

PUBLIC NOTICE

CALL FOR A SPECIAL MEETING OF THE BLOUNT COUNTY BOARD OF COMMISSIONERS TO BE HELD IN ROOM 430 AT THE BLOUNT COUNTY COURTHOUSE, COURT STREET, MARYVILLE, TENNESSEE, ON THURSDAY, FEBRUARY 18, 2016, at 6:00 p.m.

I, Mayor Ed Mitchell, pursuant to and in accordance with the authority vested in me by Tennessee Code Annotated § 5-5-105, hereby call the Board of County Commissioners of Blount County, Tennessee, to meet in special session on the 18th day of February, 2016, 6:00 P.M. for the following:

1. A resolution to award an agreement that extends beyond the end of the current fiscal year for IT project services.

February 11, 2016

APPROVED:

ATTEST:

Jerome Moon
Commission Chairman

Roy Crawford, Jr.
County Clerk

Ed Mitchell
County Mayor

RESOLUTION NO. 16-02-016

SPONSORED BY: Commissioner Richard Carver and Commissioner Mike Lewis

RESOLUTION OF THE BLOUNT COUNTY LEGISLATIVE BODY ESTABLISHING AN AGREEMENT THAT EXTENDS BEYOND THE END OF THE CURRENT FISCAL YEAR FOR INFORMATION TECHNOLOGY SERVICES FOR BLOUNT COUNTY, TN

WHEREAS, the Board of County Commissioners of Blount County, Tennessee has adopted the provisions of Tennessee Code Annotated §5-14-101 et. seq., known as the County Purchasing Law of 1957; and

WHEREAS, Tennessee Code Annotated §5-14-108(m) (1) states that the County Purchasing Agent is authorized to purchase and contract to purchase materials, supplies, equipment and contractual services on a fiscal year basis, but no commitment shall be made which extends beyond the end of the current fiscal year for which appropriations have been made by the county legislative body, except such commitments as are authorized by resolution of the county legislative body; and

WHEREAS, Blount County has the need for Information Technology; and

WHEREAS, Blount County Purchasing issued a Request for Qualifications (#2015-2375) for a solution for these services; and

WHEREAS, Mindboard was deemed to be the firm offering the solution that is in the best interest of Blount County; and

WHEREAS, the agreement negotiated between Blount County and Mindboard has been approved as to form by the County Attorney, Craig Garrett.

NOW THEREFORE, BE IT RESOLVED by the Blount County Legislative Body in session assembled on the 18th day of February 2016, that a Procurement Agreement with Mindboard, Blount County Contract Number 2015-2375, be duly authorized and approved by Blount County, Tennessee.

BE IT FURTHER RESOLVED that this resolution take effect from and after its passage, and that any part of any proper resolution to the contrary is hereby declared null and void, the public welfare requiring it.

Duly authorized and approved this 18th day of February, 2016.

CERTIFICATION OF ACTION

ATTEST

Commission Chairman

County Clerk

Approved: _____

Vetoed: _____

County Mayor

Date

CONSULTANT AGREEMENT BETWEEN

Blount County, TN

AND

Mindboard, Inc.

FOR

Information Technology Services

This consultant Agreement ("Agreement") is made and entered into this ____ day of _____, 2016 by and between Blount County Government, hereinafter called "Company," with principal offices at _____ and **Mindboard**, hereinafter called "Consultant," with principal offices at 43676 Trade Center Place, Suite #235, Sterling, Virginia, 20166. The contract period shall be effective February 22, 2016 through June 30, 2019 and shall have two (2) annual renewal options available.

WHEREAS, consultant will provide the consulting services for the **Information Technology Services** at company and in return company agrees to pay Consultant compensation as set forth herein; and

NOW, THEREFORE, in consideration of the mutual promises and obligations of the parties hereunder, the parties agree as follows:

ARTICLE 1

CONSULTANT SERVICES AND RESPONSIBILITIES

1. General

1.1.1 Consultant shall provide the **Information Technology Services**, hereinafter the "Services" described in the scope of services attached hereto as Exhibit "A," which services are hereinafter called the "Services." Exhibit A is incorporated herein solely to the extent it describes Consultant's Scope of Services.

1.1.2 With respect to the Services and this Agreement, Consultant shall be bound to Company.

1.1.3 Consultant is not an agent, employee or partner of Company; it is an independent consultant and will maintain complete control of and responsibility for its own employees, Consultants, and agents. Consultant shall also be solely responsible for the safety of its employees.

1.2 Minimum Standards

1.2.1 All Services shall be performed and supervised by qualified personnel.

1.2.2 Consultant shall, at its own cost, furnish all personnel, equipment and materials necessary to perform the Services.

