# TECHNICAL PROPOSAL

## I. COVER PAGE [10.2.2.1]

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

## REQUEST FOR PROPOSAL NO. 3490

## DEPARTMENT OF EMPLOYMENT, TRAINING AND REHABILITATION

## ORACLE IDENTITY AND ACCESS MANAGEMENT UPGRADE

**Submitted to:**
Gideon Davis, Purchasing Officer
775-684-0196
gkdavis@admin.nv.gov

**Proposal Submitted by:**

383 Inverness Pkwy. Suite 175
Englewood, CO 80112
Contact: Joe Wilson
joe.wilson@arisant.com
303-974-7582
11/1/2017

| **Part IA – Technical Proposal** | |
|---|---|
| RFP Title: | Oracle Identity and Access Management Upgrade |
| RFP: | 3490 |
| Vendor Name: | Arisant, LLC |
| Address: | 383 Inverness Pkwy. Suite 175<br>Englewood, CO 80112 |
| Opening Date: | November 1, 2017 |
| Opening Time: | 2:00 PM |

*Technical data, trade secrets, commercial and/or financial information contained in this proposal shall not be disclosed or used other than for proposal evaluation purposes by the State, except that such restricted data may be used in accordance with the provision of any contract awarded as a result of, or in conjunction with, this proposal. The restriction does not limit the State's rights to disclose or use such data or information if obtained from another source without such restrictions.*

# SUBMISSION CHECKLIST

| Part IA– Technical Proposal Submission Requirements | | Completed |
|---|---|---|
| Part IA submitted in one (1) separate PDF file | | |
| Section I | Title Page | JW |
| Section II | Table of Contents | JW |
| Section III | Vendor Information Sheet | JW |
| Section IV | State Documents, to include Oracle Platinum Partner Certification | JW |
| Section V | System Requirements | JW |
| Section VI | Scope of Work | JW |
| Section VII | Company Background and References | JW |
| Section VIII | Proposed Staff Resume(s) | JW |
| Section IX | Preliminary Project Plan | JW |
| Section X | Other Informational Material | JW |
| **Part IB – Confidential Technical Proposal Submission Requirements** | | |
| Part IB submitted in one (1) separate PDF file | | N/A |
| Section I | Title Page | N/A |
| Section II | Appropriate sections and information that cross reference back to the technical proposal | N/A |
| **Part II – Cost Proposal Submission Requirements** | | |
| Part II submitted in one (1) separate PDF file | | |
| Section I | Title Page | JW |
| Section II | Cost Proposal | JW |
| **Part III – Confidential Financial Information Submission Requirements** | | |
| Part III submitted in one (1) separate PDF file | | |
| Section I | Title Page | N/A |
| Section II | Financial Information and Documentation | N/A |
| **Reference Questionnaire Reminders** | | |
| Send out Reference Forms for Vendor (with Part A completed) | | JW |
| Send out Reference Forms for proposed Subcontractors (with Part A and Part B completed, if applicable) | | N/A |


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# II. TABLE OF CONTENTS [10.2.2.2]

Page

TECHNICAL PROPOSAL ..... II
I. COVER PAGE [10.2.2.1] ..... ii
II. TABLE OF CONTENTS [10.2.2.2] ..... 1
III. VENDOR INFORMATION SHEET [10.2.2.3] ..... 2
IV. STATE DOCUMENTS [10.2.2.4] ..... 7
V. SYSTEM REQUIREMENTS [10.2.2.5] ..... 13
VI. SCOPE OF WORK [10.2.2.6] ..... 14
VII. COMPANY BACKGROUND AND REFERENCES [10.2.2.7] ..... 15
VIII. PROPOSED STAFF RESUMES [10.2.2.8] ..... 20
IX. PRELIMINARY PROJECT PLAN [10.2.2.9] ..... 36
X. OTHER INFORMATIONAL MATERIAL [10.2.2.10] ..... 45


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## III. VENDOR INFORMATION SHEET [10.2.2.3]

| | | |
|---|---|---|
| V1 | Company Name | ***Arisant, LLC*** |

| | | |
|---|---|---|
| V2 | Street Address | ***383 Inverness Pkwy. Suite 175*** |

| | | |
|---|---|---|
| V3 | City, State, ZIP | ***Englewood, CO 80112*** |

| | | | |
|---|---|---|---|
| V4 | Telephone Number | | |
| | Area Code: ***303*** | Number: ***330-4065*** | 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: ***Joe Wilson*** |
| | Title: ***Vice President*** |
| | Address: ***same*** |
| | Email Address: ***joe.wilson@arisant.com*** |

| | | | |
|---|---|---|---|
| V8 | Telephone Number for Contact Person | | |
| | Area Code: ***303*** | Number: ***974-7582*** | Extension: |

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

| | | |
|---|---|---|
| V10 | ***Name of Individual Authorized to Bind the Organization*** | |
| | Name: ***Kathy Robb*** | Title: ***Partner*** |

| | | |
|---|---|---|
| V11 | Signature ***(Individual shall be legally authorized to bind the vendor per NRS 333.337)*** | |
| | Signature: Digitally signed by Kathy Robb Date: 2017.10.30 17:02:39 -06'00' Adobe Acrobat version: 2017.012.20098 | Date: 10/30/2017 |



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**Vendor Information [5.1]**

| Question | Response |
|---|---|
| Company name: | ***Arisant, LLC*** |
| Ownership (sole proprietor, partnership, etc.): | ***LLC*** |
| State of incorporation: | ***Colorado*** |
| Date of incorporation: | ***9/2016*** |
| # of years in business: | ***11*** |
| List of top officers: | ***Kathy Robb, Niklas Iveslatt, Andreas Katsaris*** |
| Location of company headquarters, including City and State: | ***Englewood, Colorado*** |
| Location(s) of the office that shall provide the services described in this RFP: | ***Englewood, Colorado*** |
| Number of employees locally with the expertise to support the requirements identified in this RFP: | ***0*** |
| Number of employees nationally with the expertise to support the requirements in this RFP: | ***12*** |
| Location(s) from which employees shall be assigned for this project: | ***Englewood, Colorado*** |

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: | ***NV20161631359*** |
| Legal Entity Name: | ***Arisant, LLC*** |

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*** |


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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: | |


Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation.

| Question | Response | |
|---|---|---|
| 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: | | |

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.

***Arisant, LLC (Arisant) has experience working with Oracle Identity and Access Management Systems for well over a decade and is thrilled to submit this proposal in response to the State of Nevada – Purchasing Division to support the Department of Employment, Training and Rehabilitation. We deliver accurately within schedule and budget using industry best practices under direct and stringent project management practices- ensuring a dedicated, low risk, cost effective, and high value solution. Our proactive tactics foster a hands-on management approach, gaining face-to-face connection between our company, NV DETR and their stakeholders.***

***Arisant brings to NV DETR an independent, experienced, agile, and informed systems and services integration methodology that provides the foundation for a modern and effective IAM solution to accomplish NV DETR's goals. In addition, Arisant has acquired deep experience in working with Oracle IAM solutions in the public sector that include but are not limited to Clark County School District, Colorado Department of Education, Colorado Department of Health Services, University of Colorado, Douglas County School District and most recently the State of Utah – Department of Health (UDOH). Incidentally, the Oracle Identity and Access Management upgrade at UDOH had requirements that were almost identical to those of NV DETR.***

***To support NV DETR in the realization of its goals, Arisant offers world-class system integration skills, a strong track record of success, flexible Oracle based COTS-based technology, and a proven team of experts committed to making NV DETR's Identity and Access Management System upgrade project a success. In our response to the NV DETR RFP, we demonstrate that***


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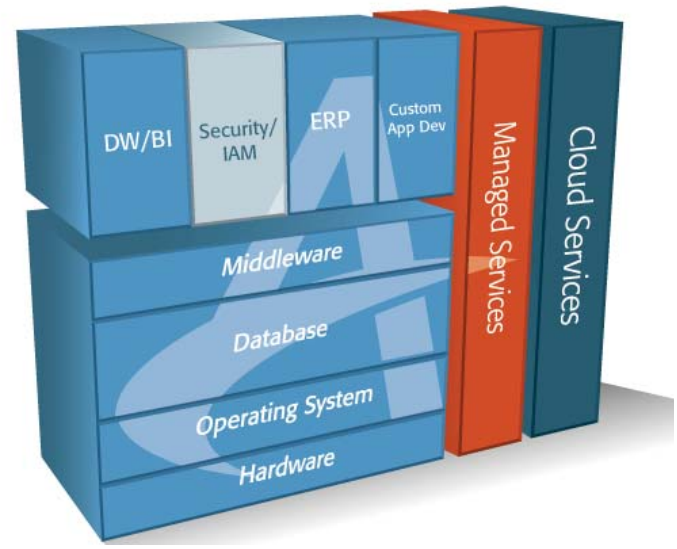
***we are the right partner for NV DETR, equipped with the right team and prepared with the right approach.***

***In addition to our comprehensive business solutions and expertise in Oracle Identity and Access Management our business solutions also include the following practice areas:***




***<u>Security, SOA, Identity & Access Management</u> – Improved security and regulatory compliance through Oracle Identity and Access Management. Automate user role provisioning, protect sensitive data and ensure your systems comply with HIPPA< FERPA, Sarbanes-Oxley, PCI and other regulations***

***<u>Business Intelligence and Big Data</u> – Make strategic and timely business decisions and actions by consolidating disparate data, and generating performance dashboards and reports that help accelerate business performance.***

***<u>Database Solutions</u> – Protect, secure and optimize your database infrastructure be leveraging Arisant's comprehensive database support services. From database design, performance tuning, routine health checks, security audits, to patching and upgrading, we will keep your database environments operating smoothly while ensuring the integrity of data in your databases and automating compliance controls.***

***<u>Managed Services</u> – Control IT expenses, cover support gaps, and ensure 24x7x365 system performance, security and availability using Arisant's Managed Services. We offer round-the-clock, superior system support for companies that require enhanced IT coverage and expertise.***

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.

***Incorporating in Colorado in September of 2006, Arisant is one of Oracle's recommended Identity Management and Middleware partners with a proven track record of delivering customer value. With highly skilled, proven, consultants in the areas of the requested project scope as well as skilled project managers and business analyst capability, Arisant is fully qualified to deliver according to plan. Arisant has successfully delivered Identity and Access Management projects since 2006. Arisant has been providing services described in the RFP to the public and private sector for just over 11 years.***

Financial information and documentation to be included in accordance with ***Section 10.5, Part III – Confidential Financial Information***. ***SECTION 10.5, PART III DOES NOT EXIST IN THE***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***RFP DOCUMENT. ANY FINANCIAL INFORMATION CAN BE MADE AVAILABLE UPON FURTHER REQUEST***

Arisant Federal Tax Identification Number - [redacted]

## IV. STATE DOCUMENTS [10.2.2.4]

The signature page from all amendments signed by an individual authorized to bind the organization.

