this site. Oracle disclaims any and all liability arising out of your use of the Oracle PartnerNetwork Solutions Catalog, including use of partners, software, solutions, services and training listed on the site.

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**CONTRACT FOR SERVICES OF INDEPENDENT CONTRACTOR**
A Contract Between the State of Nevada
Acting by and Through its

| | |
|---|---|
| Agency Name: | |
| Address: | |
| City, State, Zip Code: | |
| Contact: | |
| Phone: | |
| Fax: | |
| Email: | |

| | |
|---|---|
| Contractor Name: | **Zones, Inc** |
| Address: | **1102 15th St SW, Suite 102** |
| City, State, Zip Code: | **Auburn, WA 98001** |
| Contact: | **Steve Morberg** |
| Phone: | **253-205-3539** |
| Fax: | **253-205-2539** |
| Email: | **Steve.morberg@zones.com** |

**ZONES, INC. TERMS AND CONDITIONS DISCLAIMER**. It is Zones' intent that with the exception of any terms or conditions required by local, state, or federal law or applicable government regulations, the terms and conditions referenced herein shall not apply. Instead, Zones' Terms and Conditions of Sale accessed at www.zones.com shall govern any sale arising from this bid until such time as the parties execute a separate agreement intended to govern.

WHEREAS, NRS 333.700 authorizes officers, departments, institutions, boards, commissions, and other agencies in the Executive Department of the State Government which derive their support from public money in whole or in part to engage, subject to the approval of the Board of Examiners (BOE), services of persons as independent contractors; and

WHEREAS, it is deemed that the service of Contractor is both necessary and in the best interests of the State of Nevada.

NOW, THEREFORE, in consideration of the aforesaid premises, the parties mutually agree as follows:

1. **REQUIRED APPROVAL**. This Contract shall not become effective until and unless approved by the Nevada State Board of Examiners.

2. **DEFINITIONS**.

   A. "State" – means the State of Nevada and any State agency identified herein, its officers, employees and immune contractors as defined in NRS 41.0307.

   B. "Contracting Agency" – means the State agency identified above.

   C. "Contractor" – means the person or entity identified above that performs services and/or provides goods for the State under the terms and conditions set forth in this Contract.

   D. "Fiscal Year" – means the period beginning July 1st and ending June 30th of the following year.

E. "Contract" – Unless the context otherwise requires, "Contract" means this document entitled Contract for Services of Independent Contractor and all Attachments or Incorporated Documents.

F. "Contract for Independent Contractor" – means this document entitled Contract for Services of Independent Contractor exclusive of any Attachments or Incorporated Documents.

3. **CONTRACT TERM.** This Contract shall be effective as noted below, unless sooner terminated by either party as specified in *Section 10, Contract Termination*. Contract is subject to Board of Examiners' approval (anticipated to be Date [ ]).

| | | | |
|---|---|---|---|
| Effective from: | Date | To: | Date |

4. **NOTICE**. All communications, including notices, required or permitted to be given under this Contract shall be in writing and directed to the parties at the addresses stated above. Notices may be given: (i) by delivery in person; (ii) by a nationally recognized next day courier service, return receipt requested; or (iii) by certified mail, return receipt requested. If specifically requested by the party to be notified, valid notice may be given by facsimile transmission or electronic mail to the address(es) such party has specified in writing.

5. **INCORPORATED DOCUMENTS**. The parties agree that this Contract, inclusive of the following attachments, specifically describes the scope of work. This Contract incorporates the following attachments in descending order of constructive precedence:

| | |
|---|---|
| ATTACHMENT AA: | STATE SOLICITATION OR RFP # and AMENDMENTS # |
| ATTACHMENT BB: | INSURANCE SCHEDULE |
| ATTACHMENT CC: | CONTRACTOR'S RESPONSE |

Any provision, term or condition of an Attachment that contradicts the terms of this Contract for Independent Contractor, or that would change the obligations of the State under this Contract for Independent Contractor, shall be void and unenforceable.

6. **CONSIDERATION**. The parties agree that Contractor will provide the services specified in *Section 5, Incorporated Documents* at a cost as noted below:

| | | |
|---|---|---|
| $ | per | |

| | |
|---|---|
| Total Contract or installments payable at: | |

| | |
|---|---|
| Total Contract Not to Exceed: | $ |

The State does not agree to reimburse Contractor for expenses unless otherwise specified in the incorporated attachments. Any intervening end to a biennial appropriation period shall be deemed an automatic renewal (not changing the overall Contract term) or a termination as the result of legislative appropriation may require.

7. **ASSENT**. The parties agree that the terms and conditions listed on incorporated attachments of this Contract are also specifically a part of this Contract and are limited only by their respective order of precedence and any limitations specified.

8. **BILLING SUBMISSION: TIMELINESS**. The parties agree that timeliness of billing is of the essence to the Contract and recognize that the State is on a Fiscal Year. All billings for dates of service prior to July 1 must be submitted to the state no later than the first Friday in August of the same calendar year. A billing submitted after the first Friday in August, which forces the State to process the billing as a stale claim pursuant to NRS 353.097, will subject Contractor to an

administrative fee not to exceed one hundred dollars ($100.00). The parties hereby agree this is a reasonable estimate of the additional costs to the state of processing the billing as a stale claim and that this amount will be deducted from the stale claim payment due to Contractor.

9. **INSPECTION & AUDIT**.

A. Books and Records. Contractor agrees to keep and maintain under generally accepted accounting principles (GAAP) full, true and complete records, contracts, books, and documents as are necessary to fully disclose to the State or United States Government, or their authorized representatives, upon audits or reviews, sufficient information to determine compliance with all State and federal regulations and statutes.

B. Inspection & Audit. Contractor agrees that the relevant books, records (written, electronic, computer related or otherwise), including, without limitation, relevant accounting procedures and practices of Contractor or its subcontractors, financial statements and supporting documentation, and documentation related to the work product shall be subject, at any reasonable time, to inspection, examination, review, audit, and copying at any office or location of Contractor where such records may be found, with or without notice by the State Auditor, the relevant State agency or its contracted examiners, the department of Administration, Budget Division, the Nevada State Attorney General's Office or its Fraud Control Units, the state Legislative Auditor, and with regard to any federal funding, the relevant federal agency, the Comptroller General, the General Accounting Office, the Office of the Inspector General, or any of their authorized representatives. All subcontracts shall reflect requirements of this Section.

C. Period of Retention. All books, records, reports, and statements relevant to this Contract must be retained a minimum three (3) years, and for five (5) years if any federal funds are used pursuant to the Contract. The retention period runs from the date of payment for the relevant goods or services by the state, or from the date of termination of the Contract, whichever is later. Retention time shall be extended when an audit is scheduled or in progress for a period reasonably necessary to complete an audit and/or to complete any administrative and judicial litigation which may ensue.

10. **CONTRACT TERMINATION**.

A. Termination Without Cause. Regardless of any terms to the contrary, this Contract may be terminated upon written notice by mutual consent of both parties. The State unilaterally may terminate this contract without cause by giving not less than thirty (30) days' notice in the manner specified in *Section 4, Notice*. If this Contract is unilaterally terminated by the State, Contractor shall use its best efforts to minimize cost to the State and Contractor will not be paid for any cost that Contractor could have avoided.

B. State Termination for Non-Appropriation. The continuation of this Contract beyond the current biennium is subject to and contingent upon sufficient funds being appropriated, budgeted, and otherwise made available by the State Legislature and/or federal sources. The State may terminate this Contract, and Contractor waives any and all claims(s) for damages, effective immediately upon receipt of written notice (or any date specified therein) if for any reason the contracting Agency's funding from State and/or federal sources is not appropriated or is withdrawn, limited, or impaired.

C. Termination with Cause for Breach. A breach may be declared with or without termination. A notice of breach and termination shall specify the date of termination of the Contract, which shall not be sooner than the expiration of the Time to Correct, if applicable, allowed under subsection 10D. This Contract may be terminated by either party upon written notice of breach to the other party on the following grounds:

1) If Contractor fails to provide or satisfactorily perform any of the conditions, work, deliverables, goods, or services called for by this Contract within the time requirements specified in this Contract or within any granted extension of those time requirements; or

2) If any state, county, city, or federal license, authorization, waiver, permit, qualification or certification required by statute, ordinance, law, or regulation to be held by Contractor to provide the goods or services required by this Contract is for any reason denied, revoked, debarred, excluded, terminated, suspended, lapsed, or not renewed; or

3) If Contractor becomes insolvent, subject to receivership, or becomes voluntarily or involuntarily subject to the jurisdiction of the Bankruptcy Court; or

4) If the State materially breaches any material duty under this Contract and any such breach impairs Contractor's ability to perform; or

5) If it is found by the State that any quid pro quo or gratuities in the form of money, services, entertainment, gifts, or otherwise were offered or given by Contractor, or any agent or representative of Contractor, to any officer or employee of the State of Nevada with a view toward securing a contract or securing favorable treatment with respect to awarding, extending, amending, or making any determination with respect to the performing of such contract; or

6) If it is found by the State that Contractor has failed to disclose any material conflict of interest relative to the performance of this Contract.

D. Time to Correct. Unless the breach is not curable, or unless circumstances do not permit an opportunity to cure, termination upon declared breach may be exercised only after service of formal written notice as specified in *Section 4, Notice*, and the subsequent failure of the breaching party within fifteen (15) calendar days of receipt of that notice to provide evidence, satisfactory to the aggrieved party, showing that the declared breach has been corrected. Upon a notice of breach, the time to correct and the time for termination of the contract upon breach under subsection 10C, above, shall run concurrently, unless the notice expressly states otherwise.

E. Winding Up Affairs Upon Termination. In the event of termination of this Contract for any reason, the parties agree that the provisions of this Section survive termination:

1) The parties shall account for and properly present to each other all claims for fees and expenses and pay those which are undisputed and otherwise not subject to set off under this Contract. Neither party may withhold performance of winding up provisions solely based on nonpayment of fees or expenses accrued up to the time of termination;

2) Contractor shall satisfactorily complete work in progress at the agreed rate (or a pro rata basis if necessary) if so requested by the Contracting Agency;

3) Contractor shall execute any documents and take any actions necessary to effectuate an assignment of this Contract if so requested by the Contracting Agency;

4) Contractor shall preserve, protect and promptly deliver into State possession all proprietary information in accordance with *Section 21, State Ownership of Proprietary Information*.

11. **REMEDIES**. Except as otherwise provided for by law or this Contract, the rights and remedies of the parties shall not be exclusive and are in addition to any other rights and remedies provided by law or equity, including, without limitation, actual damages, and to a prevailing party reasonable attorneys' fees and costs. For purposes of an award of attorneys' fees to either party, the parties stipulate and agree that a reasonable hourly rate of attorneys' fees shall be one hundred and fifty dollars ($150.00) per hour. The State may set off consideration against any unpaid obligation of Contractor to any State agency in accordance with NRS 353C.190. In the event that Contractor voluntarily or involuntarily becomes subject to the jurisdiction of the Bankruptcy Court, the State may set off consideration against any unpaid obligation of Contractor to the State or its agencies, to the extent allowed by bankruptcy law, without regard to whether the procedures of NRS 353C.190 have been utilized.

12. **LIMITED LIABILITY**. The State will not waive and intends to assert available NRS Chapter 41 liability limitations in all cases. Contract liability of both parties shall not be subject to punitive damages. Damages for any State breach shall never exceed the amount of funds appropriated for payment under this Contract, but not yet paid to Contractor, for the Fiscal Year budget in existence at the time of the breach. Contractor's tort liability shall not be limited.

13. **FORCE MAJEURE**. Neither party shall be deemed to be in violation of this Contract if it is prevented from performing any of its obligations hereunder due to strikes, failure of public transportation, civil or military authority, act of public enemy, accidents, fires, explosions, or acts of God, including without limitation, earthquakes, floods, winds, or storms. In

such an event the intervening cause must not be through the fault of the party asserting such an excuse, and the excused party is obligated to promptly perform in accordance with the terms of the Contract after the intervening cause ceases.

14. **INDEMNIFICATION AND DEFENSE**. To the fullest extent permitted by law, Contractor shall indemnify, hold harmless and defend, not excluding the State's right to participate, the State from and against all liability, claims, actions, damages, losses, and expenses, including, without limitation, reasonable attorneys' fees and costs, arising out of any breach of the obligations of Contractor under this contract, or any alleged negligent or willful acts or omissions of Contractor, its officers, employees and agents. Contractor's obligation to indemnify the State shall apply in all cases except for claims arising solely from the State's own negligence or willful misconduct. Contractor waives any rights of subrogation against the State. Contractor's duty to defend begins when the State requests defense of any claim arising from this Contract.