1.2.3 Consultant shall perform all portions of the Services in a timely manner. Consultant shall perform all portions of the Services in accordance with the terms and conditions of this Agreement in a professional manner. If Consultant or its agent or Consultant fails to meet the above professional standards or if any portion of the Services is not performed in accordance with this Agreement, in addition to any other remedies that Company may seek, upon notice from Company, Consultant shall promptly correct any deficiencies in the Services without additional compensation.

1.2.4 If Consultant's Services are performed other than on its own property, Consultant shall take all reasonable precautions to prevent damage to the property, visible or concealed, and shall reasonably restore the site to the condition existing prior to Consultant's entry.

1.2.5 Consultant shall use all the necessary precautions in insuring the health and safety of all its engineering and technical personnel and comply with all standards of health and safety established by OSHA and the State in which the Services are to be performed.

1.2.6 Consultant shall perform and prepare such investigations, data collection, surveys, tests, analyses and reports as may be necessary for the proper execution of the Consultant's Services, except for investigations, data collection, surveys, tests, analyses and reports expressly excluded in this Agreement from Consultant's Scope of Services.

1.3 Acceptance and Non-Waiver

1.3.1 Consultant shall permit the representative of Company to observe the Services at all reasonable times, and all Services shall be subject to acceptance and approval of Company. Such acceptance and/or approval shall not relieve Consultant of its responsibility to perform the Services in accordance with all Agreement requirements. The failure of Company to insist upon strict performance of any of the terms of this Agreement or to exercise any rights conferred by this Agreement shall not be construed as a waiver of its right to assert or rely on any such terms or rights on any future occasion or as a waiver of any other terms or rights.

1.4 Compliance with Law

1.4.1 In the performance of its Services, Consultant shall comply fully with all applicable laws, ordinances, rules and regulations, and when requested shall furnish evidence satisfactory to Company of such compliance. Without limitation, Consultant shall comply with all applicable provisions of the Equal Opportunity Clause at 41 CFR §60-1.4(a), 41 CFR §60-250.5(a), and 41CFR §60-741.5(a), which are hereby incorporated by reference.

ARTICLE 2

PAYMENT TO THE CONSULTANT

2.1 Payment

2.1.1 Subject to the terms and conditions in this Agreement, Company agrees to pay Consultant, as full and complete compensation for Consultant's Services the Agreement (including all of Consultant's costs and expenses and all taxes and other charges levied by any

government agency on Consultant, its agents and Consultants related to the Services). This amount shall exclude all travel and accommodation expenses. Services shall be invoiced based on the Services performed on Time and Material basis and at the rates provided in Exhibit A. Company will pay Consultant for its Services within fifteen (15) days after a receipt of invoice from Consultant.

2.1.2 Consultant shall submit its invoices to:

Blount County Government
Attn: Randy Vineyard
341 Court Street
Maryville, Tennessee 37804-5906

Unless otherwise specified, the frequency of invoicing shall be every 30 days. Consultant agrees to provide such supporting documentation with each invoice as Company reasonably may require. Payment of any invoice by Company shall not imply inspection, approval, or acceptance of the Services by Company.

ARTICLE 3

TIME SCHEDULE

3.1 Schedule and Delays

3.1.1 Upon receipt of Company's notice to proceed, Consultant shall promptly commence Services and continue working until completed. The Services shall be completed in a reasonable time, unless expressly extended in writing by the Company.

3.1.2 Consultant shall advise Company immediately by telephone, and confirm by written notice to Company within five (5) business days, of any event or condition impairing its ability to meet the time schedule provided in this Agreement, together with proposed revisions to the schedule. Any delay in the performance of Consultant's Services caused by an event or occurrence beyond Consultant's reasonable control and without its fault or negligence, such as, by way of example and not by way of limitation, acts of God, court injunction, fires, floods, windstorms, explosions, riots, natural disasters, wars, or sabotage, shall be excused. During any such period of delay or failure to perform by Consultant, Company, in its sole option, may purchase some or all of the same or similar services from other sources and reduce the Services requested of Consultant hereunder by such degree, without liability to Consultant, or have Consultant provide some or all of the Services from other sources at times requested by Company and at the prices set forth in this Agreement.

3.1.3 Company shall have the unilateral right to increase, decrease or alter Consultant's Scope of Services, or direct acceleration in the performance of the Services, without invalidating this Agreement. Prior to performing any such change to its Services, Company shall provide Consultant with a written proposal therefor and, where practicable, Company and Consultant shall negotiate the amount of any change in the Consultant's compensation and schedule related to the change. In the event the parties cannot agree, and if Company directs the Consultant, in writing, to proceed, then the Consultant shall proceed with the Services as revised. In such

event, continuation with the performance of its Services as revised shall not be construed as a waiver of any rights accruing to Consultant as a result thereof.