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

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

Vendor Name: Arisant, LLC

Authorized Signature: Digitally signed by Kathy Robb Date: 2017.10.30 17:03:17 -06'00' Adobe Acrobat version: 2017.012.20098

Title: Partner Date: 10/30/2017

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

### Attachment A – Confidentiality and Certification of Indemnification signed by an individual authorized to bind the organization.

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.


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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 | |
| **Justification for Confidential Status** | | | |
| | | | |

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

Arisant, LLC

Company Name

Digitally signed by Kathy Robb
Date: 2017.10.30 17:03:03 -06'00'
Adobe Acrobat version: 2017.012.20098

Signature

Kathy Robb

Print Name

Date

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


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## 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.


Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation.

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

Arisant, LLC

Vendor Company Name

Digitally signed by Kathy Robb
Date: 2017.10.30 17:03:29 -06'00'
Adobe Acrobat version:
2017.012.20098

Vendor Signature

Kathy Robb

Print Name

Date

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


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**Attachment J – Certification Regarding Lobbying signed by an individual authorized to bind the organization.**

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.

Digitally signed by Kathy Robb
Date: 2017.10.30 17:03:44 -06'00'
Adobe Acrobat version:
2017.012.20098

By: _____ _____

Signature of Official Authorized to Sign Application Date

For: Arisant, LLC

Vendor Name

Oracle Identity and Access Management Upgrade

Project Title

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



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Copies of any vendor licensing agreements and/or hardware and software maintenance agreements.

> ***Arisant LLC currently has no licensing and/or hardware and software maintenance agreements that would be applicable to this project. It is understood that NV DETR maintains licensing agreements applicable to the project.***

Copies of applicable certifications and/or licenses, to include certificate of Oracle Platinum Partner. Please click: https://solutions.oracle.com/scwar/scr/Partner/SC2PP-ARISANT.html to review our status as an Oracle Platinum Partner

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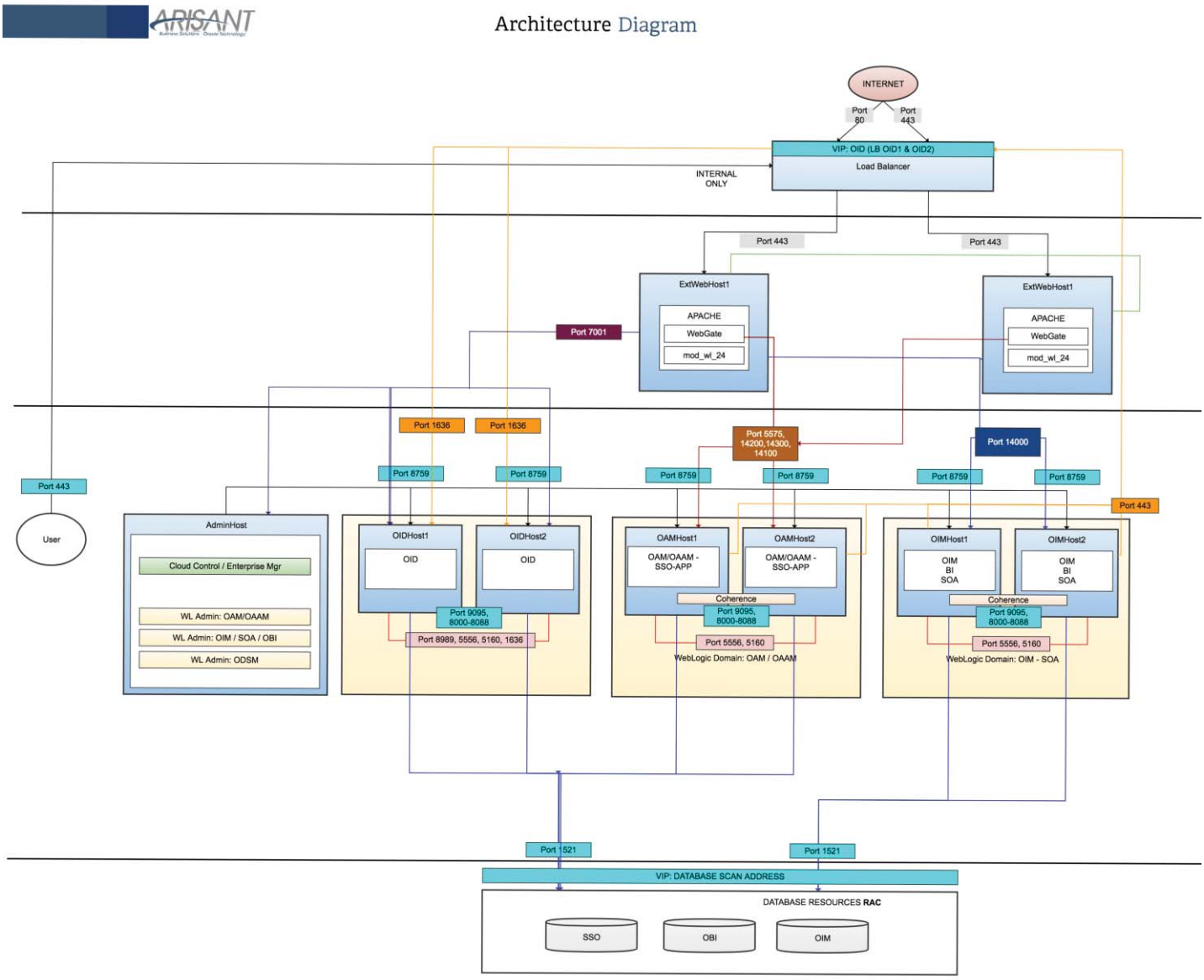
# V. SYSTEM REQUIREMENTS [10.2.2.5]





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## VI. SCOPE OF WORK [10.2.2.6]

***Based on the background information provided by DETR to Arisant, Arisant shall build out 3 environments:***

- ***Development***
- ***Test – Highly Available /SSL to match production***
- ***Production – Highly available / SSL***

***The following tasks will be performed according to best practices and Oracle Enterprise Deployment guide:***

- ***Environment Requirements and Design (documentation work product).***
- ***Development Environment***
    - ***Installation of Oracle Internet Directory (or OUD as per design document)***
    - ***Installation of Oracle Identity Manager***
    - ***Installation of Oracle Access Manager***
    - ***Installation of Oracle Adaptive Access Manager***
    - ***Installation of Oracle Business Intelligence Publisher and OOTB reports***
    - ***Integration of above products***
    - ***Migration of artefacts policies and configuration (OID, OAM, OIM, OAAM)***
- ***Test Environment (HA Clustered / SSL)***
    - ***Installation of Oracle Internet Directory (or OUD as per design document)***
    - ***Installation of Oracle Identity Manager***
    - ***Installation of Oracle Access Manager***
    - ***Installation of Oracle Adaptive Access Manager***
    - ***Installation of Oracle Business Intelligence Publisher and OOTB reports***
    - ***Integration of above products***
    - ***Migration of artefacts policies and configuration (OID, OAM, OIM, OAAM)***
    - ***Support troubleshooting and testing of custom API and integration points***
    - ***Acceptance Test Support***
- ***Production Environment (HA Clustered / SSL)***
    - ***Installation of Oracle Internet Directory (or OUD as per design document)***
    - ***Installation of Oracle Identity Manager***
    - ***Installation of Oracle Access Manager***
    - ***Installation of Oracle Adaptive Access Manager***
    - ***Installation of Oracle Business Intelligence Publisher and OOTB reports***
    - ***Integration of above products***
    - ***Migration of artefacts policies and configuration (OID, OAM, OIM, OAAM)***
    - ***Go-Live and post go–live Production Support***
- ***Architecture and Environment Documentation***
- ***Oracle IAM System Run-Book***
- ***Mentoring, Transition and Best Practices***


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## VII. COMPANY BACKGROUND AND REFERENCES [10.2.2.7]

***Arisant Partners and Senior Staff members are accustomed to managing highly complex and strategic initiatives in the private sector and public sector alike. Few projects are more complex than Identity and Access Management and Arisant has a proven track record of implementing high value, high ROI projects to solve real and tangible business problems.***

Does this proposal include the use of subcontractors?

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

REFERENCES

| | Reference #1: Colorado Department of Education |
|---|---|
| Contractor Name | Arisant |
| Project Title | Identity/Access Management and Managed Services |
| Description of the Project | • Support and Maintenance as related to Applications defined in the Colorado Department of Education – Arisant Custom Applications to include:<br>o LEA.SEA and District User Administration Processes<br>o External User View Implementation<br>o Federation and Directory Services<br>o Forward compatibility for new version of Oracle Identity Management (OIM), Oracle Access Management (OAM), Oracle Adaptive Access Manager (OAAM)<br>o New features for OIM, OAM and OAAM connectors<br>o Installation support for new OIM, OUD, OAM, OAAM versions<br>o Migration (data and/or business logic) support to new OIM, OUD, OAM, OAAM versions<br>o Tuning for JVMs, WebLogic, OS and database as it relates to custom applications and/or OIM, OAM, OAAM, OUD<br>o Regression testing after version upgrades of Oracle Software stack<br>o Performance optimizations for large traffic volumes<br>o Performance optimizations for limited bandwidth devices<br>o Deployment environment optimizations<br>o Security updates<br>o Security auditing for custom applications<br>o Security auditing and patching for OIM resident logic<br>o Troubleshooting, enhancements and optimizations for OIM resident event handlers and scheduled tasks<br>o Troubleshooting and correction of problems related to custom applications or connected applications not caused by 3rd party modifications |


