Proposal Response

Proposal to Provide

INDEPENDENT VERIFICATION & VALIDATION (IV&V) FOR CHILD SUPPORT ENFORCEMENT (CSE) SYSTEM REPLACEMENT

to the

State of Nevada Department of Administration

Part IA – Technical Proposal	
RFP Title:	IV&V for Child Support Enforcement System
RFP:	3475
Vendor Name:	Computer Consultants International, Inc.
Address:	10949 W. Villa Monte Dr. Mukilteo, WA 98275
Opening Date:	October 19, 2017, 2017
Opening Time:	2:00 PM

Submitted to:

Ronda Miller, Purchasing Officer II
State of Nevada, Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701
Phone:775-684-0182
Email: rlmiller@admin.nv.gov

Submitted by:

Computer Consultants International, Inc.

(P): 800-493-2105 x 201 (F): 800-493-2105
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Email: arshi@cci-worldwide.com or hr@cci-worldwide.com

DUE October 19, 2017 @ 2:00 PM PST

Cover Letter

October 16, 2017

Dear **Ronda Miller**,

This response details Computer Consultants International (CCI) proposal to provide **INDEPENDENT VERIFICATION & VALIDATION (IV&V) FOR CHILD SUPPORT ENFORCEMENT (CSE) SYSTEM REPLACEMENT** for **State of Nevada Department of Administration (DOA).**

We are a local firm with a focus on supporting Public Entities in the Pacific Northwest. CCI has deep expertise with IT Process Re-engineering and IT Modernization projects, including major Government, Corporate and Educational Clients including Washington Department of Transportation, Oregon Department of Transportation, Washington State Ferries, Alaska Department of Military and Veterans Affairs, Texas Workforce Commission, Hawaii Department of Health, WellPoint, Blue Cross/Blue Shield, Bank of America, and Microsoft Corporation.

Our Success on these projects is due in large part to CCI's commitment to excellence that begins from the top and flows down to our project team. As President and CEO, I recently graduated the Harvard Business School's Owners/President Management Executive Education Program. This program provides a wealth of knowledge through business case studies of some of the most successful businesses in the world and has brought a wealth of best business practices, models and methods to our organization in the areas of Leadership, Customer Centricity, Activity Based Costing, Procurement, and Modernization. Our intention on this engagement is to share these valuable lessons and where appropriate, apply these innovative methods to bring value to **DOA**.

As with all of our clients, CCI seeks to establish a long-term relationship built on high-quality performance and mutual trust. We care about our reputation and will not take on a project if we are not convinced we can provide the level of service the **DOA** deserves and requires. We are extremely interested in this opportunity to serve you again and look forward to exceeding your expectations. Please contact me at arshi@cci-worldwide.com or call me at (800) 493-2105 x201 if I may provide any assistance regarding this solicitation.

Thank you,

Arshia Tayyab, President and CEO
Computer Consultants International, Inc.

Inc. 5000 is a registered trademark of Mansueto Ventures LLC.

10.2.1 The Technical Proposal ***shall not include*** cost and/or pricing information. Cost and/or pricing information contained in the technical proposal may cause the proposal to be rejected.

Vendors shall provide one (1) PDF Technical Proposal file that includes the following:

10.2.2.1 Section I – Title Page with the following information:

Part IA – Technical Proposal	
RFP Title:	IV&V for Child Support Enforcement System
RFP:	3475
Vendor Name:	Computer Consultants International, Inc.
Address:	10949 W. Villa Monte Dr., Mukilteo, WA 98275
Opening Date:	10/19/17
Opening Time:	2:00 PM

10.2.2.2 Section II – Table of Contents

An accurate and updated table of contents shall be provided.

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10.2.2.3 Section III – Vendor Information Sheet

The vendor information sheet shall be completed and signed by an individual authorized to bind the organization.

VENDOR INFORMATION SHEET FOR RFP 3475

Vendor Shall:

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

B) Type or print responses; and

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

V1	Company Name	Computer Consultants International, INC.

V2	Street Address	10949 W. Villa Monte Dr.

V3	City, State, ZIP	Mukilteo, WA 98275

V4	Telephone Number		
	Area Code: 800	Number: 493-2105	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: Arshia Tayyab
	Title: President & CEO

	Address: 10949 W. Villa Monte Dr. Mukilteo, WA 98275
	Email Address: hr@cci-worldwide.com / arshi@cci-worldwide.com

V8	Telephone Number for Contact Person		
	Area Code: 800	Number: 493-2105	Extension: 201

V9	Facsimile Number for Contact Person		
	Area Code: 800	Number: 493-2105	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: Arshia Tayyab	Title: President & CEO

V11	Signature ***(Individual shall be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: October 16,2017

10.2.2.4 Section IV – State Documents

The State documents section shall include the following:

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

Amendment 1 to Request for Proposal 3475

Vendor Name: Computer Consultants International, INC.

Authorized Signature:

Title: President & CEO Date: October 19, 2017

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

Amendment 2 to Request for Proposal 3475

Vendor Name: Computer Consultants International, INC.

Authorized Signature:

Title: President & CEO Date: October 19, 2017

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

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

ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

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

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

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

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

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

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

Part IB – Confidential Technical Information			
YES		NO	
Justification for Confidential Status			
CCI Staff resumes and privacy of CCI staff and their career history			

Part III – Confidential Financial Information			
YES		NO	
Justification for Confidential Status			
CCI is a privately held organization and Financials reveal the information of the owners.			

Computer Consultants International, Inc.

Company Name

Signature

October 16,2017

Arshia Tayyab

Print Name

Date

10.2.2.4.3 Attach **This document shall be submitted in Section IV of vendor's technical proposal** bind the organization.

ATTACHMENT B – VENDOR CERTIFICATIONS

Vendor agrees and shall comply with the following:

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

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

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

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

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

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

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

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

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

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

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

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

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

Computer Consultants International, Inc.

Vendor Company Name

Vendor Signature

President & CEO — October 16,2017

Print Name — Date

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

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

ATTACHMENT J – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

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

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

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

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

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

By: October 16,2017

Signature of Official Authorized to Sign Application — Date

For: Computer Consultants International, Inc.

Vendor Name

IV&V for CSE System Replacement

Project Title

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

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

10.2.2.4.6 Copies of applicable certifications and/or licenses.

CCI Project Manager for IV&V is PMP Certified.

10.2.2.6 Section V- VI – Scope of Work

Vendors shall place their written response(s) to ***Section 4, Scope of Work*** in ***bold/italics*** immediately following the applicable RFP question, statement and/or section.

SCOPE OF WORK

The scope of work is broken down into tasks, activities and deliverables. The tasks and activities within this section are not necessarily listed in the order that they should be completed. Vendors must reflect within their proposal and preliminary project plan their recommended approach to scheduling and accomplishing all tasks and activities identified within this RFP.

The vendor will perform all IV&V responsibilities defined in this RFP throughout the term of the contract. The vendor is expected to actively participate in all meetings and to contribute IV&V expertise to all phases of the State's Child Support Enforcement (CSE) System Replacement Project (the Replacement Project).

The IV&V services will follow industry standard methodologies and approaches, and will consist at least of the services described below. All bidders are urged to demonstrate added value in their proposals by recommending IV&V services not addressed below.

The definition of activities included under software V&V is necessarily quite broad, and includes both technical and management-based activities. The Federal approach to V&V differs somewhat from the international standard for software V&V, namely that found in the Institute of Electrical and Electronic Engineers (IEEE) Standard for Software Verification and Validation (IEEE Std 1012-2004). Contrary to the international standard, Federal V&V does not require a continuous on-site presence or extensive testing, nor does it perform actual quality assurance activities or other remediation activities. It instead imposes periodic reviews of software development projects that include site visits employing various industry standards to conduct artifact analysis with interviews of a project's team and stakeholders in order to fashion a comprehensive "snapshot" of a project's management and technical processes at work at a given point-in-time.

The frequency of IV&V oversight services under this procurement, resulting in a report of findings and recommendations has been determined to be Semi-Annual. Any bidder whose proposal suggests a constant presence on or within the Replacement Project will likely find their costs unnecessarily higher than those of a bidder who proposes to accomplish the same mission (from IV&V review initiation to final report delivery and presentation) within the otherwise defined, periodic timeframe of semi-annual. For purposes of this solicitation, we believe the vendor's periodic IV&V reviews should each take no longer than an eight to ten-week timeframe from initiation through to final report delivery and presentation. Further, though a bidder may indeed find need of multiple disciplines in the conduct of each periodic IV&V review, great care should be taken in the formulation of its overall project work plan and proposal not to propose unnecessary

layers of management and contract oversight. From the State's perspective, excessive management staffing in an offer's IV&V review team is neither desirable nor appropriate, and should be avoided.

The vendor must develop and execute all project tasks and activities in accordance with industry best practices and at minimum, standards that are included in the table below.

Table 4-1: Standards and Requirements

Practice Area	Standard/Reference	Name/Subject
Project Management	IEEE 1490-2003 PMI PMBOK	Adoption of Project Management Institute (PMI) Standard
Software Project Management	IEEE 1058-1998 IEEE 12207-2008	S/W Project Management Plan (SPMP) Information Technology – Software life cycle processes
IT/Software Design and Development	IEEE 1063-2001 IEEE 1471-2000 IEEE 2001-1999	Standard for S/W User Documentation Recommended Practice for Architectural Description (AD) of S/W Intensive Systems Recommended Practice for Intranet Practices – Web Page Engineering – Intranet/Extranet Applications
Work Breakdown Structure	PMI Practice Standard	PMI Practice Standard for Work Breakdown Structure (WBS)
Risk Management	ISO/IEC 16085-2006	Risk Management
Requirements Management	IEEE 830-1998 IEEE 1233-1998	Recommended Practice for S/W Requirements Specification Guide for Developing System Requirements Specifications (SyRS)
Configuration Management	IEEE Std 828-2005	S/W Configuration Management
Quality Management	IEEE 730-2002 IEEE 1012-2004 IEEE 1028-2008 IEEE 1061-1998	Quality Assurance Plan S/W Verification and Validation Standard for Software Reviews and Audits Quality Metrics Methodology
Test Strategy & Plans	IEEE 829-1998 IEEE 1008-1987	Standard for Test Documentation Software Unit Testing
S/W Maintenance and Operations	IEEE Std 14764-2006	Software Engineering — Software Life Cycle Processes — Maintenance

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

Further, the IV&V Service Provider will employ the Capability Maturity Model Integrated (CMMI), and the Project Management Institute's Project Management Body of Knowledge (PMBOK) Fifth Edition, and the PMBOK - Government Extension, as additional standards by which to assess the Replacement Project. Vendors must clearly and thoroughly describe in their technical response, their approach to using, at a minimum, these three industry standards (CMMI, PMBOK, IEEE). Where an vendor has a similar, corresponding, but different set of minimum standards than those cited above, the vendor will be expected to cross-reference or otherwise map how their own standards meet the same level of detail and scope of review as the industry standards for IV&V

cited herein (e.g., CMMI, PMBOK and IEEE.) Failure to provide this cross-referencing of standards in the vendor's proposal will be deemed as being non-responsive to this solicitation for purposes of evaluation of the vendor's proposal.

Using pre-defined checklists and similar tools founded on industry standards, the IV&V Service Provider staff will interview and observe State's Replacement Project management staff, CSEP staff, the State's Replacement Project vendor staff (including any sub-contractors), observe project meetings and activities to understand the processes, procedures, and tools used in the Replacement Project environments, and review and analyze for adherence to accepted, contractually-defined industry standards all applicable and available documentation. As a result of these interactions and reviews of the applicable Replacement Project documentation, the IV&V Service Provider will produce a structured, exception-based semi-annual assessment report that objectively illustrates the strengths and weaknesses of the Project. The IV&V Service Provider will also provide recommendations for correcting the weaknesses that the assessment reports identify.

To ensure the independence of the IV&V effort, all deliverables will be submitted concurrently to OCSE when a copy is transmitted to the cognizant State IV&V Contract Officer. This includes all work plans, review checklists, Deliverables Observation Review (DOR) reports, and draft and final IV&V Review reports. Final documents will likewise be delivered to OCSE by the IV&V Service Provider at the same time that they are submitted to the IV&V Contract Officer, DHHS and DWSS.

IV&V services will be performed periodically, through performance of semi-annual IV&V reviews, as part of a larger oversight role of the day-to-day operations and management of the Replacement Project by State and Federal entities. To support the IV&V Service Provider in this role in a timely manner, the IV&V Service Provider shall have complete access to State's Replacement Project documents, facilities, and staff during normal business hours as required to carry out their oversight role. The IV&V Service Provider shall have access to all key staff on site at the State's Replacement Project location(s) daily, as needed to observe meetings, review deliverables and documentation, conduct interviews, etc., in order to ensure a high level of integrity and confidence in the IV&V Service Provider's State's Replacement Project oversight and monitoring.

The IV&V project is broken down into the following tasks and activities that will be explained in detail within the following sections. The tasks and activities within this section are not necessarily listed in the order that they should be completed. Vendors must reflect within their proposal and preliminary project plan their recommended approach to scheduling and accomplishing all tasks and activities identified within this RFP. The tasks and their activities are:

CCI acknowledges and accepts to scope of work.

Planning and Administration

Create a detailed project plan;
Attend monthly project status meetings;
Attend requested IV&V project meetings and Steering Committee meetings;
Provide monthly status reports;
Create IV&V checklists; and
Create invoices.

CCI acknowledges and accepts to planning and administration.

IV&V Activities

Conduct initial IV&V review;
Create Initial IV&V Review Report;
Conduct periodic IV&V reviews;
Create Periodic IV&V Review Reports;
Conduct formal briefings regarding IV&V Review Reports;
Create Deliverable Observation Reports (DOR); and
Provide a document archive.

CCI acknowledges and accepts to IV&V activities.

Section 3.6.3 provides categorized detailed IV&V requirements which the vendor must meet in accomplishing the tasks and activities above. The requirement categories are:

IV&V Project Management;
Planning Oversight;
Replacement Project Management;
Quality Management;
Training;
Requirements Management;
Operating Environment;
Development Environment;
Software Development;
System and Acceptance Testing;
Data Management; and
Operations Oversight.

CCI acknowledges and accepts these requirements.

VENDOR RESPONSE TO SCOPE OF WORK

Within the proposal, vendors must provide information regarding their approach to meeting the requirements described within Sections 4.4 through 4.6. If subcontractors will be used for any of the tasks, vendors must indicate what tasks and the percentage of time subcontractor(s) will spend on those tasks. Vendor's response must be limited to no more than five (5) pages per task not including appendices, samples and/or exhibits. Within the proposal, vendors must provide information demonstrating their ability to perform the following activities, which are the same as those stated in Federal regulations at 45 CFR Part 307.15: Develop a project work plan. The plan must be provided directly to the cognizant Federal Office at the same time it is given to the State. Review and make recommendations on both the management of the State's Replacement Project, both State and vendor, and the technical aspects of the State's Replacement Project. The results of this analysis must be provided directly to the cognizant Federal Office at the same time it is given to the State. Consult with all stakeholders and assess the user involvement and buy-in regarding system functionality and the system's ability to meet program needs. Conduct an analysis of past State's Replacement Project performance (schedule, budget) sufficient to identify and make

recommendations for improvement. Provide a risk management assessment and capacity planning services. Develop performance metrics which allow tracking of State's Replacement Project completion against milestones set by the State. The vendor must also provide information that demonstrates that they possess the corporate knowledge and experience demonstrating the following capabilities and capacities:

Develop a project management plan, including recommendations for: adequate staff; staff skills, positions and abilities; equipment resources; training and facilities; and functional responsibility and authority within a structured project organization.

Analyze State's Replacement Project management; evaluate State's Replacement Project progress, resources, budget, schedules, work flow and reporting.

Review and analyze State's Replacement Project management planning documents.

Review and analyze State's Replacement Project software development documents.

Review and monitor development processes to ensure they are being documented, carried out, and analyzed for improvement.

Assess the State's Replacement Project's Configuration Management (CM) function/ organization by reviewing CM reports and making recommendations regarding appropriate processes and tools to manage system changes.

Perform detailed reviews of State's Replacement Project deliverables for accuracy, completeness, and adherence to contractual and functional requirements.

Perform detailed reviews of the system documentation (Requirements, Design, Training, Test, and Management Plans, etc.) for accuracy and completeness.

Perform detailed reviews of the software architecture for feasibility, consistency, and adherence to industry standards.

Inventory and review the application software for completeness and adherence to programming standards for the State's Replacement Project.

Analyze application, network, hardware and software operating platform performance characteristics relative to expected/anticipated/contractually guaranteed results and industry standards/expectations.

Review the process for tracking of business and technical requirements to their source and review the process established during the planning phase for requirements traceability throughout the subsequent development/implementation phase. Review the traceability of system requirements to design, code, test, and training.

Assess and recommend improvement, as needed, to assure maintenance of a data center, including data center input to the State's Replacement Project regarding operational and maintenance performance of the application.

Assess and recommend improvement, as needed, to assure software testing is being performed adequately through review of test plans or other documentation and through direct observation of testing where appropriate, including participation in and coordination of peer reviews.

Assess and recommend improvement, as needed, to assure appropriate user and developer training is planned and carried out.

Review system hardware and software configuration and report on any compatibility and obsolescence issues.

Review and analyze system capacity studies.

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

DELIVERABLE SUBMISSION AND REVIEW PROCESS

Once the detailed project plan is approved by the State, the following sections detail the process for submission and review of deliverables during the life of the project/contract. The following sections detail the process for submission and review of deliverables during the life of the IV&V project/contract. General All deliverables, reports, analyses, etc., whether in draft or final, must be delivered by the IV&V Service Provider directly to the Federal OCSE at the same time they go to the State. In this regard, in addition to the Federal OCSE, the IV&V Service Provider should ensure delivery to the IV&V Contract Officer who is the State entity responsible for IV&V deliverables dissemination to the State's Project, Agency, Departmental, and Stakeholder personnel. The State may not modify, or reject any IV&V Review Report beyond recommendations to emend mistakes of fact. State comments to all IV&V Review Report findings will only be appended to the respective report. The deliverables for this contract shall be provided in hardcopy form and on electronic media, using the following software standards (or lower convertible versions):

Word Processing - Microsoft Word 2003, or newer;

Spreadsheets - Microsoft Excel 2003, or newer;

Graphics - Microsoft PowerPoint 2003, or newer; and

Project Management - Microsoft Project 2003, or newer.

As previously stated, all drafts and final deliverables shall be provided to the Federal OCSE at the same time they are provided to the State (e.g., IV&V Contract Officer). The State cannot modify or reject a report prior to submission.

All deliverables shall be approved by the State in order for the task which produced them to be considered complete. In all cases, payments to the IV&V provider shall be contingent upon State approval of deliverables. No review will be considered complete until the approved documentation is delivered to and reviewed by the cognizant Federal OCSE and the State.

Draft documents will be reviewed by OCSE. OCSE will provide back comments and priorities to be incorporated into the deliverable. The vendor will revise the deliverable and provide it to the IV&V Contract Officer for release to the Replacement Project and DWSS five (5) calendar days after receipt of OCSE's comments and priorities.

The Replacement Project and DWSS comments to the draft version of the Periodic IV&V Review Report will be returned to the IV&V Service Provider within 20 calendar days of receipt of the draft version of the deliverable.

Subsequent to the State's review the IV&V Service Provider will correct mistakes of fact to the draft version of the respective deliverable, and append to the draft version all other comments, and redeliver the deliverable, marked as Final, to OCSE and the IV&V Contract Officer for dissemination to the Replacement Project and DWSS.

Deliverable Submission

Prior to development and submission of each contract deliverable, a summary document containing a description of the format and content of each deliverable will be delivered to the State IV&V Project Manager for review and approval. The summary document must contain, at a minimum, the following:

Cover letter;

Table of Contents with a brief description of the content of each section;

Anticipated number of pages; and

Identification of appendices/exhibits.

The summary document must contain an approval/rejection section that can be completed by the State and OCSE. The summary document will be returned to the contractor within a mutually agreed upon time frame.

Deliverables must be developed by the contractor according to the approved format and content of the summary document for each specific deliverable.

Deliverables must be submitted no later than 5:00 PM, per the approved contract deliverable schedule and must be accompanied by a deliverable sign-off form (***refer to Attachment F ~ Project Deliverable Sign-Off Form)*** with the appropriate sections completed by the contractor.

Deliverable Review

General

As previously stated, the State's review may correct errors of fact and provide comments which the IV&V provider will append to the deliverable. The IV&V vendor will provide the deliverable to the IV&V Contract Officer for dissemination to the Replacement Project and DWSS five (5) days after OCSE provides comments and priorities to the IV&V vendor. The vendor will incorporate OCSE's comments and priorities prior to the State's review.

The State's review time begins on the next working day following receipt of the deliverable.

The State's review time will be determined by the approved and accepted detailed project plan and the approved contract.

Any subsequent deliverable dependent upon the State's acceptance of a prior deliverable will not be accepted for review until all issues related to the previous deliverable have been resolved.

After review of a deliverable, the State will return to the contractor the project deliverable sign-off form with the deliverable submission and review history section completed.

Accepted

If the deliverable is accepted, the original deliverable sign-off form signed by the appropriate State representatives will be returned to the contractor.

Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable (refer to Section 8, Financial).

Comments/Revisions Requested by the State

If the State has comments and/or revisions to a deliverable, the following will be provided to the contractor:

The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.

Attached to the deliverable sign-off form will be a detailed explanation of the revisions to be made and/or a marked up copy of the deliverable.

The State's first review and return with comments will be completed within the times specified in the contract.

The contractor will have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the State's comments.

A meeting to resolve outstanding issues must be completed within three (3) working days after completion of the contractor's review or a mutually agreed upon time frame.

Agreements made during meetings to resolve issues must be documented separately.

Once an agreement is reached regarding changes, the contractor must incorporate them into the deliverable for resubmission to the State.

All changes must be easily identifiable by the State.

Resubmission of the deliverable must occur within five (5) working days or a mutually agreed upon time frame of the resolution of any outstanding issues.

The resubmitted deliverable must be accompanied by the original deliverable sign-off form.

This review process continues until all issues have been resolved within a mutually agreed upon time frame.

During the re-review process, the State may only comment on the original exceptions noted.

All other items not originally commented on are considered to be accepted by the State.

Once all revisions have been accepted, the original deliverable sign-off form signed by the appropriate State representatives will be returned to the contractor.

The vendor will deliver the updated version of the deliverable, marked as Final, to OCSE and the IV&V Contract Officer for dissemination to the Replacement Project and the DWSS.

Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable (refer to ***Section 7, Financial***).

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

PROJECT KICK OFF MEETING

A project kick off meeting will be held with representatives from the State Replacement Project, the State's IV&V Contract Officer and the IV&V contractor after contract approval and prior to work performed. Items to be covered in the kick off meeting will include, but not be limited to:

Deliverable review process;

Determining format and protocol for project status meetings;

Determining format for project status reports;

Setting the schedule for meetings between representatives from the State and the contractor to develop the detailed project plan;

Defining lines of communication and reporting relationships;

Reviewing the project mission;

Pinpointing high-risk or problem areas; and

Issue resolution process.

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

PLANNING AND ADMINISTRATION

Activities

The awarded vendor must:

Work with the State to provide a detailed project plan for the IV&V project with fixed deadlines that take into consideration the State holiday schedule provided in Section 2.1, State Observed Holidays. The plan is to be initially delivered within the first thirty (30) days from the date of contract award, and updated and delivered one week prior to the commencement of the onsite portion of each Initial and Periodic IV&V Review. The IV&V Management Plan shall contain at least the following:

A schedule describing the next two-IV&V Review periods, including tasks, activities, deliverables, and milestones, and will show the schedule's critical path reflecting both IV&V Service Provider's and State's delivery and response milestones;

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

Completion date of each task;

Entrance and exit criteria for specific project milestones;

Project organization including a resource plan defining roles and responsibilities for the awarded vendor, subcontractors (if applicable), the State IV&V Contract Officer, and the State Replacement Project as it relates to the IV&V project;

Resumes of all Key IV&V Service Provider personnel;

An organization chart reflecting the IV&V Service Provider's team, including the team's place within the IV&V Service Provider's corporate structure, and providing the key names, addresses and other contact information to be used for dispute resolution and customer feedback;

A narrative description of all deliverables, including expected format, content, and organization, to be developed and delivered during the next two IV&V Reviews (12 months); and

As Appendices, all applicable, Project lifecycle-appropriate IV&V Checklists to be utilized during the next two IV&V Reviews.