15. **REPRESENTATIONS REGARDING INDEPENDENT CONTRACTOR STATUS**. Contractor represents that it is an independent contractor, as defined in NRS 333.700(2) and 616A.255, warrants that it will perform all work under this contract as an independent contractor, and warrants that the State of Nevada will not incur any employment liability by reason of this Contract or the work to be performed under this Contract. To the extent the State incurs any employment liability for the work under this Contract; Contractor will reimburse the State for that liability.

16. **INSURANCE SCHEDULE.** Unless expressly waived in writing by the State, Contractor must carry policies of insurance and pay all taxes and fees incident hereunto. Policies shall meet the terms and conditions as specified within this Contract along with the additional limits and provisions as described in *Attachment BB*, incorporated hereto by attachment. The State shall have no liability except as specifically provided in the Contract.

    Contractor shall not commence work before Contractor has provided the required evidence of insurance to the Contracting Agency. The State's approval of any changes to insurance coverage during the course of performance shall constitute an ongoing condition subsequent to this Contract. Any failure of the State to timely approve shall not constitute a waiver of the condition.

    A. Insurance Coverage. Contractor shall, at Contractor's sole expense, procure, maintain and keep in force for the duration of the Contract insurance conforming to the minimum limits as specified in *Attachment BB*, incorporated hereto by attachment. Unless specifically stated herein or otherwise agreed to by the State, the required insurance shall be in effect prior to the commencement of work by Contractor and shall continue in force as appropriate until:

        1) Final acceptance by the State of the completion of this Contract; or
        2) Such time as the insurance is no longer required by the State under the terms of this Contract; whichever occurs later.

        Any insurance or self-insurance available to the State shall be in excess of and non-contributing with, any insurance required from Contractor. Contractor's insurance policies shall apply on a primary basis. Until such time as the insurance is no longer required by the State, Contractor shall provide the State with renewal or replacement evidence of insurance no less than thirty (30) days before the expiration or replacement of the required insurance. If at any time during the period when insurance is required by the Contract, an insurer or surety shall fail to comply with the requirements of this Contract, as soon as Contractor has knowledge of any such failure, Contractor shall immediately notify the State and immediately replace such insurance or bond with an insurer meeting the requirements.

    B. General Requirements.

        1) Additional Insured: By endorsement to the general liability insurance policy, the State of Nevada, its officers, employees and immune contractors as defined in NRS 41.0307 shall be named as additional insureds for all liability arising from the Contract.

        2) Waiver of Subrogation: Each insurance policy shall provide for a waiver of subrogation against the State of Nevada, its officers, employees and immune contractors as defined in NRS 41.0307 for losses arising from work/materials/equipment performed or provided by or on behalf of Contractor.

        3) Cross Liability: All required liability policies shall provide cross-liability coverage as would be achieved under the standard ISO separation of insureds clause.

4) Deductibles and Self-Insured Retentions: Insurance maintained by Contractor shall apply on a first dollar basis without application of a deductible or self-insured retention unless otherwise specifically agreed to by the State. Such approval shall not relieve Contractor from the obligation to pay any deductible or self-insured retention. Any deductible or self-insured retention shall not exceed fifty thousand dollars ($50,000.00) per occurrence, unless otherwise approved by the Risk Management Division.

5) Policy Cancellation: Except for ten (10) days notice for non-payment of premiums, each insurance policy shall be endorsed to state that without thirty (30) days prior written notice to the State of Nevada, c/o Contracting Agency, the policy shall not be canceled, non-renewed or coverage and/or limits reduced or materially altered, and shall provide that notices required by this Section shall be sent by certified mail to the address shown on page one (1) of this contract.

6) Approved Insurer: Each insurance policy shall be:

a) Issued by insurance companies authorized to do business in the State of Nevada or eligible surplus lines insurers acceptable to the State and having agents in Nevada upon whom service of process may be made; and

b) Currently rated by A.M. Best as "A-VII" or better.

C. Evidence of Insurance.

Prior to the start of any work, Contractor must provide the following documents to the contracting State agency:

1) Certificate of Insurance: The Acord 25 Certificate of Insurance form or a form substantially similar must be submitted to the State to evidence the insurance policies and coverages required of Contractor. The certificate must name the State of Nevada, its officers, employees and immune contractors as defined in NRS 41.0307 as the certificate holder. The certificate should be signed by a person authorized by the insurer to bind coverage on its behalf. The State project/Contract number; description and Contract effective dates shall be noted on the certificate, and upon renewal of the policies listed, Contractor shall furnish the State with replacement certificates as described within *Section 16A, Insurance Coverage*.

**Mail all required insurance documents to the State Contracting Agency identified on Page one of the Contract.**

2) Additional Insured Endorsement: An Additional Insured Endorsement (CG 20 10 11 85 or CG 20 26 11 85), signed by an authorized insurance company representative, must be submitted to the State to evidence the endorsement of the State as an additional insured per *Section 16B, General Requirements*.

3) Schedule of Underlying Insurance Policies: If Umbrella or Excess policy is evidenced to comply with minimum limits, a copy of the underlying Schedule from the Umbrella or Excess insurance policy may be required.

4) Review and Approval: Documents specified above must be submitted for review and approval by the State prior to the commencement of work by Contractor. Neither approval by the State nor failure to disapprove the insurance furnished by Contractor shall relieve Contractor of Contractor's full responsibility to provide the insurance required by this Contract. Compliance with the insurance requirements of this Contract shall not limit the liability of Contractor or its subcontractors, employees or agents to the State or others, and shall be in additional to and not in lieu of any other remedy available to the State under this Contract or otherwise. The State reserves the right to request and review a copy of any required insurance policy or endorsement to assure compliance with these requirements.

17. **COMPLIANCE WITH LEGAL OBLIGATIONS.** Contractor shall procure and maintain for the duration of this Contract any state, county, city or federal license, authorization, waiver, permit qualification or certification required by statute, ordinance, law, or regulation to be held by Contractor to provide the goods or services required by this Contract. Contractor shall provide proof of its compliance upon request of the Contracting Agency. Contractor will be responsible to pay all taxes, assessments, fees, premiums, permits, and licenses required by law. Real property and personal property

taxes are the responsibility of Contractor in accordance with NRS 361.157 and NRS 361.159. Contractor agrees to be responsible for payment of any such government obligations not paid by its subcontractors during performance of this Contract.

18. **WAIVER OF BREACH**. Failure to declare a breach or the actual waiver of any particular breach of the Contract or its material or nonmaterial terms by either party shall not operate as a waiver by such party of any of its rights or remedies as to any other breach.

19. **SEVERABILITY.** If any provision contained in this Contract is held to be unenforceable by a court of law or equity, this Contract shall be construed as if such provision did not exist and the non-enforceability of such provision shall not be held to render any other provision or provisions of this Contract unenforceable.

20. **ASSIGNMENT/DELEGATION.** To the extent that any assignment of any right under this Contract changes the duty of either party, increases the burden or risk involved, impairs the chances of obtaining the performance of this Contract, attempts to operate as a novation, or includes a waiver or abrogation of any defense to payment by State, such offending portion of the assignment shall be void, and shall be a breach of this Contract. Contractor shall neither assign, transfer nor delegate any rights, obligations nor duties under this Contract without the prior written consent of the State.

21. **STATE OWNERSHIP OF PROPRIETARY INFORMATION**. Any data or information provided by the State to Contractor and any documents or materials provided by the State to Contractor in the course of this Contract ("State Materials") shall be and remain the exclusive property of the State and all such State Materials shall be delivered into State possession by Contractor upon completion, termination, or cancellation of this Contract.

22. **PUBLIC RECORDS**. Pursuant to NRS 239.010, information or documents received from Contractor may be open to public inspection and copying. The State has a legal obligation to disclose such information unless a particular record is made confidential by law or a common law balancing of interests. Contractor may label specific parts of an individual document as a "trade secret" or "confidential" in accordance with NRS 333.333, provided that Contractor thereby agrees to indemnify and defend the State for honoring such a designation. The failure to so label any document that is released by the State shall constitute a complete waiver of any and all claims for damages caused by any release of the records.

23. **CONFIDENTIALITY**. Contractor shall keep confidential all information, in whatever form, produced, prepared, observed or received by Contractor to the extent that such information is confidential by law or otherwise required by this Contract.

24. **FEDERAL FUNDING**. In the event federal funds are used for payment of all or part of this Contract, Contractor agrees to comply with all applicable federal laws, regulations and executive orders, including, without limitation the following:

    A. Contractor certifies, by signing this Contract, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency. This certification is made pursuant to Executive Orders 12549 and 12689 and Federal Acquisition Regulation subpart 9.4, and any relevant program-specific regulations. This provision shall be required of every subcontractor receiving any payment in whole or in part from federal funds.

    B. Contractor and its subcontracts shall comply with all terms, conditions, and requirements of the Americans with Disabilities Act of 1990 (P.L. 101-136), 42 U.S.C. 12101, as amended, and regulations adopted thereunder, including 28 C.F.R. Section 35, inclusive, and any relevant program-specific regulations.

    C. Contractor and it subcontractors shall comply with the requirements of the Civil Rights Act of 1964 (P.L. 88-352), as amended, the Rehabilitation Act of 1973 (P.L. 93-112), as amended, and any relevant program-specific regulations, and shall not discriminate against any employee or offeror for employment because of race, national origin, creed, color, sex, religion, age, disability or handicap condition (including AIDS and AIDS-related conditions.)

25. **LOBBYING**. The parties agree, whether expressly prohibited by federal law, or otherwise, that no funding associated with this Contract will be used for any purpose associated with or related to lobbying or influencing or attempting to lobby or influence for any purpose the following:

    A. Any federal, state, county or local agency, legislature, commission, council or board;

B. Any federal, state, county or local legislator, commission member, council member, board member, or other elected official; or

C. Any officer or employee of any federal, state, county or local agency; legislature, commission, council or board.

26. **GENERAL WARRANTY**. Contractor warrants that all services, deliverables, and/or work products under this Contract shall be completed in a workmanlike manner consistent with standards in the trade, profession, or industry; shall conform to or exceed the specifications set forth in the incorporated attachments; and shall be fit for ordinary use, of good quality, with no material defects.

27. **PROPER AUTHORITY**. The parties hereto represent and warrant that the person executing this Contract on behalf of each party has full power and authority to enter into this Contract. Contractor acknowledges that as required by statute or regulation this Contract is effective only after approval by the State Board of Examiners and only for the period of time specified in the Contract. Any services performed by Contractor before this Contract is effective or after it ceases to be effective are performed at the sole risk of Contractor.

28. **DISCLOSURES REGARDING CURRENT OR FORMER STATE EMPLOYEES**. For the purpose of State compliance with NRS 333.705, Contractor represents and warrants that if Contractor, or any employee of Contractor who will be performing services under this Contract, is a current employee of the State or was employed by the State within the preceding 24 months, Contractor has disclosed the identity of such persons, and the services that each such person will perform, to the Contracting Agency.

29. **ASSIGNMENT OF ANTITRUST CLAIMS**. Contractor irrevocably assigns to the State any claim for relief or cause of action which Contractor now has or which may accrue to Contractor in the future by reason of any violation of State of Nevada or federal antitrust laws in connection with any goods or services provided under this Contract.

30. **GOVERNING LAW: JURISDICTION**. This Contract and the rights and obligations of the parties hereto shall be governed by, and construed according to, the laws of the State of Nevada, without giving effect to any principle of conflict-of-law that would require the application of the law of any other jurisdiction. The parties consent to the exclusive jurisdiction of and venue in the First Judicial District Court, Carson City, Nevada for enforcement of this Contract, and consent to personal jurisdiction in such court for any action or proceeding arising out of this Contract.

31. **ENTIRE CONTRACT AND MODIFICATION**. This Contract and its integrated attachment(s) constitute the entire agreement of the parties and as such are intended to be the complete and exclusive statement of the promises,

representations, negotiations, discussions, and other agreements that may have been made in connection with the subject matter hereof. Unless an integrated attachment to this Contract specifically displays a mutual intent to amend a particular part of this Contract, general conflicts in language between any such attachment and this Contract shall be construed consistent with the terms of this Contract. Unless otherwise expressly authorized by the terms of this Contract, no modification or amendment to this Contract shall be binding upon the parties unless the same is in writing and signed by the respective parties hereto and approved by the Office of the Attorney General and the State Board of Examiners. This Contract, and any amendments, may be executed in counterparts.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed and intend to be legally bound thereby.