3.1.4 If Consultant believes that it has been requested to perform any task beyond its Scope of Services, Consultant shall advise Company in writing prior to commencing such task. In the event of a dispute as to whether Consultant has been asked to perform a task outside of its Scope of Services or Consultant's entitlement to additional compensation therefore, Consultant shall nonetheless perform such task as requested, which shall not be construed as a waiver of any rights accruing to Consultant as a result thereof.

ARTICLE 4

INSURANCE AND INDEMNIFICATION

4.1 Insurance

4.1.1 Prior to commencing its Services, Consultant shall at its own cost and expense obtain and maintain in effect for the duration of this Agreement the following minimum insurance coverage from insurers that are rated A-, VIII or higher and licensed, authorized or approved to do business in the state where the Services are to be performed.

4.1.2 The minimum required insurance coverage is:

<u>Required Coverage</u>	<u>Required Policy Limits</u>	
a. Worker's compensation (A) Employer's liability (B)	Coverage A: Coverage B:	Statutory benefits in the state(s) work is performed
	Bodily injury by accident:	\$1,000,000 each accident
	Bodily injury by disease:	\$1,000,000 policy limit
	Bodily injury by disease:	\$1,000,000 each employee
b. Commercial general liability (Coverage shall be written on ISO form CG 00 01 12 04 or an equivalent form and shall cover liability arising from premises, operations, independent contractors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract including the tort liability of another assumed in a business contract)	Each occurrence: Products and completed operations aggregate limit: Personal and advertising injury limit: General aggregate limit (applicable per project):	\$1,000,000 \$1,000,000 \$1,000,000 \$2,000,000

c. Auto liability (Coverage shall be written on ISO form CA 00 01, CA 00 05, CA 00 12, CA 00 20, or an equivalent form and shall apply to any auto including owned, hired, and nonowned autos)	Each accident:	\$1,000,000
d. Umbrella liability (Coverage shall be at least as broad as the underlying coverage, including but not limited to completed operations and contractual liability)	Each occurrence: Aggregate:	\$1,000,000 \$5,000,000
e. Professional liability	Each claim: Aggregate:	\$1,000,000 \$3,000,000

4.1.3 Consultant agrees to the following regarding the above-required insurance coverages:

- a. All insurance coverage (with the exception of workers compensation and professional liability) to be maintained and furnished hereunder by Consultant shall be primary and non-contributory with respect to the Project as to Company.
- b. The professional liability policy shall not have a deductible of more than \$250,000 in respect to any single claim.
- c. Consultant shall cause Company to be named as an additional insured as to all insurance coverage required hereunder (except workers compensation and professional liability).
- d. The additional insured endorsement on the commercial general liability policy shall include both "on-going operations" and liability arising from "your work/complete operations".
- e. Contractual liability insurance coverage (commercial general, umbrella, and auto liability) required to be maintained and furnished hereunder by Consultant shall include coverage in respect to the indemnification provision set forth herein below in Paragraph 4.2.1.
- f. All insurance (with the exception of professional liability) shall be maintained on an "occurrence" basis.
- g. Company shall be notified in writing at least thirty (30) days prior to the effective date of any cancellation (except 10 days if cancellation is due to non-payment of premium) of or reduction in limits via endorsement in any required insurance coverage.

- h. All required coverages shall include a waiver of any rights of subrogation by the insurer against Company and shall be endorsed to recite the name of the Project and the location of the Project site.
- i. Before commencing its Services, and annually thereafter, Consultant shall provide to Company certificates of insurance, including copies of applicable policy endorsements, indicating that Consultant is in compliance with the insurance requirements set forth herein. Consultant understands and agrees that maintaining the required insurance coverages and providing Company the requisite certificates of insurance are conditions precedent to Consultant's entitlement to receive payment for Consultant's Services.
- j. Failure to maintain the required insurance may result in termination of this Agreement at Company's option. If the Consultant fails to maintain the insurance as set forth herein, Company shall have the right, but not the obligation, to purchase said insurance at Consultant's expense.
- k. By requiring insurance herein, Company does not represent that coverage and limits will necessarily be adequate to protect Consultant, and such coverage and limits shall not be deemed as a limitation on Consultant's liability under the indemnities granted by Consultant in this Agreement.