Attend monthly project status meetings with the IV&V Contract Officer and the Replacement Project team at a location to be determined by the State. Attendance may be in person or via teleconferencing, as mutually agreed to by the project team. These meetings shall follow an agenda mutually developed by the awarded vendor and the State. The agenda may include, but not be limited to:

Review and approval of previous meeting minutes;

Contractor project status;

State project status;

Contract status and issues, including resolutions;

Status of IV&V activities,

New action items;

Outstanding action items, including resolutions;

Setting of next meeting date; and

Other business.

Minutes will be taken and distributed by State staff within five (5) working days after the meeting. Minutes may be distributed via facsimile or email.

Attend and participate in all IV&V project related meetings requested as well as Steering Committee meetings. The awarded vendor shall prepare materials or briefings for these meetings as requested by the State. Minutes will be taken and distributed by State staff within five (5) working days after the meeting. Minutes may be distributed via facsimile or email.

Provide written monthly status reports. No more than once a month during active work conducting a semi-annual (Initial or Periodic) IV&V Review, inform the IV&V Contract Officer of current contract status, availability of IV&V Service Provider key personnel, work and deliverables expectations prospective to the next 60 days in contract schedule.

Prepare and deliver IV&V Checklists, presenting in Question and Answer format elements to be reviewed, observed, monitored, and commented on, with regard to all aspects of industry standards for Project Management, Software and Systems Development, and Engineering disciplines as found in IEEE, CMI, and PMBOK industry standards, at a minimum.

The IV&V Checklists are to be compiled and delivered on an ongoing basis, with the first checklists being delivered applicable to the project lifecycle phase to be monitored and reviewed within the Initial IV&V Review period, with such checklist delivery made prior to the onsite portion of the review being performed. As IV&V work progresses and project lifecycle phases change, applicable, updated IV&V Checklists will be delivered, as needed, prior to commencement of the on-site portion of that respective, periodic IV&V Review.

Prepare and deliver invoices for payment no more than once a month during active work conducting a semi-annual (Initial or Periodic) IV&V Review.

Deliverables

3.5 PLANNING AND ADMINISTRATION DELIVERABLES			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	***STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
3.5.2.1	Detailed Project Plan	3.5.1.1	15
3.5.2.2	Attendance at all scheduled meetings	3.5.1.2 through 3.5.1.3	N/A

3.5 PLANNING AND ADMINISTRATION DELIVERABLES			
3.5.2.3	Written Monthly Project Status Reports	3.5.1.4	5
3.5.2.4	IV&V Checklists	3.5.1.5 and 3.5.1.6	15

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

*As stated previously, the State's review time begins following the Federal OCSE's review, and is limited to mistakes of fact and comments to be appended.

IV&V ACTIVITIES

Objective

The objective of this task is to conduct and report on IV&V activities to ensure quality processes and results for the CSEP's Replacement Project.

Activities

Conduct initial IV&V Review of the Replacement Project. The Initial IV&V Review will commence within sixty (60) days from the date of contract award, with the first activity of the Initial IV&V Review being the onsite review. The IV&V Service Provider will be restricted to conducting its onsite review within a 10 calendar day period. This onsite portion of the Initial IV&V Review will include the following activities:

Submit to IV&V Contract Officer a schedule of onsite review activities to be performed with the Replacement Project and DWSS;

Submit to IV&V Contract Officer a list of Project Team and Stakeholder interviews to be performed, documentation required to review;

Submit to IV&V Contract Officer a list of Project Documentation to be provided for IV&V Service Provider review; and

Submit to IV&V Contract Officer a list of Project Meetings, etc., to be attended and observed by the IV&V Service Provider.

Upon completion of the onsite portion of the review, the IV&V Service Provider will leave the Project site and at their own place of business review and analyze collected Project artifacts and draft the Initial IV&V Review Report.

Create the Initial IV&V Review Report (Draft and Final).

An Initial IV&V Review Report (draft version) will be concurrently delivered to Federal OCSE and the IV&V Contract Officer sixty (60) calendar days after the start of the onsite portion of the Initial IV&V Review.

Federal OCSE will review this draft version and provide comments and ACF Priorities that will be incorporated to the draft version of the Initial IV&V Review Report and a revised report will be released to the State's Replacement Project and DWSS five (5) calendar days after receipt of ACF comments and Priorities to the draft version of the Initial IV&V Review Report.

Replacement Project and DWSS comments to the draft version of the Initial IV&V Review Report will be returned to the IV&V Service Provider within 20 calendar days of receipt of the draft version of the Initial IV&V Review Report.

The IV&V Service Provider will correct mistakes of fact to the draft version of the Initial IV&V Review Report, and append to the draft version all other Replacement Project and DWSS comments, and redeliver the Initial IV&V Review Report, marked as Final, to OCSE, the IV&V Contract Officer, the Replacement Project and DWSS. This final version of the Initial IV&V Review Report deliverable concludes the Initial IV&V Review.

For each area evaluated, the report should contain the current status of the State's effort, including any pertinent historical background information. The report should also contain a detailed analysis of each area, which answers, at the least, the following general questions:

What is the State's current process in this area?

What's good about the State's process?

What about the State's process or technology needs improvement?

Is the State making measurable progress in this area?

Is the effort within the triple constraints of budget, scope, and schedule?

What standards is the project following (State, industry [IEEE, SEI, ISO, etc.,]) internally?

Are the appropriate documentation and other project artifacts accurate and up-to-date?

Is there adequate Stakeholder involvement in the Project?

Are best practices and metrics employed to identify issues, progress, performance, etc.?

Responses should be quantified whenever possible. The report should also contain detailed recommendations in each area specifying what can be done immediately and in the long term to improve the State's operation. Any technologies, methodologies, or resources recommended should reflect industry standards and be appropriate for the unique circumstances and constraints of the Replacement Project. The recommendations should also specify a method of measuring the State's progress against the recommendations.

Conduct Periodic IV&V Review Activities. Periodic IV&V Reviews will commence six (6) months following the start of the previous IV&V review, with the first activity of the Periodic IV&V Review being the onsite review. The IV&V Service Provider will be restricted to conducting its onsite review within a 10 calendar day period. This onsite portion of the Initial IV&V Review will include the following activities:

Submit to IV&V Contract Officer a schedule of onsite review activities to be performed with State Project and Department;

Submit to IV&V Contract Officer a list of Project Team and Stakeholder interviews to be performed, documentation required to review;

Submit to IV&V Contract Officer a list of Project Documentation to be provided for IV&V Service Provider review, and,

Submit to IV&V Contract Officer a list of Project Meetings, etc., to be attended and observed by the IV&V Service Provider.

Upon completion of the onsite portion of the Periodic Review, the IV&V Service Provider will leave the Project site and at their own place of business review and analyze collected Project artifacts and draft the respective Periodic IV&V Review Report.

Create Periodic IV&V Review Reports (Draft and Final).

A Periodic IV&V Review Report (draft version) will be delivered to Federal OCSE and IV&V Contract Officer (at same time) sixty (60) calendar days after the start of the onsite portion of the respective Periodic IV&V Review.

Federal OCSE will review this draft version and provide comments and ACF Priorities that will be incorporated to the draft version of the Periodic IV&V Review Report and a revised report will be released to the Replacement Project and DWSS five (5) calendar days after receipt of ACF comments and Priorities to the draft version of the respective Periodic IV&V Review Report.

Replacement Project and DWSS comments to the draft version of the Periodic IV&V Review Report will be returned to the IV&V Service Provider within 20 calendar days of receipt of the draft version of the respective Periodic IV&V Review Report.

The IV&V Service Provider will correct mistakes of fact to the draft version of the respective Periodic IV&V Review Report, and append to the draft version all other Replacement Project and Department comments, and redeliver the Periodic IV&V Review Report, marked as final, to OCSE, the IV&V Contract Officer, the Replacement Project and DWSS. This final version of the respective Periodic IV&V Review Report deliverable concludes the respective Periodic IV&V Review.

For each area evaluated, the report should contain the current status of the State's effort, including any pertinent historical background information. The report should also contain a detailed analysis of each area, which answers, at the least, the following general questions:

What is the State's current process in this area?

What's good about the State's process?

What about the State's process or technology needs improvement?

Is the State making measurable progress in this area?

Is the effort within the triple constraints of budget, scope, and schedule?

What standards is the project following (State, industry [IEEE, SEI, ISO, etc.,]) internally?

Are the appropriate documentation and other project artifacts accurate and up-to-date?

Is there adequate Stakeholder involvement in the Project?

Are best practices and metrics employed to identify issues, progress, performance, etc.?

Responses should be quantified whenever possible. The report should also contain detailed recommendations in each area specifying what can be done immediately and in the long term to improve the State's operation. Any technologies, methodologies, or resources recommended should reflect industry standards and be appropriate for the unique circumstances and constraints of the Replacement Project. The recommendations should also specify a method of measuring the State's progress against the recommendations.

The Periodic IV&V Review Reports should have follow-up sections providing quantified information on the progress that the State has made against the recommendations from the previous review. The follow-up information should also contain any additional and/or modified recommendations at the same level of detail as the initial recommendations. All report findings and recommendations should be historically traceable (with a clear and consistent method of identification/numbering) from the time they are first reported by the IV&V Service Provider until closure.

Conduct formal briefing presentations to the DWSS, CSEP, Replacement Project, and OCSE on the Respective IV&V Review Report. If desired by and requested by the Replacement Project team, CSEP, and DWSS, the IV&V Service Provider will prepare and deliver a debriefing related to the latest, respective (Initial or Periodic) IV&V Review Report's results to the Replacement Project team, CSEP, DWSS, and OCSE. Any such debriefing must be conducted within 5 calendar days of delivery of the final version of the respective (Initial or Periodic) IV&V Review Report. Debriefings prior to this milestone within the IV&V Services contract, whether during the course of an onsite review, or subsequent IV&V Service Provider review, analysis, and report creation timeframe, or prior to delivery of the respective IV&V Review Report under this contract, are prohibited.

Create Deliverable Observation Reports (DOR) as necessary. If desired and requested by the Replacement Project team, CSEP, and DWSS, the IV&V Service Provider will prepare and deliver a one-time, focused, specific Deliverable Observation Report to the IV&V Contract Officer (for delivery to the State Replacement Project, etc.,) and OCSE, at the same time, presenting an analysis of a prescribed deliverable or other task not specifically referenced by this scope of work. Examples of such focused Deliverables Observation Reports include: a network capacity, bandwidth, and throughput analysis; independent analysis of compliance of a project deliverable with contract specifications, etc. The Replacement Project team, CSEP, and DWSS may receive a debriefing on the results of such a DOR from the IV&V Service Provider only with the concurrence and attendance of OCSE.

Archive documents. A complete CD-ROM archive of all IV&V Documents including draft and final reports, status briefings, exception reports, all versions of the Project Management Plan, Deliverable Observation Review (DOR) Reports, Monthly (Financial) Invoicing, Project Status Reports, and all project materials, documentation, artifacts, data, reports, forms, etc., collected by

the IV&V Service Provider during the course of their latest IV&V Review. This complete archive is to be submitted with the respective final invoice for the IV&V Review period in question.

IV&V Requirements

This section contains lists of requirements which detail specific topics for which IV&V is to be performed and reported on. All items in 3.6.3.1 through 3.6.3.12 are mandatory IV&V requirements for fulfilling related activities and considered part of this solicitation. The activities should be costed and scheduled in the bidder's IV&V Project Management Plan and reported on in the Initial and Periodic IV&V Reports.

IV&V Project Management

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
IV&V Management Plan	**IM-1**	As the first deliverable the IV&V provider shall develop an IV&V Management Plan. This plan shall describe the activities, personnel, schedule, standards, and methodology for conducting the IV&V reviews. (see *5.4.2.1* for more details)
Conduct Initial Review	**IM-2**	Prepare and deliver an Initial IV&V report on the required activities. Report on status of each activity. (see 5.5.2.1 and *5.5.2.2* for more details)
Conduct Periodic Review(s)	**IM-3**	Prepare and deliver a Follow-up IV&V report on the required activities. Report on status of each activity and progress since the previous report. (see *5.5.2.3 and 5.5.2.4* for more details)
Management Briefing	**IM-4**	Prepare and deliver a formal presentation(s) on the status of the IV&V project. Presented as required, with at least ten (10) business days' notice. No more than once a month. (see *5.5.2.5* for more details)

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

Replacement Project Management

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
Project Sponsorship	**PM-1**	Assess and recommend improvement, as needed, to assure continuous executive stakeholder buy-in, participation, support and commitment, and that open pathways of communication exist among all stakeholders.
Project Sponsorship	**PM-2**	Verify that executive sponsorship has bought-in to all changes which impact project objectives, cost, or schedule.
Management Assessment	**PM-3**	Verify and assess project management and organization, verify that lines of reporting and responsibility provide adequate technical and managerial oversight of the project.
Management Assessment	**PM-4**	Evaluate project progress, resources, budget, schedules, work flow, and reporting.
Management Assessment	**PM-5**	Assess coordination, communication and management to verify agencies and departments are not working independently of one another and that they are following the communication plan.

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
Project Management	**PM-6**	Verify that a Project Management Plan is created and being followed. Evaluate the project management plans and procedures to verify that they are developed, communicated, implemented, monitored and complete.
Project Management	**PM-7**	Evaluate the project reporting plan and actual project reports to verify project status is accurately traced using project metrics.
Project Management	**PM-8**	Verify milestones and completion dates are planned, monitored, and met.
Project Management	**PM-9**	Verify the existence and institutionalization of an appropriate project issue tracking mechanism that documents issues as they arise, enables communication of issues to proper stakeholders, documents a mitigation strategy as appropriate, and tracks issues to closure. This should include but is not limited to technical and development efforts.
Project Management	**PM-10**	Evaluate the system's planned life-cycle development methodology or methodologies (waterfall, evolutionary spiral, rapid prototyping, incremental, etc.) to see if they are appropriate for the system being developed.
Business Process Reengineering	**PM-11**	Evaluate the project's ability and plans to redesign business systems to achieve improvements in critical measures of performance, such as cost, quality, service, and speed.
Business Process Reengineering	**PM-12**	Verify that the reengineering plan has the strategy, management backing, resources, skills and incentives necessary for effective change.
Business Process Reengineering	**PM-13**	Verify that resistance to change is anticipated and prepared for by using principles of change management at each step (such as excellent communication, participation, incentives) and having the appropriate leadership (executive pressure, vision, and actions) throughout the reengineering process.
Risk Management	**PM-14**	Verify that a Project Risk Management Plan is created and being followed. Evaluate the project's risk management plans and procedures to verify that risks are identified and quantified and that mitigation plans are developed, communicated, implemented, monitored, and complete.
Change Management	**PM-15**	Verify that a Change Management Plan is created and being followed. Evaluate the change management plans and procedures to verify they are developed, communicated, implemented, monitored, and complete; and that resistance to change is anticipated and prepared for.
Communication Management	**PM-16**	Verify that a Communication Plan is created and being followed. Evaluate the communication plans and strategies to verify they support communications and work product sharing between all project stakeholders; and assess if communication plans and strategies are effective, implemented, monitored and complete.
Configuration Management	**PM-17**	Review and evaluate the configuration management (CM) plans and procedures associated with the development process.
Configuration Management	**PM-18**	Verify that all critical development documents, including but not limited to requirements, design, code and JCL are maintained under an appropriate level of control.
Configuration Management	**PM-19**	Verify that the processes and tools are in place to identify code versions and to rebuild system configurations from source code.
Configuration Management	**PM-20**	Verify that appropriate source and object libraries are maintained for training, test, and production and that formal sign-off procedures are in place for approving deliverables.
Configuration Management	**PM-21**	Verify that appropriate processes and tools are in place to manage system changes, including formal logging of change requests and the review, prioritization and timely scheduling of maintenance actions.

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
Configuration Management	**PM-22**	Verify that mechanisms are in place to prevent unauthorized changes being made to the system and to prevent authorized changes from being made to the wrong version of the system.
Configuration Management	**PM-23**	Review the use of CM information (such as the number and type of corrective maintenance actions over time) in project management.
Project Estimating and Scheduling	**PM-24**	Evaluate and make recommendations on the estimating and scheduling process of the project to ensure that the project budget and resources are adequate for the work-breakdown structure and schedule.
Project Estimating and Scheduling	**PM-25**	Review schedules to verify that adequate time and resources are assigned for planning, development, review, testing and rework.
Project Estimating and Scheduling	**PM-26**	Examine historical data to determine if the project/department has been able to accurately estimate the time, labor and cost of software development efforts.
Project Personnel	**PM-27**	Examine the job assignments, skills, training and experience of the personnel involved in program development to verify that they are adequate for the development task.
Project Personnel	**PM-28**	Evaluate the State's hiring plan for the project to verify that adequate human resources will be available for development and maintenance.
Project Personnel	**PM-29**	Evaluate the State's personnel policies to verify that staff turnover will be minimized.
Project Organization	**PM-30**	Verify that lines of reporting and responsibility provide adequate technical and managerial oversight of the project.
Project Organization	**PM-31**	Verify that the project's organizational structure supports training, process definition, independent Quality Assurance, Configuration Management, product evaluation, and any other functions critical for the project's success.
Subcontractors and External Staff	**PM-32**	Evaluate the use of sub-contractors or other external sources of project staff (such as an IS staff member from another State organization) in project development.
Subcontractors and External Staff	**PM-33**	Verify that the obligations of sub-contractors and external staff (terms, conditions, statement of work, requirements, standards, development milestones, acceptance criteria, delivery dates, etc.) are clearly defined.
Subcontractors and External Staff	**PM-34**	Verify that the subcontractors' software development methodology and product standards are compatible with the system's standards and environment.
Subcontractors and External Staff	**PM-35**	Verify that the subcontractor has and maintains the required skills, personnel, plans, resources, procedures and standards to meet their commitment. This will include examining the feasibility of any offsite support of the project
Subcontractors and External Staff	**PM-36**	Verify that any proprietary tools used by subcontractors do not restrict the future maintainability, portability, and reusability of the system.
State Oversight	**PM-37**	Verify that State oversight is provided in the form of periodic status reviews and technical interchanges.
State Oversight	**PM-38**	Verify that the State has defined the technical and managerial inputs the subcontractor needs (reviews, approvals, requirements and interface clarifications, etc.) and has the resources to supply them on schedule.

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
State Oversight	**PM-39**	Verify that State staff have the ultimate responsibility for monitoring project cost and schedule.

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

Quality Management

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
Quality Assurance	**QA-1**	Evaluate and make recommendations on the project's Quality Assurance plans, procedures and organization.
Quality Assurance	**QA-2**	Verify that QA has an appropriate level of independence from project management.
Quality Assurance	**QA-3**	Verify that the QA organization monitors the fidelity of all defined processes in all phases of the project.
Quality Assurance	**QA-4**	Verify that the quality of all products produced by the project is monitored by formal reviews and sign-offs.
Quality Assurance	**QA-5**	Verify that project self-evaluations are performed and that measures are continually taken to improve the process.
Quality Assurance	**QA-6**	Monitor the performance of the QA contractor by reviewing its processes and reports and performing spot checks of system documentation; assess findings and performance of the processes and reports.
Quality Assurance	**QA-7**	Verify that QA has an appropriate level of independence; evaluate and make recommendations on the project's Quality Assurance plans, procedures and organization.
Quality Assurance	**QA-8**	Verify that the QA vendor provides periodic assessment of the CMM activities of the project.
Quality Assurance	**QA-9**	Evaluate if appropriate mechanisms are in place for project self-evaluation and process improvement.
Process Definition and Product Standards	**QA-10**	Review and make recommendations on all defined processes and product standards associated with the system development.
Process Definition and Product Standards	**QA-11**	Verify that all major development processes are defined and that the defined and approved processes and standards are followed.
Process Definition and Product Standards	**QA-12**	Verify that the processes and standards are compatible with each other and with the system development methodology.
Process Definition and Product Standards	**QA-13**	Verify that all process definitions and standards are complete, clear, up-to-date, consistent in format, and easily available to project personnel

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

Training

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
User Training and Documentation	**TR-1**	Review and make recommendations on the training provided to system users. Verify sufficient knowledge transfer for maintenance and operation of the new system.
User Training and Documentation	**TR-2**	Verify that training for users is instructor-led and hands-on and is directly related to the business process and required job skills.
User Training and Documentation	**TR-3**	Verify that user-friendly training materials and help desk services are easily available to all users.
User Training and Documentation	**TR-4**	Verify that all necessary policy and process and documentation are easily available to users.
User Training and Documentation	**TR-5**	Verify that all training is given on-time and is evaluated and monitored for effectiveness, with additional training provided as needed.
Developer Training and Documentation	**TR-6**	Review and make recommendations on the training provided to system developers.
Developer Training and Documentation	**TR-7**	Verify that developer training is technically adequate, appropriate for the development phase, and available at appropriate times.
Developer Training and Documentation	**TR-8**	Verify that all necessary policy, process and standards documentation is easily available to developers.
Developer Training and Documentation	**TR-9**	Verify that all training is given on-time and is evaluated and monitored for effectiveness, with additional training provided as needed.

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

Requirements Management

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
Requirements Management	**RM-1**	Evaluate and make recommendations on the project's process and procedures for managing requirements.
Requirements Management	**RM-2**	Verify that system requirements are well-defined, understood and documented.
Requirements Management	**RM-3**	Evaluate the allocation of system requirements to hardware and software requirements.

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
Requirements Management	**RM-4**	Verify that software requirements can be traced through design, code and test phases to verify that the system performs as intended and contains no unnecessary software elements.
Requirements Management	**RM-5**	Verify that requirements are under formal configuration control.
Security Requirements	**RM-6**	Evaluate and make recommendations on project policies and procedures for ensuring that the system is secure and that the privacy of client data is maintained.
Security Requirements	**RM-7**	Evaluate the project's restrictions on system and data access.
Security Requirements	**RM-8**	Evaluate the project's security and risk analysis.
Security Requirements	**RM-9**	Verify that processes and equipment are in place to back up client and project data and files and archive them safely at appropriate intervals.
Requirements Analysis	**RM-10**	Verify that an analysis of client, State and federal needs and objectives has been performed to verify that requirements of the system are well understood, well defined, and satisfy federal regulations.
Requirements Analysis	**RM-11**	Verify that all stakeholders have been consulted as to the desired functionality of the system, and that users have been involved in prototyping of the user interface.
Requirements Analysis	**RM-12**	Verify that all stakeholders have bought-in to all changes which impact project objectives, cost, or schedule.
Requirements Analysis	**RM-13**	Verify that performance requirements (e.g. timing, response time and throughput) satisfy user needs
Requirements Analysis	**RM-14**	Verify that user's maintenance requirements for the system are completely specified
Interface Requirements	**RM-15**	Verify that all system interfaces are exactly described, by medium and by function, including input/output control codes, data format, polarity, range, units, and frequency.
Requirements Analysis	**RM-16**	Verify approved interface documents are available and that appropriate relationships (such as interface working groups) are in place with all agencies and organizations supporting the interfaces.
Requirements Allocation and Specification	**RM-17**	Verify that all system requirements have been allocated to either a software or hardware subsystem.
Requirements Allocation and Specification	**RM-18**	Verify that requirements specifications have been developed for all hardware and software subsystems in a sufficient level of detail to ensure successful implementation.
Reverse Engineering	**RM-19**	If a legacy system or a transfer system is or will be used in development, Verify that a well-defined plan and process for reengineering the system is in place and is followed. The process, depending on the goals of the reuse/transfer, may include reverse engineering, code translation, re-documentation, restructuring, normalization, and re-targeting.