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| | Reference #1: Colorado Department of Education |
|---|---|
| | • Provide 7 days per week, 24 hours per day, and 365 days per year on-call production support and monitoring of two Oracle 1/8 rack Exadata database machines, and the underlying CDE WebLogic environment consisting of thirty servers, with expected remote alerting response time < 30 minutes.<br>• Have automated database service monitoring and pro-active automatic fixing (self-healing) of common database issues including advanced space management (automatic resizes, data file adds, ability to apply different space management characteristics based on database and tablespace configurations), historical database capacity management, alerts (both re-active and pro-active) e.g. database down, listener down, or pro-active alerts "about to have problems", Data Guard monitoring. |
| Government Agency/ Organization | Colorado Department of Education |
| Contact's Name<br>Address<br>Phone Number | Corey Kispert<br>201 E. Colfax Ave.<br>Denver, CO 80203<br>Kispert_c@dce.state.co.us<br>303-866-6600 |
| Dates | 1/2014-Present |

| | Reference #2: Utah Department of Health |
|---|---|
| Contractor Name | Arisant |
| Project Title | Identity/Access Management and Managed Services |
| Description of the Project | Created 3 pristine environments to include Development as well as High-Availability Test and High- Availability Production<br><br>o External User View Implementation for State of Utah Medicaid and Medicare recipients<br>o Directory Services<br>o Forward compatibility for new version of Oracle Identity Management (OIM), Oracle Access Management (OAM), Oracle Adaptive Access Manager (OAAM)<br>o New features for OIM, OAM and OAAM connectors<br>o Installation support for new OIM, OUD, OAM, OAAM versions<br>o Migration (data and/or business logic) support to new OIM, OUD, OAM, OAAM versions<br>o Tuning for JVMs, WebLogic, OS and database as it relates to custom applications and/or OIM, OAM, OAAM, OUD<br>o Regression testing after version upgrades of Oracle Software stack<br>o Performance optimizations for large traffic volumes<br>o Performance optimizations for limited bandwidth devices<br>o Deployment environment optimizations<br>o Security updates<br>o Security auditing for custom applications |


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| | Reference #2: Utah Department of Health |
|---|---|
| | o Security auditing and patching for OIM resident logic<br>o Troubleshooting, enhancements and optimizations for OIM resident event handlers and scheduled tasks<br>o Troubleshooting and correction of problems related to custom applications or connected applications not caused by 3rd party modifications |
| Government Agency/ Organization | State of Utah – Department of Health |
| Contact's Name<br>Address<br>Phone Number | George McEwan, PMP, CSM<br>IT Senior Project Manager<br>Department of Technology Services<br>Utah Department of Health<br>gmcewan@utah.gov<br>(801) 538-6688 |
| Dates | 1/2016-Present |

| | Reference #3: University of Colorado |
|---|---|
| Contractor Name | Arisant |
| Project Title | Directory Services, Identity/Access Management and Database O&M |
| Description of the Project | Development<br>• Configure Oracle Unified Directory (OUD) as LDAP authoritative data source<br>• Configure Oracle DIP Sync with Active Directory and Custom OVD/DB Source<br>• Configure OUD with delegated authentication to Active Directory<br>• Support Integration of custom Single Sign-On "Logon Page"<br>• Configure Integration with Canvas as Service Provider<br><br>Test<br>• Support OUD Installation Activities in HA/SSL mode<br>• Migrate Directory Configurations<br>• Migrate Oracle Access Management Configurations<br>• Support testing activities<br><br>Production<br>• Support OUD Installation Activities in HA/SSL mode<br>• Migrate Directory Configurations<br>• Migrate OAM Configurations<br>• Go-Live Support Activities<br><br>Operations/Maintenance<br>• On Call (Tier 3) Production Support of all Oracle Databases<br>• On Call (Tier 1) Production Support of all Pinnacle related |


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| | Reference #3: University of Colorado |
|---|---|
| | Oracle Databases<br>• Monitoring, troubleshooting and support of database issues<br>• Backup and Recovery Monitoring and Support<br>• Performance review and tuning as requested<br>• Database patching<br>• Business Hours (Tier 1) Development Support of all Pinnacle related Oracle Databases<br>• Monitor and verify regular database backups<br>• 7 x 24 x 365 On-Call Support (800 number) |
| Government Agency/ Organization | University of Colorado at Denver |
| Contact's Name<br>Address<br>Phone Number | Miah Adams<br>University of Colorado<br>Denver /Anschutz Medical Campus<br>Miah.adams@ucdenver.edu<br>303-315-2804 |
| Dates | 7/2010-Present |

| | Reference #4: Clark County School District |
|---|---|
| Contractor Name | Arisant |
| Project Title | Development Services – Person Registry, Account Claiming and Single Active Directory Account for each Identity |
| Description of the Project | • Account Claiming<br>  o Develop front-end GUI for users to claim accounts<br>  o Include functionality to Identify user, accept usage policy, establish security questions and set password<br>  o Integrate the front-end to OIM leveraging SOA components<br>  o Develop within the current look and feel of CCSD applications<br>• Single Active AD Account for each Identity<br>  o Remove/Revise customized OIM code/processes that maps users with multiple assignments to multiple AD accounts and leverage as much standard functionality with the OIM Connector for Microsoft AD<br>  o Migration from multi-account to single account configuration<br>• Person Registry<br>  o Architect/Design/Develop and Implement Person Registry/Directory<br>• Managed Services Support<br>  o Tier 2 Advanced Database Support and Troubleshooting<br>  o Backup/Vacation support for CCSD personnel |


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| | Reference #4: Clark County School District |
|---|---|
| | o Monthly status report<br>o 7x24x365 On-Call support (800 Number)<br>o Automated Monitoring Service for Oracle products |
| Government Agency/ Organization | Clark County School District |
| Contact's Name<br>Address<br>Phone Number | Devin Keays<br>2932 E. Flamingo Rd.<br>Las Vegas, NV 89121<br>702-799-5040 ext. 5646<br>dkeays@interact.ccsd.net |
| Dates | 2/2015-Present |


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## VIII. PROPOSED STAFF RESUMES [10.2.2.8]

Arisant is proposing Phil Etherton as the Project Manager and Niklas Iveslatt as the Technical Lead which more than meets the requirements of 5.4.1. and 5.5.

### *Project Manager Qualifications*

**PROPOSED STAFF RESUME FOR RFP 3490**

***A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.***

| | |
|---|---|
| **Company Name Submitting Proposal:** | ***Arisant, LLC*** |

| ***Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.*** | | | |
|---|---|---|---|
| **Contractor:** | ***X*** | **Subcontractor:** | |

| ***The following information requested pertains to the individual being proposed for this project.*** | | | |
|---|---|---|---|
| **Name:** | ***Phillip Etherton*** | **Key Personnel: (Yes/No)** | ***No*** |
| **Classification; i.e., Project Manager, Implementation Lead, etc.** | ***Project Manager*** | | |
| **# of Years in Classification:** | ***11*** | **# of Years with Firm:** | ***2*** |

**BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE**

***Information should include a brief summary of the proposed individual's professional experience.***

- Senior PMP Program and IT Operations Manager with more than fifteen years' business experience streamlining and developing organizations within Telecommunications and IT industries.
- Background includes supporting Oracle implementation projects in OIM, Database and OBIEE.
- Well versed in Agile development methodologies and SCRUM.
- Established leader with extensive experience in Enterprise Resource Management, Business Intelligence, billing system migrations, delivering network solutions, program management, and IT infrastructure and software.
- Ability to manage teams to success and create collaborative team environments.
- Excellent communication and presentation skills at all levels within an organization.

**RELEVANT EXPERIENCE**

***Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.***

**Arisant LLC - Englewood, CO** **2015 - Present**
**Program/Project Manager**

- Supports all project management activities for various Oracle implementation projects. These projects include components of Oracle to include OIM, Oracle Database and OBIEE.
- Manages and oversee JIRA ticketing system verifying and tracking hours reports for Engineers to insure proper billing.
- Provides project management support and oversight to multiple projects at a time.


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**Douglas County School District - Castle Rock, CO** **2013 – 2015 Manager-IT Systems, IT Program Manager - Consultant**

- Reported directly to the Chief Technical Officer.
- Developed an IT Project Management Office (PMO) to meet district wide initiatives to develop and deploy innovative educational software.
- Consulted on best practices for ITSM, to include priority, severity, and tier based support models.
- Implemented Kanban and Agile methodologies to accommodate resource availability, improving delivery times and tracking of organizational initiatives across all IT organizations.
- Identified and corrected Oracle security and employee data risks.
- Developed PMO methodology to include project specific adaptability for infrastructure and multi-faceted IT deployments, upgrades, and decommissions.
- Managed three IT operational/systems teams' deliverables for district-wide educational, business, infrastructure, and software integrations to improve overall operational performance.
- Manage team of developers to provide analysis, reporting on organizational performance and recommend/implement improvements using Oracle tools (Discoverer, OBI, BI-Forms and Publisher)

**Cricket Communications - Englewood, CO** **2009 – 2013 Program Manager, IT Infrastructure, IT Operations**

- Delivered a diverse set of IT projects that included IT planning, solution implementation, vendor selection/negotiation, regulatory compliance, infrastructure design, requirements documentation, outsourcing, and executive level communication.
- Provided, application development, program management, and process engineering to improve overall project delivery lifecycles.
- Managed a team of contractors to provide business analytics and customer behavioral analysis using Oracle Tools (OBIEE).

**Sprint Nextel Communications - Englewood, CO** **1999 - 2009**
**Program Manager Solution Delivery/Converged Network Solutions**

- Managed a portfolio of customized network solution and deployments
- Prioritized projects working in conjunction with stakeholders.
- Monitored and reported on projects financial and schedule adherence based upon stakeholder requirements.
- Participated in contract negotiations and ensure solutions met ROI criteria.
- Directed and allocated resources to meet objectives.
- Accountable for maintaining a project portfolio of 15 to 30 projects and Capital budgets in excess of $20M.
- Ensured all projects were delivered on time and within budget.
- Provided lesson learned results and streamlined processes for efficiencies within the business.
- Lead team to support PMI principles in project management.

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

Arapahoe Community College/Metro State College
Computer Information Systems
Business Administration, Finance and Accounting

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

Project Management Institute – PMP – Certification 2006


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## REFERENCES

***A minimum of three (3) references are required, including name, phone number, fax number and email address.***

| | | |
|---|---|---|
| Kathy Robb | 303-330-4065 | kathy.robb@arisant.com |
| Greg Hoggatt | 303-330-4065 | greg.hoggatt@arisant.com |
| Andreas Katsaris | 303-330-4065 | andreas.katsaris@arisant.com |


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*Technical Lead Qualifications*

**PROPOSED STAFF RESUME FOR RFP 3490**
***A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.***

| | |
|---|---|
| **Company Name Submitting Proposal:** | ***Arisant, LLC*** |

| ***Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.*** | | | |
|---|---|---|---|
| **Contractor:** | ***X*** | **Subcontractor:** | |

| ***The following information requested pertains to the individual being proposed for this project.*** | | | |
|---|---|---|---|
| **Name:** | ***Niklas Iveslatt*** | **Key Personnel: (Yes/No)** | ***Yes*** |
| **Classification; i.e., Project Manager, Implementation Lead, etc.** | ***Executive Sponsor*** | | |
| **# of Years in Classification:** | ***22*** | **# of Years with Firm:** | ***11*** |

**BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE**
***Information should include a brief summary of the proposed individual's professional experience.***

- Founder and Sr. Partner at Arisant LLC
- Oracle Certified Professional with over 20 years' experience.
- Senior Oracle Identity Management Architect and Integrator.
- Extensive experience working with domestic and international clients with proven expertise in the design, development, tuning and production support of large-scale computer systems.
- Recognized as an innovative designer and outstanding troubleshooter.
- Expert knowledge of Oracle applications and systems.
- In depth experience working in the Cloud environment.