4.2 Indemnification

4.2.1 Each party shall indemnify and hold harmless the other party from and against any loss, expense or claim asserted by third parties for damage to third party tangible property, or for bodily injury, or both, arising out of the performance of this Agreement, to the extent such damage or injury is attributable to the negligence of the indemnitor; provided, indemnitee gives the indemnitor prompt notice of any such claim and all necessary information and assistance so that indemnitor, at its option, may defend or settle such claim, and indemnitee does not take any adverse position in connection with such claim. In the event that any such damage or injury is caused by the joint or concurrent negligence of both parties, the loss, expense or claim shall be borne by each party in proportion to its negligence. Neither party shall be liable to the other for special, consequential or punitive damages.

Any and all obligation of Blount County to provide indemnification pursuant to this paragraph is subject to the limits of liability set forth in the Tennessee Governmental Tort Liability Act found at T.C.A. § 29-20-101 et. seq. and Blount County's obligation to provide indemnification is limited to the limits of liability set forth for a governmental entity under said Act.

ARTICLE 5

PROJECT WORK PRODUCT AND RECORDS

5.1 Project Work Product and Records

5.1.1 All intellectual property developed in the performance of the Services, and all records, including electronic records, relating to the Services, including, without limitation, all completed and partially completed drawings, specifications, reports, summaries, samples, photographs, log books, field reports, memoranda, notes, calculations, and other documents ("Work Product") shall be deemed "works made for hire" and the property of Company. Consultant hereby assigns, and will cause each of its Consultants to assign to Company all right, title, and interest in any such Work Product. Consultant shall maintain all such Work Product for a period of not less than seven (7) years after substantial completion of the Project or for such longer time as may be required by the Prime Agreement or by law. Consultant shall, at Consultant's expense, deliver such Work Product to Company upon request. Consultant shall be entitled to keep copies. Any use of Consultant's Work Product shall be limited to the use appropriate for the stage of completion of the Work Product and shall be limited to the Project and for the purpose for which the Work Product was created. Any use of Work Product prior to Consultant's final completion of the Work Product or for other Projects shall be without liability to Consultant.

ARTICLE 6

MISCELLANEOUS

6.1 Successors and Assigns

6.1.1 Company and Consultant each have bound itself, its members, successors, administrators, and assigns to the other party to this Agreement and to the members, successors, administrators, and assigns of the other party in respect to all obligations and covenants in this Agreement. Neither Company nor Consultant shall assign, sublet, or transfer any right or interest in or obligation under this Agreement without the prior written consent of the other party hereto, any such unauthorized transfer being null and void.

6.2 Suspension of Services

6.2.1 Company may, at any time and with or without cause, suspend the services of Consultant or any portion thereof with 30 days' notice to Consultant. Consultant shall resume the services on receipt from Company of a notice of resumption of services.

6.3 Default, Termination and Survival

6.3.1 The provisions of Sections 1.2, 4.1, 4.2 and 5.1 shall survive the termination, cancellation or completion of this Agreement.

6.3.2 **Termination for Convenience.** All or part of this Agreement may be terminated by Company for its convenience. In such event, Consultant will be entitled to compensation for authorized services competently performed and authorized unmitigatable expenses incurred up to the date of termination. In no event shall Consultant be entitled to compensation for profit on services not performed.

6.3.3 Termination for Cause. In the event Consultant: (a) repudiates, breaches or defaults under any of the terms or conditions of this Agreement, fails to perform the Services as specified, or fails to make progress so as to endanger timely and proper performance of the Services, and does not correct such failure or breach within five (5) business days after receipt of notice from Company specifying such failure or breach; (b) becomes insolvent, files, or has filed against it, a petition in bankruptcy, for receivership or other insolvency proceeding, makes a general assignment for the benefit of creditors or, if Consultant is a partnership or corporation, dissolves, (c) fails to timely pay Consultant's Consultants or suppliers, or (d) in the reasonable opinion of Company, becomes financially or legally incapable of timely and properly performing the Services, each such event constituting an event of default hereunder, Company shall have the right to, among other things: (1) terminate all or any part of this Agreement and obtain from Consultant, and/or deduct from any sums due to Consultant for Services provided prior to termination, an amount reasonably deemed by Company sufficient to offset any expense, damage or penalty caused by the default; (2) perform or obtain, upon such terms and in such manner as it deems appropriate in its sole discretion, the Services which was to be provided by Consultant and Consultant shall be liable to Company for any commercially reasonable excess costs to Company in performing or obtaining same; and/or (3) exercise any other right or remedy available to Company at law or in equity. If, after notice of termination, it is determined for any reason that Consultant was not in default or that the default was excusable, the rights and obligation of the parties will be the same as if the termination were a Termination for Convenience.

6.3.4 In the event of termination of this Agreement, regardless of the cause, Consultant will not be entitled to termination expenses, but will be entitled to reimbursement for work completed up through the termination.