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

Operating Environment

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
System Hardware	**OE-1**	Evaluate new and existing system hardware configurations to determine if their performance is adequate to meet existing and proposed system requirements.
System Hardware	**OE-2**	Determine if system hardware is compatible with the State's existing processing environment, if it is maintainable, and if it is easily upgradeable. This evaluation will include, but is not limited to, CPUs and other processors, memory, network connections and bandwidth, communication controllers, telecommunications systems (LAN/WAN), terminals, printers and storage devices.
System Hardware	**OE-3**	Evaluate current and projected vendor support of the hardware, as well as the State's hardware configuration management plans and procedures.
System Software	**OE-4**	Evaluate new and existing system software to determine if its capabilities are adequate to meet existing and proposed system requirements.
System Software	**OE-5**	Determine if the software is compatible with the State's existing hardware and software environment, if it is maintainable, and if it is easily upgradeable. This evaluation will include, but is not limited to, operating systems, middleware, and network software including communications and file-sharing protocols.
System Software	**OE-6**	Current and projected vendor support of the software will also be evaluated, as well as the State's software acquisition plans and procedures.
Database Software	**OE-7**	Evaluate new and existing database products to determine if their capabilities are adequate to meet existing and proposed system requirements.
Database Software	**OE-8**	Determine if the database's data format is easily convertible to other formats, if it supports the addition of new data items, if it is scalable, if it is easily refreshable and if it is compatible with the State's existing hardware and software, including any on-line transaction processing environment.
Database Software	**OE-9**	Evaluate any current and projected vendor support of the software, as well as the State's software acquisition plans and procedures.
System Capacity	**OE-10**	Evaluate the existing processing capacity of the system and verify that it is adequate for current statewide needs for both batch and on-line processing.
System Capacity	**OE-11**	Evaluate the historic availability and reliability of the system including the frequency and criticality of system failure.
System Capacity	**OE-12**	Evaluate the results of any volume testing or stress testing.
System Capacity	**OE-13**	Evaluate any existing measurement and capacity planning program and evaluate the system's capacity to support future growth.
System Capacity	**OE-14**	Make recommendations on changes in processing hardware, storage, network systems, operating systems, COTS software, and software design to meet future growth and improve system performance.

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

Development Environment

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
Development Hardware	**DE-1**	Evaluate new and existing development hardware configurations to determine if their performance is adequate to meet the needs of system development.
Development Hardware	**DE-2**	Determine if development hardware is maintainable, easily upgradeable, and compatible with the State's existing development and processing environment. This evaluation will include, but is not limited to, CPUs and other processors, memory, network connections and bandwidth, communication controllers, telecommunications systems (LAN/WAN), terminals, printers and storage devices.
Development Hardware	**DE-3**	Current and projected vendor support of the hardware will also be evaluated, as well as the State's hardware configuration management plans and procedures.
Development Software	**DE-4**	Evaluate new and existing development software to determine if their capabilities are adequate to meet system development requirements.
Development Software	**DE-5**	Determine if the software is maintainable, easily upgradeable, and compatible with the State's existing hardware and software environment.
Development Software	**DE-6**	Evaluate the environment as a whole to see if it shows a degree of integration compatible with good development. This evaluation will include, but is not limited to, operating systems, network software, CASE tools, project management software, configuration management software, compilers, cross-compilers, linkers, loaders, debuggers, editors, and reporting software.
Development Software	**DE-7**	Evaluate language and compiler selection with regard to portability and reusability (ANSI standard language, non-standard extensions, etc.)
Development Software	**DE-8**	Evaluate current and projected vendor support of the software, as well as the State's software acquisition plans and procedures.

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

Software Development

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
High-Level Design	**SD-1**	Evaluate and make recommendations on existing high level design products to verify the design is workable, efficient, and satisfies all system and system interface requirements.
High-Level Design	**SD-2**	Evaluated the design products for adherence to the project design methodology and standards.
High-Level Design	**SD-3**	Evaluate the design and analysis process used to develop the design and make recommendations for improvements. Evaluate design standards, methodology and CASE tools used and make recommendations.
High-Level Design	**SD-4**	Verify that design requirements can be traced back to system requirements.
High-Level Design	**SD-5**	Verify that all design products are under configuration control and formally approved before detailed design begins.
Detailed Design	**SD-6**	Evaluate and make recommendations on existing detailed design products to verify that the design is workable, efficient, and satisfies all high level design requirements.
Detailed Design	**SD-7**	Evaluate design products for adherence to the project design methodology and standards.

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
Detailed Design	**SD-8**	Evaluate the design and analysis process used to develop the design and make recommendations for improvements.
Detailed Design	**SD-9**	Design standards, methodology and CASE tools used will be evaluated and recommendations made.
Detailed Design	**SD-10**	Verify that design requirements can be traced back to system requirements and high level design.
Detailed Design	**SD-11**	Verify that all design products are under configuration control and formally approved before coding begins.
Job Control	**SD-12**	Perform an evaluation and make recommendations on existing job control and on the process for designing job control.
Job Control	**SD-13**	Evaluate the system's division between batch and on-line processing with regard to system performance and data integrity.
Job Control	**SD-14**	Evaluate batch jobs for appropriate scheduling, timing and internal and external dependencies.
Job Control	**SD-15**	Evaluate the appropriate use of OS scheduling software.
Job Control	**SD-16**	Verify that job control language scripts are under an appropriate level of configuration control.
Code	**SD-17**	Evaluate and make recommendations on the standards and process currently in place for code development.
Code	**SD-18**	Evaluate the existing code base for portability and maintainability, taking software metrics including but not limited to modularity, complexity and source and object size.
Code	**SD-19**	Evaluate code documentation for quality, completeness (including maintenance history) and accessibility.
Code	**SD-20**	Evaluate the coding standards and guidelines and the project's compliance with these standards and guidelines. This evaluation will include, but is not limited to, structure, documentation, modularity, naming conventions and format.
Code	**SD-21**	Verify that developed code is kept under appropriate configuration control and is easily accessible by developers.
Code	**SD-22**	Evaluate the project's use of software metrics in management and quality assurance.
Unit Test	**SD-23**	Evaluate the plans, requirements, environment, tools, and procedures used for unit testing system modules.
Unit Test	**SD-24**	Evaluate the level of test automation, interactive testing and interactive debugging available in the test environment.
Unit Test	**SD-25**	Verify that an appropriate level of test coverage is achieved by the test process, that test results are verified, that the correct code configuration has been tested, and that the tests are appropriately documented.

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

System and Acceptance Testing

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
System Integration	**ST-1**	Evaluate the plans, requirements, environment, tools, and procedures used for integration testing of system modules.

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
Test		
System Integration Test	**ST-2**	Evaluate the level of automation and the availability of the system test environment.
System Integration Test	**ST-3**	Verify that an appropriate level of test coverage is achieved by the test process, that test results are verified, that the correct code configuration has been tested, and that the tests are appropriately documented, including formal logging of errors found in testing.
System Integration Test	**ST-4**	Verify that the test organization has an appropriate level of independence from the development organization.
Pilot Test	**ST-5**	Evaluate the plans, requirements, environment, tools, and procedures for pilot testing the system.
Pilot Test	**ST-6**	Verify that a sufficient number and type of case scenarios are used to ensure comprehensive but manageable testing and those tests are run in a realistic, real-time environment.
Pilot Test	**ST-7**	Verify that test scripts are complete, with step-by-step procedures, required pre-existing events or triggers, and expected results.
Pilot Test	**ST-8**	Verify that test results are verified, that the correct code configuration has been used, and that the tests runs are appropriately documented, including formal logging of errors found in testing.
Pilot Test	**ST-9**	Verify that the test organization has an appropriate level of independence from the development organization.
Interface Testing	**ST-10**	Evaluate interface testing plans and procedures for compliance with industry standards.
Acceptance and Turnover	**ST-11**	Verify that acceptance procedures and acceptance criteria for each product are defined, reviewed, and approved prior to test and the results of the test must be documented. Acceptance procedures must also address the process by which any software product that does not pass acceptance testing will be corrected.
Acceptance and Turnover	**ST-12**	Verify that appropriate acceptance testing based on the defined acceptance criteria is performed satisfactorily before acceptance of software products.
Acceptance and Turnover	**ST-13**	Verify that the acceptance test organization has an appropriate level of independence from the implementation vendor.
Acceptance and Turnover	**ST-14**	Verify that training in using the contractor-supplied software is on-going throughout the development process, especially if the software is to be turned over to State staff for operation.
Acceptance and Turnover	**ST-15**	Review and evaluate implementation plan.

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

Data Management Oversight

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
Data	**DM-1**	Evaluate the State's existing and proposed plans, procedures and software for data

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
Conversion		conversion.
Data Conversion	**DM-2**	Verify that procedures are in place and are being followed to review the completed data for completeness and accuracy and to perform data clean-up as required.
Data Conversion	**DM-3**	Determine conversion error rates and if the error rates are manageable.
Data Conversion	**DM-4**	Make recommendations on making the conversion process more efficient and on maintaining the integrity of data during the conversion.
Database Design	**DM-5**	Evaluate new and existing database designs to determine if they meet existing and proposed system requirements.
Database Design	**DM-6**	Recommend improvements to existing designs to improve data integrity and system performance.
Database Design	**DM-7**	Evaluate the design for maintainability, scalability, refreshability, concurrence, normalization (where appropriate) and any other factors affecting performance and data integrity.
Database Design	**DM-8**	Evaluate the project's process for administering the database, including backup, recovery, performance analysis and control of data item creation.

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

Operations Oversight

REQUIREMENT ITEM	REQ #	REQUIREMENT DESCRIPTION
Operational Change Tracking	**OO-1**	Evaluate statewide system's change request and defect tracking processes.
Operational Change Tracking	**OO-2**	Evaluate implementation of the process activities and request volumes to determine if processes are effective and are being followed.
Customer & User Operational Satisfaction	**OO-3**	Evaluate user satisfaction with the system to determine areas for improvement
Operational Goals	**OO-4**	Evaluate impact of the system on program goals and performance standards.
Operational Documentation	**OO-5**	Evaluate operational plans and processes.
Operational Processes and Activity	**OO-6**	Evaluate implementation of the process activities including backup, disaster recovery and day-to-day operations to verify the processes are being followed.

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

Deliverables

3.6 IV&V ACTIVITIES DELIVERABLES			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	***STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
3.6.4.1	Initial IV&V Review	3.6.2.1	NA
3.6.4.2	Initial IV&V Review Report	3.6.2.2	15
3.6.4.3	Periodic IV&V Reviews	3.6.2.3	NA
3.6.4.4	Periodic IV&V Review Reports	3.6.2.4	15
3.6.4.5	Formal Briefing Presentations	3.6.2.5	NA
3.6.4.6	Deliverable Observation Reports (DOR)	3.6.2.6	15
3.6.4.7	Document Archive	3.6.2.7	15

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

*As stated previously, the State's review time begins following the Federal OCSE's review, and is limited to mistakes of fact and comments to be appended

10.2.2.6 Section VII– Company Background and References

Vendors shall place their written response(s) to ***Section 5, Company Background and References*** in ***bold/italics*** immediately following the applicable RFP question, statement and/or section. This section shall also include the requested information in ***Section 5.2, Subcontractor Information***, if applicable.

COMPANY BACKGROUND AND REFERENCES

VENDOR INFORMATION

Vendors shall provide a company profile in the table format below.

Question	Response
Company name:	Computer Consultants International, Inc.
Ownership (sole proprietor, partnership, etc.):	Corporation
State of incorporation:	MT
Date of incorporation:	1994
# of years in business:	20+
List of top officers:	Arshia Tayyab
Location of company headquarters:	WA
Location(s) of the office that shall provide the services	WA

Question	Response
described in this RFP:	
Number of employees locally with the expertise to support the requirements identified in this RFP:	5
Number of employees nationally with the expertise to support the requirements in this RFP:	40
Location(s) from which employees shall be assigned for this project:	CA, IA, TX, NC

Please be advised, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state shall register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

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:	Shall Apply
Legal Entity Name:	Computer Consultants International, Inc.

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

Yes	X	No	

If "No", provide explanation.

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

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

Yes		No	X

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

Question	Response

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

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

Yes		No	X

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

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

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

Does any of the above apply to your company?

Yes		No	X

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

Question	Response
Date of alleged contract failure or breach:	
Parties involved:	
Description of the contract failure, contract breach, litigation, or investigation, including the products or	

Question	Response	
services involved:		
Amount in controversy:		
Resolution or current status of the dispute:		
If the matter has resulted in a court case:	Court	Case Number
Status of the litigation:		

Vendors shall review and provide if awarded a contract the insurance requirements as specified in ***Attachment D, Insurance Schedule for RFP 3475.***

CCI acknowledges to this request. CCI will work with State of NV team to clarify IV&V impact to the system from this list.

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY) 8/14/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
SCOTT INSURANCE SERVICES
1100 Grand Avenue
West Des Moines, IA 50265

CONTACT NAME:
PHONE (A/C, No, Ext): (515)267-0405 FAX (A/C, No): (515)267-0031
E-MAIL ADDRESS: kgraham@scott-insurance-services.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: The Hartford	
INSURER B: Ace American Insurance	
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
Computer Consultants International
10949 W Villa Monte Dr
Mukilteo, WA 98275

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE [ ] OCCUR [X] GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY [ ] PRO-JECT [ ] LOC OTHER:	Y		91 SBA BX4673	8/24/2017	8/24/2018	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 2,000,000 $ 1,000,000 $ 10,000 $ 2,000,000 $ 4,000,000 $ 4,000,000 $
A	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS X HIRED AUTOS SCHEDULED AUTOS X NON-OWNED AUTOS			91 SBA BX4673	8/24/2017	8/24/2018	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 2,000,000 $ $ $ $
A	X UMBRELLA LIAB EXCESS LIAB OCCUR CLAIMS-MADE DED X RETENTION $ 10,000			91 SBA BX4673	8/24/2017	8/24/2018	EACH OCCURRENCE AGGREGATE	$ 3,000,000 $ 3,000,000 $
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N X (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		91 WBC BX6354	8/24/2017	8/24/2018	X PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 1,000,000 $ 1,000,000 $ 1,000,000
B	Professional Tech Liability E&O			G25916542008	8/24/2017	8/24/2018	Occurrence: $3,000,000 Aggregate: $3,000,000 Deductible: $25,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Certificate Holder is included as an Additional Insured on General Liability as required by written contract; policy is Primary and Non-contributory. General Liability policy contains Waiver of Subrogation against Covendis, it's subsidiaries and affiliates, work performed for the Settings Development Companies, LLC and/or it's subsidiaries and affiliates as required by written contract.

CERTIFICATE HOLDER
Covendis
200 Walker St SW Ste B
Atlanta, GA 30313

CANCELLATION
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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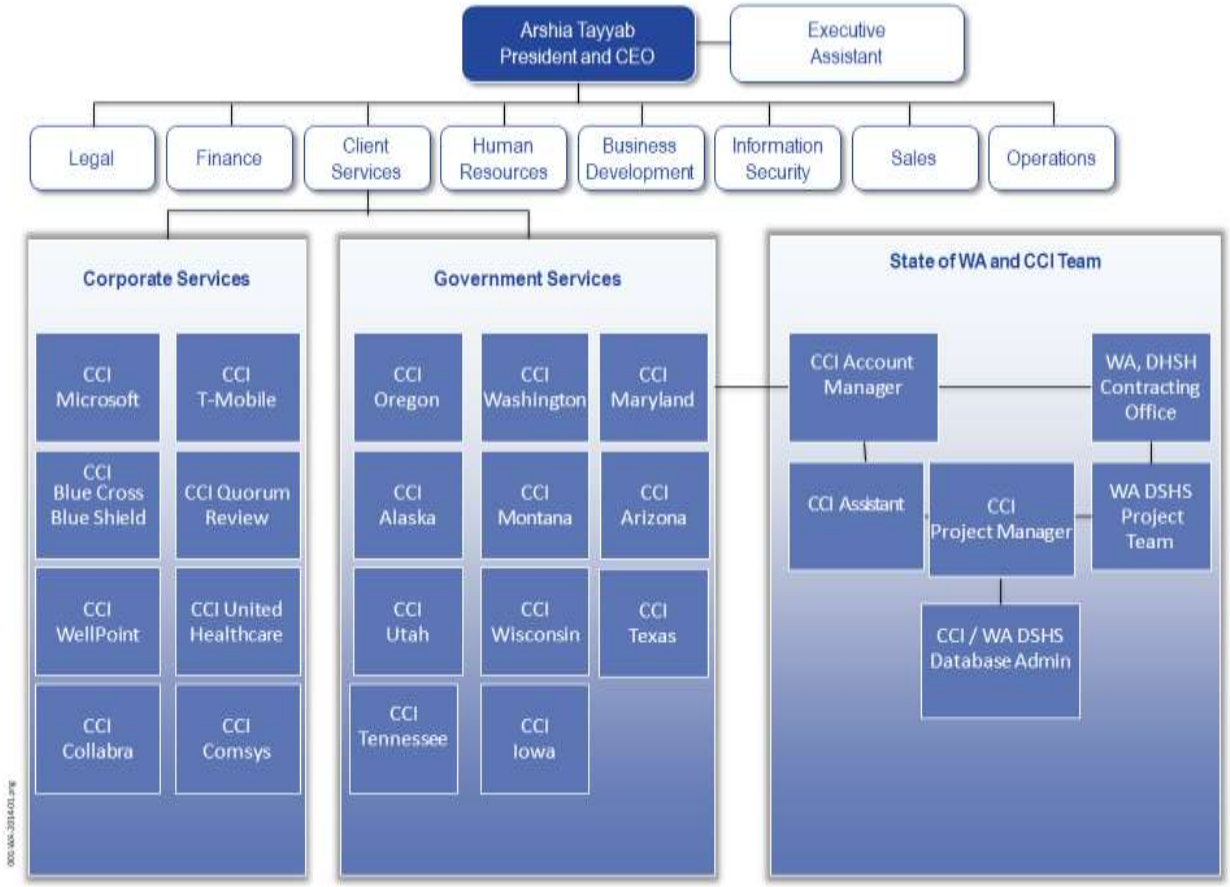
Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages. Provide a brief description of the length of time vendor has been providing services described in this RFP to the public and/or private sector.

Computer Consultants International, Inc. (CCI) is an IT Consulting Firm focused on building long-term relationships and taking projects from end-to-end. People are the key component of our success and we recruit the highest quality individuals not just based on technical qualifications but

also as human beings. In both the Government and Commercial markets, high standards of ethics and accountability are critical. Our people are chosen for their ability to build long-term relationships, strengthen CCI's reputation, and also for their expertise in their field and the quality of service they can provide.

Originally incorporated in 1994 in the state of Montana, CCI maintains offices in five states including Washington, Hawaii, and Iowa. CCI is a C-Corporation, and has never operated under another name. We have no parent company, no stockholders, and no outside investors to answer to, making you our top priority. For the past decade CCI has been working with Government and Corporate entities in the US and Internationally. CCI is a privately-held corporation and is certified 100% Minority owned and 100% Woman owned in the states of Virginia, Oregon and Washington; and DBE Certified for Federal projects. At a high level CCI is organized as below for this engagement in the State of NV:



QUALITY ASSURANCE

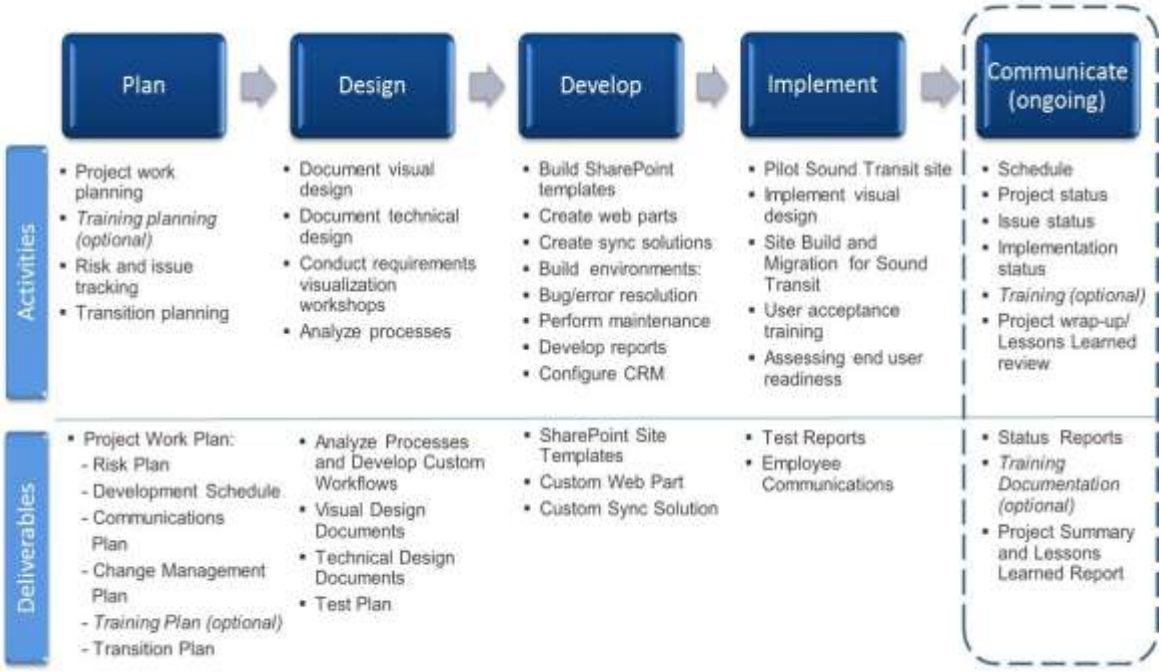
Vendors shall describe the quality assurance methodology and processes utilized to ensure that the project shall satisfy State requirements as outlined in ***Section 4, Scope of Work*** of this RFP.

CCI Project Approach

CCI will leverage STATE OF NV's Software Development Lifecycle (SDLC) to execute the work plan for any project we are assigned. CCI developers can work in both a Waterfall and Agile project management approach, but will apply their experiences with best practice agile engineering approaches such as continuous integration, frequent design and development.

CCI staff has worked at STATE OF NV before and is familiar with the sprints that STATE OF NV follows. CCI expects the STATE OF NV will review the deliverables and sign off on the deliverables as soon as they are complete.

A sample of our approach that helps guide a comprehensive set of activities for successful projects is provided below.



Initiation and Backlog

During Initiation and Backlog, CCI goal is alignment and expectation setting. The initial backlog is created, resulting in an ordered list of all desired work on the STATE OF NV project.

Sprint Planning

During Sprint Planning, CCI assumes that the STATE OF NV Product Owner guides the team on priority. CCI team then selects items from the product backlog that they can commit to completing to create the Sprint Backlog. Tasks are identified and estimated and the high-level design is considered.