Director of Business & Legal Affairs

| | | |
|---|---|---|
| Independent Contractor's Signature | Date | Independent Contractor's Title |
| State of Nevada Authorized Signature | Date | Title |
| State of Nevada Authorized Signature | Date | Title |
| State of Nevada Authorized Signature | Date | Title |

APPROVED BY BOARD OF EXAMINERS

Signature – Board of Examiners

On:

Date

Approved as to form by:

On:

Deputy Attorney General for Attorney General

Date

## System Requirements

Successful vendor will create three (3) IAM environments consisting of:

- Development
- Test – High availability environment configured to match production environment configuration
- Production – High availability environment
- Migration of existing IAM configurations and data to new environments

  Migration and upgrade tasks are to be performed according to recommended Oracle infrastructure, Oracle IAM software, and security industry best practices.

***Client requirements often require three or more environments. Like State of Nevada, these commonly consist of Development, Test and Production. Our company is accustomed to working in environments such as this. As a practice, and if approved by the client, we prefer to configure all environments to closely match that of the production environment. In the above description, it is not indicated that Development should configured with high availability. To facilitate the application and testing of patches and to allow developers to work in an environment that will be most like production, if approved, we would configure all three environments to be identical.***

*****Zones** has upgrade experience throughout the Oracle technology map. We have performed numerous new installations and upgrades within the Oracle Identity Management Suite. Every client instance is different, however we adhere closely to Oracle's recommended installation and upgrade guides. In cases where changes must be made to the procedure, our previous experience and working relationship with Oracle's highest tiers of support allows us to collaborate to develop a change plan when needed. Our Identity Management team's experience in this area allows them to identify potential risks during the analysis and requirements gathering phases.***

***Our team is fully versed in leveraging Oracle Identity Management Suite to ensure the highest levels of security and governance. This includes securing the architecture from apps to iron. They will work with client resources in order to develop an environment with security in mind. During requirements gathering, the team will identify existing forms, reports, workflows and automations. Based on this information, best practices and any new requirements, their recommendations will include changes to address the ever-changing security landscape ensuring the client's continued success.***

The awarded vendor shall:
Evaluate current environment and complete requirements and design

- Evaluate current IAM environments and configurations.
- Make upgrade and configuration recommendations based on evaluations of current IAM environments and configurations in-line with IAM and Oracle best practices.
- Work with DETR staff to complete Environment Requirements and Design.

*****Our consultants begin every project with a thorough analysis of the customer's current state. They begin by working with the client teams to identify documentation including architecture diagrams, installation and configuration notes, previous requirements and other useful information. From here, they perform interviews with representatives from the various interested business units to identify use cases and current capabilities. The goal of this process is to have a complete understanding of what the client currently has in place, how it is configured, what features they are using, and any customizations. The findings will be clearly documented using a combination of provided diagrams, analysis reports and notes. The current state analysis report shall be presented to the client stakeholders and technical team for review. Following sign off, the team will begin requirements gathering.***

***As this project is an upgrade of an existing platform, the requirements gathering activities will include a review of the client's custom and out of the box applications to determine compatibility with the latest versions of Oracle Identity Management Suite. A thorough review of each of the integration points for compatibility. It appears that many of the applications integrated are developed in house. Working with the development teams, our consultants will ensure that the applications support a communication standard certified with the Oracle stack. Ideally, we will work with the team to upgrade your environment to Oracle IAM 12.2.1.3. This will be dependent on the applications support discovered during our current state and requirements gathering phases. In any case, the latest versions of the products will be used provided certification from Oracle. In the next section, version information will be provided based on the RFP indicated software.***

***Our consultant teams are well versed in determining hardware and network requirements for all Oracle products. The members will work closely with client teams to put together a detailed architecture plan including network rules, hardware, and software requirements. This collaboration will ensure that not only is the Oracle software requirements met, but also that the proposed architecture and implementation plan meet the client's standards and are proven to meet industry best practices and governance rules. Every effort will be made to provide an executable plan that includes these considerations.***

Build IAM Development Environment, including installation, setup and integration of the following components, software and related tasks:

- Oracle Internet Directory (OID)
- Oracle Access Manager (OAM)
- Oracle Adaptive Access Manager (OAAM)
- Oracle Identity Manager (OIM)
- Oracle supplied Business Intelligence Publisher Reports for IAM
- Integration of above products
- Migration of artifacts, policies and configuration (OAM, OAAM, OIM and OID)

***The client requires a development environment. In our experience, these developments are best implemented to resemble production as closely as possible, including the implementation of high availability. This ensures that patches and upgrades can be implemented much like they will in test and production. It not only allows the development team to experience a production like environment, but it also provides for failover, rolling patches and recovery, thus reducing lost time due to outages. With client approval, a full cluster of all components will be configured.***

***Based on compatibility, the following software products will be installed or upgraded and configured.***

- ***Prerequisites***
  - ***Full backups of all components including, OS, filesystems, database and domains will be required prior to beginning work on the upgrade***
  - ***Any application touch points should be backed up prior to changes in configuration***
  - ***Required hardware, OS, and networking rules, identified during the planning phase will be in place.***
- ***This is an "out of place" upgrade***
  - ***New Oracle home locations will be created on new hardware***
  - ***New software versions will be applied***
  - ***Oracle Upgrade Assistant processes will be run to perform the upgrade***
- ***Existing components will continue to be available and cutover to the new environments will be planned to minimize downtimes***
- ***All necessary infrastructure components***
  - ***The Oracle Identity and Access Management Suite has prerequisite components such as OHS, Database, and WebLogic. These will be upgraded, installed and configured as needed for each component.***
- ***Oracle Internet Directory***
  - ***The customer already has an investment in Oracle Internet Directory, as such an upgrade of OID 11.1.1.5 to 11.1.1.9 then to 12.2.1.3 will be required.***
  - ***Another option would be a new instance of OID 12.2.1.3 and all data migrated to the new instance.***
- ***Oracle Access Manager***
  - ***The customer has Oracle Access Manager 11.1.1.5 in place.***

o ***There is no direct upgrade path to 12.2.1.3. However, we can perform an upgrade from 11.1.1.5 to 11.1.2.3 and upgrade to 12.2.1.3***
o ***This will include the migration of all OAM artifacts and a full regression test of application integrations***
- ***Oracle Adaptive Access Manager***

o ***In previous versions of OAM, Oracle Adaptive Access Manager was required to provide a higher level of security in the form of multifactor authentication***
o ***Version 12.2.1.3 of Access Manager includes Adaptive Authentication Services for multifactor authentication with the user of one time pins or push notifications.***
o ***All current and new requirements for Multifactor Authentication will be addressed prior to hand off.***
- ***Oracle Identity Manager***

o ***Identity Governance 12.2.1.3 will follow Oracle's requirement to upgrade to 11.1.2.3 prior to upgrading to 12.2.1.3***
o ***All workflows, approval processes, audit reports and automations identified will be included in the upgrade plan***
- ***Business Intelligence Publisher and out of the box reports***

o ***These will be identified and the consultant team will work with client representatives to ensure the proper migration.***
- ***All software artifacts required for proper integration of the Identity and Access Manager products will be properly migrated according to best practices***
- ***Prior to starting work on the Test environment, our consultants will work with the client teams to begin development of test cases that will form the basis of all higher environments. Sign off proper performance will be sought.***

Build IAM Test Environment (high availability / clustered) including installation, setup and integration of the following components, software and related tasks:

- Oracle Internet Directory (OID)
- Oracle Access Manager (OAM)
- Oracle Adaptive Access Manager (OAAM)
- Oracle Identity Manager (OIM)
- Oracle Business Intelligence Publisher and OOTB reports
- Integration of above products
- Configuration of secure communication channel between IAM components, web Server and load balancer using SSL
- Migration of User Data
- Migration of artifacts, policies and configuration (OAM, OAAM, OIM and OID)
- Provide support for troubleshooting and testing of custom API and integration points with business applications
- Acceptance Test Support

***Test environments are vitally important to the client. This environment will be set up identically to the production environment. All necessary steps will be taken to address the current capabilities and new requirements during the***

***build. The client has already indicated that the test environment must be highly available and expects at least a two node cluster for each component.***

***Based on compatibility, the following software products will be installed or upgraded and configured.***

- ***Prerequisites***
    - ***Full backups of all components including, OS, filesystems, database and domains will be required prior to beginning work on the upgrade***
    - ***Any application touch points should be backed up prior to changes in configuration***
    - ***Required hardware, OS, and networking rules, identified during the planning phase will be in place.***
- ***All necessary network communication will be configured with security in mind***
    - ***SSL traffic between servers***
    - ***Load balancer configurations will be discussed during planning phase so that the network team has time to implement rules***
    - ***Firewall configurations will be recommended to protect the client's environment***
- ***This is an "out of place" upgrade***
    - ***New Oracle home locations will be created on new hardware***
    - ***New software versions will be applied***
    - ***Oracle Upgrade Assistant processes will be run to perform the upgrade***
- ***Existing components will continue to be available and cutover to the new environments will be planned to minimize downtimes***
- ***All necessary infrastructure components***
    - ***The Oracle Identity and Access Management Suite has prerequisite components such as OHS, Database, and WebLogic. These will be upgraded, installed and configured as needed for each component.***
- ***Oracle Internet Directory***
    - ***The customer already has an investment in Oracle Internet Directory, as such an upgrade of OID 11.1.1.5 to 11.1.1.9 then to 12.2.1.3 will be required.***
    - ***Another option would be a new instance of OID 12.2.1.3 and all data migrated to the new instance.***
- ***Oracle Access Manager***
    - ***The customer has Oracle Access Manager 11.1.1.5 in place.***
    - ***There is no direct upgrade path to 12.2.1.3. However, we can perform an upgrade from 11.1.1.5 to 11.1.2.3 and upgrade to 12.2.1.3***
    - ***This will include the migration of all OAM artifacts and a full regression test of application integrations***
- ***Oracle Adaptive Access Manager***

    - ***In previous versions of OAM, Oracle Adaptive Access Manager was required to provide a higher level of security in the form of multifactor authentication***
    - ***Version 12.2.1.3 of Access Manager includes Adaptive Authentication Services for multifactor authentication with the user of one time pins or push notifications.***
    - ***All current and new requirements for Multifactor Authentication will be addressed prior to hand off.***
- ***Oracle Identity Manager***
    - ***Identity Governance 12.2.1.3 will follow Oracle's requirement to upgrade to 11.1.2.3 prior to upgrading to 12.2.1.3***
    - ***All workflows, approval processes, audit reports and automations identified will be included in the upgrade plan***
- ***Business Intelligence Publisher and out of the box reports***
    - ***These will be identified and the consultant team will work with client representatives to ensure the proper migration.***
- ***All software artifacts required for proper integration of the Identity and Access***
  ***Manager products will be properly migrated according to best practices***
- ***As necessary, we will bring on an appropriate developer resource to facilitate the troubleshooting and testing of all integrations with business applications.***
- ***During the build of this environment, our consultants and project managers will work with the client teams to finalize test scripts for all components and integration points.***
- ***A full test cycle will be performed with our team providing support.***
- ***Only after a formal sign off will this stage be considered complete***

Build Production IAM Environment ((high availability / clustered) including installation, setup and integration of the following components, software and related tasks:

- Oracle Internet Directory (OID)
- Oracle Access Manager (OAM)
- Oracle Adaptive Access Manager (OAAM)
- Oracle Identity Manager (OIM)
- Oracle Business Intelligence Publisher and OOTB reports
- Integration of above products
- Configuration of secure communication channel between IAM components, web Serve and load balancer using SSL
- Migration of User Data
- Migration of artifacts, policies and configuration (OAM, OAAM, OIM and OID)
- Go-Live and post go–live Production Support

***Production environments are clearly critical. Any and all changes must be planned and contingencies addressed. As such, careful documentation will be collected during the design and build of the development and test environments.***

***Any problem areas will be addressed and resolutions captured. This data will be collated to build the final "cookbook" for production. This documentation will be used as a step-by-step process when upgrading the production environment. With careful planning, this process will be streamlined and efficiently executed with minimal downtime.***