**RELEVANT EXPERIENCE**
***Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.***

**Arisant LLC – Englewood, CO** **Sep 2006 - Present**
Founder – Sr. Technical Engineer – Identity Management and Cloud SME

**EXPERTISE**

**Oracle Systems Implementations**

- Several years of experience with Oracle's Identity Management products; Oracle Access Manager (OAM), Oracle Virtual Directory (OVD), Oracle Internet Directory (OID), Oracle Application Server Single Sign-On (OSSO), and Oracle Identity Manager. (OIM), Developing custom Java connectors, PL/SQL, Workflows, adapters and OAM SSO plugins.
- Architected and Implemented one of Oracle's largest Identity Management Implementations for Douglas County School District of Colorado. (8,000 Employees and 50,000 Students with 20+ target systems).
  - Design and Implementation of Oracle Internet Directory LDAP server for various customer projects.
  - Implementation of Oracle Advanced Security to encrypt data in transfer.


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- Implementation of Oracle Self -Service Password reset functionality, including customizations using JSP and JavaScript.
- Performance Tuning of Large Scale Oracle Identity Management Implementations.
- Administration of multiple, very complex, high availability (HA) database environments with 100+ Oracle databases on 20+ UNIX servers/domains with 2000 + users. Responsible for Backup and Recoverability requirements.
- Multiple Oracle Real Application Clusters implementations and installations on various hardware and O/S platforms.
- Supporting and maintaining AS10g installations utilizing OC4J and Oracle Reports.
- Supporting Oracle Collaboration Suite environments.
- Migrated Oracle Applications 11i/E-Business Suite from HP-UX to RedHat Linux and RAC.
- Oracle Applications 11i/E-business Suite implementations and support.
- Providing Oracle training (SQL and Oracle tools).
- Customer database support and capacity planning.
- Pioneered the development of web-based tools to provide automated database support.
- Planned, implemented and maintained a high volume – high performance distributed production Oracle database environments for multiple customer environments.
- Planned and implemented a large data-warehouse (DWH) for a Business Intelligence (BI) project.
- Planned and implemented a database environment backup strategy for a 4TB+ production database for a telecommunications customer care and billing application.

### Oracle Database/UNIX Performance Tuning

- Frequently work as a database/UNIX performance specialist on various assignments. This work involves the configuration, tuning and monitoring of a distributed Oracle database architecture, UNIX disk tuning, as well as providing guidance on how to code the applications to maximize the database performance.
- Multiple Data Warehouse specific tuning assignments optimizing queries and design for proper star (schema) transformation for optimal access.
- Assisting customer teams in database and UNIX performance tuning.
- Reviewing software designs, assisting developers and testers.
- Executed and bench marked software (both in-house and at the HP Bench Mark Center).
- Analyzed the database and the software and implemented database and C++ code changes to improve performance.

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

B.S. Minnesota State University at Mankato, 1995
Major: Computer Science
Minor: Math and Electronic Engineering Technology

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

- Oracle Certified 8-10g DBA (OCP).
- Principal at American Management Systems.
- Member of the Rocky Mountain Oracle Users Group.
- Public Presentations/Whitepapers:
- Sun Solaris Certified System Administrator (SCSA).


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## HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

***Information required should include: environments, hardware, software, tools and databases.***

**Tools and Languages:**

Oracle Access manager (OAM), Oracle Identity Manager (OIM), Oracle Virtual Directory, Oracle (OVD), Oracle Adaptive Access Manager (OAAM), Microsoft Active Directory (2000/2003), Oracle Enterprise Single Sign-On, Oracle Database 7, 8, 8i, 9i, 10g 11g, 12c, Oracle Enterprise Manager (OEM), Oracle Grid Control, Oracle Designer, Oracle Portal, Oracle Partitioning, Oracle Names Server, Oracle Advanced Queuing (AQ), Oracle Advanced Replication, Oracle Real Application Clusters (RAC), Oracle Data Guard (DG), Oracle Standby Database, Oracle Automatic Storage Management (ASM), OCFS, OCFS2, Oracle Reports Developer, Oracle 9i Application Server (AS), Oracle 10g Application Server (AS), iAS Cluster, Oracle Single Sign On (SSO), Oracle Internet Directory (OID), Oracle Master Data Management (MDM), Oracle Collaboration Suite (OCS) 9i/10g, Oracle E-Business Suite 11i, Oracle 9i/10g Developer Suite (DS), Oracle JDeveloper, Oracle Replication, PL/SQL, SQL, taproot/trace, Statspack, sar, Recovery Manager, RMAN, Java, J2EE, PERL, PERL DBI, Veritas Netbackup, Veritas Filesystem (VxFS), Veritas Volume Manager, Veritas Quick I/O, C/C++, VMWare, Microsoft Project, HP DDE, Sun Forte Workshop, UNIX Shell Scripting, PVCS, Continuous 5.2, Rational Quantify, HP Glance Plus, DB2, CGI, Omegamon, Strobe, x86, Assembler, Microfocus COBOL.

**Hardware and Operating Systems**

Sun E4500, E6500, F6800, HP Itanium, D, K, N, V-Class, EMC Clariion, EMC Symmetrix, Network Appliance Filers, EMC BCVs, IBM-PC, IBM Mainframe, RS6000, Sun Solaris 7, 8, 9, 10, HP-UX 10.20, 11.00, 11i, IBM-AIX 5.2,5.3, Windows 3.11/95/98/NT/2000/XP/Server 2000/2003, Redhat Linux ES/AS, Cisco IOS, MVS.

## REFERENCES

***A minimum of three (3) references are required, including name, phone number, fax number and email address.***

| | | |
|---|---|---|
| Kathy Robb | 303-330-4065 | kathy.robb@arisant.com |
| Greg Hoggatt | 303-330-4065 | greg.hoggatt@arisant.com |
| Andreas Katsaris | 303-330-4065 | andreas.katsaris@arisant.com |


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*Other Arisant staff resumes that may be used for project*

**PROPOSED STAFF RESUME FOR RFP 3490**

***A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.***

| | |
|---|---|
| **Company Name Submitting Proposal:** | ***Arisant, LLC*** |

| ***Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.*** | | | |
|---|---|---|---|
| **Contractor:** | ***X*** | **Subcontractor:** | |

| ***The following information requested pertains to the individual being proposed for this project.*** | | | |
|---|---|---|---|
| **Name:** | ***Debra Addeo*** | **Key Personnel: (Yes/No)** | ***No*** |
| **Classification; i.e., Project Manager, Implementation Lead, etc.** | ***Lead Developer*** | | |
| **# of Years in Classification:** | ***13*** | **# of Years with Firm:** | ***3*** |

**BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE**

***Information should include a brief summary of the proposed individual's professional experience.***

- Senior Identity Management Engineer that is highly proficient with Oracle's Identity Management products (OIM, OAM, OAAM, OIF, OID, OUD, SOA & OVD) and Java back end programming for provisioning connectors.
- Excellent skills in WebLogic as an administrator and performing administration of Oracle Fusion Middleware tools.
- Over 18 years of experience as an Oracle, Java, MS SQL Server Professional.
- Highly experienced in Oracle EBS Financials, HR development and database administration.
- High proficiency using Oracle's relational database tools for development and administration in a RAC environment.
- Proficient in building and administering Oracle based Web Applications using JSP, Java/J2EE, MVC, XML, JavaScript, JavaBeans, HTML, PL/SQL, Unix Shell scripting.
- Well-versed in web site administration including Oracle iAS, Apache and WebLogic.
- Experience with relational database design, data modeling, normalization, and performance tuning.
- Experience with leading teams of developers and mentoring junior developers.
- Data migration experience with multiple platforms and Data Warehouses.
- Full life-cycle development experience, from requirements through implementation phases under Linux, UNIX and Windows in Client/Server environments.
- Oracle DBA Certified Database Professional (OCP)

**RELEVANT EXPERIENCE**

***Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.***

**Arisant LLC – Englewood, CO** **Oct 2014 - Present**

**10/14 –Present Independent Contractor for Arisant**

- Converted OIM 9.1 to 11gr2 in a clustered environment.



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- Installed OIM 11gR2 PS3 software and configured AD, Exchange and custom connectors upgrade.
- Installed, customized and configured SAP connectors.
- Customized interface for OIM.
- Created SOA workflows for custom approval processes.
- Converted OAM 10g to 11gr2 in a clustered environment.
- Customized ADF screens to enhance functionality.
- Installed and configured OAM 11g web gates and ASDK.
- Configured OIF for HRConnect, OUD connectors and configurations, OIM11gr2 PS3 upgrades, Linux shell scripting and OAAM installation, configuration and customization.

**DaVita – Denver, CO** **Feb 2013 – Oct 2014**

- Responsibilities included leading a technical engineer and java programmer that reengineered a large complex version of OIM 9.1 to an 11gr2 clustered environment.
- Setup the new environment, specified the hardware and designed the infrastructure.
- The connectors included Active Directory, Exchange, and homegrown.
- Installed OIM and upgraded 11gr2 clustered environment.
- Performed WebLogic installation, tuning and administration.
- Completed Active Directory upgrades integrated with OIM from 2003 to 2012.
- Created web services.
- Supported Oracle database (PL/SQL, SQL) programming and tuning.
- Provided Linux shell scripting.
- Led change management and code control responsibilities.

**SES WorldPay – Denver, CO** **Sep 2012 – Jan 2013**

- Responsible for Identity Management 11g administration and installation for OIM, OAM, OAAM, OIA, OHS and OID in a clustered environment.
- Performed Weblogic installation configuration and administration in an Agile environment.
- Managed a new environment installation for the Identity Management products.