During the Sprint

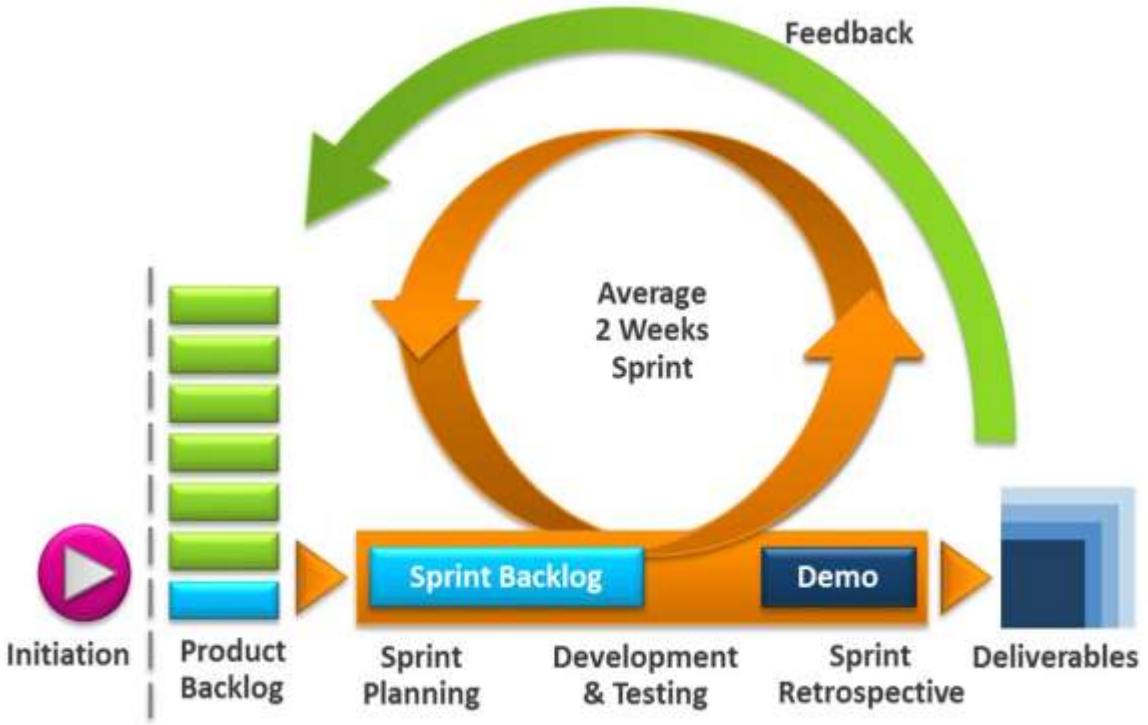
During the sprint, a short statement of what the work will be focused on during the sprint is created by STATE OF NV and CCI. Product is designed, coded, and tested. No changes to the scope of work are made during a sprint.

Sprint Review

At the end of each sprint, a Sprint Review is held. This review includes a demo of new features completed in the sprint. STATE OF NV signs off on the Deliverable.

Sprint Retrospective

The retrospective follows the review and is a time-boxed session that allows the project team to identify what went well, what needs improvement and action items to improve the process



CCI Quality Assurance

CCI's approach to Quality Assurance has two high-level components: Software Quality Assurance and Engagement Quality Assurance. CCI's approach to Software Quality Assurance is designed to baseline and control changes to software using a documented suite of test cases and often some level of automation. CCI's approach to Engagement Quality Assurance is designed to identify, track, and report on the project level goals.

Our app , user acceptance, load/pe in leading testing efforts, r our clients. Our Testing

Since many of the services and solutions we would be providing are primarily services-driven platforms, we propose extensive use of automated testing tools, especially for the regression testing of modules once they are completed. Automated testing will allow the team to quickly build

regression tests to verify quality and allow the testing efforts to be focused on the newly delivered functionality.

If appropriate, we would also work with STATE OF NV to leverage Test Driven Development as a way to catch and reduce errors during development activities. This approach reduces errors and proactively includes testing and quality as an integrated steps in ensuring the code reflects functional goals.

METRICS MANAGEMENT

Vendors shall describe the metrics management methodology and processes utilized to satisfy State requirements as outlined in ***Section 4, Scope of Work*** of this RFP. The methodology shall include the metrics captured and how they are tracked and measured.

CCI will work with NV team to identify metrics on an IV&V Engagement. CCI considers a deliverable sign off as success metrics. A sample looks like:

Computer Consultants International, Inc.
Rated Top 100 in IT Services, 2011 by Inc. Magazine

CCI Deliverable Acceptance Form

Project Name:	*K4608 Analyst/ Testing Resources*
Client Name:	*Washington State Department of Licensing (DOL)*
Client Address :	*405 Black Lake Blvd. SW, Olympia, WA 98502*
Client Liaison:	*Keturah Knutson*
CCI !Engagement Manager:	*John Zamarra*
Project Deliverable	*Sprint 5*

The following work was completed for deliverable Sprint 5:

- Conduct multiple rounds of citation based work order testing, including a review of 100+ conditioned records for each round
- Collaboration with DOL Test Lead to ensure accuracy of test results
- Conduct multiple rounds of collision based work order testing in collaboration with collision unit business expert
- Work with developers to ensure understanding of defects discovered in testing processes.
- Attend the daily CDLIS scrum team meeting
- Attend eTrip Technical Team meetings

I/We, the undersigned, duly acknowledge receipt and accept delivery of the above-mentioned project deliverables on behalf of the Washington State Department of Licensing (DOL). My/Our signature(s) attest to my/our approval of the deliverable as of this date, *05/27/2013*.

Without exception, I/we believe that this deliverable meets the requirements and needs DOL that were set forth at the initiation of this development effort.

I/We understand that the DOL will be billed at the current billing rate for any future changes, modifications, enhancements or improvements, except where covered by applicable support contracts.

I/We attest that we are/I am the duly appointed representative(s) of the DOL.

Signing on Behalf of the Washington State Department of Licensing:

Manager _____ Date: 5-29-13
Keturah Knutson

DESIGN AND DEVELOPMENT PROCESSES

Vendors shall describe the methodology, processes and tools utilized for:
Analyzing potential solutions, including identifying alternatives for evaluation in addition to those suggested by the State; Developing a detailed operational concept of the interaction of the system, the user and the environment that satisfies the operational need; Identifying the key design issues that shall be resolved to support successful development of the system; and Integrating the disciplines that are essential to system functional requirements definition.

The focus of CCI engagement is IV&V therefore CCI can review the design and development process that was implementation in development process before handing the project to Quality Assurance and Testing. CCI can provide best practice recommendations.

CONFIGURATION MANAGEMENT

The focus of CCI engagement is IV&V therefore CCI can review the Configuration Management process that was implementation before handing the project to Quality Assurance and Testing. CCI can provide best practice recommendations.

PEER REVIEW MANAGEMENT

CCI acknowledges and accepts that CCI's Project Manager can provide on-going Peer Review that happens once a month or once a quarter per discussion and agreements with the State of NV.

PROJECT SOFTWARE TOOLS

Vendors shall describe any software tools and equipment resources to be utilized during the course of the project including minimum hardware requirements and compatibility with existing computing resources as described in ***Section 2.4, Current Computing Environment***.

Costs and training associated with the project software tools identified shall be included in ***Attachment I, Project Costs.***

CCI acknowledges and accepts that CCI staff has the PM tools listed in the RFP.

10.2.2.7 Section VIII – Attachment H – Proposed Staff Resume

Vendors shall include all proposed staff resumes per ***Section 5.5, Vendor Staff Resumes*** in this section. This section shall also include any subcontractor proposed staff resumes, if applicable.

VENDOR STAFF SKILLS AND EXPERIENCE REQUIRED
VENDOR STAFF RESUMES
A resume shall be completed for each proposed individual on the State format provided in ***Attachment H, Proposed Staff Resume,*** including identification of key personnel per ***Section 13.3.19, Key Personnel.***

Company Name Submitting Proposal:	***Computer Consultants International, Inc.***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	✓	**Subcontractor:**	***NO***

The following information requested pertains to the individual being proposed for this project.

Name:	CHRISTINA L. CAIRE		Key Personnel: (Yes/No)	*YES*
Classification; i.e., Project Manager, Implementation Lead, etc.		*Project Manager*		
# of Years in Classification:	*14 Years*	# of Years with Firm:		

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

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

- Self managed leader with over 25 years of project, program and operations experience, specifically in information technology
- Successful managing in highly political, stressful and dynamic environments, specifically within governmental organizations
- Demonstrated strong leadership skills with presenting to executive leadership (CEO, CIO, State Steering Committees, etc.) and addressing project status, risks, issues and budget discussions
- Collaborated on IT projects with project oversight and managed IV&V consultants and consulted on their deliverables to managed project scope, schedule and budget
- Experience in managing up to 30 direct reports as well as managing large project teams up to 50+ members
- Built and managed several PMO offices to promote PMI methodology and best practices
- Managed small, medium and very large COTS, MOTS, SaaS and custom software implementations which include cloud based solutions
- Managed technical solutions and infrastructure redesign projects for statewide implementations including migrations
- Practices PMI, PMBOK and SDLC methodologies on all projects which include waterfall and agile methodologies
- Experience in managing very complex and detailed project schedules with 700+ tasks
- Responsible for multi-million dollar project budgets (70+ million)
- Mentored and instructed up and coming managers in and out of the college classroom for over 20 years
- Seasoned operations professional that has a regimented work ethic; a dedication to implementation of procedures and policies; and that has built long lasting client relationships
- I have been teaching at the collegiate level for 20+ years in the area of Project/Operations Management as well as other business management disciplines.

INDUSTRY EXPERIENCE

- Cloud Based Solutions Customer Relationship Management (CRM)
- State and Local Government Healthcare (E.H.R.)
- Health and Human Services (Medi-Cal/EBT) Customer Service

- Enterprise Resource Planning (ERP-Microsoft/Hansen)
  Insurance Contact Center Applications (Genesys/Cisco)
  Transportation
- Finance/Banking/Investments Education (Collegiate level)
- Telecommunication/Infrastructure (Cisco/VoIP) Facility Renovations

AREAS OF EXPERTISE

- Multi-site/Project Management (IT Projects) IV&V/Validation of Requirements
- Infrastructure Redesign
  Migrations
- COTS/MOTS/SaaS Implementations System Development Lifecycle (SDLC)
- Change Management Pre/Post Sales
  Implementation Database Management
  Business Process Analysis (BPR) Strategic Planning
  Vendor/Contract Management

Requirements	Level of Expertise Scale of 0 (none) to 5 (expert)	Years of Experience
A minimum of four (4) years of project management experience, within the last ten (10) years, in government or the private sector;	5	14
A minimum of three (3) years of experience, within the last ten (10) years, managing systems architecture and development projects;	5	14
A minimum of two (2) years of experience with systems analysis and design;	5	14
A minimum of two (2) years of experience with systems development and implementation;	5	14
Completed at least one (1) project within the past three (3) years that involved designing business processes and procedures and developing new systems to support the new business processes; and	5	14
Completed at least one (1) project within the past three (3) years that involved communication and coordination of activities with external stakeholders.	5	14

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.

Senior Project/Program Manager/Business Consultant February 2003 – July 2017

Project: California Department of Corrections (CDCR) - Automated Reentry Management Systems (ARMS) and Reentry Hub Rehabilitation Address System (RHRAS) Projects

Position: Senior Project/Program Manager; Employer: Consultant for Estrada Consulting

Date: 11/2014 – 7/2017

Software/Hardware Implemented:

Software (1): A COTS healthcare case management solution that was upgraded (MOTS) to meet the needs of the client. The software was called Efforts to Outcome (ETO) and was developed by Social Solution Global. This was a SaaS solution.

Database (1): Oracle – Business Objects

Software (2): Custom development (.Net and HTML) software that integrated with other 3rd party providers. This was a cloud based solution.

Database (2): The backend of the system integrated with Monster.com's database for job searches and integrated with Oracle – Business Objects (Database (1)).

Hardware: Deployed 60+ kiosks (Printer and Personal Computers were included in each**)**

- Provided "day to day" hands on project management of a vendor supplied MOTS (healthcare case management) with custom development for statewide deployment in 25+ institutions and 30+ parole offices.
- Implementation includes modifying a cloud based COTS/SaaS solution, custom development of kiosk solutions and integration with legacy systems for offender history.
- Managed IS teams (System Administrators, Database Administrators and Support staff) to produce work products on time and within budget.
- Managed CDCR Project team (15+) on project activities in the areas of Outreach, Training, Implementation, Reporting, Data Integration and Design Analysis/Validation Presented monthly project status to CDCR Executive Leadership that included project risks and issues.
- Validated with Solution Architect Vendor compliance with the Requirement Traceability Matrix (RTM) acting as the IV&V for project oversight for Phase 1 of project
- Built and managed internal PMO office with 10 staff to support project implementations
- Develop and update statewide project schedule (waterfall methodology) and conducted oversight on Vendor's project schedule (agile methodology).
- To comply with security and architecture standards of CDCR, managed data risks by developing, in collaboration with CDCR Legal, and executing data sharing agreements with all users.
- Collaborated with state project oversight (IV&V) to validate project risk and issues were managed according to state guidelines for Phase 2 of project
- Managed Vendor relationship with their managing of the support model using SalesForce .com.
- Worked with CDCR ISO to develop standards for data security (i.e. HIPPA) requirements and managed implementation among the 400+ providers.
- Managed the Vendor which included evaluation of task and schedule management. Vendor included a team of 15+ consultants working on the rollout with 30+ statewide programs for offenders (included 400 contracted providers within the state).

- Reviewed and collaborated with Vendor on project deliverables such as Design. Documents, Risk Plans, Test Plans, Implementation Plans and Cutover Plans.

Project: MRN/PID Conversion Project/eMPI Project/Provider Load Project – Preparation for Electronic Health Record Project (E.H.R.)

Position: Project Manager III; Employer: Consultant for Sutter Health

Date: 1/2014 – 10/2014

Software/Hardware Implemented:

Software: EPIC was being implemented within the region and the project included reviewing 150+ healthcare software systems (SaaS, cloud based and on-premise) within the enterprise to determine impacts to a changing Master Record Number (MRN) and Provider Identification (PID) that EPIC was requiring.

- Provided "day to day" hands on project management of project which included task development (scoping), project schedule management and budget management for MRN/PID conversions for 7 hospitals and the Sutter Medical Foundation.
- Managed a project team of 7 Analysts to accomplish project tasks on schedule and within budget.
- Reported to E.H.R Executive Leadership on project status, risks and issues.
- Facilitated the analysis of 150+ applications to identify impact of new medical record number and provider identification number.
- Coordinated effort with vendors on requirements, design, test and implementation.
- Worked with business users on work flow and change management.

Project: California Office of Emergency Services (formerly California Emergency Management Agency) Replacement Response Information Management System Project (RIMS)

Position: Senior Project Manager; Employer: Consultant for Genuent (Willis Group)

Date: 6/2013 – 12/2013

Software/Hardware Implemented:

Software: Specialized Emergency Management Response software called WebEOC developed by Intermedix, Inc. This was a MOTS solution, SaaS and was cloud based.

Database: Microsoft SQL

Hardware: Deployment of Apple and Samsung Cellular Phones and Tablets

- Provided project management mentoring to state project manager by providing best practices solutions.
- Collaborated with state project oversight (IV&V) to validate project risk and issues were managed according to state guidelines
- Worked with Vendor on cloud based MOTS implementation to satisfy statewide emergency stakeholders' requirements during a statewide activation.

- Validated Requirement Traceability Matrix for entire contract.
- Managed System Integration Testing and User Acceptance test efforts.
- Developed project schedules for various portions of the complex statewide rollout.
- Worked with Training staff to develop statewide training program for 20,000 external stakeholders using multi factor authentication.
- Completed project close out documentation including Post Implementation Evaluation Report (PIER) and Lessons Learned for California Technology Agency.

Project: Department of Real Estate Data Center Relocation Project, Office of System Integration Virtualization Optimization Project and California Technology Agency Infrastructure as a Service Data Center Project

Position: Senior Project Manager; Employer: Consultant for Enterprise Networking Solutions (ENS)

Software/Hardware Implemented: Microsoft Operating Systems

Hardware: VMware and EMC (backup devices**)**

Date: 11/2012 – 6/2013

- Provided "day to day" hands on project management of projects which included task development (scoping), project schedule management and budget management.
- Lead development of RFP development for Infrastructure as a Service including gathering business and technical requirements for a statewide data center.
- Mentored project staff on Project Management best practices and instituted project management methodologies.
- Worked with Subject Matter Experts on VWare upgrades and migration.

Project: IT Systems Migration from Department of Mental Health (DMH) and Department of Alcohol and Drug Program (ADP) to Department of Healthcare Services (DHCS)

Position: Project Manager; Employer: Consultant for Auriga Corporation

Date: 11/2011 –10/31/2012

Software/Hardware Implemented:

Software: Migration included 15+ different software applications. (.Net, HTML and C++ were some of the codes bases that were migrated). Migration included legacy systems which included mainframe applications. Applications were cloud based and on-premise.

Database: 14 systems utilized Microsoft SQL and 1 system utilized Oracle Business Objects

Hardware: VMware to support migrations

- Provided "day to day" hands on project management of migration effort of 15+ Medi-Cal IT systems from the Department of Mental Health and Department of Drug and Alcohol to the Department of Health Care. The migration effort included a massive Medi-Cal web portal for statewide County users with multiple databases.

- Migrating systems included COTS, mainframe applications and custom solutions. To comply with security and architecture standards of DHCS, managed migration effort to place migrating systems into a special DHCS environment to minimize security risks.
- Migrated and consolidated archive and current mainframe, SQL and Oracle databases.
- Worked with IS teams (System Administration and Database Administration) including DHCS Infrastructure team on technical requirements and managed implementation effort so that the schedule would be met.
- Worked with DHCS ISO to develop standards for data security on migrated systems.
- Managed the Migration Vendor which included evaluation of task and schedule management. Vendor included a team of 8 consultants working on the migration effort of different systems being migrated concurrently.
- Evaluated RFP responses from Migration Vendors and submitted feedback to executive management.
- Develop and update migration project schedule (waterfall methodology) and conducted oversight on Vendor's project schedule (agile methodology.)
- Validation of Requirement Traceability Matrix for subcontractor's contract and acted as IV&V for contract
- Facilitated the implementation of change management that incorporated divergent cultures and technical applications.
- Developed Project Charter and Project Management Plan for the three department data center consolidation project.
- Reviewed and collaborated with Migration Consultant on project deliverables such as Migration Design Document, Risk Plans, Test Plans and Implementation Plans.
- Developed procedures for migration that included working with DHCS SMEs on standards and guidelines that needed to be incorporated in the new 'ToBe' migration efforts.
- Worked with Change Management staff on incorporating all changes into the change windows and required documentation.
- Presented monthly project status reports to the CIO and Governance Board for the project.

Project: California Teachers Retirement System Contact Center Projects (CalSTRS)

Position: Project Manager; Employer: Consultant for NetProtex

Date: 10/2008 – 6/2011

Software/Hardware Implemented:

Software: Contact Center specialized software: Genesys (SaaS and cloud based) and Verint (on-premise), custom developed .Net CRM application

Database: Microsoft SQL

Hardware: VoIP telephones and desktop computers

- Provided "day to day" hands on project management of two sequential Contact Center (COTS - VoIP and cloud based software utilizing SIP Technologies) redesign projects that included actively monitoring the completion of building construction with new infrastructure, telecommunication and network system design, software development, user acceptance testing, implementation and post-implementation activities that included aggressive and dependent project schedules.
- Presented monthly project status to CalSTRS CEO, CIO and Governance Board for the project.

- Managed the vendors and subcontractors to make sure that all business requirements were met and were implemented satisfactorily. Acted as project oversight for all vendor supplied deliverables.
- Worked in conjunction with other Change Management Consultants on change process for the organization as it related to technical system and business process changes.
- Coordinated with VoIP/Network Project Manager and vendors for integration activities and timeline collaboration.
- Conducted oversight on Vendor's project schedule (waterfall methodology)
- Managed IS teams to produce work products on time and within budget.
- Guided project teams on implementing new system capabilities into their current work flows (New COTS application: Genesys and Verint) which included two newly designed IVRs and skills based routing implementation.
- Due to the complexity of the dependencies with the first Contact Center project and the associated move to a new Headquarter building, developed and received buy in from executive management on contingency plans.
- Developed 2nd RFP replacement of Contact Center solution and coordinated transition activities from current vendor to Software as a Service (SaaS) vendor that supplied another COTS Contact Center solution.
- Developed project deliverables: Project Schedules; Project Management Plans; Risk Plans; Training Plans; GoLive Support Plans; and Testing Plans.
- Collaborated with Contact Center management on ways to improve their strategic direction of the 'one and done' goal while meeting varying departmental goals for retirement benefits (healthcare, beneficiary assignments, buying back years, etc.).
- Transitioned two Vendor applications to a support model where State staff took over day-to-day operations.

Project: California Teachers Retirement System Web Portal Project (CalSTRS)

Position: Project Manager; Employer: Consultant for NetProtex

Date: 4/2010 – 6/2011

Software/Hardware Implemented:

Software: Custom developed software (.Net and HTML) by Vendor – on-premise

Database: Microsoft SQL

Hardware: Not included

- Provided "day to day" hands on project management of the Web Portal project which was an effort to develop a 'one stop' portal for teacher supplemental retirement plans.
- Managed the vendor and subcontractor to make sure that all business requirements were met and were implemented satisfactorily.
- Acted as project oversight for all vendor supplied deliverables.
- Worked with Executive Management on strategic planning activities to assist with the planning of other 'like' websites that have been promoted by the business.
- Managed resources so that the established milestone dates for the deployment could be met.
- Presented project status, risk analysis and mitigation plans to CalSTRS Executive Management.

Project: California Department of Finance, FI$Cal Project

Position: Project Management Support; Consultant for Informatix, Inc./NetProtex

Date: 3/2008 – 7/2008

Software/Hardware Implemented:

Software: Evaluation of Oracle, Peoplesoft and SAP software systems for Enterprise Resource Planning (ERP) implementations for 3 California statewide departments

Database: Not included

Hardware: Not included

- Provided project management mentoring according to PMBOK to Department PMO office in the areas of Schedule Management, Risk Management and Project Management Training for the Enterprise Resource Planning (ERP) RFP development process for FI$Cal.
- Worked with PMO office on development and maintenance of the very large complex project schedule (thousands of tasks) that represented Department of Finance, Secretary of State, Department of Treasury and Department of General Services.
- Conducted weekly variance analysis and reported metrics on project schedule.
  Presented Best Practice Project Management processes to the PMO office for evaluation and implementation.

Project: El Dorado Irrigation District (EID), ERP Implementation with Hansen and Microsoft Great Plains Applications

Position: Project Manager; Consultant for Eskel Porter

Date: 3/2008 – 7/2008

Software/Hardware Implemented:

Software: COTS – Hansen Systems and Microsoft Great Plains – on-premise solutions

Database: Microsoft SQL

Hardware: Handheld devices for capturing water and power usage

- Provided project management responsibilities for the ERP Implementation which included COTS solutions of Microsoft Great Plains and Hansen Software software.
- Developed and managed the project schedule for the project team.
- Managed subcontractor so that complex system was implemented within budget, scope and schedule.
- Coordinated resources for both EID and Vendor so that the integration effort between new ERP applications and back end legacy systems went smoothly.
- Managed resources so that the established milestone dates for deployments could be met.
  Presented project status, risk analysis and mitigation plans to Project Team Executive Management.

Project: EDFUIND, Customer Relationship Management Implementation

Position: Project Manager; Consultant for Eskel Porter

Date: 3/2008 – 7/2008

Software/Hardware Implemented:

Software: Microsoft CRM – on premise solution

Database: Microsoft SQL

Hardware: Not included

- Provided project management for the COTS – Microsoft CRM implementation.
- Developed and managed the project schedule for the project team.
- Managed resources so that the established milestone dates for deployments could be met.
- Presented project status, risk analysis and mitigation plans to EDFUND Executive Management.

Project: Foundation Community College (FCCC), Customer Relationship Management Implementation

Position: Project Manager; Consultant for Eskel Porter

Date: 3/2008 – 7/2008

Software/Hardware Implemented:

Software: Microsoft CRM – on premise solution

Database: Microsoft SQL

Hardware: Not included

- Provided project management for the COTS – Microsoft CRM implementation.
- Developed and managed the project schedule for the project team.
- Managed resources so that the established milestone dates for deployments could be met.
- Presented project status, risk analysis and mitigation plans to FCCC Executive Management.

Project: CALPERS, myCalPERS and PSR Integration Projects

Position: Project Manager; Consultant for VIP

Date: 10/2007 – 3/2008

Software/Hardware Implemented:

Software: Customer developed web application (.Net and HTML)

Database: Mainframe – legacy systems

Hardware: Not included

Provided project oversight for two high profile projects at CalPERS which included requirement discovery; use case analysis and review; code development and testing for incorporating new or enhanced applications into the members' website (myCalPERS).