6.3.5 This Agreement will terminate automatically upon termination of the Prime Agreement. Company will promptly notify Consultant of such termination.

6.3.6 The rights and remedies of Company provided in this paragraph will not be exclusive and are in addition to any other rights and remedies provided by law or equity or under this Agreement.

6.4 Setoff

6.4.1 In addition to any right of setoff provided by law, all amounts due Consultant shall be considered net of indebtedness of Consultant under this Agreement to Company; and Company may deduct any amounts due or to become due from Consultant to Company hereunder against any amounts due from Company to Consultant hereunder. Company may withhold any compensation attributable to uncorrected defective work or to offset any other claim of Company and recover damages as provided; however, Company and Consultant will evaluate the feasibility of resolving any disputes pursuant to an alternative dispute resolution process.

6.5 Third Party Beneficiaries

6.5.1 Except to the extent otherwise explicitly stated in this Agreement, this Agreement shall not create any rights or benefits to parties other than Company and Consultants

6.6 Notices

6.6.1 Any notice provided for in this Agreement shall be in writing and shall be considered as having been given, unless otherwise specified in this Agreement, if mailed by regular mail, postage prepaid, or personally delivered:

To Company at the following address:

Blount County Government
Attn: Ed Mitchell
341 Court Street
Maryville, Tennessee 37804

To Consultant at the following address:

Mindboard
Attn: Abjijit Vererkar
43676 Trade Center Place
Suite #235
Sterling, VA 20166

or such other address as Company or Consultant may designate in accordance with this provision.

6.7 Disputes

6.7.1 Company and Consultant agree that this Agreement is to be governed by and interpreted in accordance with the law of the State of Tennessee, without regard to conflict of law principles, that any lawsuit regarding this Agreement or the Services shall be brought in a court having jurisdiction in Blount County, in the State of Tennessee, and that such court shall have personal jurisdiction over each of them. Company and Consultant each agree to and hereby do waive their right to a jury trial as to any dispute arising between them with regard to the Services or this Agreement.

6.8 Severability

6.8.1 If any term or provision of this Agreement is declared invalid or unenforceable by any court of lawful jurisdiction, the remaining terms and provisions of this Agreement shall not be affected thereby and shall remain in full force and effect.

6.9 Waiver of Breaches

6.9.1 The waiver by Company of any breach or violation of any term, covenant, or conditions of this Agreement or of any provision, ordinance, or law shall not be deemed to be a waiver of any other term, covenant, condition, or ordinance or law of any subsequent breach or violation of the same or of any other term, covenant, condition ordinance or law. The subsequent payment of any monies or fee by Company which may become due hereunder shall not be deemed to be a waiver of any preceding breach or violation by

Consultant of any term, covenant, or condition of this Agreement or of any applicable law or ordinance.

6.10 Confidentiality

6.10.1 Consultant shall maintain information acquired or prepared under this Agreement in confidence. If such information is required to be disclosed by law, Consultant will notify Company immediately upon receipt of any such demand or order and will reasonably cooperate with Company in the event Company seeks any legal protective order with respect to such information.

6.11 Entire and Integrated Agreement

6.11.1 Agreement represents the entire and integrated agreement between Company and Consultant and supersedes all prior negotiations, representations, and agreements, either written or oral, between the parties.

6.12 Construction and Interpretation

6.12.1 The language of this Agreement shall in all cases be construed simply, as a whole, and in accordance with its fair meaning and not strictly for or against any Party. Each Party has been given the opportunity to independently review this Agreement with legal counsel and other consultants, and each party has the requisite experience and sophistication to understand, interpret and agree to the particular language of the provisions. Accordingly, in the event of an ambiguity in or dispute regarding the interpretation of this Agreement, the drafting of the language of this Agreement shall not be attributed to either Party.

ARTICLE 7

SIGNATURES

7.1 Signatures

7.1.1 IN WITNESS WHEREOF, the parties hereto have made and executed this Agreement the day and year first above written.

COMPANY:

Blount County Government

By: _____ Date: _____

Ed Mitchell, County Mayor

By: _____ Date: _____

Katie Branham, Purchasing Agent

CONSULTANT:
Firm: **Mindboard**

By: _____ Date: _____
Abhijit Verekar, Principal

Approved as to Form:

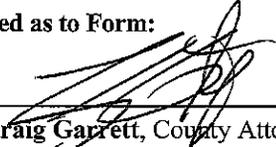
By:  _____ Date: 1-11-16
Craig Garrett, County Attorney

EXHIBIT "A"