***Based on compatibility, the following software products will be installed or upgraded and configured.***

- ***Prerequisites***
    - ***Full backups of all components including, OS, filesystems, database and domains will be required prior to beginning work on the upgrade***
    - ***Any application touch points should be backed up prior to changes in configuration***
    - ***Required hardware, OS, and networking rules, identified during the planning phase will be in place.***
- ***All necessary network communication will be configured with security in mind***
    - ***SSL traffic between servers***
    - ***Load balancer configurations will be discussed during planning phase so that the network team has time to implement rules***
    - ***Firewall configurations will be recommended to protect the client's environment***
- ***This is an "out of place" upgrade***
    - ***New Oracle home locations will be created on new hardware***
    - ***New software versions will be applied***
    - ***Oracle Upgrade Assistant processes will be run to perform the upgrade***
- ***Existing components will continue to be available and cutover to the new environments will be planned to minimize downtimes***
- ***All necessary infrastructure components***
    - ***The Oracle Identity and Access Management Suite has prerequisite components such as OHS, Database, and WebLogic. These will be upgraded, installed and configured as needed for each component.***
- ***Oracle Internet Directory***
    - ***The customer already has an investment in Oracle Internet Directory, as such an upgrade of OID 11.1.1.5 to 11.1.1.9 then to 12.2.1.3 will be required.***
    - ***Another option would be a new instance of OID 12.2.1.3 and all data migrated to the new instance.***
- ***Oracle Access Manager***
    - ***The customer has Oracle Access Manager 11.1.1.5 in place.***
    - ***There is no direct upgrade path to 12.2.1.3. However, we can perform an upgrade from 11.1.1.5 to 11.1.2.3 and upgrade to 12.2.1.3***
    - ***This will include the migration of all OAM artifacts and a full regression test of application integrations***

- ***Oracle Adaptive Access Manager***
    - ***In previous versions of OAM, Oracle Adaptive Access Manager was required to provide a higher level of security in the form of multifactor authentication***
    - ***Version 12.2.1.3 of Access Manager includes Adaptive Authentication Services for multifactor authentication with the user of one time pins or push notifications.***
    - ***All current and new requirements for Multifactor Authentication will be addressed prior to hand off.***
- ***Oracle Identity Manager***
    - ***Identity Governance 12.2.1.3 will follow Oracle's requirement to upgrade to 11.1.2.3 prior to upgrading to 12.2.1.3***
    - ***All workflows, approval processes, audit reports and automations identified will be included in the upgrade plan***
- ***Business Intelligence Publisher and out of the box reports***
    - ***These will be identified and the consultant team will work with client representatives to ensure the proper migration.***
- ***All software artifacts required for proper integration of the Identity and Access***
  ***Manager products will be properly migrated according to best practices***
- ***As necessary, we will bring on an appropriate developer resource to facilitate the troubleshooting and testing of all integrations with business applications.***
- ***During the build of this environment, our consultants and project managers will work with the client teams to finalize test scripts for all components and integration points.***
- ***A full test cycle will be performed with our team providing support.***
- ***Only after a formal sign off will this stage be considered complete***
- ***Cutover to the new environment will occur on a schedule approved by the client.***

***After successful cutover, the consultant team will remain on the project for a period of time agreed upon by the client to provide live support. They will address any and all issues related to the upgrade, integrations, security concerns, and usability. The team will also bring on additional appropriate resources to assist when the need arises.***

Knowledge Transfer

- Provide Architecture and Environment Documentation for IAM environments.
- Oracle IAM System Run-Book
- Mentoring, transition and best practices for IAM upgrade

***At the beginning of the project, we will work with the client to determine the level of documentation required. We strive to provide our clients with the means to fully understand what we have provided them and how to recreate the environment. The documentation shall include everything starting with the***

***current state analysis, requirements documents, architecture diagrams and step-by-step run-book of instructions. Our intent is that the client has full visibility of our process during the project. Our consultants have experience with working side by side with client resources to pass along knowledge based on past experience, research and best practices. Every effort will be made to include the clients throughout the process, thus providing them not only a completed project, but the ability to support themselves. After the project completes, the client will be provided with a full debrief including all generated documentation. Based on the knowledge transfer and documentation provided, our customers should be able to recreate our work if required at a later time or at least fully understand what has been done and why.***

## Scope of Work

The awarded vendor shall:

Work with the State to provide a detailed project plan with fixed deadlines to include, but not be limited to:

Project schedule including tasks, activities, activity duration, sequencing and dependencies;

***Vendor has deployed multiple projects of this scope in the past. We have attached a project plan including tasks, activities, estimated duration, and dependencies for review Exhibit 1***

Project work plan for each deliverable, including a work breakdown structure;

Completion date of each task;

***Completion Date is tracked and reported on the vendor project plan, please see Exhibit 1 for more information.***

Project milestones;

***Vendor will track and report on project milestones along with a Gannt chart in the project plan document, please see Exhibit 1 for more information.***

Entrance and exit criteria for specific project milestones; and

***Vendor uses a phase review to insure entrance and exit criteria are met for each milestone:***

***Phase review: A structured decision point occurs at the end of each phase. The phase reviews assess the completion of key project deliverables and identification, along with mitigation plans for known project risks, decisions, and issues. They are not a compliance review of each project activity. Rather, they are focused on making the decision whether to move the project forward into the next phase.***

***Phase Review Dashboard: The phase review dashboard provides a mechanism to capture and track completed milestones, key project decisions, risks, and items related to a phase review. This includes capturing approvals.***

Project organization including a resource plan defining roles and responsibilities for the awarded vendor, subcontractors (if applicable) and State.

***The following project team will be required to deliver the State of Nevada OAM Upgrade:***

***Vendor:***

1) ***Project Manager – North Carolina***
2) ***Identity Management Consultants - Colorado***
3) ***Java Developer (as needed for integration) – Michigan***

***State of Nevada:***

- ***Project Manager***
- ***System Administrator***
- ***Database Administrator***
- ***Representative(s) from each of the applications that will integrate with OAM.***

A comprehensive approach for handling communications. Must include, but not be limited to: an approach for generation, documentation, storage, transmission and disposal of all project information.

***Vendor uses the Atlassian toolset for handling project communications, documentation, storage, transmission and disposal of project information. Atlassian Confluence is used for project collaboration (documentation, communications, storage and transmission). Atlassian Jira is used to track issues along with resolution during the project. Vendor can provide an export of all project information along with secure electronic disposal upon completion of the project. All project team members will receive credentials to the toolsets for the extent of the project.***

Assurance that risks are identified, planned for, analyzed, communicated and acted upon effectively.

***Risk management and issue tracking: Throughout the project, team members and project management members will identify risks and issues from many sources. Vendor has predefined templates to document project risks and key issues. Risks and issues are reviewed by project leadership prior to the weekly status reporting meeting.***

- ***Risk log: The risk log enables the project team to raise potential risks that could affect the project. Risks can be classified by type, priority, potential impact, and next review date.***
- ***Issue log: The issue log enables the project team to raise project issues that require project leadership attention. Issues can be classified by type, priority, and escalation level.***

***Confluence repository: We propose the use of Confluence to manage team status reports and associated content including project tasks, milestones, risks, issues, and key decisions. Confluence is a web accessible repository and collaboration tool used on Vendor engagements.***

***Ticketing System: We propose to use of a ticketing system to manage test defect tickets and resolution. Vendor offers our customers the use of the Atlassian Jira bug tracking system. Jira is a web based issue management tool. When a user encounters a defect during testing, a defect is logged in Jira for triage and resolution assignment. Jira can also be used during post go-live support.***

***Risk management***
***Risk management includes maximizing the results of positive events and minimizing adverse event consequences through risk identification, risk quantification, risk response development, and risk response control. Risk management is an iterative process that needs to occur throughout the engagement.***

***A risk is an event or action with a chance of occurring that would result in a negative impact on the project. Risks will have varying degrees of impact on the project and should be associated with a probability of occurrence. The likelihood of success of the project can be increased significantly through formal risk management. This involves:***

- ***Taking a proactive approach to the management of risks***
- ***Implementing actions to reduce or control identified risks***
- ***Planning contingency actions to mitigate consequences of risks***

***A well-executed risk management strategy should not create the expectation that all risks can be eliminated. Such an outcome is unachievable with limited time, money, and people resources. Instead, the more realistic approach is to identify and evaluate potential risks before implementing, and to plan appropriate actions that will mitigate their effects. Throughout the project, these risks will be monitored***

Quality Assurance the vendor must provide assurance that there is a methodology for maintaining quality of the code, workmanship, project schedules and subcontractor(s) activities.

***Vendor uses an established peer review process to ensure quality of all deliverables throughout the project. The process includes peer review of functional and technical design documents, as well as coordinated peer reviews of source code and technical installation and configuration documents. In addition to an established peer review process our team spends over 12,000 hours annually on training and certifications. The dedication to training and certification has allowed us to employ three recognized Oracle ACE members.***

Change Management Plan and Control Procedures This plan shall be used by the vendor and the State in the design, specification, construction, implementation and support of the system.

***Vendor uses an established change management process to insure all parties understand a requested change as well insuring the proper approvals are in place before moving forward with a request. The change management and control process are diagrammed in Exhibit 2.***

Attend and participate in all project related meetings requested by the State at a location to be determined by the State. Attendance may be in person or via teleconferencing, as mutually agreed to by the project team. These meetings shall follow an agenda mutually developed by the awarded vendor and the State. The awarded vendor shall prepare materials or briefings for these meetings as requested by the State. Minutes shall be taken and distributed by State staff within five (5) working days after the meeting. Minutes may be distributed via facsimile or email.

The agenda may include, but not be limited to:

Review and approval of previous meeting minutes;
Contractor project status;
State project status;
Contract status and issues, including resolutions;
Quality Assurance status;
New action items;
Outstanding action items, including resolutions;
Setting of next meeting date; and
Other business.

***We have attached several sample document formats that would be used to meet the above requirements:***

***Exhibit 3 Sample Meeting Minutes***
***Exhibit 4 Project Status Template***

Provide written semi-monthly project status reports delivered to State project management by the third (3rd) working day following the end of each reporting period. The format shall be approved by the State prior to issuance of the first semi-monthly project status report. The first semi-monthly report covers the reporting period from the 1st through the 15th of each month; and the second semi-monthly report covers the reporting period from the 16th through the end of the month. The status reports shall include, but not be limited to the following:

Overall completion status of the project in terms of the State approved project work plan and deliverable schedule;

Accomplishments during the period, including State staff/stakeholders interviewed, meetings held, Joint Application Development (JAD) sessions and conclusions/decisions determined;

Problems encountered and proposed/actual resolutions;
What is to be accomplished during the next reporting period;
Issues that need to be addressed, including contractual;
Quality Assurance status;
Updated MS Project time line showing percentage completed, tasks assigned, completed and remaining;
Identification of schedule slippage and strategy for resolution;
Contractor staff assigned and their location/schedule; and
State resources required for activities during the next time period.

***The attached documents would be used to meet the above requirements. Contractor Staffing and Resource Requirement Sections will be added to the Project Status Template to meet State of Nevada requirements.***
***Exhibit 1 Project Plan***
***Exhibit 4 Project Status Template***

Deliverables

| 4.4 PLANNING AND ADMINISTRATION DELIVERABLES | | | |
|---|---|---|---|
| **DELIVERABLE NUMBER** | **DESCRIPTION OF DELIVERABLE** | **ACTIVITY** | **STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)** |
| 4.4.3.1 | Detailed Project Plan | 4.4.2.1 | 10 |
| 4.4.3.2 | Attendance at all scheduled meetings | 4.4.2.2 | N/A |
| 4.4.3.3 | Written Semi-Monthly Project Status Report | 4.4.2.3 | 5 |

## Company Background

| Question | Response | Response |
|---|---|---|
| Company name: | ***Zones, Inc*** | ***Centroid Systems, Inc.*** |
| Ownership (sole proprietor, partnership, etc.): | ***Sole Proprietor*** | ***S Corporation*** |
| State of incorporation: | ***Washington State*** | ***Michigan*** |
| Date of incorporation: | ***November, 1986*** | ***June 1997*** |
| # of years in business: | ***30*** | ***20*** |
| List of top officers: | ***Firoz Lalji – Chairman, President, & CEO***<br>***Dominic Camden – SVP & Chief Sales Officer***<br>***Derrek Hallock – SVP & Chief Operating Officer***<br>***P. Sean Hobday – SVP, Global Sales & Operations***<br>***Asif Hudani – SVP, Advanced Solutions Group***<br>***Anwar Jiwani – SVP, Operations & Chief Information Officer***<br>***Ronald McFadden – SVP & Chief Financial Officer*** | ***Eric Reed- Managing Partner Strategy and Pursuits***<br>***Scott Morrell- Managing Partner CEO***<br>***Paresh Patel- Managing Partner Solutions Delivery***<br>***Jim Brull- Managing Partner Sales and Marketing*** |
| Location of company headquarters, including City and State: | ***1102 15th St SW, Suite 102 Auburn, WA 98001*** | ***1050 Wilshire Dr. #170***<br>***Troy, MI 48084*** |
| Location(s) of the office that shall provide the services described in this RFP: | ***1102 15th St SW, Suite 102 Auburn, WA 98001*** | ***Plano, Texas*** |
| Number of employees locally with the expertise to support the requirements identified in this RFP: | ***2*** | |
| Number of employees nationally with the expertise to support the requirements in this RFP: | ***20+*** | ***20+*** |
| Location(s) from which employees shall be assigned for this project: | ***Colorado & Texas*** | ***Denver Colorado, Dallas Texas*** |

The selected vendor, prior to doing business in the State of Nevada, shall be appropriately licensed by the State of Nevada, Secretary of State's Office pursuant to NRS76. Information regarding the Nevada Business License can be located at http://nvsos.gov.

| Question | Response |
|---|---|
| Nevada Business License Number: | NV19971182433 |
| Legal Entity Name: | Zones, Inc |

Is "Legal Entity Name" the same name as vendor is doing business as?

| | | | |
|---|---|---|---|
| Yes | X | No | |

If "No", provide explanation.

Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

Has the vendor ever been engaged under contract by any State of Nevada agency?

| | | | |
|---|---|---|---|
| Yes | | No | X |

If "Yes", complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

| Question | Response |
|---|---|
| Name of State agency: | |
| State agency contact name: | |
| Dates when services were performed: | |
| Type of duties performed: | |
| Total dollar value of the contract: | |

Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

| | | | |
|---|---|---|---|
| Yes | | No | X |

If "Yes", please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person shall be performing or producing the services which you shall be contracted to provide under this contract, you shall disclose the identity of each such person in your response to this RFP, and specify the services that each person shall be expected to perform.

Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP shall also be disclosed.

Does any of the above apply to your company?

| Yes | | No | X |
|---|---|---|---|

If "Yes", please provide the following information. Table can be duplicated for each issue being identified.

| Question | Response | |
|---|---|---|
| Date of alleged contract failure or breach: | | |
| Parties involved: | | |
| Description of the contract failure, contract breach, litigation, or investigation, including the products or services involved: | | |
| Amount in controversy: | | |
| Resolution or current status of the dispute: | | |
| If the matter has resulted in a court case: | Court | Case Number |
| | | |
| Status of the litigation: | | |

Vendors shall review and provide if awarded a contract the insurance requirements as specified in ***Attachment D, Insurance Schedule for RFP 3490.***

***Please see Attachment D.***

Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

***Founded in the suburbs of Seattle in November 1986, Zones Inc. began with a simple premise: to provide strategic IT solutions while simplifying the fulfillment process. In its early years, Zones developed by selling software and computer hardware via mail orders. Through this direct marketing approach, Zones successfully avoided incurring burdensome overhead expenses that retailers traditionally experienced with brick-and-mortar storefronts. Known as an IT "reseller" channel, this allowed Zones to price the company's offerings at an increasingly competitive rate to better appeal to consumers.***

*Zones experienced exponential growth throughout the 1990's due to increasing demand in hardware sales. Under the direction of newly appointed President and Chief Executive Officer Firoz Lalji in 1998, the company began to move away from consumer sales to instead focus on small-to-medium sized businesses. This shift in Zones' approach was solidified when the company successfully brokered a deal with nearby behemoth Microsoft to be the primary supplier of computer products and distribution services to its then-20,000 U.S.-based employees. Zones continued to pursue relationships with additional industry-leading software suppliers and manufacturers, eventually establishing an extensive strategic partner program. The company also continued to diversify its B2B relationships in pursuit of mid-range companies with 250-5,000 employees.*

*Over the next seventeen years Zones continued to implement its B2B strategy, growing its customer base to more than 80 countries around the world. To provide seamless support and services that ensure the integrity of customers' IT solutions, the company learned quickly that it would need to adjust to changing buying preferences and varying customer needs beyond distribution needs. To complement its core distribution operations, the company implemented in-house service account teams to provide strategic guidance. These account team members assist with strategic planning, integration and logistics, supply chain management, project management, and best practice methodologies to ensure the success of each client interaction and, when utilized, have been proven to increase customer satisfaction.*

*Today, Zones is a global leader in providing comprehensive IT solutions around Data Center, Mobility, Unified Communications, Cloud, Security, and the Internet of Things (IoT). Zones' customer base is truly diversified and spans across all industries. With access to thousands of IT products and a complete range of deployment, licensing and technical services, Zones makes it easier than ever for organizations to benefit from the advantages of supplier consolidation and optimization.*

*As a Minority Business Enterprise (MBE), Zones strives to work with diverse business enterprises (DBEs) to foster relationships that will enrich business partnerships. Recognized for performance excellence and good corporate citizenship by clients, industry peers and publications, and numerous organizations, Zones continues to strive for excellence in meeting the needs of everyone the company serves.*

*In State & Local Government, IT leaders are faced with a unique set of challenges as they work to manage the IT service levels across agencies, services, divisions and departments, all while remaining on budget. Security is paramount for all IT leaders, however SLG IT leaders are especially concerned with protecting the data of the communities they serve. Security breaches even at the local level cause distrust and dissatisfaction from the community and eventually lead to costly repairs. Ensuring that newer technologies meet specific technical requirements, and which fall in line with budgetary restraints are of great concern, and the State & Local Government team at Zones understands this. The team can help you*

***accelerate change by leveraging our experience with a wide range of government entities and a specialized knowledge of contracting and contract administration. We'll move quickly to make sure you achieve your goals for improving IT.***

***The following are examples of some of the benefits your organization can realize by partnering with a Zones account team today:***

***•Data Center Modernization: Zones has a long history of working with government agencies like The State of Nevada to help them achieve their environmental sustainability, security, consolidation, and cost savings goals. The solution architects that comprise a Zones account team hold the highest levels of certification from the manufacturers that Zones represents. Whether you're consolidating servers to meet the Federal Data Center Consolidation Initiative, transitioning specific workloads to cloud, or have other data center projects on your list, Zones ASG's highly trained professionals can be your IT advisor.***

***•Network Infrastructure: Zones removes complexity from networking by designing, upgrading and deploying cost-effective architectures to deliver better response times, greater stability and enhanced reliability and security. With networking engineers and solution architects located across the United States, Zones can provide rapid resolution of your most challenging network issues. All of this with a clear focus on security will enable your organization to achieve your goals faster, all while keeping security top of mind.***

Provide a brief description of the length of time vendor has been providing services described in this RFP to the public and/or private sector.
12+ years

Financial information and documentation to be included in accordance with ***Section 10.5, Part III – Confidential Financial Information***.

Federal Tax Identification Number
[redacted] ***– Zones***
***– Centroid System Inc***

**SUBCONTRACTOR INFORMATION**

Subcontractors are defined as a third party, not directly employed by the contractor, who shall provide services identified in this RFP. This does not include third parties who provide support or incidental services to the contractor.

Does this proposal include the use of subcontractors?

| | | | |
|---|---|---|---|
| Yes | X | No | |

If "Yes", vendor shall:

Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor shall perform services.
***Zones is working with Centroid Systems, Inc to provide this solution.***

If any tasks are to be completed by subcontractor(s), vendors shall:

Describe how the work of any subcontractor(s) shall be supervised, channels of communication shall be maintained and compliance with contract terms assured; and

Describe your previous experience with subcontractor(s).

***Zones will have a Program Manager assigned to this opportunity to perform administrative oversight and high- level management.***

***This resource will have the following responsibilities:***

- ***Billing and Invoicing***
- ***Management reporting***
- ***Direct vendor and 3rd party vendor management***
- ***Extended environment management issues peripheral to specific project.***
- ***Escalation to Zones technical and administrative resources as required.***
- ***Other related management tasks not listed here.***

***In conjunction with the implementation team:***

- ***Project status tracking***
- ***Change management***
- ***Escalation Support***

Business references as specified in ***Section 5.3, Business References*** shall be provided for any proposed subcontractors.
***Please find references attached***

Staff resumes for any proposed subcontractors as specified in ***Section 5.5, Vendor Staff Resumes***.
***Please find Vendor Staff Resumes attached***

Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.
***Please find insurance forms attached***

Vendor shall notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in ***Section 5.2, Subcontractor Information***. The vendor shall receive agency approval prior to subcontractor commencing work.

All subcontractor employees assigned to the project shall be authorized to work in this country.

# Resumes

Please see attached resumes

# Senior Consultant / Solution Architect

## SUMMARY OF QUALIFICATIONS

Ken Ramey started his career with Oracle products 20 years ago while serving in the United States Air Force. After an Honorable Discharge, he began focusing on Oracle Application Server and Identity Management. He has worked on a variety of project in environments including Military and Government organizations to smaller locally owned businesses. Mr. Ramey possesses the expertise to pull a project from initial requirements gathering to completion in an efficient and professional manner. Based on his past experience, Ken is able to anticipate most technical hurdles and resolve them according to best practices before they become roadblocks.

Along with excellent technical skills, Mr. Ramey possesses very good communication and presentation skills. He regularly presents topics including Identity Management and application development at regional and national conferences. Ken is also the author of Pro Oracle Identity and Access Management, which was published early 2017.

### Areas of Emphasis

- Oracle Identity and Access Management suite.
- Designing and implementation of Fusion Middleware environments supporting a wide range of Oracle technology
- Integrating On-Premises and cloud based application identity management
- Working with third party vendors and client teams to provide seamless access to a variety of applications leveraging clients' investments
- Architecting Fusion Middleware and Identity and Access Management environments that are secure, fast, and reliable.
- Building highly available systems and designing disaster recovery solutions

## PROFESSIONAL EXPERIENCE

### Subaru of America, Cherry Hill, NJ — Consultant — Jun 2015 to present

**Industry**: Automotive

- Architected Access Management solution for new Oracle Private Cloud implementation
- Provided secure access to all cloud-based resources including OS level access and Single Sign-On
- Developed a methodology for managing user lifecycle in the cloud
- Provided disaster recovery plans based on the architecture
- Architected and implemented three identity management environments for development, test and production systems
- Upgraded an existing Oracle Access Manager instance from 11.1.1.3 to 11.1.2.3
- Integrated five Oracle based applications including OBIEE, EBS, and SOA with the latest Oracle Access Manager versions
- Integrated nine cloud based third party applications
- Worked closely with internal development teams to assist integration of two in-house applications with Oracle Directory Services, Identity and Access Management
- Deployed Identity Manager to allow all Subaru dealership employees (~35000) to manage their own accounts
- Provided services to audit access and ensure compliance with data security regulations

### American Express, Phoenix, Az — Solution Architect — Feb 2017 to Jun 2017

**Industry**: Finance

- Planned and built four Access Manager environments including Development, Test, Pre-Production and Production
- Worked with client networking resources to ensure proper secure communication channels
- Worked with system administrators to build cost effective server resources with high performance in mind
- Lead the technical team throughout the project to ensure the client's satisfaction
- Integrated four internal Oracle based applications in each of the environments
- Provided highly available architecture in all four environments
- Developed strategies to ensure regulatory compliance including regular audits and reporting
- Trained the client in the implementation and maintenance of the Access Management stack

**American Axle, Detroit, MI** **Technical Consultant** **Early 2015**

**Industry**: Automotive

- Consulted on integration of Oracle Internet Directory and Access Manager to provide Single Sign-On capabilities
- Assisted with the integration of E-Business Suite with Access Manager
- Helped troubleshoot issues as they arose within the environment

**Eaton Steel, Detroit, MI** **Consultant** **Mid 2014 – Jul 2015**

**Industry**: Steel Production

- Engineered a solution for Identity lifecycle management to support internal users accessing Oracle products including Manufacturing, Financials and OBIEE
- Worked with on-site teams to develop a solution to allow access to systems in high traffic areas such as shipping and receiving warehouses
- Implemented Oracle Internet Directory and Access Manager

**Advantest, CA** **Consultant** **Feb 2010 – Early 2014**

**Industry**: Semi-Conductors

- Planned and Executed migration from Oracle Internet Directory 9.04 and Single Sign-On 10.1 to OID 11.1.1.9 and Oracle Access Manager 11.1.1.9 with minimal downtime for a global company supporting 20,000+ users around the world
- Supported Identity and Access Management for 5000+ internal employee users and 15,000 – 20,000 customer users
- Developed a custom identity management solution to allow customer users to register, request additional access, and manage their own accounts.
- Developed a custom application to allow support engineers to manage user access requests and password management
- Successfully implemented the integration of two companies' Identity services during a merger
- Developed a plan and architecture to migrate public facing website from Oracle Application Server 10g Portal to FMW Content Server

**Childrens Hospital, Denver, CO** **Consultant** **July 2009 - Feb 2010**

**Industry**: Healthcare

- Worked with the Heart Transplant center to develop an analysis system for heart transplant patients
- This system allowed nurses and doctors to maintain up to date patient information drawing data from hospital systems for critical information such as test results and other departments
- System drew data from echo-cardiograms
- Developed the code to implement the head surgeon's algorithm for predicting heart transplant rejection based on test data and echocardiogram data.
- Enabled the surgeons to not only predict a transplant rejection but also determine the best course of action based on patient population data
- Performed all project tasks including requirements gathering, development work, database administration and deployment
- Ensured that the system met all HIPAA regulations.