- Developed and managed the project schedule (waterfall) for the myCalPERs project team (80+ team members) which included coordination among 15 different departments and divisions.
- Managed resources so that the established milestone dates for deployments could be met.
- Presented project status, risk analysis and mitigation plans to the CalPERS Steering and Planning committees.
- Coordinated effort with consultants working on the 200 million PSR project to develop project scope and schedule for the integration effort of myCalPERs and PSR.

Project: California Department of Insurance (CDI), Telecommunications Infrastructure Replacement Project (TIRP)

Position: Project Manager; Employer: Consultant for NetProtex

Date: 10/2006 – 1/2008

Software/Hardware Implemented:

Software: Cisco Software for supporting VoIP systems including IPCC (Contact Center software), Nuance Software – on premise systems, Exony Reporting System – on premise system

Database: Microsoft SQL

Hardware: HP and Cisco Servers, VoIP telephones, HP Desktops

- Provided "day to day" hands on project management of the TIRP that included actively monitoring the completion of the facility redesign (LAN/WAN), development, testing, implementation of the Cisco solution and post-implementation activities of the project that included upgrading from a PBX -14 office system to a VoIP -14 office telecommunication system. Implementation included two statewide call centers and a new IVR using the COTS applications from Cisco and Exony.
- Developed CDI's telecommunication and call center business requirements in cooperation with the vendor to meet the Department's State-Wide needs (New application: COTS - Cisco's IPCC Enterprise and Nuance (ASR)).
- Provided support to Department of Insurance Executive staff and facilitated status meetings, Steering Committee meetings (included the State Insurance Commissioner), project briefings and presentations.
- Coordinated problem identification and resolution activities between Vendor, customer and project staff.
- Worked closely with Vendor Project Manager and State consultants (IV&V and IPOC) during all phases of the project.
- Conducted reviews and validation of all project deliverables (Project Management Plans, Risk Plans, Requirement Documentation, Change Management Plans, Test Plans and Training Plans).
- Managed the change management process by identifying, communicating and documenting all anticipated or discovered changes to scope, schedule and/or budget.
- Ensured the project schedule was maintained and all key milestones were met.
- Continually identified risks, created mitigation and contingency plans.
- Developed the end of project Post Implementation Evaluation Report (PIER) for the Department according to Department of Finance (DOF) guidelines.
- Transitioned multiple Vendor applications to a support model where State staff took over day-to-day operations.

Project: California Department of Consumer Affairs, Bureau of Automotive Repair, NGET System

Position: Program Support Manager; Employer: Employee of SGS Testcom NA

Date: 10/2004 – 9/2006

Software/Hardware Implemented:

Software: HP Overview, Custom Developed Software (.Net) by SGS Testcom- on premise

Database: Microsoft SQL

Hardware: Specialized handheld devices for Smog program and associated HP servers to support program

Managed a 70 million dollar contract with the State of California, Department of Consumer Affairs by providing contract oversight, implementing contract deliverables and monitoring budget.

- Responded to all IV&V and IPOC requests and managed risks accordingly.
- Developed the PMO office to manage the state contract by hiring and mentoring staff which included managing all IT subcontractors.
- Wrote (or collaborated on) many of the contract deliverables to fulfill contract requirements including: Project Management Plan, Change Management Plan, Human Resource Plan, Communication Plan, Customer Billing Plan, Customer Service Desk Service Plan, Configuration Management Plan, Conflict Resolution, Training Plan and Problem Resolution Plan.
- Developed the call center operation by hiring and training customer service staff as well as documenting designing operational procedures for the Bureau of Automotive Repair State-Wide program to meet their business requirements.
- Managed project team staff of project scheduler, project administrator and project coordinator and managed other office support staff.
- Held the project team accountable for fulfilling the contractual requirements that included managing the service level agreements.

Project: California Department of Health and Human Services, Electronic Benefit Transfer (EBT) Program

Position: Regional Project Manager; Employer: Consultant for JP Morgan Electronic Financial Services

Date: 7/2003 – 8/2004

Software/Hardware Implemented:

Software: Customer developed Electronic File Transfer software by Citibank (EFS) (acquired by JP Morgan in 2003)

Database: Legacy systems – Mainframe

Hardware: Embossers and supporting computers

Implemented the Electronic Benefit Transfer (EBT) program (270 million dollar contract) throughout California (14 Counties) by working with each county's Health and Human Services Department to transform each facility into an electronic processing system that served the less fortunate.

- Responsible for each counties transition from a warrant/food stamp issuance to an electronic debit card issuance. Transition included business process reengineering, technical interface testing, procedure document review, installation of hardware and software, change management, training of staff on new software applications and client conversion.
- Managed each county's work plan (700+ tasks) to make sure projects were completed on time and with minimal deficiencies.
- Worked with the State Electronic Benefit Transfer (EBT) team in each county and coordinated all resources to make sure counties had what they needed to implement the new program.
- Attended county executive meetings, advised on program implementation and reported weekly on project status.
- Coordinated and scheduled all work plans tasks to minimize negative slack and to keep each county on schedule to make sure they met their full county rollout operational date.
- Evaluated current social services' processes and made recommendations for new EBT processes.
- Presented alternative analysis and guided counties' on conversion selection to minimize business interruption and maximize client program comprehension.
- Developed and implemented the Change Management Request process.

Project: California Department of Transportation, Division of Research Business Process Review and Strategic Planning

Position: Senior Business Analyst/Strategic Planner; Consultant for Cambria Solutions

Date: 2/2003 – 8/2003

- Facilitated workgroup sessions to build consensus and developed Strategic Business Plans for the Division of Research.
- Conducted and presented business process reviews (As-Is and To-Be documentation) that resulted in increased productivity, erased duplication of effort and implemented a division-wide database.
- Consolidated various contract management processes to a centralized approach.
- Developed business requirements and best practice documents that incorporated sound business practices and resulted in an IT solution managing all division processes.

Business Management Lecturer **Sept 1997 – Current(**'I have been teaching at the collegiate level for 20+ years in the area of Project/Operations Management as well as other business management disciplines.)

University of Nevada, Reno

California State University, Sacramento

Golden Gate University, Sacramento

- Developed and instructed graduate and undergraduate students in the areas of Leadership, Strategic Management, International Management, Organizational Theory, Operations Management (BPR, MRP, ERP, TQM and 6 Sigma), Project Management (PMBOK & PMI methodologies), Business Negotiation and Business Ethics.
- Brought live business examples/problems to the classroom for analysis and discussion for the real world learning approach.
- Improved students understanding of how important proactive decision-making and environmental analysis are when managing in a competitive market.

- Not only instructed students, but also personally practice daily the "Harvard Negotiation Method" which promotes principled negotiation when dealing with employees, customers, vendors, peers and managers.

Regional Implementation Project Manager **Aug 2001 – Dec 2002**

Futurekids, Inc. (an education technology company)

- Responsible for 20 business units located throughout California, Illinois and Missouri. Conducted regular on-site visits to monitor employee performance and customer satisfaction.
- Implemented technology programs to match customer needs with qualified staff and appropriate computer hardware and software applications.
- Managed staffing needs by hiring, training, evaluating and motivating workforce (included all technical and training staff) in a geographically diverse atmosphere to keep turnover rate to a maximum of 10%.
- Designed services and feedback programs so that contract renewals were at a minimum rate of 90%.
- Worked with customers on service satisfaction and developed long-term relationships that fostered continued business.
- Developed implementation schedules for all units and staffed each project with trained staff including substitute schedules and contingency plans.
- Monitored inventory levels and worked to minimize storage costs and decrease delivery time to customers.
- Developed pricing and profitability models for company's sales force.
- Developed business/project unit budgets and forecasts and managed to them.
- Analyzed all operations and designed programs (such as quantity discount ordering, staff utilization and cross training) to increase productivity and efficiency.
- Developed and organized the annual training program for all service professionals throughout the United States.
- Worked in conjunction with sales staff with business development by making presentations to potential customers and by developing sales leads.
- Worked with all sites to make sure they were in compliance with State and Federal guidelines and corporate policy.

President/General Manager **Feb. 1998 – Dec. 2001**

Fundamental Ideas, Inc.

CareerDrive.com

- Developed and implemented the strategic business plan and presented to venture capitalists for second round of funding.
- Developed concepts and worked with IT department to implement those concepts into a job seeker website portal.
- Conducted day-to-day business operations that included marketing/sales and accounting.

CEO& President **Aug. 1986 - Dec. 1998**

Caire's CKC Enterprises, Inc.

Commercial and Industrial Waste

USA Recycling

- Built a successful hazardous and solid waste company that served Northern and Central California with 6 branches.
- Managed a staff of 10 direct reports in remote locations
- Developed all budgets and worked with site managers on achieving their business and financial goals.
- Managed business development that included working with contractors on delivery schedules, transportation methodology and pricing.
- Managed all communications between governmental regulators, insurance companies and financial advisors (DOT, California Highway Patrol, CPA and financial institutions).
- Handled oversight on all financial accounting procedures including month-end analysis (according to GAAP guidelines), daily cost accounting, and payroll processes and cash management.

Worked diligently to build a multi-billion dollar business that promoted employee commitment and satisfied customers

EDUCATION

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

Master of Business Administration (MBA) – Operations Management (Project Management)

California State University, Sacramento, CA

May-1995

Bachelor of Science (BSME) – Mechanical Engineering

California Polytechnic State University, San Luis Obispo, CA

Aug-1985

CERTIFICATIONS

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

Project Management Professional (PMP) by Project Management Institute (PMI) May 22 2017

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

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

Project oversight and engagements have included a broad range of cloud-based, SaaS and/or on-premise software and hardware implementations. Software has included custom development (.Net, HTML, C++), Commercial Off-the-Shelf (COTS) and Modified Off-the-Shelf (MOTS) deployments. Most software applications have been specific to the industry or have been provided by one of the major

companies (i.e. Microsoft). Databases that have been utilized in association with the software applications have been generally Microsoft SQL or Oracle Business Objects. Hardware implementations have included VMware, HP and Cisco servers, EMC back up devices, Kiosks, Embossers, VoIP Telephones; Point of Sale (POS) devices and Computing devices (SMART phones, tablets and laptop/desktop computers).

Most project deployments have followed best practices with utilizing design, development, test and User Acceptance Testing (UAT) environments. Project management tools that have been used with these projects include: Microsoft Suite (Project/Project Server, Word, Access, Excel); Microsoft SharePoint; Sales Force; Bugzilla; as well as other Vendor provided development and test tools.

Microsoft Office (Word, Excel, PowerPoint, Access, Publisher); Visio; SharePoint; QuickBooks; FrontPage; Microsoft Project; Salesforce

REFERENCES

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

Reference #1	
Name	Janet Haley
Title	Senior Account Manager
Company	Estrada Consulting
Phone	916-715-6079
Email	janeth@estradaci.com
Description of project	Managed a vendor supplied MOTS (healthcare case management) with custom development for statewide deployment in 25+ institutions and 30+ parole offices. Implementation included modifying a cloud based COTS/SaaS solution, custom development of kiosk solutions and integration with legacy systems for offender history. Responsibilities included validation that all business and technical requirements were met and tested by vendor, project teams and supporting IS teams.

Reference #2	
Name	Kevin Wortell
Title	Chief, California Department of Corrections and Rehabilitation
Company	California Department of Corrections and Rehabilitation

Phone	916-322-8019
Email	Kevin.wortell@cdcr.ca.gov
Description of project	Managed a vendor supplied MOTS (healthcare case management) with custom development for statewide deployment in 25+ institutions and 30+ parole offices. Implementation included modifying a cloud based COTS/SaaS solution, custom development of kiosk solutions and integration with legacy systems for offender history. Responsibilities included validation that all business and technical requirements were met and tested by vendor, project teams and supporting IS teams.

Reference #3	
Name	Jim Allen
Title	Solution Architect (Peer - Project Team Member)
Company	Delegata Consulting
Phone	661-613-4123
Email	Jim.allen@cdcr.ca.gov
Description of project	Managed a vendor supplied MOTS (healthcare case management) with custom development for statewide deployment in 25+ institutions and 30+ parole offices. Implementation included modifying a cloud based COTS/SaaS solution, custom development of kiosk solutions and integration with legacy systems for offender history. Responsibilities included validation that all business and technical requirements were met and tested by vendor, project teams and supporting IS teams.

Company Name Submitting Proposal:	***Computer Consultants International, Inc.***

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

The following information requested pertains to the individual being proposed for this project.			
Name:	**Supriya Yerra**	**Key Personnel: (Yes/No)**	***YES***
Classification; i.e., Project Manager, Implementation Lead, etc.	***QA***		
# of Years in Classification:	***10***	**# of Years with Firm:**	

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

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

- 10+ years of Business / System analysis experience with domain knowledge of healthcare
- Proficient in gathering requirements and developing Business and Functional Requirement Documents (BRD and FRD).
- Experienced in facilitating Joint and Rapid Application Development (JAD and RAD) Sessions, workshops and requirement elicitation sessions. Organizing project meetings, reviews, walkthroughs, and customer interviews.
- Experienced with all the phases of SDLC throughout the project life cycle
- Experience with Waterfall & Agile methodologies, Change Management, Web Content Management, Release Management
- Experienced in development and design of reports and dashboards for supporting the business analysis in a corporate wide reporting using Business Objects
- Extensive knowledge of the HIPAA implementation guidelines, ICD-9 and ICD-10 code sets.
- Knowledge of HIPAA compliance, HIPAA Insurance Regulations and Claims Processing in EDI X12 transaction sets, including 276/277 (claim status), 835(payment/remittance advice / explanation of benefits) and 837 (health care claims) FACETS claims adjudication system.
- Experience with conducting detailed IV&V assessments as well as providing QA/QC support; assisted with development and implementation of IV&V checklists
- Experience with data mining using SQL, ETL methods and knowledge of datawarehousing.
- Good experience in documenting existing process, analyzing business requirements, working with requirements traceability matrix and re-engineering business processes.
- Proficient in creating Use Case diagrams, Class diagrams, State Transition Diagrams and Activity Diagrams using UML methodology in MS Visio.
- Knowledge of Project management skills such as time estimation, task identification, risk analysis and scope management and resource management. .
- Completed my continued education Business analysis series course and since then applying BABOK principles to the projects involved.
- Ability to act as a liaison with different stakeholders of the project as well as business analysts, quality assurance team, technical writing team. Participated in trading partner testing.

- Outstanding communication skills and the ability to work effectively with technical teammates in order to translate business requirements into an effective technical solution and serve as an effective communication channels between the key IT and business contacts.
- Involved in maintaining Traceability Matrix and performing GAP analysis
- Experience in performing end-to-end User Acceptance Testing (UAT).
- Extensive experience on MS Office Suite, Visio & Google docs.
- Good understanding of Health Insurance products.

Requirements	Level of Expertise Scale of 0 (none) to 5 (expert)	Years of Experience
A minimum of two (2) years of IV&V experience on projects involving the implementation of new business processes and procedures and new automated systems to support the new business processes;	5	7
A minimum of two (2) years of IV&V experience on projects relating to the implementation of secure Internet applications;	5	7
Completed at least one (1) project within the past three (3) years that involved the receipt, installation, operation and maintenance of computer equipment and software for a Child Support Enforcement or similar large systems;	5	3
Completed at least one (1) project within the past three (3) years that involved a phased implementation where systems activities were coordinated between the old and new system environments;	5	9
Completed at least one (1) project within the past three (3) years that assessed training plans involving the development of course outlines and materials and organizing and conducting classes to support the implementation of new business processes and systems;	5	9
A minimum of two (2) years of IV&V experience related to system and user acceptance tests utilizing automated testing tools for a similar sized project;	5	7
Completed at least one (1) project within the past three (3) years that involved determining the readiness of the system production;	5	7
Broad experience with technical writing;	4	7
Demonstrated knowledge of Title IV, Part D of the Social Security Act;	2	1

Detailed knowledge of the Automated Systems for Child Support Enforcement: A Guide for States 2009;	2	1
Completed at least (1) project within the past three (3) years that involved determining the readiness of the system production;	4	9
A minimum of five (5) years of experience leading data cleansing and conversion for a similar sized project;	3	2
A minimum of four (4) years of experience conducting system and user acceptance tests for a similar sized project;	4	5

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.

Software Engineering services Client (Texas Health and Human Services), Austin TX Sep 2010 – Till date

Sr. Healthcare Business Analyst

Hardware/Sofware HP ALM, HP Quality Center, SharePoint, MS Visio, MS Project, MS Office. And Jira. SQL,SQL Server,Edifecs SpecBuilder

Independent Verification and Validation (IV&V) Analyst on the ICD 10 Conversion, 5010 Project, Medicaid and Managed care,Vendor Drug project for the Texas Health and Human Services Commission (HHSC). Review project deliverables and participate in gathering business user requirements and functional design for Conversion, Interfaces, Formulary, Prescriber, Payment and Remittance, and Drug Utilization Review. Designed and automated metric reports to monitor and evaluate test progress. Responsibilities include examination, evaluation, and monitoring of the SDLC to assess risk and recommend mitigating solutions. Conduct in-depth analysis of project statistics through data drilling to identify areas where process improvement or corrective action is required. Automate data collection templates and complex recurring statistical reports, from data extraction to creative data presentation. Monitor quality assurance, change control, and testing. Review deliverables for accuracy and content. Coordinate and facilitate audits to evaluate efficacy of operational and systems processes. Monitor vendor and customer teams. Create and develop IV&V reports to provide findings and recommendations based on factual and quantifiable results of technical analysis. Conducted in-depth analysis of project statistics through data drilling in data warehouse to identify areas where process improvement or corrective action is required.

Maryland Department of Healthcare, Gaithersburg, MD Sept 2009-Sept 2010

Sr. Healthcare Business Analyst

Hardware/Sofware HP ALM, HP Quality Center, SharePoint, MS Visio, MS Project, MS Office. And Jira. SQL,SQL Server,Edifecs SpecBuilder

Analyzed the client's applications programs to determine the impact of the HIPAA final rule one EDI Transaction Set and Code List implementation and defined the changes to bring the affected systems into HIPAA compliance. Analyzed legacy system documentation, file and record formats, system flow charts and other information to develop a comprehensive depiction of the existing environment as it relates to HIPAA rulings. Developed the Business Crosswalks for 837 (P, I, D), 835 and 276/277 according to HIPAA implementation rules. Manage Scope and change throughout the SDLC process of the product. Worked within a growing knowledge of X12 4010 and 5010 HIPAA 837 I, P, D, 835, 834, 820, 270, 271, 276, 277, and 278, EDI, Privacy, Security, and Medicaid. Involved in testing different interfaces and web application for FACETS. Assisted the database development team in data modeling, data structure and data table layouts required for consolidation of incongruent database.

Oklahoma Department of Health and Human Services, Oklahoma City, OK Jan 2009 – Sept 2009

Healthcare/HIPAA Business Analyst

Hardware/Sofware HP ALM, HP Quality Center, SharePoint, MS Visio, MS Project, MS Office. And Jira. SQL,SQL Server,Edifecs SpecBuilder

Performed pivotal role in multiple projects & handling three releases at the same time. Release 1 & 2 was web-based service application developed for streamlining office workflow processes involved in Electronic Data Interchange (EDI) transactions and benefits in claims management cycle based on HIPAA Guidelines. Verified functional requirements to ensure they are in accordance with CMS (Center for Medicare/Medicaid Services) standards and HIPAA ANSI X12 EDI transaction standards. Assisted the database development team in data modeling, data structure and data table layouts required for consolidation of incongruent database. Extensively interacted with the stakeholders and the IT Department in finalizing the requirements according to the CMS Compliances/Regulations and HIPAA Regulations. Worked on EDI transactions: 270, 271, 834, 835, and 837 (P.I.D) to identify key data set elements for designated record set. Interacted with Claims, Payments and Enrollment hence analyzing and documenting related Involved with all the phases of Software Development Life Cycle (SDLC) methodologies throughout the project life cycle. Analyzed Business Requirements, performed gap analysis and segregated them into high level and low level Use Cases, Activity and sequence diagrams (UML Diagrams). Involved in meeting with Business Process Owners, SME (Subject Matter Experts) for Requirement gathering.

Barclays Bank, Miami, Florida Oct 2007–Dec 2008

Business Analyst/Test Analyst

Hardware/Software HP ALM, HP Quality Center, SharePoint, MS Visio, MS Project, MS Office. And Jira. SQL, SQL Server,Edifecs SpecBuilder

Organized JAD sessions with development architects and business leads to develop both high-level and detailed application architecture to meet business needs. Developed prototype, prepared the test data and checked for the feasibility of the system. Prepared feasibility reports and status reports. Prepared

Business Requirement Documents (BRD). Performed the parallel testing and UAT. Prepared the Acceptance Test Reports. Assisted in checking the quality of the product against the industry and customer standards.

EDUCATION

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

BS – Electrical Engineering; 2006
Jawaharlal Nehru Technological University – HYDERABAD –AP, INDIA
Completed Business analysis course at Austin community college 2012

CERTIFICATIONS

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

BS – Electrical Engineering; 2006
Jawaharlal Nehru Technological University – HYDERABAD –AP, INDIA
Completed Business analysis course at Austin community college 2012

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

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

HP ALM, HP Quality Center, SharePoint, MS Visio, MS Project, MS Office. And Jira. SQL,SQL Server,Edifecs SpecBuilder

REFERENCES

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

Reference #1	
Name	Lynn green
Title	Project Manager
Company	software engineering services
Phone	512-569-5598
Email	**hl.green@sbcglobal.net**
Description of project	Provide independent verification and validation for State of Texas

Reference #2	
Name	Karen baltrip cob
Title	Project manager
Company	software engineering services
Phone	512 789 9904
Email	kbc3inspired2b@gmail.com
Description of project	Provide independent verification and validation for State of Texas

Reference #3	
Name	Edward fernandes
Title	Sr business analyst
Company	software engineering services
Phone	5125863730
Email	Fernandes_edward@hotmail.com
Description of project	Provide independent verification and validation for State of Texas

PROPOSED STAFF RESUME FOR RFP 3475

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

Company Name Submitting Proposal:	***Computer Consultants International, INC.***

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

The following information requested pertains to the individual being proposed for this project.

Name:	**Donald Garofano**	**Key Personnel: (Yes/No)**	***YES***
Classification; i.e., Project Manager, Implementation Lead, etc.	***IV&V SME***		
# of Years in Classification:	***10***	**# of Years with Firm:**	

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

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

High energy self motivated professional with project development success, management experience in successful completion of projects, staff supervision and training and implementation of hardware and software systems. Functional expertise in Independent Verification and Validation, Project Oversight / Management, Software Research/Development, Strategic Planning, Inventory Control and Long Range Budget planning. Bachelor of Science – Computer Science, California State University – Chico.

Project Management: Extensive experience with establishing project charters and developing a formal overall project plan, assigning resources and scheduling. Assisted with defining the State of California Department of Motor Vehicle's enterprise-wide Y2K Testing Project Plan. I assisted in directing the largest Remediation Project ever undertaken by the State of California and DMV.

Project Development: Experience with developing a flexible, comprehensive, maintainable framework to manage the rapid evolution of software and technologies that support business strategies.

Independent Verification and Validation: Provided Independent Verification and Validation (IV&V) for the largest State of California Department of Motor Vehicle Year 2000 (Y2K) statewide remediation effort.

Feasibility Study Reporting: Experience developing Feasibility Studies for medium to large enterprise projects.

General Management: Experienced in managing a successful computer consulting firm. As a IBM Business Partner, we managed three of IBM's largest software and hardware areas: Distribution, Manufacturing and Construction.

Strategic Planning: Experienced establishing strategic plans for increasing revenues by developing new software products, services and training on new hardware platforms and Inventory Control.

Unique Qualifications: Skills required to set expectations, present and close business, prepare bids and provide successful demonstrations. Technical expertise to explain hardware and software to prospective users. Managed many large projects to a successful conclusion on time and under budget. Knowledgeable in hardware connectivity necessary for communication between micro, mini and mainframe systems. Developed skills in resolving conflicts, managing resources and solving problems for a win win resolution.

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.

Tesla Gigafactory, 2017 to Current

I currently work for TESLA at the Nevada Gigafactory as a Production Associate working on the newest Tesla Model 3 car. Two star level, CTA, Ku/Ka and Clamshell. Osha10 certification completion.