Request for Qualifications (RFQ) 32015-2375
Information Technology Services

ORIGINAL



Request for Qualifications (RFQ) #2015-2375

Information Technology Services

January 4, 2016



Address: 43676 Trade Center Place,
Suite #235, Sterling, VA 20166
Phone: (703) 574-3210
Fax: (703) 574-3211



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A. Qualifications

1. Firm Profile

1.1 Cover Letter

January 4, 2016

Blount County Purchasing Department
Blount County Courthouse, Room 319
385 Court Street
Maryville, TN 37804-5906
ATTN: Ms. Katie Branham, Purchasing Agent

Dear Ms. Branham:

Mindboard Inc. would like to thank Blount County, TN (“County”) for giving us the opportunity to respond to the Request for Qualifications (RFQ No. 2015-2375) for Information Technology Services. We understand that the County seeks a professional IT consulting firm to provide services and expertise related to the management and implementation of recommendations, developed during a previously conducted Information Technology Assessment by Net3IT.

Mindboard, Inc. (est. 2011) is an enterprise modernization management and Information Technology (IT) professional services consulting firm based in Sterling, VA. We are an Enterprise Modernization Consulting organization that focuses on helping our clients modernize their operations through effective strategic planning, process streamlining and technological upgrades, where appropriate. Mindboard is a **certified Minority Business Enterprise (MBE) and officially licensed to conduct business with the State of Tennessee (Control No. 000813278)**. Our corporation is comprised of thirty give (35) professional consultants, with demonstrated experience and expertise in **key competency areas including business and technology strategic planning, business process re-engineering, business process management, requirements definition, RFP creation, project management and business systems selection and implementation**. Our team of consultants has performed over 20+ IT service projects across industries and technologies. For each project engagement, we are focused on the strategic needs of our clients to determine the technology and operational capabilities required to support their long-term goals.



Mindboard team of consultants works with a portfolio of public sector clients and has supported engagements for over ten (10) public governments across the country. Our consultants have performed projects similar to this RFP for **Baltimore County, MD; Montgomery County, MD; State of Maryland, Department of Human Resources; Memphis Area Transit Authority, TN; Nashville Metropolitan Transit Authority, TN; Knoxville Community Development Corporation, TN; City of Green, OH; Town of Paradise Valley, AZ; Castaic Lake Water Agency, CA; City of Wilsonville, OR; etc.** Our proposed team brings the knowledge and relevant experience to this initiative for the County from day one. Based on these qualifications, our team of consultants contributes the following critical factors, necessary for the long-term success of this effort:

- Solid Information Technology Consulting and Technical Services experience
- IT Strategic Planning Implementation approach proven in public governments' environment
- Functional breadth and extensive knowledge of the public governments' business operations
- Successful track record of delivering tangible results to clients

Throughout this information technology consulting initiative, our team will make every commitment to provide practical recommendations to the County that will enable it to do business more efficiently and serve its customers more effectively. We will apply our proven expertise and professional skills to complete this engagement on time and within budget.

We appreciate the opportunity to propose our services to this important initiative. Please feel free to contact me via phone at (440) 991-6628 or via email at averekar@mindboard.com with any questions you may have.

Yours truly,

Abhijit Verekar, Principal
43676 Trade Center Place,
Suite #235, Sterling, VA 20166
Tel: 440-991-6628
Email: averekar@mindboard.com



1.2 Insurance Certificate

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 09/02/2015			
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 Hackney Insurance Agency, LLC 205 Business Park Drive, Suite 100 Virginia Beach, VA 23462			CONTACT NAME: Nancy W. Hackney PHONE (A/C, No. Ext): (757)747-9600 FAX (A/C, No.): (757)747-7611 E-MAIL ADDRESS: nancy@hackneyins.com				
INSURED Mindboard, Inc. Vinay Pande 25321 Fairbanks Place Chantilly, VA 20152			INSURER(S) AFFORDING COVERAGE		NAIC #		
			INSURER A: Sentinel Insurance Company, Limited		11000		
			INSURER B: Sentinel Insurance Company, Limited				
			INSURER C: Hartford Casualty Insurance Company		00914		
			INSURER D: Hartford Fire Insurance Company				
			INSURER E:				
			INSURER F:				
COVERAGES		CERTIFICATE NUMBER: 0000000-235857		REVISION NUMBER: 13			
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	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y	Y	14SBAZF6407	03/28/2015	03/28/2016	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPIOP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			14SBAZF6407	03/28/2015	03/28/2016	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			14SBAZF6407	03/28/2015	03/28/2016	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	14WECVT2514	03/28/2015	03/28/2016	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Fidelity Bond			00 TP 0269060 14	03/28/2015	03/28/2016	\$25,000 ded 2,000,000
D	E & O			14 TE 0289892-15	03/28/2015	03/28/2016	\$25,000 ded 2M/4M
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Certificate holder is additional insured with respect to general liability when required by written contract. Coverage is primary and non-contributory. Waiver of subrogation applies.							
CERTIFICATE HOLDER				CANCELLATION			
Covendis 200 Walker Street SW Suite B Atlanta, GA 30313				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 <i>Nancy W. Hackney</i> (NWH)			