**U.S. Air Force Academy, Colorado Springs, CO** **Consultant** **Dec 2001 - July 2007**

**Industry**: Healthcare

- Worked on academic software
- Developed a custom application to track pilot qualifications, currencies and flight histories
- Developed a system used to track 1200+ new student appointees through orientation activities at the United States Air Force Academy
- Managed Oracle Internet Directory 9i and assisted with upgrade to 10g
- Managed Oracle Application Server Portal instances

## *EDUCATION*

**Formal Education:**

- B.S., Computer Science, Regis University, Denver, CO, 1999
- M.S., Information Technology; Software Engineering, Regis University, Denver, CO, 2005

Yamuna Palasamudram

Ms. Yamuna Palasamudram has 12+ years of experience as an Oracle Technical Architect/Apps DBA supporting Oracle platform with focus on Oracle Applications (EBS), Fusion Middleware (11g) and Oracle Database/RAC (11g/12c). She is an Oracle Certified Professional (OCP) in Oracle Database 12C, 11g and Oracle Applications R12. Her experience includes working with several EBS upgrades to R12 (both 11i and R12 upgrades) and working as an Oracle EBS Database Administrator responsible for numerous implementations and upgrades.

## Expertise

| EXPERTISE | |
|---|---|
| • Database(s) | Oracle 12C, 11g RAC, 10g RAC |
| • ERP Administration | Oracle Applications R12, 11i |
| • Security Modules | Oracle OID, OAM, SSO, Webgate, Accessgate |
| • DBA Tools | Oracle Enterprise Manager (OEM), Dell STAT |
| • Operating Systems | Red Hat/OEL Linux, Sun Solaris, Windows Server |

## Relevant Project Experience

| CENTROID \| SUBARU ACCOUNT | 04/17 - PRESENT |
|---|---|
| Role | Oracle Apps Consultant |
| Responsibilities | • Designed and setup Oracle single sign-on for Subaru's EBS system in their DMZ region.<br>• Subaru had their EBS 12.2 integrated with Oracle Access Management, but had some issues setting up the integration for external servers in the DMZ region. I worked on setting up the integration for external access in DMZ. |

| CENTROID \| TAYLORMADE ACCOUNT | 01/17 – 04/17 |
|---|---|
| Role | Oracle Apps Consultant |
| Responsibilities | • Supported TMAG's R12 EBS system. Designed and proposed Parallel concurrent processing architecture for their concurrent managers.<br>• Designed and setup iStore and OID/OAM integration for their Canada expansion. This included setting up R12 EBS, iStore integration with single sign-on components webgate, accessgate, OID and OAM. |

| CENTROID \| SIMMONS FOOD ACCOUNT | 01/17 – 02/17 |
|---|---|
| Role | Oracle Senior Consultant |
| Responsibilities | • Designed and deployed Simmons Data warehouse environment on the Oracle Public cloud platform. Deployed Oracle database 12c on Oracle Database cloud for doing a proof of concept on feasibility of using Oracle database in the public cloud for Simmons Business requirements.<br>• As part of the deployment, configured Oracle Storage cloud for enabling backups to meet the RPO/RTO requirements. |

| CENTROID \| COTY ACCOUNT | 09/16 – 12/16 |
|---|---|
| Role | Database Architect/Senior Consultant |
| Responsibilities | • Designed and architected Oracle database for Coty's EPM suite of products. Created the database on Oracle Database Appliance. Rendered support and assistance on the best practices of database technologies to streamline their system process and procedures.<br>• As part of the deployment setup Disaster Recovery environment for the database based of the DR requirements from the Client. |

| CENTROID \| AMERICAN AXLE ACCOUNT | 03/14 – 08/16 |
|---|---|
| Role | Senior Apps Consultant/OID/OAM Architect |
| Responsibilities | • American Axle implemented numerous modules of EBS R12 including financials, order management, I supplier and others. Their EBS was upgraded from 11i to R12, as part of this, EBS was also integrated with Oracle identity/access management for single sign on. Lead, plan, orchestrated and delivered multiple engagements in parallel on Oracle technology stack. Resolved highly escalated issues for a timely go-live of production ERP applications.<br>• Designed and architected the high availability environment for their EBS single sign using the Oracle Identity management Suite.<br>• Key components include,<br>  • Install and configuration of 11g OID with HA setup<br>  • Install and configuration of 11g OAM with HA setup<br>  • Install and configuration of 11g Web gate and EBS access gate deployments<br>  • Integration of EBS R12 with Oracle OID and OAM<br>  • Integration of Microsoft Active Directory wit OID<br>  • OAM/OID weblogic clustering for HA and Implemented SSL at the load balancer. |

| UNITED AIRLINES, INC. | 02/08 – 04/13 |
|---|---|
| Role | Senior Apps Consultant/OID/OAM Architect |
| Responsibilities | • United Airlines implemented Oracle Financials in Oracle E-Business Suite. I was involved in this Implementation in 2008, and later in the upgrade of EBS from 11i to R12 and golive of additional finance modules like AP and AR. Handled Production Shop of Oracle Databases and Oracle E-Business Suite. Developed and implemented production ERP RAC applications to host EBS.<br>• We completed an upgrade of Oracle EBS from 11i to R12 (12.1.2) along with database upgrade from 10g to 11g moving from Linux to Solaris. I have led the project from an Infrastructure perspective coordinating between multiple team of Storage, UNIX and application team members. Responsible for the project plan and optimizing the upgrade plan to reduce downtime to business.<br>• Supported the sUA-sCO GL integration. As part of it we increased the capacity by adding additional node to the ERP RAC database.<br>• Experience of migrating Oracle EBS database across various OS platforms even with different Endian formats. Migrated EBS database from Linux to Solaris platform as part |

| | |
|---|---|
| | of R12 upgrade initiative.<br>• Fully involved in the Sabrix tax software implementation for ERP. Installed, configured and integrated Sabrix tax and report modules with ERP. Sabrix modules are deployed on top of Oracle WebLogic server. Designed and maintained the Sabrix infrastructure.<br>• Experience of working on big production/live systems, 4-node RAC for High availability, 5- node Application Tier and 2-node Discoverer. Middle Tier and Discoverer are load balanced using the F5 load balancer. Worked on Parallel Concurrent Processing (PCP) for high availability of Concurrent processing capability. Implemented SSL for Oracle Apps and Discoverer.<br>• Responsible for developing test cases and perform Failover Testing on UAT instance.<br>• Cloning of Multi-node ASM instances into Multi-node ASM and Non ASM instances.<br>• Involved in providing 24x7 on-call Production Support.<br>• Administration and Tuning of Concurrent managers and programs on a regular basis.<br>• Migration of reports and packages from test to Production.<br>• Cloning Dev and Support instances from Prod on an ad-hoc basis.<br>• Administration of application/database users.<br>• Application of RDBMS, Techstack and application patches.<br>• Storage management to maximize space usage and performance.<br>• Establishing monitoring procedures, analysis and actions to ensure 24x7 availability and optimal performance of multiple Oracle instances using Enterprise Manager and 10g Grid Control.<br>• Install and upgrade of Apps Pack for E-business suite. Using grid control for monitoring Database, ASM, CRS, E-business Suite and Discoverer.<br>• Using RMAN for backup and recovery.<br>  • Install and configuration of 11g Web gate and EBS access gate deployments.<br>  • Integration of EBS R12 with Oracle OID and OAM.<br>  • Integration of Microsoft Active Directory wit OID.<br>  • OAM/OID weblogic clustering for HA and Implemented SSL at the load balancer. |

| POLARIS ASSOCIATES | 05/07 – 01/08 |
|---|---|
| Role | Oracle Apps DBA |
| Responsibilities | • Worked at Polaris Associates supporting their EBS internal environments for product development. They have a product called Fusion Objects which is a reporting tool on top of E-Business Suite.<br>• Involved in the development, maintenance and support of their Development and test instances. It involved Oracle Apps upgrade from 11.5.7 to 11.5.10 and upgrade of databases. Also performed the day to day support activities such as cloning test instances, performance testing, working with Oracle support on issues, applying patches. |

## Education and Training

- Bachelor of Science, Electronics & Communication Engineering

# Navdeep Saini

Sr. Manager Application Architecture

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Home☎: **(909) 646 3364**

**E-mail:** nsaini.us@gmail.com


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**Forward-thinking IT Executive** with close to 18 years of extensive experience in IT industry managing teams of DBAs (Oracle, MySQL, MSSQL), Application Administrators, Salesforce Sysadmins, Oracle Applications DBAs, IBM System Administrators, Storage Administrators, Linux Administrators, Network Administrators and Microsoft Technology specialists in progressively complex environments. Hands-on on latest technologies and professional in training and mentoring team members and interdepartmental staff to produce optimal results. Business acumen with the ability to align the business objectives with the technical functions needed. Enthusiastic about leveraging new and mature technologies to solve modern business problems. An organized professional with immensely strong leadership capabilities with excellent project management and communication skills. Qualified to play an integral role in the field of information technology where talents and experience will contribute to achieving company goals.

- Application Infrastructure
- Cloud Computing
- Database Management Systems
- Oracle ERP
- Business Intelligence
- Middleware, SOA
- Web Applications
- Identity & Access Management
- Virtualization (VMware, Oracle VM)
- LAN/WAN Firewalls SAN Fabric
- Storage (NetApp, EMC)
- Application Delivery Controllers
- Servers (IBM Power, x86-64)
- Linux, Unix, Windows Admin
- Microsoft Technologies
- App Security (OWASP, APP Firewalls)
- Delivery Management
- Vendor Management
- Contract Negotiations
- SOX compliance
- Managed Services
- Project Management
- Staff Training
- Backups & DR

## Employment Summary

| | |
|---|---|
| **Centroid Systems** – Sr. Manager Applications Architecture & Cloud Strategy | : 07/2015 - Present |
| **Emulex, Corporation** – Sr. Manager Application Infra & Architecture | : 04/2013 – 07/2015 |
| **DPI Specialty Foods** – Manager Application Infrastructure | : 11/2011 – 04/2013 |
| **Fujitsu America** – Manager, Oracle West | : 11/2005 – 11/2011 |
| **Republic Doors and Windows** – IT Team Lead | : 04/2005 – 11/2005 |
| **Infosys Technologies** – Analyst | : 02/2002 – 04/2005 |
| **Oracle Corporation** – Support Analyst | : 08/2001 – 01/2002 |
| **IPCL** – Systems Officer | : 04/1999 – 08/2001 |

## Professional Experience:

**Centroid Systems, Southern California** **Jul '15 – Till Date**
**Sr. Manager Applications Architecture**

**Responsibilities include:**

- Provide leadership for delivery of several large customer projects.
- Provide support throughout the sales and marketing cycle, including sales visits demonstrations, presentations, and proposal creation.
- Facilitate customer product/service/solution understanding through presentations, demonstrations, and written communications.
- Provide Leadership in preparing demo environments with existing and emerging technologies
- Define and document best practices, toolkits, methodologies, to enable consistent, high quality, repeatable delivery of services.
- Provide direction and specialist knowledge in applying the technology/solution/services to client business.
- Design, manage, and deliver customer Proof of Concept / Proof of Value projects.
- Help recruit, manage, and mentor less experienced consultant.
- Facilitate knowledge sharing and mentoring sessions with employees.
- Attended Oracle user group events and conferences for thought leadership and social branding

**Emulex Corporation, Costa Mesa, CA** **Apr '13 –Jul '15**
**Sr. Manager Application Infrastructure & Architecture**

Managing a team of IT Staff responsible for all business applications at Emulex. Team includes Database Administrators (Oracle, MySQL, SQL server) Apps DBA, Microsoft application specialists, Oracle Middleware and LAMP engineers. Successfully delivered multiple business critical projects and introduced measures resulting in improved service delivery at low cost. Some key accomplishments include

- Managed successful delivery of Oracle E-Business upgrade from 11i to R12. The project was handled with in-house resources with complete solution re-architecture on new virtualized hardware on RAC and ASM. Project included technical upgrade, platform migration from Solaris to Linux x86-64, single instance to two node RAC cluster on ASM.
- Managed upgrade of SOA Middleware together with R12 upgrade on new High Availability SOA cluster.
- Managed re-architecture of corporate website on new Typo3/LAMP environment.
- Managed upgrade of 2005 MSSQL server farm to new 2008 Active-Active cluster environment. Also re-designed layout as per NetApp best practices for optimum and faster performance and backups.
- Managed redesign of Agile PLM external webserver, resulting in more secure and user friendly access.
- Introduced usage of Application Delivery Controller from Citrix NetScaler to "front-end" the application access. This resulted in leveraging high availability architecture, better application performance and better security of applications.
- Managed successful completion of Integration of on premise package applications like Oracle EBS with Cloud applications like Salesforce and Workday.
- Managed design and deployment the enterprise wide Single Sign-on solution at Emulex utilizing Oracle Identity and Access Suite with Citrix NetScaler. The solution includes single sign-on for cloud, in-house and mobile applications.
- Introduced MySQL as enterprise default RDBMS solution, to reduce cost and faster application deployment. Utilized Oracle Enterprise MySQL version and deployed it in High-Available environment utilizing MySQL master-slave replication. The solution utilizes NetScaler for load

balancing and auto failover of sessions during master/slave failover and failback.
- Led the data integration post the acquisition of Endace Ltd.
- Introduced several best practices and standard operation procedure for my team. This resulted in fewer incidents and higher application uptime.
- Development and mentoring of Team members.
- Handled several vendor management and contract negotiations.