KAR Auction Services, 2017 to 2017

ADESA Reno car auction company. They provide registered dealers, brokers, automobile manufacturers, rental agencies, as well as corporate and government fleets with a complete vehicle re-marketing solution in the Inter-mountain West.

Cabela's , 2016 to 2017

Cabela's, the World's Foremost Outfitter of hunting, fishing and outdoor gear, was born somewhat inadvertently in 1961. I work in the NICS department at

Cabela's. **National Instant Criminal Background Check System (NICS)** is a

U.S.system for determining if prospective firearms or explosives buyers' name and birth year match those of a person who is not eligible to buy.

Unique Wealth Solutions, 2001 to Current

I have maintained my Financial licenses in three states while working as an IT Consultant, helping people find the money they are currently loosing, unknowingly and unnecessarily. I give seminars to help educate people about developing a process that will reduce or eliminate the transfers of their wealth without changing their lifestyles.

The State Of California Department of Motor Vehicles, 2001 to 2002

Contracted by the State of California Department of Motor Vehicles to acquire technical and professional services to develop a centralized web-enabled legislative database for the Information Systems Division (ISD) that promotes efficient and effective sharing and reporting of legislative information; implement a streamlined legislative process which greatly reduces or eliminates the current paper intensive process; establish a centralized repository for current and historical legislative information within ISD. This is the DMV's first enterprise application installed on the statewide intranet using: VB, Java, HTML, SQL7 and ASP.

The State Of California Department of Motor Vehicles, 2000 to 2001

Contracted by the State of California Department of Motor Vehicles to conduct a Legislation Process Feasibility Study Report (FSR) recommending strategies for process improvements and the centralization of the legislative databases within the Information Systems Division Inventory and Control of all software projects.

The State Of California Department of Motor Vehicles, 1997 to 2000

Contracted by the State of California Department of Motor Vehicles' CIO to do a FSR of their Y2K readiness in eleven major areas. The areas include the following: Business Process, Project Management, Resource Management, Information Technology, Embedded Systems, Desktops, External Interfaces, Business Partner Readiness, Contingency Planning, Business Resumption and Testing. Based on my performance the contract was extended to perform Independent Verification and Validation (IV&V) for the eleven areas mentioned above. The DMV is the largest department in the state of California and includes 172 external locations throughout the state. I developed a Clean Management Process and Inventory and Crotrol Certification Process to track and audit the Y2K and non- Y2K program changes (20 million lines of code) for three years prior to 2000. The Certification Process I implemented at the DMV was selected by the State Auditors Office as "Best Practices" for its Y2K IV&V state wide.

Requirements	Level of Expertise Scale of 0 (none) to 5 (expert)	Years of Experience

A minimum of four (4) years of project management experience, within the last ten (10) years, in government or the private sector;	5	20+
A minimum of three (3) years of experience, within the last ten (10) years, managing systems architecture and development projects;	5	20+
A minimum of two (2) years of experience with systems analysis and design;	5	20+
A minimum of two (2) years of experience with systems development and implementation;	5	20+
Completed at least one (1) project within the past three (3) years that involved designing business processes and procedures and developing new systems to support the new business processes; and	0	20+
Completed at least one (1) project within the past three (3) years that involved communication and coordination of activities with external stakeholders.	0	20+

EDUCATION

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

Insert here the requested educational information.

CERTIFICATIONS

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

Insert here any certifications proposed individual has received.

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

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

Insert here the requested hardware/software information.

REFERENCES

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

Reference #1	
Name	Mr. Leo Verheul
Title	CIO (Ret)
Company	California State DMV
Phone	? Lived in Granite Bay, CA.
Email	?
Description of project	IV&V for California State DMV's Y2K conversion of statewide systems.

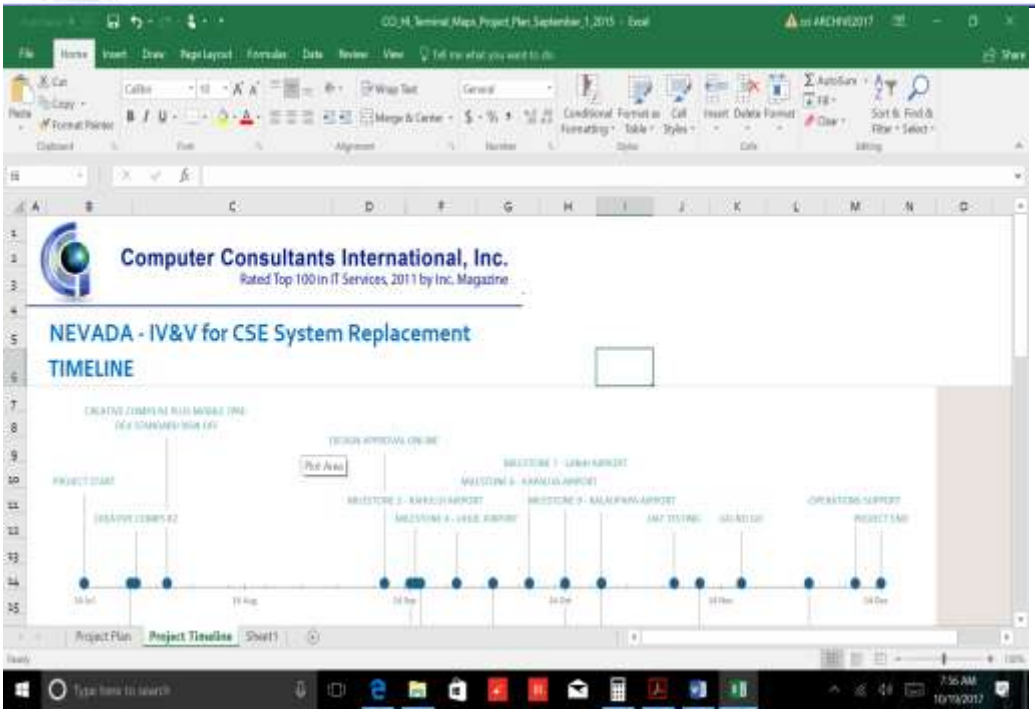
Reference #2	
Name	Mr. Howard Seto
Title	Y2K Project Manager (Ret)

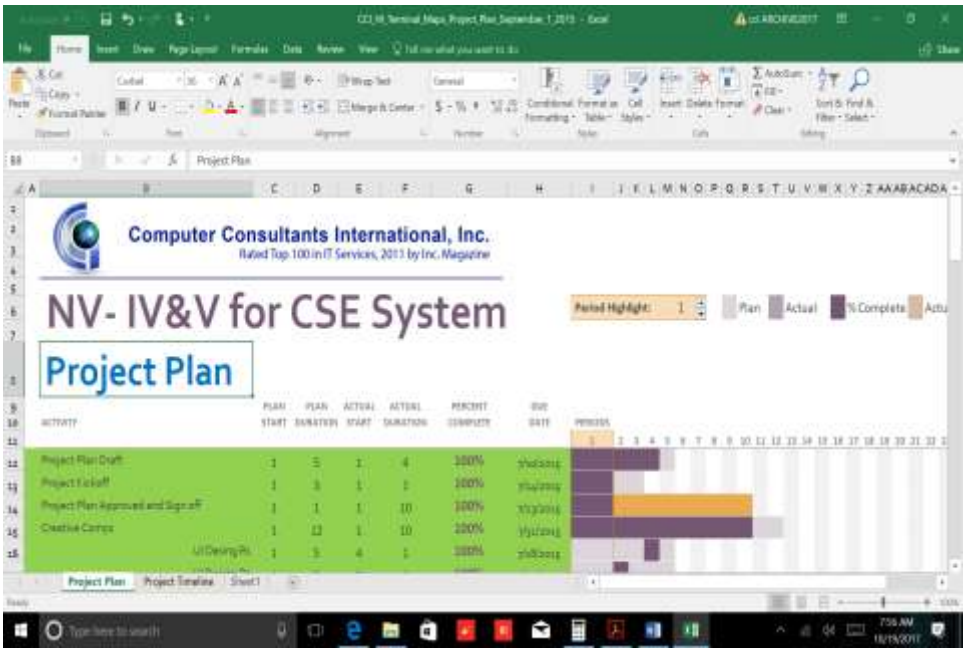
Company	California State DMV
Phone	916-505-8841
Email	howard-seto@comcast.net
Description of project	IV&V for California State DMV Y2K conversion of statewide systems.

Reference #3	
Name	Pamala Dolan
Title	Local Business Women
Company	Dolan Auto Group
Phone	775-772-3994
Email	pamdolan@charter.net
Description of project	No project currently.

10.2.2.8 Section IX – Preliminary Project Plan

Vendors must include the preliminary project plan in this section.





10.2.2.9 Section X – Other Informational Material

Vendors shall include any other applicable reference material in this section clearly cross referenced with the proposal.

Appendix 1 – CCI Company History and Qualifications

Computer Consultants International, Inc. (CCI) is an IT Consulting Firm focused on building long-term relationships and taking projects from end-to-end.

We are local to every state, and we stand by our customers wherever there is a need to be filled no matter how remote the location, be it Alaska, Hawaii, International or in a major metropolis.

People are the key component of our success. By recruiting locally instead of bringing in outside talent, we foster growth and security for our clients' economies. We choose only the highest quality individuals not just based on technical qualifications but also as human beings. In both the Government and Commercial markets, high standards of ethics and accountability are critical. Our people are selected for their ability to build long-term relationships, to see beyond the technology into the real-world impact of each project, without compromising expertise in their field and the quality of service they can provide. Candidates choose to work for us because of the unique opportunity to make a lasting contribution to the wellbeing of mankind.

We were founded as a privately held C-Corporation in 1994 in the State of Montana and have never operated under another name. We are proud to be certified 100% Woman-owned and 100% Minority owned in the states of states of Virginia, Oregon and Washington; and DBE Certified for Federal projects.

We do not lock ourselves into a single technology or brand, but instead provide the solution that will work best for each client's unique needs over the long haul – whether those solutions be WordPress, DotNetNuke, Oracle, Microsoft's .Net, Java or any other brand or technology. CCI is the corporate equivalent of a Renaissance Man, with deep expertise across the spectrum of IT. Our history shows we have multiple successes in Education, Call Centers, Electronic Medical Records, Feasibility Studies, IT Security, Modernization, Web-Application Development, Website development, IT Hardware Support, and Network Engineering.

The following image gives an overview of CCI and how we have progressed through the years. CCI focuses on five main verticals: Government, Healthcare, Finance, Construction and Technology. Our history proves we are dedicated to State, Local and Federal Government projects: 60% of CCI's revenue is derived from Government projects and 40% from Commercial projects and Software Sales. We are proud to state that we have never failed on a project throughout our entire history.

CCI Company Overview | Page 2

CCI Through the Years

- **1994 / 1995** — CCI Incorporated
- **1997 / 1998** — Real World Networking with NT
- **1999** — CCI Leads Y2k Effors Nationwide
- **2000** — CCI TSB & M/ WBE Certified
- **2001** — Case Studies for WA Dept. Licensing
- **2002** — Homeland Security Call Centers
- **2003** — United and Yahoo! Healthcare Projects
- **2004** — Coverage in Business Week; Microsoft TechNet LOB Guide for SAP PeopleSoft and Siebel
- **2005** — Microsoft, HP and Intel Webcasts
- **2006** — CCI Helps BofA with CRM
- **2007** — Microsoft Datacenter Management
- **2008** — WSDOT Management Contracts
- **2009** — CCI Registers in All 50 States
- **2010** — Maricopa County, AZ Vendor Pool
- **2011** — Inc. Magazine Top IT Firms List
- **2012 / 2013** — WSCA/NASPO Master Contract
- **2014** — WA Military Camp Murray
- **2015** — Hawaii.gov Airport Terminal GUI & CMS
- **2016** — NM, TN, WY, AZ, UT Projects Under Contract

More exciting projects to come! Check back soon for updates.

Development Projects

CCI is currently working on several development projects across the United States. In the field of Web-based Application Development, we have created .Net Web Applications for ticket reservations and to help bus passengers ride the Ferries in Puget Sound. For the WSDOT we created .Net-based Project Management Reporting applications, and we created Java-based online forms for the Oregon Department of Human Services. We are currently working on a project for the Washington State Health Care Authority to upgrade three websites to SharePoint 2010. For the Oregon Secretary of State we created new Voter Registration Web Applications using Java. For Sound Transit (the largest public transportation organization in Washington) we created eLearning modules to train their security staff on emergency response procedures, and their Quality Assurance teams to ensure that projects adhere to industry best practices. We are updating a legacy .Net application for the Washington Department of Labor and Industries and we will shortly begin a project to update the Java-based Criminal Justice system for the State of Utah.

We implemented auditing software for the Washington Department of Labor & Industries to maintain compliance with Sarbanes-Oxley laws, and we helped the University of Washington implement Microsoft Dynamics AX.

Our Database Development includes a FileMaker Pro Logistics Tracking Database for Alaska's Department of Military & Veterans Affairs, and Database modernization work for Washington's Department of Transportation (WSDOT). We helped the Texas Department of Assistive and Rehabilitative Services retire their mainframe environment by replacing Cobol applications with Informix Stored procedures. For the Hawaii Department of Health, we upgraded their Tuberculosis Tracking System from DBASE IV to a modern LAMP environment with a MySQL database and performed Database Modernization and analysis for the Aids Division. Recently we completed a PowerBuilder/Sybase upgrade project for the Oregon Department of Human Services (DHS) on their Eligibility and Benefits systems that determine whether or not a citizen qualifies for assistance. In March 2013 we began a project to modernize the WSDOT FileMaker Pro databases that support funding and completion of research projects, and we are an approved vendor for the Department of Corrections database projects.

In the field of Web Development, one of our earliest clients was the largest Urdu-language Website in the World: Jang (www.jang.com.pk) who also own and operate The News International (www.thenews.com.pk). CCI developed the main wireframes and layout as well as assisted with domain registration in multiple countries. We created the site and prepared their team such that they have been completely self-sufficient and able to update and grow on their own. We also assisted www.geo.tv with international domain registration.

Closer to home we have worked with Yahoo! and iMetrikus to create the world's first online diabetic patient data management system. We contributed to development of International Websites for Fluke (www.fluke.com), and created CondeGroup (www.condegroup.com). CCI created SharePoint CMS intranet sites for Microsoft to link their disaster recovery teams and plans worldwide. We rebranded the corporate Website for an international confectionary firm. For the Washington State Ferries we performed two rounds of development to support the implementation of a web-based ticket-based reservation system, specifically from a human factors engineering UI/UX design perspective. For the Department of Commerce we performed website navigation analysis and user experience planning. And we migrated the City of San Antonio Police Department (www.sanantonio.gov/SAPD.aspx) from an HTML website into DotNetNuke's CMS.

CCI's core specialty is Project Management and High-level consulting. During the past few years, we have assisted the Oregon Police manage telecommunications as part of their statewide wireless interoperability project. For the Texas Workforce Commission, we are currently providing systems analysis to improve their web-based Unemployment Insurance Registration tools and Management Consulting to standardize Project Management across the Agency. CCI is creating a disaster recovery and business continuity plan for the Texas State Comptroller and we are also providing Management and Analysis consulting for the Comptroller's PeopleSoft upgrade.

In the State of Washington, we performed an analysis and feasibility study providing recommendations for data sharing from all cities and counties to the Department of Commerce and we performed a follow on analysis and strategic planning project. Additionally, we finished a feasibility study for the Department of Transportation and State Police to provide the State Legislature with information on the possible benefits and cost impact of combining the two agencies' radio networks into one. For WSDOT, we have also provided Management Consulting on a two-year, $17-million upgrade for their software that handles over $2 billion in Capital Investments, and we completed

Analysis and feasibility study for the State of Washington Department of Transportation and Washington State Police

management consulting for Phase 1 of WSDOT's project to implement a reservation system for the Ferries. For the University of Washington we recently completed implementing a Microsoft Dynamics upgrade.

For the past several years CCI has held multiple management roles on the State Ferries major project to revamp their business model from first-come-first-served to a ticket-based reservation system, including leading the analysis and procurement, managing the software development teams, performing human factors engineering and leading the Quality Assurance/Software Test teams.

In 2013 we started working with the Washington State Department of Licensing providing quality assurance and software testing to help transition them to a paperless environment for school-based and independent driver training programs statewide.

Last year CCI completed a project to create a Business Continuity/Disaster Recovery plan for the Iowa State Workforce Development. Additionally, CCI was accepted into the State of Utah's Master Contract for Project Management Services covering specialties such as ITIL, Six-Sigma/Lean and other methodologies to support the State's Operational Excellence Initiative statewide and through that program we have trained State Agencies on the proper implementation of Agile/Scrum Methodology.

In the Corporate world, we have provided Management Consulting on modernization projects for T-Mobile, Blue Cross/Blue Shield, Bank of America, Washington Mutual, Microsoft, Toyota Financial Services, USAA.com, and we recently assisted Wellpoint with one of the largest pharmaceutical management system implementations in the nation. For Alaska Airlines CCI provided Management Consulting for Oracle upgrades. CCI is just beginning a major Enterprise Architecture and Business Process Reorganization project for FiberCloud in Washington.

Network / Systems Engineering and Administration

We are very proud of our recent success with the Washington State Board for Community and Technical Colleges, where – after three vendors had failed to complete a hardware and virtualization project – CCI turned the project around and achieved all of the Board's goals. For the Washington Department of Labor & Industries, we provided systems administration, modernizing their development and test environments.

CCI is currently performing a major virtualization project for Macomb Community College in Wisconsin, getting all of their systems at two locations off of physical servers and onto a virtual network. In Texas, CCI helped the Health and Human Services Commission with a migration to a new data center, and worked with the Comptroller of Public Accounts to update their Linux Systems, ETL processes and data warehouse after a critical security breach.

For the Oregon State Police, we developed a new configuration process for the Mobile Data Terminals installed in their emergency response and police cruiser vehicles, as well as provided quality assurance and support for current MDTs in the field. Also we are just beginning a project to support the ODOT help desk. In Iowa we are currently providing Data Management and Technician services supporting LAN/WAN connectivity statewide with field install, repair and data monitoring responsibilities.

Master Contracts for IT Services

CCI has direct relationships with many States through which all Agencies, Local (City/County) Governments, Tribal Governments and many Non-Profit Organizations may procure IT services. We maintain such Master Contracts with the States of Arkansas, Delaware, Oregon, Iowa, Maine, Maryland, Michigan, Minnesota, Mississippi, North Carolina, Pennsylvania, Texas, Virginia and Washington, Wisconsin. We also have Master Contracts with the County of Maricopa in Arizona, Harford County Maryland, New Castle County Delaware, the City of Portland Oregon, the Hawaii Department of Education, Oregon Department of Transportation, Montana State University and the Washington State Administrative Office of the Courts, Parks and Recreation Commission, and the University of Washington. We have multiple Master Contracts with the Washington State Department of Corrections to provide development, database support, and network administration services.

Beyond the State Level, we have just started a Project Management Consulting Contract with WSCA (Western States Contracting Alliance) and NASPO (National Association of State Procurement Officers). Initially the WSCA contract included 17 States, but it swiftly expanded and currently includes all 50 States across America.

In British Columbia Canada we have entered into a Project Management Master Contract with Vancouver Community College.

Hardware/Software Sales

CCI is an authorized reseller of most forms of IT hardware and software. Our activities include a statewide contract to provide data encryption to Washington, as well as specialty products such as a recent sale of Uninterruptible Power Supply (UPS) units to Connecticut's Department of Labor; and Satellite Phones for Pierce County Washington. We have been providing the Washington State Department of Labor and Industries with internal auditing software and related classroom training since 2008.

Projects by State

CCI is active in all 50 States, plus British Columbia, Canada. Learn more about our work by selecting a state or province. For more projects or to learn about additional services please contact us at info@cci-worldwide.com.

Projects by State

ALASKA	
Dept. of Military and Vet Affairs	FileMaker Pro Database Development

ARKANSAS	
Compaid / Peoplefluent	Management Services
DIS	IT Staffing Services

ARIZONA	
Knowledge Services	Management Services
Maricopa County	IT Professional Services Vendor Pool

CONNECTICUT	
DOL	Call Center Power Supply

DELAWARE	
DTI	IT Staffing Services
New Castle County	IT Staffing Services

Projects by State

HAWAII	
DOE	IT Professional Services Vendor Pool
DOH	Business Analysis for Laboratory System
DOH	LAMP Development / Modernization
DOH	MS Access/SAS Database Upgrade
DOT	FileNet Application Support
DOT	Airport Terminal GUI and CMS
DPS	Crime Victim Compensation Database Development
DPS	Oracle Forms and Reports

Automated reporting of lab test results to help protect Hawaii's children from tuberculosis

CLIENT: State of Hawaii
PROJECT: Hawaii DOH Tuberculosis Reports
PROJECT DATE: April 2011 – Nov 2011

PROJECT SUMMARY: Every year over 35,000 children are tested for Tuberculosis in Hawaii and each one receives a report in the mail with a built-in postcard. The software DOH used to print and send these letters was obsolete and they could no longer edit the reports to accept new information and changed paper sizes. CCI provided an overhaul of the legacy application allowing it to be controlled through a Web Browser and the reports to be edited with any HTML editing software the DOH preferred. As a result of this project, children across the State continue to receive their test results and are able to schedule any needed follow up using the incorporated tear-away postcard.

Ensuring research data is effectively communicated between labs and control centers in the treatment of HIV/AIDS

CLIENT: Hawaii Department of Health
PROJECT: Hawaii DOH Aids Database Upgrades
PROJECT DATE: Oct 2011 – Dec 2011

PROJECT SUMMARY: For many years the Department of Health's Aids Tracking Team has had errors in their laboratory reporting system preventing them from sharing their data with the Federal Centers for Disease Control. To get all of their data to the CDC multiple DOH staff had to manually re-edit 30% of all test results and send them one-by-one. CCI reviewed both the laboratory information management system and the database to identify the root cause of these errors and find ways for the DOH to automate the process allowing the data to be shared more accurately and without constant manual effort. As a result of this project the DOH can spend more time gathering the data and using it to help prevent the spread of HIV/AIDS through the State of Hawaii, and the whole of the USA can benefit from Hawaii's findings.

Projects by State

IOWA	
Compaid / Peoplefluent	Management Services
DAS	ITQ Program – IT Services
ICN	LAN/WAN Telecommunications Services
ICN	Telecommunications Support Services
IWD	Disaster Recovery Analysis and Planning
IWD	Network Topology, Disaster Recovery

First disaster recovery plan for Iowa Workforce Development

CLIENT: State of Iowa
PROJECT: IA IWD Disaster Recovery
PROJECT DATE: April 2011 – Nov 2011

PROJECT SUMMARY: CCI provided the Iowa Workforce Development their first comprehensive plan to maintain service in the face of a statewide disaster. As part of the project CCI also analyzed the entire IWD statewide hardware network and identified ways to automate the transfer services out of state if all Iowan locations were damaged. Thanks to this project's success, Iowa State citizens will continue to receive benefits when they need it most.

Broadband internet & telecommunication improvement services for schools and non-profits statewide

CLIENT: Iowa Workforce Development
PROJECT: IA ICN Bandwidth Restructuring
PROJECT DATE: Jan 2012 – Present

PROJECT SUMMARY: As part of a major statewide overhaul, the Iowa Communications Network upgraded the Wireless and Internet Telecommunications hardware to increase total bandwidth. After an in-depth analysis, CCI distributed the new capacity among schools and government agencies. As a result of this project school children and government servants have fast and reliable Internet service.