**Douglas County Schools – Castle Rock, CO** **Jul 2004 – Sep 2012**

- Identity Management Administrator, DBA, Web Server Administrator and Developer using Oracle 10g & 11g SOA and WebLogic.
- Performed new implementation, upgrading and administration of Oracle Identity Management Suite including Access Manager, Identity Managers and Virtual Directory.
- Created multiple connectors in Java for provisioning people in an Identity Management.
- Installed, developed and administered Apex (Application Express).
- Programmed, tuned and supported Oracle EBS Apps 11i, HR and Budget modules.
- Designed a Data warehouse and programmed using Portal, Discoverer, OWB and PL/SQL.
- Performed database programming for MS SQL Server.
- Mentored programmers in newer technologies.
- Implemented Web Services using SOA.
- Performed LDAP programming and interfaces (Active Directory, OVD and OID).
- Implemented and managed Single Sign On using SAML 2.0, Web Services, SOAP, XML, XSLT and OAM.
- Integrated OIF with Google Apps for SSO.
- Wrote Unix shell scripting.
- Supported Oracle RAC.


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## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

| | |
|---|---|
| MS, Information Systems, University of Colorado | 1996 |
| MBA, University of Colorado, emphasis in Finance | 1994 |
| BS, Chemical Engineering, Arizona State University | 1982 |

## HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

***Information required should include: environments, hardware, software, tools and databases.***

### Tools:

Oracle Access Manager (OAM, OAAM)
Identity Management (OIM, OVD, OIF, OID)
SOA BPEL Workflows
WebLogic, Apache
SSO
Java, JSP, Java Beans, Jdeveloper, MVC
Oracle Database (Version 6, 7, 8, 8i, 9i, 10g, 11g, 12c & RAC)
Oracle Reports
PL/SQL
C
Ada
Shell Scripting
MS SQL Server
Bi Publisher

LDAP, Active Directory
CGI
ADF
HTML
Web Services
JavaScript
Oracle SQL*Plus
Oracle Discoverer
Pro*C
Perl
XML, XSLT
SOAP
SAP HR

**Applications:**

Oracle EBS Financials and HR, SAP, Workday

**Operating Systems:**

Unix (Solaris, AIX and Linux) , Windows

## REFERENCES

***A minimum of three (3) references are required, including name, phone number, fax number and email address.***

| | | |
|---|---|---|
| Kathy Robb | 303-330-4065 | kathy.robb@arisant.com |
| Greg Hoggatt | 303-330-4065 | greg.hoggatt@arisant.com |
| Andreas Katsaris | 303-330-4065 | andreas.katsaris@arisant.com |


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**PROPOSED STAFF RESUME FOR RFP 3490**

***A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.***

| | |
|---|---|
| **Company Name Submitting Proposal:** | ***Arisant, LLC*** |

| ***Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.*** | | | |
|---|---|---|---|
| **Contractor:** | ***X*** | **Subcontractor:** | |

| ***The following information requested pertains to the individual being proposed for this project.*** | | | |
|---|---|---|---|
| **Name:** | ***Thomas Meyer*** | **Key Personnel: (Yes/No)** | ***No*** |
| **Classification; i.e., Project Manager, Implementation Lead, etc.** | ***Technical Architect*** | | |
| **# of Years in Classification:** | ***12*** | **# of Years with Firm:** | ***2*** |

**BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE**

***Information should include a brief summary of the proposed individual's professional experience.***

- IT Leader with over **25 years of experience** as a **software manager, software architect** and **software engineer**.
- Excellent skills in planning, managing, architecting, developing and integrating complex technology systems and solutions.
- Delivered over 20 multi-million dollar, **large-scale solutions**, and **managed large international, internal and external teams**.
- Creates **web-based solutions** built on open source technology with extensive **SOA based architectures** decoupling the dependence on expensive, older systems.
- Demonstrated strength in establishing and leading the adoption of standards and best practices across project life cycles that have enhanced the alignment of technology investments with business and regulatory requirements.
- Career includes high-profile positions at Lockheed Martin Corporation and Douglas County School District.
- During 18-year tenure at Lockheed Martin in software management and development, awarded a patent and the NOVA award, the highest award available within the organization.
- At Douglas County School District acted in the capacity of CTO for eight months during a leadership transition. Managed all new development, new architecture, ERP conversion and managed vendor/consulting projects.

**RELEVANT EXPERIENCE**

***Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.***



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**Arisant LLC – Englewood, CO** **05/2015 - Present**
**Sr. Architect and Director of DevOps**

- Architects and leads a development DevOPS team as well as providing hands on architecture, project scope, project management and more.
- Extremely technical in small to large scale projects meeting or exceeding SLA's.
- Excellent customer facing skills with the ability to work at all levels.

**Douglas County School District – Castle Rock, CO** **02/2012 – 2015**
**Director / Manager – Software Development & Integration**

Responsible for leading **enterprise architecture**, technical leadership and software development for the Douglas County School District in Castle Rock, Colorado. Led the adoption of agile development and change management, governing over 80 systems supporting 67,000 students - 7,000 teachers and over 80 buildings.

Led several large strategic initiatives:

- InspirED – was a new, built-from-scratch software suite that supports teacher effectiveness and evaluation, student assessment, learning management, professional development and backwards planning. Addressed aging legacy systems and technology by implementing a new architecture to support the new development. The system was built upon a newly architected technology stack leveraging an enterprise service bus, web servers, open-source components with an emphasis on configuration management using chef scripting and vagrant.

- ERP Migration - Created a technical roadmap, re-architected enterprise systems, engaged third-party vendors and managed the replacement of a 16-year-old Oracle ERP system with Workday. A complete overhaul of system architecture was necessary to make this successful. Architected infrastructure using MuleSoft as the enterprise service bus and a clustered queuing system to centralize all integrations and error handling. Utilized Logstash, ElasicSearch and Kabana. Implemented Chef as the continuous deployment system making use of Maven, Jenkins and git (gitHub).

- District Website (https://www.dcsdk12.org) - Architected and managed the new development of the DCSD district website. Built the site using Drupal 7 with custom modules that integrate into our CAS for SSO. The site supports snow-day closures, community relation information, administration departments and around 80 schools.

- Data Warehouse - In an effort to centralize data processing, a data warehouse was built out leveraging MongoDB, MySQL, SQL Server and Pentaho as a data analytics tool.

- Coding/Robotics Curriculum - Worked with the DCSD curriculum leadership to create a coding and robotics curriculum which was designed to embrace 3D printing, robotics and coding technology. Created CAD diagrams and STL files for MakerBot. These plans create


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robots that use an Arduino or BeagleBone microprocessor and can be printed in each participating classroom. The entire initiative is supported by a district-wide intranet site that allows students to engage with their peers and IT professionals 24x7.

**Lockheed Martin Corporation** **06/1994 – 02/2012**
**Senior Software Engineer**

- Role: Solutions Architect - This role leveraged domain knowledge and technical skills as a **senior developer and project manager**. Thought out of the box to analyze and present sound technical solutions to complicated domain problems. **Led the architecture team** preparing for a number of projects including the ERP conversion, technology consisted of PeopleSoft, SharePoint, **Oracle, SQL Server** and Custom C#.Net Modules. This SOA approach leveraged C# and the Microsoft .NET entity framework and libraries to develop a secure, middleware services layer. Provided an integrated corporate portal and sub services that are utilized by over 140,000 employees internationally. The HRS system consisted of 5 major areas. (Payroll, Benefits, CareerNet, HiringNet and Recruiting Network)

- Role: **Software Development Manager - Project management** (budget & schedule), work breakdown structures, contractor engagements, budget reviews, technical implementation plans, architecture, and governance, ITIL process management, software development, systems integration and contractor management. These followed strict processes and were outcome driven.

- Role: **Senior Software Developer** - **Led the Service Oriented Architecture (SOA) effort** to prove out the ERP SOA data delivery concept. Developed a web service prototype / production API using a customized integrated authentication scheme that worked into enterprise framework. Used the following technology stack: IIS, C#.NET, Web Services, 3rd party libraries, custom libraries and other Microsoft .NET technologies to accomplish the ongoing O&M tasks interfacing Oracle as the database repository.

- Open Source is an important aspect of software development at Lockheed Martin, however the licensing is complicated and has financial consequences when not properly managed. Tasked to write and manage the Free & Open Source Software (FOSS) legal repository system - Responsible for managing and architecting a legal source repository for open source software. FOSS is often used and embedded in internal products that are delivered to government agencies like NASA. The acquisition of the FOSS software licenses and the process for following procedures are governed by this software system. This also included working with Lockheed Martin Legal Counsel, and acting as a legal license reviewer agent of Free Open Source Software (FOSS). Conducted legal reviews of FOSS software for Enterprise Operations ensuring the legitimate business use, intellectual property and assess corporate risk.


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- Responsible for **architecting and developing** a variety of **commercial projects**. The projects included document management, imaging and web based ecommerce solutions. Customer base included: General Electric, Canon, Colorado 911, Trader Joe's and Coors.

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

University of California - Irvine
BS - Engineering

Chapman College 1989
BS – Chemistry & Biology

## HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

***Information required should include: environments, hardware, software, tools and databases.***

| | | | |
|---|---|---|---|
| **Management** | TFS | Jenkins | JQuery |
| **Technical Leadership** | **Oracle** | Maven | **Java/JavaScript** |
| **Software Development** | PeopleSoft | Vagrant | Node.js |
| **Project Management** | Workday | Swagger | Angular |
| **Agile Methodology** | MULE ESB | Varnish | AWS |
| Open Source | Mobile Development | MemCache | Pentaho |
| JIRA | PERL | NGINX | Tableau |
| C#.NET | **UNIX** | SOLR | Alfresco |
| **JAVA** | Windows | Logstash | **MySQL** |
| JSP | Chef | Kibana | **SQL Server** |
| Drupal / PHP | RabbitMQ | Nagios | MongoDB |
| C++ | Git | **HTML** | **Web Development** |

## REFERENCES

***A minimum of three (3) references are required, including name, phone number, fax number and email address.***

Kathy Robb 303-330-4065 kathy.robb@arisant.com
Greg Hoggatt 303-330-4065 greg.hoggatt@arisant.com
Andreas Katsaris 303-330-4065 andreas.katsaris@arisant.com


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**PROPOSED STAFF RESUME FOR RFP 3490**

***A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.***

| | |
|---|---|
| **Company Name Submitting Proposal:** | ***Arisant, LLC*** |

| ***Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.*** | | | |
|---|---|---|---|
| **Contractor:** | ***X*** | **Subcontractor:** | |

| ***The following information requested pertains to the individual being proposed for this project.*** | | | |
|---|---|---|---|
| **Name:** | ***Charles Henrikson*** | **Key Personnel: (Yes/No)** | ***No*** |
| **Classification; i.e., Project Manager, Implementation Lead, etc.** | ***Lead Developer*** | | |
| **# of Years in Classification:** | ***11*** | **# of Years with Firm:** | ***1.5*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

- Senior Software Developer and Engineer with a background supporting multiple applications including **Web and Database technologies**.
- Background includes supporting **Java, J2EE, Java Web Services, Java Script, Oracle and SQL Server**, providing Tier 2 and Tier 3 support.
- Uses developer toolsets including TOAD, SQL Developer, Eclipse, Dreamweaver, JIRA, Apache Subversion, Jenkins and Java OBNO to juggle multiple concurrent ticket issues and project tasks.
- Extensive experience maintaining documentation for enterprise applications and integrations.
- Co-ordinated and performed testing of application and integration upgrades.