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ACORD 25 (2014/01)

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Printed by NWH on September 02, 2015 at 11:07AM



2. Project Team

2.1 Proposed Personnel

Mindboard will assemble a team of professional consultants experienced in providing information technology consulting services for various clients similar in size, complexity, and governance as Blount County. Our team is experienced and has efficiently and expeditiously applied IT industry best practices on a variety of projects successfully to deliver quality results to our clients. The project team, identified for this engagement possess functional breadth and extensive knowledge of public governments’ business operations which will allow them to assess County’s needs, identify gaps and formulate strategies through a proven approach. Our proposed Project Manager has 10+ years of experience working with public agencies in similar engagements and will provide the team with direction and expertise based on his solid knowledge and experience.

For this initiative, the project team will be comprised of the following qualified and experienced professionals:

Project Team Resource	Role	Responsibilities
Abhijit Verekar Years of Experience: 10+	Contract Manager	Mr. Verekar is a Principal at Mindboard. He will be providing overall contract oversight and quality assurance.
Tarak Shah Years of Experience: 10+	Project Manager	Mr. Shah is a Principal at Mindboard. He will be providing IT consulting services, coordinating day-to-day activities of the project team and validating deliverables.
Vinay Pande Years of Experience: 15+	Solution Architect and IT Infrastructure Engineer	Mr. Pande is a Principal and Owner of Mindboard. He will be providing enterprise technology modernization advisory services.
Greg Sileo Years of Experience: 10+	Director of Business Development	Mr. Sileo is a Director of Business Development at Mindboard. He will be responsible for IT Strategic advisory and guide the team on policy compliance.
Simeon Ivanov Years of Experience: 7+	Senior Consultant	Mr. Ivanov is a Senior Consultant at Mindboard. His role will be to provide information technology subject matter expertise and assist in the deliverables development.
Jody Moscaritolo Years of Experience: 7+	Senior Consultant	Mr. Moscaritolo is a Senior Consultant at Mindboard. His role will be to provide business process reengineering and information technology subject matter expertise and assist in the deliverables development.



Project Team Resource	Role	Responsibilities
Alin Dev Years of Experience: 7+	Senior Consultant	Mr. Dev is a Senior Consultant at Mindboard. His role will be to provide information technology subject matter expertise and assist in the deliverables development.
Gergana Boneva Years of Experience: 3+	Analyst/Technical Writer	Ms. Boneva is a Consultant at Mindboard. She will be responsible for project documentation, deliverables creation and report development.



Abhijit Verekar, Contract Manager

Key Qualifications	Public Sector Experience
<ul style="list-style-type: none"> • 10+ years of Management Consulting experience providing services to state and local government agencies. • Areas of expertise include: Information Technology Strategic Planning, IT System Needs Assessment, Business Process Analysis and Reengineering. 	Public sector clients include: <ul style="list-style-type: none"> – Baltimore County, MD – Montgomery County, MD – City of Akron, OH – City of Green, OH – Town of Paradise Valley, AZ – Knoxville Community Development Corporation, TN

Related Project Experience

Information Technology Consulting and Technical Services Term Contract: Baltimore County Government, MD – Master Contractor - (Contract Manager)

Mr. Verekar currently oversees the contractual aspects of all technical and professional services contract solicitations and projects issued through the term contract with Baltimore County Government. Mr. Verekar’s responsibilities include serving as the point of contact for customers on contractual matters, providing guidance on contract matters to project managers, developing and implementing procedures for contract management and administration in compliance with company policy, and monitoring compliance by company employees with established procedures.

Business Process Re-engineering Contract: Montgomery County Government, MD – Master Contractor – (Contract Manager)

Mr. Verekar currently oversees the contractual aspects and delivery of all technical and professional services contracts through the Montgomery County Master Agreement. Mr. Verekar is responsible for client and engagement management, vendor management, on-going issue and change management, transaction compliance (milestones, deliverables, invoicing and so on.), service level agreement compliance for all subcontractors included in the contract.