MARYLAND	
DIR	CATS+ IT Staffing Services
Harford County Government	IT Staffing Service
Ports	Helpdesk Services
Transportation Authority	GIS Administration Technical Services

Projects by State

MAINE	
OIT	IT Staffing Services

MICHIGAN	
DTMB	ReSTART Prequalified IT Services
Lansing Community College	Oracle Banner Consulting Services
Macomb Community College	Network virtualization

MINNESOTA	
OET	902TS Master Contract for IT Services

MISSISSIPPI	
ITS	Information Systems Consulting Services
University of Mississippi Medical Center	Network virtualization

MONTANA	
Montana State University	Oracle Banner Consulting and Technical Services

NEW MEXICO	
DOA	Professional Services

NORTH CAROLINA	
Compaid / Peoplefluent	Management Services
DOA	Architecture Services
DOT	Project Management
DPI	Programming
ITS	IT Professional Services Vendor Pool

Projects by State

OREGON	
City of Portland	On-Call Information Technology Services
DAS	MSP Program – IT Services
DAS	Security Services
DHS	ACCESS Legacy System Upgrade
DHS	Java Development
DOT	Help Desk Support Project
DOT	.Net Development
DOT	Small Contracts Prequalified Vendor Pool
SOS	Java Web Application Development
State	Business Analyst for ALDER Project
State Police	IT Project Management
State Police	Mobile Data Terminal Upgrade

Replacement and modernization of emergency response vehicles and public service systems statewide

CLIENT: Oregon Department of Human Services
PROJECT: DHS Online Systems Redesign
PROJECT DATE: Feb 2011 – Aug 2011

PROJECT SUMMARY: CCI improved the web-based tools Oregon Citizens can use to apply for benefits from the Department of Human Services (including food stamps and other services) as well as provided them the ability to manage their accounts with the state online. Additionally, CCI provided the DHS with new software to process the applications, determine eligibility and authorize service. Thanks to this project the state was able to continue providing crucial support to needy families, and will be able to respond to new applications quickly.

Modernization of onboard data systems used by police and emergency responders

CLIENT: Oregon State Police
PROJECT: MDT Software Upgrade
PROJECT DATE: Jul 2012 – Mar 2013

PROJECT SUMMARY: Emergency Response Vehicles require instant and secure access to critical data. Mobile Data Terminals used by Oregon's Police force were becoming unreliable and using increasingly outdated software. CCI provided live support to Officers in the Field, and directly modernized over 300 MDTs with up-to-date software and applications. As a result of this project Oregon State Police Officers have more reliable access to critical data, ensuring their ability to Serve and Protect.

Projects by State

PENNSYLVANIA	
CWOPA	IT Staffing Services

TENNESSEE	
DOA	Professional Services

TEXAS	
COSA	Website Redesign/Development
CPA	Disaster Recovery Strategy Planning
CPA	Linux Systems Administration
CPA	PeopleSoft Management and Analysis
DARS	Informix, COBOL Development
DIR	ITSAC Program – IT Services
DMV	Network Administration
DPS	Criminal Justice System Analysis and Modernization
DPS	Document Management
DSHS	ASP.Net Web Application Development
HHSC	Windows Server Administration
TWC	Systems Analysis, Business Analysis
TWC	T Business Process Re-Engineering

UTAH	
DOA	Professional Services
DOP	P.M. Operational Excellence Initiative
DTS/DPS	Java-Based Criminal Justice System
DWFS	Project Management Agile Project Management Training
Knowledge Services	Management Services

Projects by State

VIRGINIA	
SMSA	IT Staffing Services

WASHINGTON	
AGO	Project Management, Litigation Support
Commerce	Data Warehouse System/Business Analysis
Commerce	Database Analysis and Modernization
Commerce	Website User Experience Analysis
DES	Data Encryption Software & Services
DES	ITPS – IT Services
DNR	Mainframe Analysis and Development
DOA	IT Managed Services Sourcing Contract
DOL	Quality Assurance / Software Testing
DOC	Database Development
DOC	IBM WebSphere Application Server Support Services
DOC	Java Programming
DOC	.Net Development and Q/A-Test Services
DOC	Network Engineering Services
DOT	EL8, FileMaker Pro Development
DOT	EL02, FileMaker Pro Development
DOT	LG10, Application Modernization
DOT	LG14, Web Services Interface
DOT	NM9, ITS Capital Project Management
DOT	RV1, Telecommunications Analysis
DOT, Ferries	Management of Ticket Reservation Software
DOT, Ferries	Project Management For Website Re-Design

(continued on next page)

Projects by State

WASHINGTON (continued)	
DOT, Ferries	QA Consulting For Ferries Website
DOT, Ferries	QA Lead for Ticket Reservation Software Development
DOT, Ferries	RH1, Web Application Development
DOT, Ferries	SV4, SV7 Website Upgrade, UI/UX Design
DOT, Ferries	SV15, .Net Web Application Development
DOT, OIT	LG29, FileMaker Pro Modernization
Fish & Wildlife	Project Management
HBE	Small Business/Producer Representatives
HBE	On-Call Support
HCA	SharePoint Template Dev., Website Migration Support
King County	EBS Oracle Programming
King County	Microsoft CRM On-Call Support
King County	SiteCore Support
L&I	Classroom Training for Internal Audit Software
L&I	Internal Audit Software / SOX Compliance Monitoring
L&I	IV&V Auditing for End QA, New Legislative Changes
L&I	K1323 Security/Compliance Software
L&I	K2140 Network Engineering
Military Department	Microsoft SQL Server 2012 Database System
OSPI	Technical Writing/Editing Services
Parks and Recreation	Vendor Pool / Engineering and IT services
Pierce County	Satellite Phones
SBCTC	Network, System Administration
Sound Transit	Web Based E-Learning Applications
Traffic Safety Commission	On-Call Help Desk Support
University of Washington	Microsoft Dynamics Upgrade
University of Washington	Professional Services

Projects by State

WISCONSIN	
DCF	Project Management
DOA	Help Desk Support Services
DOA	IT Managed Services Sourcing Contract

WYOMING	
DOA	Professional Services

MULTISTATE	
WSCA / NASPO	Procurement Management and Analysis Services

CANADA	
BC Canada, Vancouver Comm. College	Project Management Services

COMMERCIAL	
Alaska Airlines	IT Management Consulting, Business Analysis
Bank of America	IT Management Consulting
Blue Cross Blue Shield	IT Management Consulting, IT Services
FiberCloud	Enterprise Architecture & Process Optimization
House of Mayfair	International Website Development
Microsoft Corporation	IT Program Management
Quorum Review	IT Management Consulting, IT Services
T-Mobile	IT Management Consulting
Toyota Financial Services	IT Program Management
United HealthCare/TriZetto	Software Implementation
USAA.com	IT Management, Mobile Applications
Washington Mutual Bank	IT Management Consulting
WellPoint	IT Management Consulting

Appendix 2 – CCI M/WBE Certification

STATE OF WASHINGTON
OFFICE OF MINORITY AND WOMEN'S BUSINESS ENTERPRISES
406 WATER STREET SW • POST OFFICE BOX 41160 • OLYMPIA, WASHINGTON 98504-1160
(360) 753-9693 • FAX (360) 586-7079

Updated Letter Issued April 25, 2011

February 23, 2009

ARISHIA TAYYAB
COMPUTER CONSULTANTS INTERNATIONAL, INC
10949 W. VILLA MONTE DRIVE
MUKILTEO, WA 98275

Certification Identification Number: D4F9620365

Dear Business Owner:

Congratulations! Your business has been certified as a Minority Women's Business Enterprise (MWBE) for the State program and as a Disadvantaged Business Enterprise (DBE) for the federal program. This certification is issued in compliance with U.S. Department of Transportation requirements under Chapter 49 Code of Federal Regulation (CFR), Part 26. Its certification anniversary date is February 23, 2012. The firm's certification is based on the following:

Business Description:
CCI PROVIDES PROFESSIONAL TECHNOLOGY SERVICES AND ELECTRONIC SALES FOR ANY INDUSTRY. WE SPECIALIZE IN CONSTRUCTION SERVICES EXPERIENCE INCLUDES PROJECT MANAGEMENT, ITS, PROGRAMMING, ETC.

Primary North American Industry Classification System (NAICS) code:
541512 - COMPUTER SYSTEMS INTEGRATION ANALYSIS AND DESIGN SERVICES

Other NAICS codes:
541511 - COMPUTER PROGRAMMING SERVICES, CUSTOM
541611 - ADMINISTRATIVE MANAGEMENT AND GENERAL MANAGEMENT CONSULTING SERVICES
541511 - COMPUTER SOFTWARE ANALYSIS AND DESIGN SERVICES, CUSTOM
541511 - WEB (I.E., INTERNET) PAGE DESIGN SERVICES, CUSTOM
425110 - BUSINESS TO BUSINESS ELECTRONIC MARKETS, DURABLE GOODS, WHOLESALE TRADE

The state and federal programs require the firm be reviewed for recertification every three years from its anniversary date. The federal program also requires the firm's owner submit an affidavit regarding the firm's continued eligibility each year on its anniversary date. OMWBE will send the necessary forms for you to complete approximately sixty (60) days prior to their due date. If the forms are timely

submit the forms may result in the firm being decertified (state program) and/or determined to have failed to cooperate (federal program), in which case the firm's federal certification may be removed.

The state and federal programs require the firm to notify OMWBE in writing of any changes in its ownership, control, size or activities, provide supporting documentation describing the change(s). This information must be submitted within thirty (30) days of the change(s).

If you have any questions, please contact me directly at (360) 753-9693.

Sincerely,

Gina King
Management Analyst 4
DBE Certification Division

GK:mp
cc: John Huff

Virginia.gov Online Services | Commonwealth Sites | Help | Governor Search Virg

DMBE SWaM Small, Women & Minority Owned
Department of Minority Business Enterprise

Home >> Small, Women and Minority (SWaM) Vendors Search >> SWaM Search Results Contact Us | Search this

Small, Women and Minority (SWaM) Vendors Search

<< Return to the SWaM Ve

Search by **company name = COMPUTER CONSULTANTS INTERNATIONAL, INC.**
The following result(s) sorted by company name.

SWaM Type	SWaM Cert#	Expiration Date	Company Name/Mailing Address	Pcard	Description of Services
MS	690069	03-15-2014	COMPUTER CONSULTANTS INTERNATIONAL, INC. Doing Business As: CCI 10949 W.VILLA MONTE DR MUKILTEO, WA 98275 Contact: ARSHIA TAYYAB Phone: (800)493-2105 Fax: (800)493-2105 ARSHI@CCI-WORLDWIDE.COM	N	**NIGP Code and Description** 20800 COMPUTERS

business oregon

April 8, 2011

RECERTIFICATION CONFIRMATION

ARSHIA TAYYAB
COMPUTER CONSULTANTS INTERNATIONAL, INC.
10949 W VILLA MONTE DR
MUKILTEO WA 98275

RE: MINORITY BUSINESS ENTERPRISE (MBE)
WOMEN BUSINESS ENTERPRISE (WBE)

Ms. TAYYAB

We are pleased to inform you that, based upon your completed recertification application, the Oregon Office of Minority, Women and Emerging Small Business (OMWESB) has recertified your firm. Your firm continues to meet the state eligibility requirements as established in OAR 445-050-0030. Your firm shall be subject to all of the laws of this state applicable to the transaction of business.

FIRM'S CERTIFICATION #: 1794

EXPIRATION DATE: April 7, 2014

As a recertified business, your firm will be listed in the State of Oregon, Office of Minority, Women & Emerging Small Business certified firm information which is available through the internet. Your firm's certified status will be included within the electronic directory information which is available to local and state agencies, as well as private industry and prime contractors. Prior to the expiration date listed above, you will be sent information regarding the recertification of your firm.

Changes in business ownership, control, operational management, address or telephone number must be provided to this office within 30 days of the change. Failure to do so may result in denial of certification.

The following description table indicates the areas (in the form of NAIC codes) in which your firm has been approved to perform work. Please note that there may be some changes to the NAIC's codes which designate your firm's capability description(s). Also, OMWESB has recently included new (NIGP and ODOT) codes designating your certified capabilities which are consistent with your firm's eligibility requirements. These codes were added to assure that anyone using the OMWESB directory information is aware of your capabilities for potential contracting purposes. We recommend you view your firm's information on the Internet under your certification number at: http://www4.cbs.state.or.us/ex/dir/omwesb. Please review the information to be sure the codes/descriptions accurately describe your business. If you have questions or suggested changes regarding your capabilities and the codes assigned, or if you do not have access to the Internet, please contact the Certification Specialist included at the

bottom of this letter and they will assist you.

Firm's capabilities:

NAICS	NAICS description and, if present, firm's capability description	
541511	CUSTOM COMPUTER PROGRAMMING SERVICES WRITING, MODIFYING, TESTING AND SUPPORTING SOFTWARE FOR CUSTOMERS; SOFTWARE CONVERSION AND IMIGRATION; BUSINESS PROCESS RE-ENGINEERING	MBE & WBE
541512	COMPUTER SYSTEMS DESIGN SERVICES DATABASE DESIGN AND IMPLEMENTATION; BUSINESS IT ARCHITECTURE AND MODELING	MBE & WBE
541513	COMPUTER FACILITIES MANAGEMENT SERVICES CLIENT FACILITIES SUPPORT SERVICES, COMPUTER SYSTEMS OR DATA PROCESSING	MBE & WBE
541519	OTHER COMPUTER RELATED SERVICES WEBSITE AND E-COMMERCE CONSULTING; DESKTOP MANAGEMENT AT CLIENT SITE; DATA CENTER AND OPERATIONS SUPPORT; COMPUTER DISASTER RECOVERY SERVICES; PUBLIC RELATIONS	MBE & WBE
541611	ADMINISTRATIVE MANAGEMENT AND GENERAL MANAGEMENT CONSULTING SERVICES ASSIST CLIENTS IN FORMING GLOBALIZATION TEAM TO REVIEW CLIENT IT REQUIREMENTS FOR OUTSOURCING AND OFF-SHORE PROJECTS	MBE & WBE
611420	COMPUTER TRAINING USER TRAINING, DESK TOP SERVICES	MBE & WBE

Sincerely,

SUSAN EDMONDS, CERTIFICATION SPECIALIST
(503) 986-0068

Note: This certification program cannot be counted as a Disadvantaged Business Enterprise (DBE) on: Federal Highway Administration (FHWA), Federal Aviation Administration (FAA) or Federal Transit Administration (FTA) assisted contracts.

Appendix 3 – CCI M/WBE Certification

STATE OF WASHINGTON
OFFICE OF MINORITY AND WOMEN'S BUSINESS ENTERPRISES
210 11TH AVENUE SW, SUITE 401 * PO BOX 41160 * OLYMPIA, WASHINGTON 98504-1160
(360) 664-9750 * TOLL FREE 1-866-208-1064 * FAX (360) 586-7079

July 17, 2014

Via Email and Mail

TAYYAB ARSHIA
COMPUTER CONSULTANTS INTERNATIONAL INC
10949 W VILLA MONTE DRIVE
Mukilteo, WA 98275

Certification Number: **M4F0020365**

Dear ARSHIA TAYYAB,

Congratulations! Your business has been recertified as a Minority Women's Business Enterprise (MWBE) for the State program. Its certification anniversary date is February 23, 2015. The firm's certification is based on the following:

Business Description:
PROFESSIONAL INFORMATION TECHNOLOGY SERVICES: TECHNOLOGY IMPLEEMNTATION, BUSINESS ANALYSIS, IT ROADMAPS, WEBSITE DEVELOPMENT, SOFTWARE ENGINEERING, NETWORK ENGINEERING AND ADMINISTRATION. BUSINESS TO BUSINESS ELECTRONIC SALES.

Primary North American Industry Classification System (NAICS) Code:

541512 - Computer systems integration analysis and design services

Other NAICS Codes:

541511 - Computer programming services, custom
541611 - Administrative management consulting services
425110 - Business to business electronic markets, durable goods, wholesale trade

The state program requires the firm be reviewed for recertification every three years from the certification date. OMWBE will send the necessary forms for you to complete approximately sixty (60) days prior to their due date. If the forms are timely submitted, the firm will remain certified pending completion of OMWBE's review. Failure to timely submit the forms may result in the firm being decertified.

The state program requires the firm to notify OMWBE in writing of any changes in its ownership, control, size or activities, and provide supporting documentation describing the change(s). This information must be submitted within thirty (30) days of the change(s).

If you have any questions or need assistance, please do not hesitate to contact this office at 360-664-9765.

Sincerely,
Leslie Ling
Certification Analyst
CC: Certification Supervisor, OMWBE

Washington State Office of MINORITY & WOMEN'S Business Enterprises

STATE OF WASHINGTON
OFFICE OF MINORITY AND WOMEN'S BUSINESS ENTERPRISES
210 11TH AVENUE SW, SUITE 401 * PO BOX 41160 * OLYMPIA, WASHINGTON 98504-1160
(360) 664-9750 * TOLL FREE 1-866-208-1064 * FAX (360) 586-7079

July 17, 2014

COMPUTER CONSULTANTS INTERNATIONAL INC
10949 W VILLA MONTE DRIVE
Mukilteo, WA 98275

File Number: **20365**

Dear ARSHIA TAYYAB,

Thank you for submitting the Annual Update packet. The forms have been reviewed and the Office has determined your firm remains in compliance with Title 49 Code of Federal Regulation (CFR), Part 26. The firm remains certified as a Disadvantaged Business Enterprise under the federal program.

The firm's certification number is D4F0020365.

Please attach this letter to your current certification letter as proof of continued compliance with Title 49 Code of Federal Regulation (CFR), Part 26.

If you have any questions or need assistance, please do not hesitate to contact this office at 360-664-9750.

Sincerely,
Leslie Ling
Certification Analyst

CC: Certification Supervisor, OMWBE
John Huff, Washington State Department of Transportation
Olga Peterman, Washington State Department of Transportation

a state agency
business oregon
Office of Minority, Women & Emerging Small Business

775 Summer Street, NE, Ste. 200 • Salem, OR 97301-1280
(503) 986-0123 • fax (503) 581-5115
omwesb.web@state.or.us
www.oregon4biz.com/certification

June 2, 2014

CONFIRMATION of CERTIFICATION REVIEW

ARSHIA TAYYAB
COMPUTER CONSULTANTS INTERNATIONAL, INC.
10949 W VILLA MONTE DR
MUKILTEO WA 98275

RE: MINORITY BUSINESS ENTERPRISE (MBE)
WOMEN BUSINESS ENTERPRISE (WBE)

Ms. TAYYAB:

We are pleased to inform you that the Oregon Office of Minority, Women and Emerging Small Business (OMWESB) has reviewed your certification. Your firm continues to meet the state eligibility requirements as established in OAR 445-050-0030. Your firm is still subject to all of the laws of this state applicable to the transaction of business.

FIRM'S CERTIFICATION NUMBER: 1794

NEXT REVIEW DATE: June 2, 2017

Your firm continues to be listed in the State of Oregon, Office of Minority, Women and Emerging Small Business Online Directory of Certified Firms. This electronic directory is available to local and state agencies, as well as private industry and prime contractors. Prior to the date above, you will be contacted for your next periodic review.

The following capabilities are in the areas (including NAICS codes) in which your firm has been approved to perform work under this certification. Please note that there may be some changes since your original certification confirmation. We recommend you view your firm's profile on the Internet under your certification number at: http://www4.cbs.state.or.us/ex/dir/omwesb. If you have questions or if you do not have access to the Internet, please contact the Certification Specialist named at the bottom of this letter and they will assist you.

Firm's capabilities:

NAICS	NAICS description and, if present, firm's capability description	
425110	BUSINESS TO BUSINESS ELECTRONIC MARKETS COMPUTER SOFTWARE SALES	MBE & WBE
541511	CUSTOM COMPUTER PROGRAMMING SERVICES WRITING, MODIFYING, TESTING AND SUPPORTING SOFTWARE FOR CUSTOMERS; SOFTWARE CONVERSION AND IMIGRATION; BUSINESS PROCESS RE-ENGINEERING, WEBSITE DESIGN AND CONTENT.	MBE & WBE

Back Up Resume: IV&V SME For Child Care

PROPOSED STAFF RESUME FOR RFP 3475

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

Company Name Submitting Proposal:	***Computer Consultants International, INC***

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

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

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

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

- 2000-2016 - SQL Server 2000/2005/2008/2014 - Extensive experience of definition, design and documenting databases and files/tables, development of Transact-SQL Queries, CTE, Stored Procedures, ETL, Data Warehousing, Business Intelligence (BI) Solutions with SSIS, Data Quality (DQS), Master Data Management (MDM), Data Governance (DG), Data Cleansing and Deduplication, OLAP Cubes, Cloud, Amazon Web Services (AWS), Data Analysis for Tax Forms 1095-A Reconciliation
- 2015 – SQL Server 2014 Big Data & SEO Project (T-SQL, ETL, DQS) – Research Validity of Names Stored in U.S. Social Security Administration's Publicly Available Databases (1880-2014).
- 2013-2014 - Reduced Electronic Income Withholding Orders (Child Support) rejection rate in 2.33 times (from 35% to 15%) due to Data Quality and Reliability Enhancements
- 2010-2012 - Brought Ecommerce Solutions to Arizona Child Support Payments System which in long run (since 2010) increased Collections by Millions of Dollars (See details Below in "Achievements")

- 2006 - Achieved in long run $2,16M cost reduction by utilizing Auto-Dialer (automated collection calls) technology in place of regular mail for custodial and non-custodial parents notifications
- 2015 - Focused on Adding Value to Employers' Businesses (e.g. Cash Flow Analysis, Budget), SQL Server T- SQL and SSIS, Excel PowerPivot, Mainframe, Adabas, Natural, COBOL Developer with 15+ years' extensive experience of all phases of Systems Development Life Cycle (SDLC).

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.

Case Analyst III

Robert Half Technology - Phoenix, AZ - December 2015 to Present

Responsibilities

- As Case Analyst III, support development and implementation of case analysis work for reconciliation of data from the health insurance exchanges;
- Resolving and Reconciling Data Discrepancies in 1095-A Tax Forms analyzing and comparing all available Data and Applying Business Rules from Standard Operating Procedures and Decision Matrices;
- Perform efficient and timely hands-on troubleshooting, remediation, coordination, escalation, tracking and management;
- Conduct research, workflow investigations, business procedures and making recommendations about enhancements or other changes.

Accomplishments

Accelerating processing Reconciliation of Tax Forms 1095-A (2014 & 2015) up to 30 cases daily.

Skills Used

Microsoft Excel 2013, SharePoint, Dynamics CRM, Decision Matrices, Paperless Office.

HARDWARE: Distributed Windows Systems, Auto-Dialer, Interactive Voice Responsive (IVR) and Payment Control Gateway systems.

SOFTWARE: Windows 8.1, Adabas 8, SQL Server 7/2000/2005/2008/2012/2014, Data Warehouse, Visual Basic & C# .Net, Java, HTML, Construct & PREDICT, Visual Studio .Net, XML, Microsoft Office (Word, Excel, Access), Project & Visio, ERD, Unit/Regression/Integration/User Acceptance Testing, User Requirements Elicitation, CRM, Agile, SDLC, Transact-SQL, ETL, SSIS, SSAS, SSRS, MDM, DQS, OLAP Cubes, Cloud, Amazon Web Services (AWS), Business Objects Design and Development.

Owner/Independent Consultant

Data Quality Services, LLC - Chandler, AZ - September 2015 to Present

- Using SQL Server 2014 and Excel 2013 Data Quality Services for Customers Records' Cleanse, Deduplication; E-Discovery & Skip Tracing Support with Misspelled Keywords & Names Search (Fuzzy Lookup) Optimization.
- Skills Used
- SQL Server 2014, Transact-SQL, Business Intelligence, ETL, Data Warehouse, SSIS, Data Quality Enforcement, Excel 2013, Powerpivot, Visual Basic for Applications (VBA)

HARDWARE: Distributed Windows Systems, Auto-Dialer, Interactive Voice Responsive (IVR) and Payment Control Gateway systems.

SOFTWARE: Windows 8.1, Adabas 8, SQL Server 7/2000/2005/2008/2012/2014, Data Warehouse, Visual Basic & C# .Net, Java, HTML, Construct & PREDICT, Visual Studio .Net, XML, Microsoft Office (Word, Excel, Access), Project & Visio, ERD, Unit/Regression/Integration/User Acceptance Testing, User Requirements Elicitation, CRM, Agile, SDLC, Transact-SQL, ETL, SSIS, SSAS, SSRS, MDM, DQS, OLAP Cubes, Cloud, Amazon Web Services (AWS), Business Objects Design and Development.