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.***

**Arisant LLC. – Englewood, CO** **Mar 2016 - Present**
**Systems Engineer**

- Provides **Java Development** support to Managed Services Clients and Project teams.
- Updated Java Obno Application for extended functionality.
- Performs **Oracle Database Development** (PLSQL)
- Supports Oracle Identity Management (OIM) and Oracle Access Management (OAM) web based systems implementation and troubleshooting.
- Provides OAM and SharePoint Integration implementation and troubleshooting.
- Develops and implements **Oracle Software Oriented Architecture**.
- **SQL Server Database and SQL Server Integration Services** (SSIS) **Development** and Troubleshooting (TSQL)

**Douglas County School District – Information Technology Services** **Jun 2013 – Mar 2016**
**Software Engineer II**

- Developed and maintained **SQL Server** Integration Services (SSIS) packages.


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- **Produced SQL Server Reporting Services** (SSRS) reports and datasets.
- Developed Mule Enterprise Service Bus flows.
- Performed **SQL Server stored procedures**, functions and tables development.
- **Developed services with Java** and Spring tool suite and Utilities / scripts using C# and VB.
- Application Owner for multiple enterprise applications.
- Prioritized workload to effectively resolve issues in a timely manner.

**Douglas County School District – Information Technology Services Sep 2007 – Jun 2013 Programmer / Analyst**

- Application Owner for multiple enterprise applications.
- Provided Level 2 and 3 support to stakeholders.
- Developed and Maintained **SQL Server** SSIS integrations and SSRS reports.

**Douglas County School District – Information Technology Services Jun 2006 – Sep 2007**
**Application Support Specialist I**

- Provided Level 1 and 2 support to District's Student Information System users.
- Built SQL queries and SSRS reports to support user and business needs.
- Communicated effectively with team, users, and support staff.

**Douglas County School District – Mountain Ridge Middle School Mar 2006 – Jun 2006**
**Instructional Assistant – Technology (Computer Resource Technician)**

**Douglas County School District – Sagewood Middle School Jul 2004 – May 2006**
**Instructional Assistant – Technology (Extended Learning Center)**
.

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

**Colorado State University – Fort Collins, CO** **May 2001**
Bachelor of Science in Business Administration
Concentration of Computer Information Systems

## HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

***Information required should include: environments, hardware, software, tools and databases.***

| | |
|---|---|
| **J2EE and Web technologies** | **JavaScript/HTML**, **CSS**, XML/DTD/XSD/XSLT, Tomcat/Apache, Dreamweaver, Eclipse, TOAD, JIRA, Apache Subversion, C# |
| **Application Languages** | **Java**,up to Version 8, PL/SQL, UNIX shell scripting |
| **Operating Systems** | Windows, Unix/Linux, OS X |
| **Development tools** | Oracle, MySQL, ODBC/JDBC, PostgreSQL, Hibernate |
| **EAI tools** | Maven/Jenkins, |
| **Testing** | JUnit/TestNG, SoapUI, Postman |
| **Methodologies** | OOA/OOD, Agile/Scrum, DesignPatterns/UML, SOA |
| **Others** | Ant, MS SQL Server |


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## REFERENCES

***A minimum of three (3) references are required, including name, phone number, fax number and email address.***

| | | |
|---|---|---|
| Kathy Robb | 303-330-4065 | kathy.robb@arisant.com |
| Greg Hoggatt | 303-330-4065 | greg.hoggatt@arisant.com |
| Andreas Katsaris | 303-330-4065 | andreas.katsaris@arisant.com |


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## IX. PRELIMINARY PROJECT PLAN [10.2.2.9]

# Nevada DETR-IAM-Implementation and Migration V1

| | Task Name | Duration | Predecessors | Start Date | End Date |
|---|---|---|---|---|---|
| 1 | IAM Environment Build and Test | 116d | | 01/16/18 | 06/29/18 |
| 2 | Discovery | 5d | | 01/16/18 | 01/22/18 |
| 3 | Develop Initial Architecture and Finalize Project Plan | 5d | 2 | 01/23/18 | 01/29/18 |
| 4 | Document Design | 10d | 3 | 01/30/18 | 02/12/18 |
| 5 | Project Plan and Design Complete | 0 | 4 | 02/12/18 | 02/12/18 |
| 6 | Build Development Environment | 22d | 4 | 02/13/18 | 03/15/18 |
| 7 | Admin Server | 2d | | 02/13/18 | 02/14/18 |
| 8 | Validate VM | 1d | | 02/13/18 | 02/13/18 |
| 9 | Install ADMIN | 1d | 8 | 02/14/18 | 02/14/18 |
| 10 | Identity | 5d | 9 | 02/15/18 | 02/22/18 |
| 11 | Validate VM | 1d | 9 | 02/15/18 | 02/15/18 |
| 12 | Create Database | 1d | 11 | 02/16/18 | 02/16/18 |
| 13 | Install OIM/BI | 1d | 12, 11 | 02/20/18 | 02/20/18 |
| 14 | Import Data & Configuration | 2d | 13 | 02/21/18 | 02/22/18 |
| 15 | Directory | 3d | 9 | 02/15/18 | 02/20/18 |
| 16 | Validate VM | 1d | | 02/15/18 | 02/15/18 |
| 17 | Install OID | 1d | 16 | 02/16/18 | 02/16/18 |
| 18 | Configure OID | 1d | 17 | 02/20/18 | 02/20/18 |
| 19 | Access | 7d | 15 | 02/21/18 | 03/01/18 |
| 20 | Validate VM | 1d | | 02/21/18 | 02/21/18 |
| 21 | Create Database | 1d | 20 | 02/22/18 | 02/22/18 |
| 22 | Install OAM | 1d | 21, 20 | 02/23/18 | 02/23/18 |
| 23 | Install OAAM | 1d | 22 | 02/26/18 | 02/26/18 |
| 24 | Configuration | 3d | 23 | 02/27/18 | 03/01/18 |
| 25 | Integration | 10d | 10, 19 | 03/02/18 | 03/15/18 |
| 26 | Support integration configurations | 10d | | 03/02/18 | 03/15/18 |
| 27 | Unit Test | 2d | 26 | 03/16/18 | 03/19/18 |
| 28 | Development Environment Complete | 0 | 27 | 03/19/18 | 03/19/18 |
| 29 | Build Test Environment | 33d | 28 | 03/20/18 | 05/04/18 |
| 30 | Admin Server | 2d | | 03/20/18 | 03/21/18 |
| 31 | Validate VM | 1d | | 03/20/18 | 03/20/18 |
| 32 | Install ADMIN | 1d | 31 | 03/21/18 | 03/21/18 |
| 33 | Identity | 7d | 32 | 03/22/18 | 04/02/18 |
| 34 | Validate VMs | 2d | 32 | 03/22/18 | 03/23/18 |
| 35 | Create Database | 1d | 34 | 03/26/18 | 03/26/18 |
| 36 | Install OIM/BI | 2d | 34, 35 | 03/27/18 | 03/28/18 |
| 37 | Import Data & Configuration | 2d | 36 | 03/29/18 | 04/02/18 |
| 38 | Directory | 11d | | 03/20/18 | 04/04/18 |
| 39 | Validate VMs | 2d | 33 | 04/03/18 | 04/04/18 |
| 40 | Install OID | 1d | | 03/20/18 | 03/20/18 |
| 41 | Configure OID | 1d | 40 | 03/21/18 | 03/21/18 |
| 42 | Import Data | 2d | 41 | 03/22/18 | 03/23/18 |
| 43 | Access | 10d | 38 | 04/05/18 | 04/18/18 |
| 44 | Create Database | 1d | | 04/05/18 | 04/05/18 |
| 45 | Validate VMs | 2d | 44 | 04/06/18 | 04/09/18 |
| 46 | Install OAM | 2d | 44, 45 | 04/10/18 | 04/11/18 |
| 47 | Install OAAM | 2d | 46 | 04/12/18 | 04/13/18 |
| 48 | Import Configurations | 3d | 47 | 04/16/18 | 04/18/18 |


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| | Task Name | Duration | Predecessors | Start Date | End Date |
|---|---|---|---|---|---|
| 49 | Integrations Configurations | 2d | 33, 43 | 04/19/18 | 04/20/18 |
| 50 | Test and Deploy | 2d | | 04/19/18 | 04/20/18 |
| 51 | System and User Acceptance Testing | 10d | 49 | 04/23/18 | 05/04/18 |
| 52 | Test Environment Complete | 0 | 51 | 05/04/18 | 05/04/18 |
| 53 | Build and Support Production Environment | 49d | 49 | 04/23/18 | 06/29/18 |
| 54 | Admin Server | 2d | | 04/23/18 | 04/24/18 |
| 55 | Validate VM | 1d | | 04/23/18 | 04/23/18 |
| 56 | Install ADMIN | 1d | 55 | 04/24/18 | 04/24/18 |
| 57 | Identity | 13d | 54 | 04/25/18 | 05/11/18 |
| 58 | Validate VMs | 2d | | 04/25/18 | 04/26/18 |
| 59 | Create Database | 1d | 51 | 05/07/18 | 05/07/18 |
| 60 | Install OIM/BI | 2d | 58, 59 | 05/08/18 | 05/09/18 |
| 61 | Import Data & Configuration | 2d | 60 | 05/10/18 | 05/11/18 |
| 62 | Directory | 6d | | 04/25/18 | 05/02/18 |
| 63 | Validate VMs | 2d | 54 | 04/25/18 | 04/26/18 |
| 64 | Install OID | 1d | 63 | 04/27/18 | 04/27/18 |
| 65 | Configure OID | 1d | 64 | 04/30/18 | 04/30/18 |
| 66 | Import Data | 2d | 65 | 05/01/18 | 05/02/18 |
| 67 | Access | 10d | 62 | 05/03/18 | 05/16/18 |
| 68 | Create Database | 1d | | 05/03/18 | 05/03/18 |
| 69 | Validate VMs | 2d | 68 | 05/04/18 | 05/07/18 |
| 70 | Install OAM | 2d | 69 | 05/08/18 | 05/09/18 |
| 71 | Install OAAM | 2d | 70 | 05/10/18 | 05/11/18 |
| 72 | Import Configurations | 3d | 71 | 05/14/18 | 05/16/18 |
| 73 | Integration Configurations | 2d | 72 | 05/17/18 | 05/18/18 |
| 74 | Test and Deploy | 2d | | 05/17/18 | 05/18/18 |
| 75 | Contingency | 10d | 73 | 05/21/18 | 06/04/18 |
| 76 | Production Environment Complete | 0 | 75 | 06/04/18 | 06/04/18 |
| 77 | Go-Live | 4d | 76 | 06/05/18 | 06/08/18 |
| 78 | Import Data | 2d | | 06/05/18 | 06/06/18 |
| 79 | Cut-over and decommission of old system | 2d | 78 | 06/07/18 | 06/08/18 |
| 80 | Finalize "IAM Run Book" | 4d | 77 | 06/11/18 | 06/14/18 |
| 81 | Mentoring and Transition "Best Practices" | 10d | 80 | 06/15/18 | 06/28/18 |
| 82 | Obtain Customer Sign-Off | 0 | 81 | 06/28/18 | 06/28/18 |
| 83 | Post Production Support | 15d | 79 | 06/11/18 | 06/29/18 |