**DPI Specialty Foods, Ontario, CA** **Sept '11 – Apr' 13**
**Manager, Enterprise Infrastructure**

"Hands-on" manager for DPI IT team. Major responsibilities include, project management, vendor selection, team management, architecting technical solutions, escalation for major issues, training and mentoring infrastructure team, infrastructure architecture, capacity planning.

Implementation Footprint:
- Managed Enterprise wide implementation of multi-site, high transaction volume R12.0.6 E-business Suite with Siebel CRM 8.0.6, SOA 10g and Demantra 7.2 with Advanced Supply Chain planning and OTM 5.6.
- Managed design and setup of infrastructure from hardware capacity planning, purchase, data center setup to software install and full ERP implementation.
- Leveraged virtualization technologies which include both VMware and Oracle Virtual Machine(OVM 3.1) for x86 platform
- Managed design and configuration of infrastructure components like IBM pseries servers, IBM TSM for tape/remote site backup, EMC storage (CX480) and OEM grid control for alerting and monitoring.
- Managed team of storage engineers working with EMC CX4-480 storage array, VMWare Vsphere ESXi 4.1.0, Oracle Virtual Machine 3.1, TSM Tape backup, Brocade Fiber switches, IBM Pseries power6 (p520,550,750)based systems.
- Managed installation, configuration and up gradation of OTM 5.6 environment.
- Managed configuration EMC Replication Manager for creating snapshot database for Discoverer reporting.

Some of the major accomplishments post implementation:

- Resolved major performance bottleneck for very high transaction volume (1.5 million Order lines per week)
- Diagnosed and resolved Demantra 7.2 performance issues during new phase of the implementation. (16K separate tables, re-org of sales data table, RAC cluster managed services for Demantra Load direction etc).
- Virtualizing x86 HW stack for optimum usage with Oracle VM 3.1.1. This also addressed Oracle Licensing issues for new SOA 11g/Webcenter and BI projects.
- Installation and administration of Fusion Middleware 10g components (SOA 10g, AIA 2.2, BPEL 10g, B2B 10g). Fusion middleware is used for integration between Siebel CRM and EBS R12.
- DMZ setup for iSupplier Module for external vendor access to EBS.
- Installation of new SOA 11g (11.1.1.6.0) environment (weblogic 10.3.6) for upgrade of SOA infrastructure to 11g version.
- Designed and configured DR strategy with EMC Recover Point Appliance and VmWare SRM.
- Patching, cloning, backup and other apps DBA support for EBS implementation effort.

**Fujitsu America, Inc.**
**Manager, Oracle West** **Nov'05 – Sep' 11**

- Leading team of 15 resources for Oracle West region in Fujitsu America.
- Ensuring quality, on-time/on-budget delivery of all DBA related activities for multiple clients of Fujitsu.
- Designing, capacity planning of highly complex Database/Application environments for green field implementations.
- Architecting infrastructure solutions for high complex large implementation, upgrades, data center move etc projects for Fujitsu Clients.
- Define and design best practices, standards and delivery methodologies.
- Handling pre-sales calls, and formulating business solutions.
- Hiring, retaining, Training, Growth and development of Oracle resources
- Business Generation.
- Handling Internal LAB for client Demos, Center of Excellence efforts.
- Generating case studies, knowledge content for Practice.
- Handling different part-time projects.

**Some of the Major Projects Handled at Fujitsu America:**

**Livenation, West Hollywood, CA**
**Oracle Data Center Move**
**Nov'10 – Dec'10**
Designed and architect the solution for Oracle data center move with 3 DBAs
Owned and executed the Data Center move project from Bid to finish.

**J.M. Smuckers Co, Orrville, OH**
**Oracle Value Chain Planning Suite Implementation**
**Jul'10 – Sep'10**
Acted as Solution Architect – Infrastructure, for a large Oracle R12 Value Chain planning Suite Implementation, designed and architect of infrastructure for implementation of VCP R12.1.3 Suite.

**Remote DBA support group**
**Oracle Apps Production Support**
**Oct'08 – Sep'11**
DBA manager for onsite/offshore team handling DBA support for various clients of Remote DBA group in Fujitsu America. Following were the main responsibilities:

**Zebra Technologies, Vernon Hills, IL**
**Engagement Manager**
**Sep'08 – Oct'08**
Instrumental in selling Managed Services contract and placement of Onsite resource for longer term.
Leading the effort GOLIVE with R12 (12.0.6) on RAC

**EchoStar Communications (Dishnetwork), Denver, CO**
**Oracle Application Database Administrator – Team Lead**
**Jan'07 – June'08**
Worked as Oracle apps DBA and Team Lead, heading team of 2 onsite and 3 offshore

**United Parcel Service (UPS), Atlanta, GA**
**Oracle Apps DBA and Team Lead – 11.0.3 to 11.5.10.2 upgrade**
**Apr'06 – Dec'06**
Working as Lead Apps DBA for the whole upgrade process

**WMS Gaming Inc. Waukegan, IL**
**Oracle Apps DBA Team Lead – 11.5.7 to 11.5.10.2 upgrade**
**Nov'05 – Mar'06**
Served as an Oracle Applications DBA and Team Lead
Upgraded Oracle Applications from 11.5.7 to 11.5.10.2

**Republic Windows and Doors Chicago, IL** **Apr'05 – Nov'05**
**Oracle Apps DBA – Team Lead**
Worked as Apps DBA Team Lead, providing Oracle Apps DBA support to Republic and handling team of 3 DBAs.

**Infosys Technologies**
**Analyst** **Feb'03 – Apr'05**
Worked in the capacity of Analyst with Infosys Technologies at Bangalore India office. During this time I headed several infrastructure related projects at Infosys and worked as project manager and team lead for several outsourcing projects.

**Some of the Major Projects Handled at Infosys:**

**Underwriters Laboratories Inc. Northbrook, IL** **Nov'04 – Apr'05**
**Oracle Apps DBA – Team Lead**
Worked as Apps DBA Team Lead, providing Oracle Apps DBA support to UL and handling team of 7 DBAs

**Infosys Technologies**
**Ikon Office Solutions** **Feb'02 – Oct'04**
**Sr. Oracle Apps DBA**
Worked as Apps DBA providing 24*5 offshore support for various Oracle Apps instances of Ikon's USA divisions.

**Oracle Corporation** **Aug'01 – Jan'03**
**Oracle Support Analyst (Oracle Apps)**
Worked as Support Analyst with Oracle India Pvt Limited in their Bangalore India office. During this time I worked in the product support group of Oracle in the areas of Oracle database and oracle apps database administration.

**Indian Petrochemicals Corporation Ltd** **Jul'99 – Aug'01**
**Systems Office - Production DBA**
Worked as systems officer with Indian Petrochemical Corporation in India. Handled rollout of custom build marketing and operations applications and worked in the capacity of Production DBA.

# Project Plan

Please see Project Plan attached as Exhibit 1

# Exhibit 1

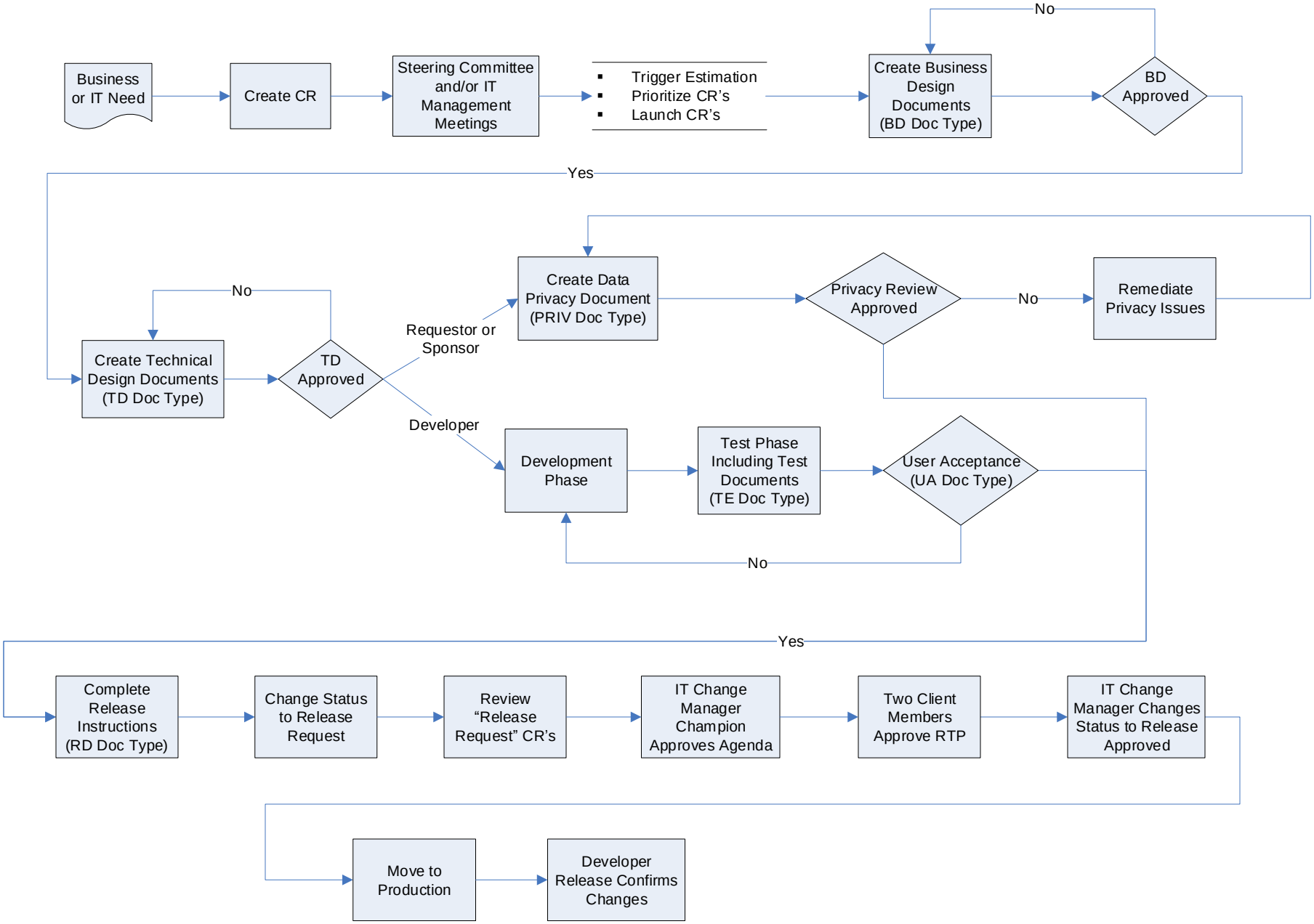
| Week | 1/15 | 1/22 | 1/29 | 2/5 | 2/12 | 2/19 | 2/26 | 3/5 | 3/12 | 3/19 | 3/26 | 4/2 | 4/9 | 4/16 | 4/23 | 4/30 | 5/7 | 5/14 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **State of Nevada** | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| **Oracle IAM Upgrade Milestone Plan** | | | | | | | | | | | | | | | | | | |
| **Milestones** | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | |
| **Analysis & Design Phase** | | | | | | | | | | | | | | | | | | |
| **Iteration 1 - DEV Build** | | | | | | | | | | | | | | | | | | |
| **TEST and ACCEPTANCE PERIOD - DEV** | | | | | | | | | | | | | | | | | | |
| **Iteration 2 - TEST Build** | | | | | | | | | | | | | | | | | | |
| **TEST and ACCEPTANCE PERIOD - TEST** | | | | | | | | | | | | | | | | | | |
| **Iteration 3 - Production Build & Cutover** | | | | | | | | | | | | | | | | | | |
| **TEST and ACCEPTANCE PERIOD - PROD** | | | | | | | | | | | | | | | | | | |
| **Prod Support, Final Documentation, Knowledge Transfer** | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | |

| Milestone | Task Name | Scheduled Start | Scheduled Finish | % Complete | Resource Names |
|---|---|---|---|---|---|
| | **Analysis & Design Phase** | 1/15/2018 | 2/2/2018 | **0%** | |
| | Gather Requirements & Create Requirements Document | 1/15/2018 | 2/2/2018 | **0%** | |
| | Document IAM Systems Architecture | 1/15/2018 | 2/2/2018 | **0%** | |
| | Document Infrastructure Requirements | 1/15/2018 | 2/2/2018 | **0%** | |
| | Document Application Integration Requirements | 1/15/2018 | 2/2/2018 | **0%** | |
| | Document HA/DR Requirements | 1/15/2018 | 2/2/2018 | **0%** | |
| | Initial Test Plan | 1/15/2018 | 2/2/2018 | **0%** | |
| | Revise Project Plan | 1/15/2018 | 2/2/2018 | **0%** | |
| | **Build, Test, Deploy Phases** | | | | |
| | **Iteration 1 - DEV** | 2/5/2018 | 3/2/2018 | **0%** | |
| | Install, setup and configure single node OID and migrate identities | 2/5/2018 | 3/2/2018 | **0%** | |
| | Setup AD integration | 2/5/2018 | 3/2/2018 | **0%** | |
| | Install and Configure single node OAM deployment | 2/5/2018 | 3/2/2018 | **0%** | |
| | Install and setup Configure Webtier | 2/5/2018 | 3/2/2018 | **0%** | |
| | **State of Nevada Application Integration** | 2/5/2018 | 3/2/2018 | **0%** | |
| | Configure Webgate/Policies | 2/5/2018 | 3/2/2018 | **0%** | |
| | Install and configure Accessgate | 2/5/2018 | 3/2/2018 | **0%** | |
| | **Complete Application Integration** | 2/5/2018 | 3/2/2018 | **0%** | |
| | **Final Handoff of DEV Build** | 2/5/2018 | 3/2/2018 | **0%** | |
| | State of Nevada TEST and ACCEPTANCE PERIOD - DEV | 2/26/2018 | 3/16/2018 | **0%** | |
| | Testing Support | 2/26/2018 | 3/16/2018 | **0%** | |
| | Track all Defects during SIT & Daily Discussion with Appropriate Testing Teams | 2/26/2018 | 3/16/2018 | **0%** | |
| | Request sign-off of DEV environment | 3/16/2018 | 3/16/2018 | **0%** | |
| | Begin Discussions with Business Partners to participate and create use cases for UAT Testing | 2/5/2018 | 3/2/2018 | **0%** | |
| | Draft Build Document - Review with Internal and Delivery Teams (Run Book) | 2/5/2018 | 3/2/2018 | **0%** | |
| | **Iteration 2 - TEST** | 3/5/2018 | 3/30/2018 | **0%** | |
| | Install, setup and configure 2 node OID and migrate identities | 3/5/2018 | 3/30/2018 | **0%** | |
| | Setup AD integration | 3/5/2018 | 3/30/2018 | **0%** | |
| | Install and Configure 2 node OAM HA cluster | 3/5/2018 | 3/30/2018 | **0%** | |
| | Install and setup Configure Webtier | 3/5/2018 | 3/30/2018 | **0%** | |
| | **State of Nevada Application Integration** | 3/5/2018 | 3/30/2018 | **0%** | |
| | Configure Webgate/Policies | 3/5/2018 | 3/30/2018 | **0%** | |
| | Install and configure Accessgate | 3/5/2018 | 3/30/2018 | **0%** | |
| | **Final Handoff of TEST Build** | 3/5/2018 | 3/30/2018 | **0%** | |
| | State of Nevada TEST and ACCEPTANCE PERIOD - TEST | 3/26/2018 | 4/13/2018 | **0%** | |
| | Testing Support | 3/26/2018 | 4/13/2018 | **0%** | |
| | UAT Defect Daily Discussions with Business Partners | 3/26/2018 | 4/13/2018 | **0%** | |
| | Request Sign-off on UAT from Business Partner | 4/13/2018 | 4/13/2018 | **0%** | |
| | **Update and Publish Build Document - Review with Internal and Delivery Te** | 3/5/2018 | 3/30/2018 | **0%** | |
| | **Iteration 3 - Production Build & Cutover** | 4/2/2018 | 4/27/2018 | **0%** | |
| | **Review documentation/chage with different stake holders)** | 4/2/2018 | 4/27/2018 | **0%** | |

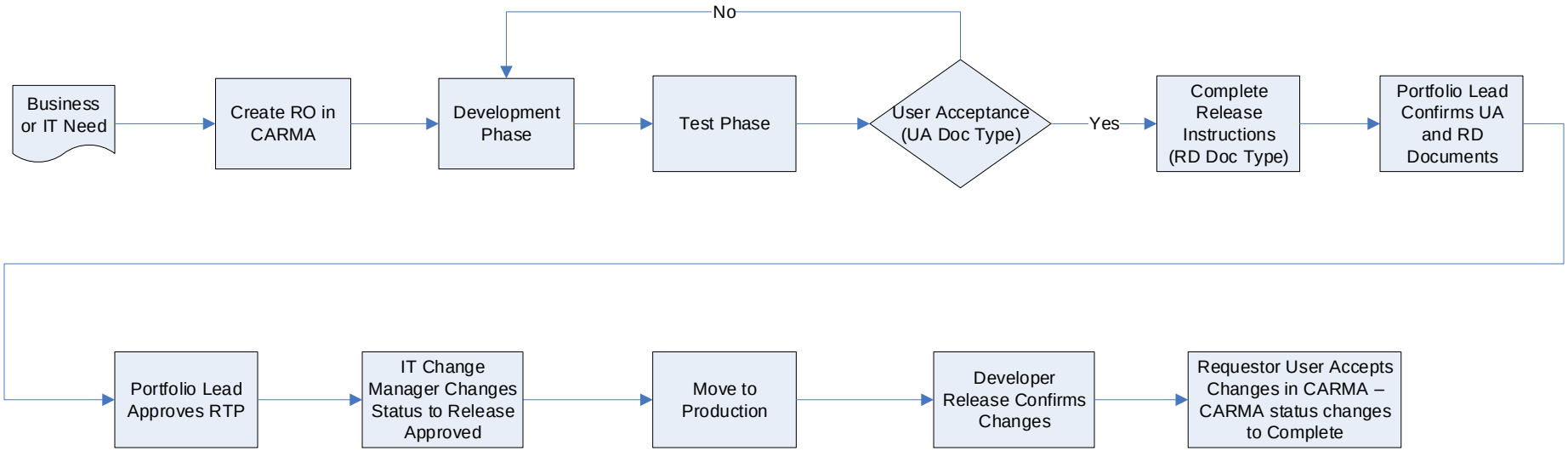
| | | | |
|---|---|---|---|
| Pre-prod preparation | 4/2/2018 | 4/27/2018 | **0%** |
| Install, setup and configure 2 node OID and migrate identities | 4/2/2018 | 4/27/2018 | **0%** |
| Setup AD integration | 4/2/2018 | 4/27/2018 | **0%** |
| Install and Configure 2 node OAM HA cluster | 4/2/2018 | 4/27/2018 | **0%** |
| Install and setup Configure Webtier | 4/2/2018 | 4/27/2018 | **0%** |
| **State of Nevada Application Integration** | 4/2/2018 | 4/27/2018 | **0%** |
| Configure Webgate/Policies | 4/2/2018 | 4/27/2018 | **0%** |
| Install and configure Accessgate | 4/2/2018 | 4/27/2018 | **0%** |
| **Final Handoff of PROD Build** | 4/2/2018 | 4/27/2018 | **0%** |
| GO LIVE | 4/23/2018 | 4/27/2018 | **0%** |
| State of Nevada TEST and ACCEPTANCE PERIOD - PROD | 4/23/2018 | 4/27/2018 | **0%** |
| | | | **0%** |
| **Documentation & Knowledge Transfer** | 4/30/2018 | 5/18/2018 | **0%** |
| Complete Final Build Documenation | 4/30/2018 | 5/18/2018 | **0%** |
| KT Sessions | 4/30/2018 | 5/18/2018 | **0%** |
| **Production Support** | 4/30/2018 | 5/18/2018 | **0%** |
| Production Support | 4/30/2018 | 5/18/2018 | **0%** |

# Exhibit 2

# Change Request Work Flow



# RO Work Flow




Note: RD Document is typically the Engineering Work Order Number for HP (Infrastructure) changes, and entered into CARMA during the “Developer Confirms Changes step.

# Exhibit 3

# *Meeting Name*: Client Weekly Status

| | |
|---|---|
| **Meeting Date and Time** | *Wed, January 13th, 2016 – 1 pm pdt* |
| **Meeting Site/Room** | Webex |
| **Teleconference Number/ID** | |
| **Web Conference Information** | |

## Attendees

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| X | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

H= Host; X = Invitee attended the meeting

## Agenda

| # | Topic | Owner | Time | Comments |
|---|---|---|---|---|
| 1 | Online Patching and File Systems | Rob/Scott | 20 | RT 2226: The way links are created in the TAR file migration scripts are causing the problem - RESOLVED<br><br>RT 2234: Objects are out of Synch in PROD – RESOLUTION in progress in PROD<br><br>RT 2237: Migration script is changing/updating files not in migration request. - RESOLVED |
| 2 | EBS Instance Management: Production Support | JJ / Chris | 10 | **Environments / Refresh Schedule (see plan):**<br>• PROD environment<br>• QA (RAC)<br>• TEST<br>• PATCH<br>• DEV<br>• UAT – Do Not Refresh<br><br>**Approvals:**<br>• Project approval matrix still in effect<br><br>**Backup Policy:**<br>• Retention of backups for Prod<br>• What non-Prod environments need backup<br>• Retention of non-Prod |
| 3 | Environment Refresh Issues | Rob / Scott | | |
| 4 | Oracle / RT Support Issues | Rob / JJ / Shane | 5 | **CSI #: 20075383**<br>http://centroidsupport.centroid.com<br><br>Create payment file failing only in QA. (Maggie will log RT to have DBAs assist troubleshooting)<br><br>Check Printing Issue RT's 2285, 2266 |
| 5 | Daily & Weekly Maintenance Window | JJ / Rob | 5 | Send downtime communications will go to ERPNotifications@riotgames.com<br><br>**Daily: 8PM to 10PM Pacific (QA, TEST, UAT)**<br>• |

| # | Topic | Owner | Time | Comments |
|---|---|---|---|---|
| | | | | **PROD Weekly: Sat 9PM to 1AM:**<br>•<br><br>**Downtime Communications:**<br>• CES and Riot will notify Centroid of weekend work ahead of time. |
| 6 | Oracheck script | Scott | | Application configuration recommendations to be reviewed by CES |
| 7 | Open Action Items | Rob | 5 | Review Action Item log for any issues not covered in above topics.<br>. |
| 8 | Transition to Stabilization | Rob / Scott / | | |
| 8 | Round Table | Team | 5 | Post Go Live Project Activities: |
| **Tabled Topics – Post Go Live Topics** | | | | |
| 2 | BI Environments | Sam / Brad | 10 | **Environments:**<br>• All environments are being backed up.<br>• Should VMs be shutdown for now? |
| 3 | DMZ Configuration | Chris | 5 | **AD/OID**<br>• 12/2: This will be delayed until Q1, post Go Live.<br>• Mike B will follow up with Oracle. (SR 3-11749191955 : txkrun.pl -script=SetOAMReg -registeroam=yes gives error when registering OAM/12.2.)<br>**Printers & Email/Workflow:**<br>• No issues |

Note: Record decisions here.

**Instructions:**

1. Required for every cross-functional meeting.
2. Saved in the following format: Meeting name_YYYY-MM-DD.
3. Distributed to all meeting attendees within 24 hours of the meeting.
4. Distributed to all action item owners as reminders of their assignments
5. Distributed until all assignments have been completed.

# Exhibit 4

Exhibit 4 is attached as a separate file.

THANK YOU

FOR YOUR CONSIDERATION

ZONES™