Information Technology Specialist III

Arizona Department of Economic Security - Phoenix, AZ - October 2001 to July 2014

- Successfully designed, developed, coded, tested, documented and implemented enhancements and changes in Arizona Child Support Enforcement System and SQL Server 2000/2005/2008 based Auto-Dialer (Automated Collection and Reminder Calls) applications:
- 2006-2014 - Design, development, testing and implementation of DTS/SSIS Packages that sent data to Auto- Dialer with capability of placing 96 calls at once, design DTS/SSIS packages to store historical calls data to Data Warehouse;
- Tracking and Locating Custodial/Non-Custodial Parents (CP/NCP), tracking NCP financial assets and electronic payments; Proactive Matching of Child Support Cases' Participants Demographic and Employment Data against Federal Databases;
- Exchange information with interstate Child Support Networks and Arizona State Family Assistance and Child Care systems, Web, Interactive Voice Response, Payment Gateway;
- Prior to the above position held various responsible IT consulting positions in various business sectors (between 1997 and 2001).

Achievements

- As a sole performer, implemented a new sub-system "Subject Matter Jurisdiction" that promptly notifies Child Support attorneys regarding whether the State of Arizona has court jurisdiction in the child support case any time non-custodial parent's information is updated,
- Achieved annual cost reduction of $280K by discontinuing monthly mailings to custodial parents and retaining only quarterly mailings,

- Awarded "Best Employee - Division of Technology Services" for the Arizona Department of Economic Security,
- Developed and implemented from Mainframe side outbound batch interface process for the State of Arizona Child Support Payment Gateway, that allows child support debtors to make payments using credit/debit card via Web, phone or Point-of-Sale. In the first two weeks of implementation, the gateway reached the $1M mark,
- Participated in implementation of Auto-Dialer application which during the first year (2007) was attributed $1.3M in Child Support collections,
- Developed Web based Child Support on-demand reporting application (with output in .PDF format) using MS .Net Visual Basic, C#, SQL, Crystal Reports and Data Warehouse.

AWARDS RECEIVED

Award of Commissioner of U.S. Office of Child Support Enforcement for Innovative Technology (Auto-Dialer Project) at the 17th National Child Support Enforcement Training Conference, Washington, D.C. - 2007

HARDWARE: Distributed Windows Systems, Auto-Dialer, Interactive Voice Responsive (IVR) and Payment Control Gateway systems.

SOFTWARE: Windows 8.1, Adabas 8, SQL Server 7/2000/2005/2008/2012/2014, Data Warehouse, Visual Basic & C# .Net, Java, HTML, Construct & PREDICT, Visual Studio .Net, XML, Microsoft Office (Word, Excel, Access), Project & Visio, ERD, Unit/Regression/Integration/User Acceptance Testing, User Requirements Elicitation, CRM, Agile, SDLC, Transact-SQL, ETL, SSIS, SSAS, SSRS, MDM, DQS, OLAP Cubes, Cloud, Amazon Web Services (AWS), Business Objects Design and Development.

EDUCATION

Information required should include: institution name, city, state,

degree and/or Achievement and date completed/received.

M.S. in Applied Mathematics and Computer Science
Kazan State University - Казань 1972 to 1977

CERTIFICATIONS

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

Best Employee of the Year 2010
Arizona Department of Economic Security
March 2011

Selected as the Division of Technology Services Employee of the Year 2010.

Award for Innovative Technology (Auto-Dialer Project)
Commissioner of U.S. Office of Child Support Enforcement
September 2007
Award of Commissioner of U.S. Office of Child Support
Enforcement for Innovative Technology (Auto-Dialer Project)
at the 17th National Child Support Enforcement Training Conference, September 2007, Washington, D.C.

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

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

HARDWARE: Distributed Windows Systems, Auto-Dialer, Interactive Voice Responsive (IVR) and Payment Control Gateway systems.

SOFTWARE: Windows 8.1, Adabas 8, SQL Server 7/2000/2005/2008/2012/2014, Data Warehouse, Visual Basic & C# .Net, Java, HTML, Construct & PREDICT, Visual Studio .Net, XML, Microsoft Office (Word, Excel, Access), Project & Visio, ERD, Unit/Regression/Integration/User Acceptance Testing, User Requirements Elicitation, CRM, Agile, SDLC, Transact-SQL, ETL, SSIS, SSAS, SSRS, MDM, DQS, OLAP Cubes, Cloud, Amazon Web Services (AWS), Business Objects Design and Development.

REFERENCES

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

Insert here a minimum of three (3) references with the above information.

PROPOSED STAFF RESUME FOR RFP 3475

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

Company Name Submitting Proposal:	***Computer Consultants International,INC.***

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

The following information requested pertains to the individual being proposed for this project.			
Name:	**IRFAN ATHAR SYED**	**Key Personnel: (Yes/No)**	***YES***
Classification; i.e., Project Manager, Implementation Lead, etc.	***SME***		
# of Years in Classification:	***8***	**# of Years with Firm:**	

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

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

- Dynamic, results-oriented Software Developer with a strong record of performance in turnaround and high-paced organizations with **6+ years** of extensive experience in IT Development
- Proficient in Development, Developing Scripts and analysing. Deep understanding of technologies with focus on delivering business solutions.
- Experience of working in the complete Web development life cycle involving development, documentation, testing and maintenance.
- Experience in all the .NET Upgraded technologies for about 6 Years. Currently working with all the latest technologies.
- Experience in .NET technologies **(C#, ASP.NET, ADO.NET, WCF, AJAX and SQL SERVER).**
- **Proficient in ASP.NET, C#(4.0 & 4.5), MVC, WCF, ASMX, LINQ, AJAX, CSS, JavaScript, JQuery, ADO.NET, and Entity Framework using VS 2008, VS 2010, VS 2012 and VS 2013.**
- Expertise in creating complex SQL queries, Stored Procedures, Constraints, Indexes, Views, Cursors, Triggers, and User Defined Functions.
- Sound knowledge of SOA principles and design patterns. Designed and developed WCF/XML web services.
- Experience in developing **Web application and Web Services.**
- Worked with **Service Oriented Architecture (SOA**) to develop web services.
- Good knowledge in writing and understanding **WCF REST Web Services**
- Good experience on Versioning tools like **TFS (Team Foundation Server) and Tortoise HG**

- Extensive knowledge in object oriented languages of C#, JavaScript
- Good knowledge in HTML5
- Wrote code to fetch data from **Web services using JQUERY AJAX via JSON** response and updating the HTML pages.
- Developed **client side validation code using JavaScript and JQUERY.**
- Creating cross-browser compatible and standards-compliant CSS-based page layouts.
- Designed applications that execute on various browsers such as Internet Explorer, Mozilla Firefox, Google Chrome, and Opera using various debugging tools like **Firebugs/IE Developer Tools**.
- Experience in using Visual Source Safe (VSS), SVN and TFS for version controlling.
- Experienced in a fast paced Agile Development Environment including Extreme Programming, Test-Driven Development (TDD) and Scrum.
- Handled all the client **side validations, slide show, hide and show controls, dropdown menus and tab navigation** using JQUERY.
- **Strong in front-end GUI development using ASP.Net, HTML, CSS, JavaScript, JQuery**
- Expertise in Query optimization. Good experience in writing SQL Queries, PL/SQL
- Procedures, Functions, Triggers
- Good Knowledge in Third Party Controls like **Kendo and Teleriks**
- Expertise in implementing design patterns like **Singleton and Factory Patterns.**
- Excellent code reviews and code debugging skills.
- **Very Good Knowledge in WCF (Service Contract, Operation Contract, DataContract, End points, Hosting).**
- Generated SSRS Reports for Correspondences of Child Health Care
- Involved in using Tortoise HG and Source control for Project Management
- Internet based E-Commerce Business to Consumer B2C and Business to Business B2B Applications
- Proven ability to be a strong professional with the sound knowledge of the new technologies and advance applications.
- A solid understanding of web application development processes, from the layout/user interface to relational database structures.
- Ability to work effectively as an individual for quick turnaround of enhancements and fixes.
- Responsible for meeting expectations and deliverables on time and in high quality.

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.

Colorado's Governors' Office of Information Technology, CO Nov 15- Till Now
Sr. Dot Net Developer
The Division of Early Care and Learning (ECL) is Colorado's lead agency in planning and implementing public policy on child care issues. The Division is responsible for:
1) Licensing of child care facilities,.
2) Managing the Colorado Child Care Assistance Program (CCCAP) for eligible familie.
3) Administering child care grants and quality initiatives,
4) Serving as the lead in implementing federal child care programs.The Division's technical support is provided through the Office of Early Childhood team within the Governor's Office of Information Technology (GOIT).The Colorado Child Care Assistance Program (CCCAP) provides financial assistance to low-income families who are working, looking for employment or in training, and families that are enrolled in the Colorado Works Program and need child care services to support their efforts toward self-sufficiency. CCCAP is administered in a decentralized fashion through county departments of social services.
Responsibilities:

- Created Child care request screens by using ASP.NET
- Developed SSRS Reports for different modules in the project.
- Have worked on WCF to consume web Services.
- Created XML files during prototype design for loading the grid and tree view with the data from the XML files.
- Worked on Cascading Style Sheets and XML
- Used Toad Tool to connect Oracle Database
- Developed Web Services for user authentication and file transfer
- Followed 3-Tire architecture which included UI layer, business layer and data layer and thereby passed the data as objects between these three layers efficiently and thus reduced the overhead on the presentation layer. We implemented 3 different classes like UI class, business class and data class. Used data set object on the data layer which is then wrapped to the array object in the business layer and which is bound to the controls on the UI layer
- Worked with WCF services to push the data into the other subsystem.
- Extensively worked with Correspondences module by generating SSRS reports
- Developed the administration screens and written functionality by using JQUERY
- Used Kendo Controls for rich graphical interface.
- Worked with ADO.net to Pull and push data into the ORACLE database
- Written store procedures for every correspondences request
- Designed Web pages using HTML5, CSS
- Fixed defects present in the existing system
- Handle change requests as and when required.
- Worked with JSON data returned from Back End services
- Created the Extension methods for miscellaneous items.
- Worked with the Grid views to render the Providers Data
- Used TFS for team management.
- Performed Unit testing for each developed screens.

CTB/McGraw Hill, Monterey, CA

Sr. Dot Net Developer Jan-15 –Oct 15

Benchmark Tracker (BMT) is an online test delivery platform from CTB that is CTB's go forward summative platform. This platform was enhanced for the Spring 2015 GAIN (Georgia Indiana) summative program as well as for the Fall 2015 LAS Links re-platforming project. Through this platform a student can take the test by using a secure lock down browser (LDB) which locks student in a kiosk mode and disables commonly used keystroke commands. LDB option is available as an installable client for various operating systems (Windows, Linux, Mac, and Mobile). BMT is a key component of CTB's next generation of online summative test taking solutions and will be able to support high volumes of concurrent students with an AWS cloud based solution. As of this writing in June 2015, BMT is mostly focused around test delivery solutions whereas the Test administration part is provided from the OAS application. Student registration process happens through OAS and then it is synced with BMT. After taking the test, test completion status is being sent back to OAS for reporting, hand scoring (LAS Links only) and tracking. There is a dedicated Sync project which ensures to and from data movement between the BMT and OAS applications.

Responsibilities:

- Worked with TDC, LDB_Chrome app and service back end projects using WCF services
- Understood the Architecture of GAIN and LASLINKS project
- Have worked with .Net Upgraded technologies be WCF, LiNQ, Asp.net , C#, Entity Framework.
- Worked with API's to connect cross domain platform.
- Implemented the method of pulling data from xml using Ajax Call.
- Used Amazon web services to store responses of student in a cloud.
- Used LINQ to retrieve roster data of a student from Dyanamo Database
- Writing Stored Procedures and Functions using MSSQL-Server 2012
- Internet based E-Commerce Business to Consumer B2C and Business to Business B2B Applications to register for a test.
- Worked with JSON data returned from Back End services.
- Understood how Restful calls are made from aspx pages.
- Understood the idea of extracting HTMl data based on the view name fetched from XML
- Fetching HTML content by making Ajax Calls.
- Understood Jquery Ajax function to aspx pages to validate and transfer data between Database..
- Implemented functionalities with token and signatures to authenticating user details.
- Created the Extension methods for miscellaneous items.
- Worked with the session management
- Dealt with connecting with Dyanamo Database.
- Writing Stored Procedures and Functions using MSSQL-Server 2012
- Worked with JSON data returned from Back End services.
- Understood how Restful calls are made from aspx pages.
- Understood how behaviour and properties from JSON's are being loaded in LDB_Chrome Project

Environment: Windows 7, Visual Studio 2013,NET Upgrades, ASP.NET, C#, WCF, Amazon Web Services, LINQ, Java script, JQuery, AJAX, XML, HTML5,CSS, SQL Server 2012,JIRA , Dynamo DB, Confluence, GITHUB, Agile, API"s

AT & T, CAFebruary'13 –December'15
Sr. Dot Net Developer

The aim of this project is to create logical inventory of telephonic devices which are to be associated in the brown field area of American Telecom network and to allow field engineers of American telecom to register online account and order telephonic devices. It allows only authorized users to establish connectivity with AT&T database. Web pages facilitate users to order devices based on category. It provides complete information of devices depending upon requirement for future use to fix the issues lying in the system.

Responsibilities:

- Worked in Plan & Build team which is the core part of project
- Used MVC technology to create controllers and Models to add the business logic
- Running stored procedures to create logical telephonic devices using Entity Framework
- Developing web services using WCF and invoking from the client
- Create logical inventory of registered users and telephonic devices.
- Used LINQ to retrieve and transport data to the Database.
- Used JQuery to manipulate DOM and for the animations.
- Used Third party Kendo Controls for the presentation.
- Designed Web Pages using HTML and CSS based on the BRD's
- Created the Extension methods for miscellaneous items.
- Used JQuery, JavaScript as a Scripting Language for Client-Side Validation.
- Involved in performing Unit testing.
- Used SOAP to Implement Web Services and Consumed and published XML web services in the application
- Developed Store Procedures and Views in the database
- Developing Front end designs to place orders in order to create devices.
- Using WCF services to install Voice and Data Services in the devices.
- Following up of team status and risk analysis
- Participating in project discussions
- Preparing and sharing of documents on various steps involved in the creation of logical devices
- Interfacing with the customer on the delivery dates and risk escalations

Environment: Windows 7, Visual Studio 2013,NET upgrades. ASP.NET, C#, WCF, Web Services, Entity Framework, Java script, JQuery, AJAX, XML, XSD, HTML,CSS, SQL Server 2012, , TFS, Kendo Controls, Agile, SOAP

Pearsons, Iowa City, IA October '12 – January '13
Sr. Dot Net Developer

The aim of the project is to provide a range of education products and services to institutions, governments and direct to individual learners that help people everywhere aim higher and fulfil their true potential. It caters requires a holistic approach to education. It begins by using research to understand what sort of learning works best, it continues by bringing together people and

organizations to develop ideas, and it comes back round by measuring the outcomes of our products.

Responsibilities:

- Participated in requirements gathering, analysis and design of the client requirements.
- Developed and Writing high quality coding that meets client requirements.
- Designed and developed web application using ASP.NET, HTML5, C#, EF, and LINQ respectively.
- Extensively created and consumed WCF services.
- Developed tools using C# and LINQ to ease the recording of the documentation that consists of the configurations in the database.
- Used SOAP to Implement Web Services and Consumed and published XML web services in the application
- Developed Stored Proceduresand Views in SQL Server 2012 for accessing the database
- Used the Object-Oriented Programming (OOP) techniques and created classes (in C#.NET) for database access.
- Developed and consumed Web Services to achieve Service Oriented Architecture (SOA) and communication between heterogeneous applications.
- Worked on Master Pages and Design layouts
- Used AJAX controls for implementing partial post backs.
- Used XML for transporting messages
- Used JQuery, JavaScript as a Scripting Language for Client-Side Validation.
- Involved in performing Unit testing.
- Used Subversion control for regular check in and checkout of the code
- Used Grid Views and custom paging for displaying huge amounts of data.
- Writing Stored Procedures and Functions using MSSQL-Server 2012
- Created Indexes, Views, Jobs and Triggers using MSSQL-Server 2012.
- SQL Agent was used for automating creating packages and updating existing Tables in SQL server.
- Implemented Forms-based Authentication and Role-based Authorization using ASP.NET Membership classes and methods.
- Tested the product feature before and after integration using N-Unit.
- Worked on production issues, debugging the application and fixing the issues
- Design, develop and implement critical applications in a .Net environment.
- Created Windows Service to auto sent E-mail to the member for updates of his profile in portal.

Environment: Windows 7, Visual Studio 2013,NET upgrades, ASP.NET, C#, WCF, Web Services, Entity Framework, Java script, JQuery, AJAX, XML, XSD, HTML5, SQL Server 2012, IIS, GIT, TFS, NUnit, WF, Agile, SOAP, JetBrainsReSharper

Acxiom, Conway, AR November '11 to September '12
Dot Net Developer

Responsibilities:

- Participated in requirements gathering, analysis and design of the client requirements.
- Designed and developed web application using ASP.NET MVC 4.0, HTML5, C#, EF, and LINQ respectively.

- Created Dependency Properties and Routed events in C# and Implemented Triggers in XAML.
- Extensively created and consumed WCF services.
- Developed tools using C# and LINQ to ease the recording of the documentation that consists of the configurations in the database.
- Involved in writing database scripts, stored procedures, triggers, views, and functions.
- Worked on enhancements of the product, extensively generated reports using SSRS.
- Developed Test Classes for Unit testing the developed components using TFS automated Unit Testing Framework
- Worked on Web Services using XSL & XML
- Used AJAX controls for implementing partial post backs.
- Worked with JSON
- Used JQuery and JavaScript for scripting
- Worked on Visual Source Safe before
- Involved in performing Unit testing.
- Used Subversion control for regular check in and checkout of the code
- Used Grid Views and custom paging for displaying huge amounts of data.
- Created Stored Procedures, Indexes, Views and Triggers using SQL Server 2008.
- Used Bulk Copy keyword to copy large amount of data from MS Excel to SQL server.
- Used Crystal reports to create complex and professional reports.
- Used LINQ to SQL for retrieving the data efficiently.
- SQL Agent was used for automating creating packages and updating existing Tables in SQL server.
- Implemented Forms-based Authentication and Role-based Authorization using ASP.NET Membership classes and methods.
- Tested the product feature before and after integration using N-Unit.
- Worked on production issues, debugging the application and fixing the issues
- Used Tortoise-SVN to maintain version control by update and check out from SVN repository

Environment: Windows 7, Visual Studio 2008/2010, ASP.NET MVC 4.0, C#, WPF, MVVM, Entity Framework 5.0, Java script, JQuery, AJAX, JSON, AngularJS, HTML5, SQL Server 2008, IIS, GIT, TFS, NUnit, WF, Agile.

Magna InfoTech, Hyderabad, India July '10 – October '11
Software Engineer
Project: Finance

Client: DST Worldwide Services
The aim of the project is to help the Fund manager to manage the allocated funds. It helps to track each client with their detail records. It's an online application which helps the internal users to maintain data of companies and sophisticated clients. This project classified based on fund level and the investor level. Also deal with all appropriate business settings which required handling the funds. Project development involves with ASP.net MVC, JQUERY at the front end, LINQ to perform query operations and SQL server at the back end to store records.

Responsibilities:
- Involved in the development, Unit Testing …

- Worked with the third party Kendo Controls for customized look and feel.
- Used MVC technology to create controllers and Models to add the business logic
- Used JQUERY to manipulate all the operations at the front end.
- Worked with LDAP for authorization and authentication.
- Developing Screens based on the BRD's
- Used LinQ queries to perform query operations..
- Used Entity framework to transverse data between DB and application.
- Writing sql procedure and functions at the back end.
- Extensively used JQUERY for validations at the client end
- Used CSS and HTML to design the pages

Environment: Visual Studio 2012, C# 4.0, SQL Server 2008, Active Directory (LDAP), Tortoise HG.

C4S Consulting Pvt. Limited, Hyderabad June '09- May '10
MAHAGEETHA MUSIC
Dot Net Developer

Project: Ecommerce
This is music site, user can register and download free songs from this site and user can send greetings to any one from this site, if user wants to download a albums he has to pay the amount using PayPal (for foreign users), EBS (Indians) if payment is approved by the admin then album downloadable link will send to the user's email id.

This project has 2 modules: 1. User Module
2. Admin Module

Responsibilities:

- Design and developed the Web Administration part.
- Used CSS, JQUERY, JavaScript to design UI Layer
- Created Database, Tables and maintained relationship between the tables.
- Created Web forms using Asp.NET by using server Controls.
- Designed and developed the Business logic using C#.NET in Middle Tier and Data Tier.
- Developed the web services using WCF
- Designed and developed the database and wrote stored procedures for SQL Server 2008
- Developed a method to confirm the order of customer by sending mail to customer mail-id.
- Extensively used Application and page level tracing feature of .Net to trace and debug the code.

<u>BUNDLEBIN</u>

Project: Ecommerce
This is like an E-commerce project, in this project manufacturers have to register and he has to add bundles (products) as well as individual items. The payment details are entered at the time of manufactures register; he entered Check numbers (RTGSNO) when Admin approve this RTGSNO then that particular bundle which is added by the manufacture is displayed at the user side. Users can order items by using Bundle code.

This project has 3 modules: 1. User Module
2. Manufacturer Module
3. Admin Module

Responsibilities:

- Design and developed the Web Administration part.
- Developed an n tier service oriented e commerce application
- Created Database, Tables and maintained relationship between the tables.
- Created Web forms using **Asp.NET** by using server Controls.
- Designed and developed the Business logic using **C#.NET** in Middle Tier and Data Tier.
- Involved in the development of Presentation Logic forGUI of ASP.NETpages
- Used ADO.NET to interact with SQLServer Database.
- Used Asp.netvalidations Controls for side validations
- Involved in the developmentof Family Member module
- Used Java Script validations for Compare Validation, Regular Expressionvalidations
- Removing bugs and fixing the issues.

HSRINVENTORY

Client: HSR Developer
Project: Real Estate
This is a product for HSR Developers its construction company. This Product is used to maintain the stock reports and payment details of supplier. This company can construct several buildings in different locations at a time. This product maintains all sites material info and payment details and Indents, and Purchase Orders. Site managers can register as a user.

This project has 2 modules: 1. User Module
2. Admin Module

Responsibility Includes:

- Created Database, Tables and maintained relationship between the tables
- Design and developed the Web Administration part.
- Created Web forms using **Asp.NET** by using server Controls.
- Involved in creation of stored procedures in MS SQL Server 2005
- Created the **Custom User Grid View Control** which includes the Sorting and Paging.
- Used **Dataset, Data View and Data Adapter** to manipulate and display data.
- Designed and developed the Business logic using**C#.NET** in Middle Tier and Data Tier.

EDUCATION

Information required should include: institution name, city, state,

degree and/or Achievement and date completed/received.

College: Deccan College of Engineering and Technology
University: Osmania University
Year of Passing : 2009
Specialization: Computer Science

CERTIFICATIONS

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

NONE

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

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

- C SHARP.NET(2.0 & Above)
- ASP.NET
- WCF
- ASP.NET MVC
- AJAX
- SQL SERVER 2008
- JQUERY
- Entity Framework
- HTML
- ADO.NET
- CSS
- XML
- JAVASCRIPT
- SSRS
- ORACLE
- Citrix(Basics)
- MS Office

SOFTWARE: Windows 7, Visual Studio 2013,NET upgrades, ASP.NET, C#, WCF, Web Services, Entity Framework, Java script, JQuery, AJAX, XML, XSD, HTML5, SQL Server 2012, IIS, GIT, TFS, NUnit, WF, Agile, SOAP, JetBrainsReSharper

REFERENCES

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

Insert here a minimum of three (3) references with the above information