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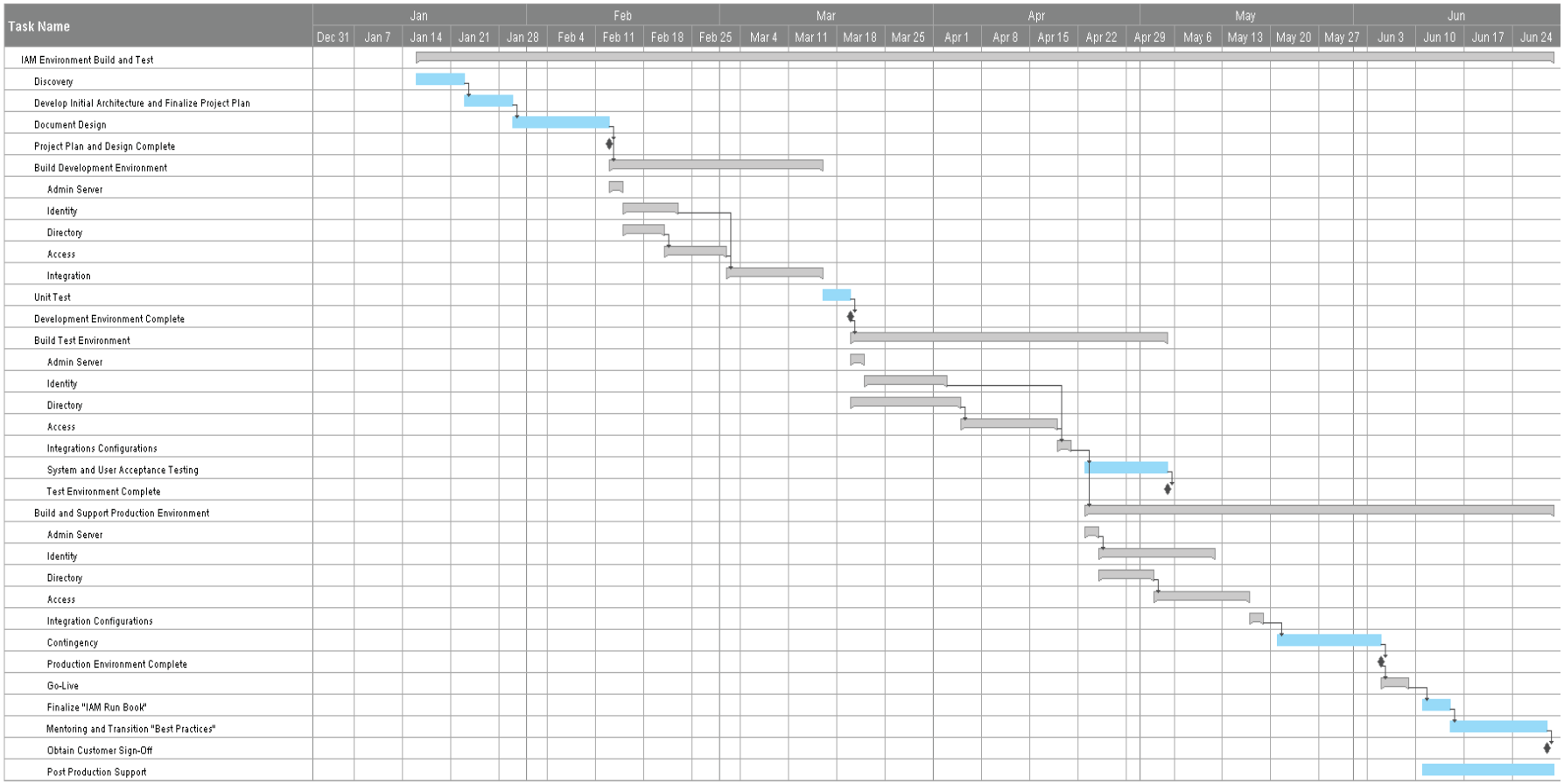
Gantt Chart – NV DETR IAM Upgrade





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**Milestones -**

| Milestones |
|---|
| Project Plan and Design Complete |
| Build Development Environment |
| Build Test Environment |
| Build Production Environment |
| State of Nevada Sign-Off |

**Arisant Approach to Project Management, Quality Assurance (QA), and Configuration / Change Management**

The Arisant team approach to the project management aligns to the ten core Project Management Institute's (PMI) objectives and philosophies with emphasis on compliance, risk mitigation, and cost reduction.

Our approach is based on the implementation of the PMI principles of management and leverages experience from all our programs integrating the vital feedback loop geared around the four project phases of Baselining, Planning, Performance, and Monitoring:

- Baselining
  - Finalize pre-award transition activities.
  - Align functional/ back office support to include virtual and on-site coordination.
  - Engage internal and external stakeholders.
  - Transition in PM / begin transition activities.
- Project Planning
  - Document steps, milestones, tasks and deliverables for development, and review.
  - Identify risks, opportunities, and areas for Quality Control (QC).
  - Analyze requirements/ perform gap analysis.
- Project Performance
  - Execute and complete transition.
  - Continuously communicate status.
  - Perform Quality Assurance (QA) audits on all deliverables.
  - Oversee program resources and staff.
  - Perform cost and schedule status reporting.
  - Conduct issue resolution.
  - Submit deliverables post QA.
- Performance Monitoring
  - Conduct risk and opportunity management.
  - Track personnel performance and areas for training and development.
  - Evolve program management processes to reflect program environment.
  - Monitor program performance against performance requirements, and re-baseline certain processes or program threads if necessary.
  - Monitor and communicate outcomes to stakeholders.

This process will be managed through the State and Arisant developed Project Management Plan. This plan is the most critical initial deliverable of the planning stage and will be reviewed and approved by the State prior to any work starting. Parts of the Project Management Plan are dynamic and the subject of


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continual update and refinement during the contract's life cycle. The Arisant Project Manager will deliver a draft Project Management Plan, which fully details the tasks, architecture, design documents, requirements, and schedule. Our Project Management Plan is designed to align to PMI's 10 knowledge areas and tailored to support task order scope and schedule requirements. The State will review and approve the Project Management Plan before being finalized, and when any component is updated.

**Control mechanisms and internal control procedures**

The Arisant Team's quality control inspection system calls for process and management audits in order to objectively evaluate the projects' compliance to organizational policies, processes and standards. QA audits identify opportunities for improvement as well as process noncompliance. QA will track noncompliance to closure, escalating issues when necessary to the appropriate State personnel. Prior to closure of a noncompliance, QA is required to validate the evidence provided to ensure it fully addresses the noncompliance. QA will report process audit status, opportunities for improvement and noncompliance metrics to management as defined in the QA Process. When areas of non-compliance are identified during a Process, Product or Service audit, corrective actions are taken. This section identifies the steps that are taken to identify, verify and analyze identified non-compliances, select the best method for resolution, manage corrective actions to closure, and report resolution to Projects, senior management and other affected stakeholders.

When an area of non-compliance is identified during an audit, the auditor investigates and identifies through acceptable means, including interviews with Project personnel, the possible reasons for non-compliance. Investigations should be sufficiently extensive to verify non-compliance as being actual as opposed to a misunderstanding (i.e. evidence resided elsewhere). Areas of non-compliance verified during the course of audits are documented and tracked in a digital ticketing system.

In the event that a response to the non-compliance report is not provided to the auditor by the recipient, the issue will be escalated to succeeding levels of management until agreement is reached. Reasonable attempts are made to resolve differences at the Project level prior to escalating to senior management but, in any case, no more than five (5) business days should elapse before escalation occurs.

Quality control activities will be performed through all operations of the contract. Quality control will be implemented at the start of the contract. This ensures minimum rework when problems are identified early in any projects. Problems will be identified during the quality control processes or through responses from customer feedback.

**Progress reporting**

The Arisant team will work with the State to develop the Communications Plan detailing the communication vehicles, methods, modes, lines of authority, and periodicity of all communication between The Arisant Team and the State. Our formal communications include required reports such as Daily Stand-Ups, Meeting Agendas, Meeting Minutes, Weekly Status Report, and Monthly Status Report We will work to collect the required details need and at what frequency; business, financial and technical status. The plan will define the frequency in which we, review status, accomplishments and risk with the State. The Arisant Project Manager, Account Manager, and Executive Team are available daily for more informal communications to include emails, phone calls, and meetings to share routine status as requested by the State. The Arisant team will measure all progress against defined milestones.

**Major decision-making**

The Arisant Team approaches decision making with a pragmatic approach:


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1. Identify the decision, problem, situation, and/or enhancement
2. Collect the relevant data points and requirements
3. Analyze the evidence
4. Determine the options and alternatives
5. Choose the preferred option/alternative
6. Consider the results, risk and consequences of the decision
7. Act, Implement, Integrate, Configure etc.
8. Validate, test to eliminate unknowns

The Arisant Team further understands that there is much more to this process especially when considering major decision-making. When making major decisions, The Arisant Team uses the tools proven highly-effective in both Public and Privately held institutions for decision making, to include:

**Change Management Plan:**
The Arisant Team will work with the State to develop the Change Management Plan, to include Configuration Management. This plan outlines how any change in tasks or requirements necessitate an evaluation of the impact on the project or system and the ability of the current team to execute work. If during the assessment of the change, tasking or additional resources are required, the Project manager creates a formal change management request outlining the financial, schedule, and scope impact the changes have for appointed Nevada - DETR personnel review and approval. This plan is critical to the execution and approval of a change resulting from a decision.

**Risk Management Plan:**
The Arisant Team will work with the State to develop the Risk Management Plan. This plan is based on early identification of risks coupled with assessment, analysis, and mitigation. Risk Management is an iterative process initiated at the start of the project and continues throughout the project life cycle. This is a critical tool in decision making.

**Knowledge Management Plan**
Many government organizations suffer from knowledge and information loss as employees move out of an organization or retire. Much of the institutional knowledge within an organization is held at the personnel level and leaves with departing personnel. The Arisant Team will work with the State to develop the Knowledge Management Plan to ensure this does not happen. The plan will define the process of documenting processes and procedures while they are improved, then capturing them in dedicated, organized repositories, the knowledge is then preserved. Our practitioners are familiar with multiple knowledge repositories. By building linkages between data and increasing shared usage of space, The Nevada - DETR will gain transparency and the ability to quickly find and use institutionalized knowledge for better decision making.

**Sign-off procedures**
The Arisant team will ensure the final sign-off on work is reviewed and approved by the state based on the delivery of the functional design, final design documentation, and knowledge has been transitioned through training. There are many approvals throughout the lifecycle of the contract that will also ensure that the final functional design meets the preapproved requirements and design specifications.


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**Flexibility in meeting changes in program requirements**

The Arisant team understands that rapid adoption to new technologies and devices requires organizational change management with a strategy for enterprise collaboration and a framework with minimal risk and lower cost. Our services include organizational change management and strategy development.

The Arisant team will work with the Nevada - DETR points of contact to systematically build leadership support for initiatives; involve stakeholders in preparing for change; prepare and train employees to operate new technology, with new processes, or in new roles; align human resource capabilities to support initiatives; provide communications and outreach support; identify risks associated with organizational change and develop mitigation strategies; design and execute organizational structures to support IT and transformation initiatives; develop measures to assess organizational readiness for change and to assess progress at implementing change; and identify and develop plans to make legal and policy process changes required to support IT and transformation initiatives. The success of IT transformation often depends on how effectively and timely the organizational change is planned, executed and communicated to the workforce and all key stakeholders, the Arisant Team will lead the Nevada - DETR in rapidly adapting to change and ensuring alignment with the States goals and requirements.

**Coping with problems**

The Arisant Project Manager, and other Project assigned personnel, as appropriate, will hold regular and ad hoc management meetings in person and by phone with the identified decision making, Nevada - DETR, personnel. These meetings will have issues, concerns, successes and problems as a standing agenda item. This agenda item may be free standing as part of a weekly meeting, if the State prefers regularly scheduled but periodic specific quality meetings. The Arisant Project Manager is empowered to take immediate action as deemed appropriate (as long as any financial implications do not exceed the Project Manager authority level). The Project Manager will also have direct lines into senior and executive personnel at Arisant, should an issue require up chain involvement. The Arisant Project team, Engagement Managers, Expert Technical Engineers as well as Arisant executive leadership are all available for in-person discussions should a need arise. Any action that the Project Manager is required to formally address will be noted and logged for both follow-up and entered into our continuous process improvement system. If any corrective action is necessary, it will be assigned a case number complete with a closure and follow-on date.

If an employee or customer of the Nevada - DETR notifies our Project Manager or any other Arisant Team employee of a complaint or problem, we will immediately acknowledge the matter, ensuring that we understand fully and accurately. The issue will be logged into our quality program's corrective action system and the Project Manager and/or other appropriate personnel will engage within four (4) hours from notification, or sooner. We will notify the Assigned State Point of contact and/or appropriate State representative of our initial analysis, intended action, and estimated length of time needed to close out the corrective action with an additional four (4) hours. If the issue requires prolonged efforts, we will quickly develop a schedule and include notification or update milestones. Once the issue is resolved, we will provide follow-up on the assigned case number to ensure that the solution was sustainable. The initial problem statement, the accompanying analysis, and the corrective action will be fed into our continuous learning cycle, as well as entered into any employees' personnel record as appropriate or necessary.

Additionally, the State will have 24/7 access to corporate executive leaders at Arisant if a problem is not resolved satisfactorily, quickly enough, or for any reason otherwise deemed important. Our commitment to quality management and control is straightforward: our goals are to communicate fully as a team, with


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our employees, and with the customer representatives to prevent problems, mitigate and correct any immediate problems, and to sustainably fix problems so they will not reoccur.

**Project delays will be addressed should they occur**

The Arisant Team is highly-effective at identifying and mitigating delays, below is the matrix Arisant applies when the need to address delays occurs:

| Risk | Impact | Mitigation Strategy |
|---|---|---|
| **Inability to begin required work Day 1** | Startup delays.<br>Impacts to day-to-day ops.<br>Impacts to major milestones. | Provide an experienced and dedicated Project Manager and/or Engineering Lead on-site to manage personnel and transition activities. |
| **Inability to adequately staff with qualified personnel** | Startup delays.<br>Performance degradation.<br>Cost/schedule impacts. | Retain current critical staff and provide proposed new high value staff at contract award. Ensure that there is no interruption in current services during the transition. |
| **Delay of key staff availability to relocate** | Failures and delays that impact delivery of critical data, products, or services may occur. | Identify qualified staff early and ready to start on Day 1. The Arisant Team maintains a database and network of candidates that have already been screened and applied for jobs in the past |
| **Significant learning curve for new key personnel** | Failures and delays that impact delivery of critical data, products, or services may occur. | We will have identified and committed all key personnel and backups. If necessary, we will start sufficiently early to address learning curve before Day 1. |
| **Inability to hire key incumbent staff** | Loss of knowledge base and possible schedule/ performance impact. | Team depth will provide qualified personnel "Best of Breed" for all positions and systematic and efficient transition and retention of incumbent staff. |
| **Poor cooperation from outgoing contractor; marginal documentation** | Unexpected difficulties requiring re-planning of tasks. Impact to cost, schedule, and tasking activities. | Early explanatory communication from The State and Arisant Team to meet quickly with incumbent personnel, create open phone lines, Staffing and tasking flexibility are inherent; continuous participation. |
| **Transition activities not planned with adequately detailed program insight** | Could incur cost/schedule impacts due to many milestones, unpredicted events. | Experienced transition staff on multiple School Districts (Douglas County Colorado, Clark County Nevada), Federal and State Agencies (Colorado, Nevada, Utah) contracts over the past 11 years. Senior staff for each project deliverable identified as liaisons with incumbent contractor support. Project and Engineering Leads will run daily stand-up meetings. "Look ahead" and "workaround" plans |
| **Gaps in knowledge, performance from transition** | Actual cost/schedule/ performance impacts may result from loss of technical expertise, commitment. | Identify unmet critical skills needs and define all necessary staff in timely manner. Provide a realistic evaluation of staffing and coordinate recruiting and hiring. |
| **Unfamiliarity with specific standard** | Serious consequences with high likelihood of interruptions in critical support. | We concentrate on the areas of less incumbency, leverage extensive EDUCATION and GOVERNMENT |


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| Risk | Impact | Mitigation Strategy |
|---|---|---|
| **procedures, reports, tools, resources** | | knowledge and good stewardship of contract resources. |
| | | |

**[5.10.1-2] Project Software and Tools:**

Arisant utilizes cloud based systems for managing, change, schedule, costing and projections, there are no forecasted costs associated with the current in use software tools or training to use Arisant related project management tools.


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## X. OTHER INFORMATIONAL MATERIAL [10.2.2.10]

**As part of our pricing proposal Arisant would like the State of Nevada to consider our Managed Services offering which is described below.**

# ARISANT MANAGED SERVICES

Whether supporting on-premise or cloud based applications, Arisant Managed Services go beyond the traditional "monitor/reactive fix" application services to effective management and performance enhancement of your applications so you can get the most out of your IT investment. Our services extend beyond monitoring and management of databases and middleware applications and include infrastructure support for storage, servers, operating systems and backup systems.

Mission critical environments are monitored using Arisant's proprietary Polaris Monitoring Suite to support customers achieve and maintain optimal availability and performance with a team of U.S based experienced experts available to address the challenge of ever-increasing requirements for operational efficiency and stability.

### Monitoring: The Polaris Advantage

Polaris is Arisant's monitoring and alerting software, specifically developed to provide the highest level of active monitoring, customizable alerting and proactive problem solving. It provides non-stop remote monitoring and it proactively "self-heals" when it detects problems. As a result, you get higher levels of system availability and improved user satisfaction. Polaris can also be integrated with existing monitoring solutions to add automatic corrective action capabilities.

### Reporting: Information At Your Fingertips

At a glance, information related to performance, capacity, system status to keep you updated on the state of your databases. Additionally, get a quick summary of open issues and their status by viewing Arisant's ticketing system which is tightly integrated with Polaris.

### Maintenance: Experts At Your Service

Providing patching, upgrades, migrations, conversions – you name it. If you need an expert team on your side to make sure modifications to your environment go smoothly, your Arisant team is ready. We can support the entire effort from simple to the most complex tasks. Preventative recommendations coupled with skilled change management will keep your environment smoothly supporting your business.


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## Arisant Service Areas

- Architecture Design
- Infrastructure Support
- Disaster Recovery
- High Availability
- Performance Tuning
- Oracle License Support
- Mentoring
- Software Upgrades
- Hardware Refreshes
- Database Design
- Customized to meet your needs!

## Full Support for Oracle Engineered Systems

- Oracle Database Appliance (ODA)
- Exadata
- Exalogic
- Exalytics
- Big Data Appliance

## Supported Products and Technologies

- Oracle Database (SE and EE)
- mySQL Database
- Business Intelligence
- Oracle Data Integrator
- Identity Management
- Data Warehousing
- Real Application Clusters (RAC)
- Oracle Applications / Fusion Applications
- Fusion Middleware
- Content Management
- Oracle Data Guard
- Oracle Golden Gate
- Oracle Grid Control
- Application/Web Servers (Weblogic, Apache, JBOSS, Tomcat)
- OS (all UNIX and Linux Flavors)
- Servers and Storage
- Backup Systems


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