Information Systems Assessment: Knoxville Community Development Corporation, TN – (Project Manager)

Mr. Verekar managed the assessment of the IT environment and infrastructure for Knoxville Community Corporation. During the assessment, he interviewed key members from the management and executive team and conducted a comprehensive assessment of the agency’s computing environment which included industry business, industry applications, network infrastructure (routers, servers, WAN, LAN, virtual servers, end user workstations and printers). He also assisted with identifying gaps in IT staff work descriptions and actual job duties. Mr. Verekar managed all update meetings, maintained the budget and work plan, and prepared dashboards. Additionally, Mr. Verekar developed prioritized recommendations and identified areas of improvement for the entire agency

Education	
	MBA – Finance, Cleveland State University, Cleveland, Ohio Master of Commerce – Accounting & Finance, Goa University, Goa, India Bachelor of Commerce – Goa University, Goa, India PMP – Certified Project Management Professional, Project Management Institute



Tarak Shah, Project Manager

Key Qualifications	Public Sector Experience
<ul style="list-style-type: none"> 10+ years of industry experience in providing information technology consulting services to public sector agencies. Areas of expertise include: Information Technology Strategic Planning, IT System Needs Assessment, and Business Systems Selection. 	<p>Public sector clients include:</p> <ul style="list-style-type: none"> City of Cleveland, Department of Water, OH State of Maryland, Department of Human Resources Memphis Area Transit Authority, TN Nashville Metropolitan Transit Authority, TN Castaic Lake Water Agency (CLWA), CA Macon Water Authority (MWA), GA

Related Project Experience

Enterprise Document Generation and Delivery Solution Implementation: State of Maryland, Department of Human Resources - (Senior Project Manager)

Mr. Shah served as the Senior Project Manager on a legacy mainframe document generation and delivery IT transformation project for the agency (5000 users) with financial investment of \$4.5 million in process optimization and technology modernization efforts. He provided direction and support to project team of 22 employees and subcontractors, including process consultants, application developers, solution architect, technical leads, database administrators, system testers and business analysts.

Advanced Public Transportation Systems Implementation: Memphis Area Transit Authority, TN – (Senior Manager)

Mr. Shah managed the implementation of Intelligent Transportation Systems technologies for the Memphis Area Transit Authority. His responsibilities included managing the vendor, contract, and budget. He provided oversight for all voice and data communication designing, testing, and implementation and provides his expertise in various areas of ITS. Other technologies included in this project were Automatic Vehicle Locators, Automatic Voice Annunciation, and Computer Aided Dispatch. Mr. Shah drove all update meetings and attended all board meetings to ensure stakeholders and decision makers were aware of all aspects of the project and provided guidance to help drive a seamless decision making process.

IT General Services: City of Cleveland, Department of Water, OH – (Senior Manager)

Mr. Shah managed IT General Services contract for the Cleveland Division of Water. He provided general management oversight related to the execution of contracts and managed the development of task proposals and monthly invoices. He also managed the task orders, monitored budgets, and staffed all projects that were released under the IT General Services contract. Mr. Shah provided direction to all consultants and maintained a close relationship with the Assistant Commissioner to identify projects to release, resources to provide, and budget updates.

Education	
	<p>MBA – Strategic Management & Finance, Temple University</p> <p>BE – Instrumentation & Control, Gujarat University, India</p> <p>PMP – Certified Project Management Professional, Project Management Institute</p>



Vinay Pande, Solution Architect and IT Infrastructure Engineer

Key Qualifications	Public Sector Experience
<ul style="list-style-type: none"> • 15+ years of experience with enterprise technology modernization and IT advisory. • Areas of expertise include: Information Technology Assessment, Strategy Analysis, Business Process Re-engineering, Business Intelligence and Software Development. 	<p>Public sector clients include:</p> <ul style="list-style-type: none"> – State of Maryland, Department of Human Resources – Montgomery County, MD

Related Project Experience

Electronic Integrated Case Management (eICM) Solutions: Xerox State and Local Solutions, Elkridge, MD
Mr. Pande led the Phase 2 effort to design the eICM tool for Montgomery County, MD. Tool platform is Siebel Public Sector 8.2.2 and backend engine is Oracle 11g.

Strategic Performance & Data Warehousing Applications: Verizon Business, Strategic IT Applications, Ashburn, VA
Mr. Pande led the effort to develop Deal Desk tool for Enterprise customers. Tool was designed to analyze large deals relative to margin, win/loss and custom pricing requirements. Tool data was the basis for the Pricing analytics. He ran large global software architecture and application development team (Americas, EMEA, LATAM and Asia PAC) specialized in Business Intelligence/Dashboards, Data Warehousing and Metrics reporting. In addition, he achieved over 50% process efficiency by re-engineering contract renewal process, automated the manual retrieval, organization and manipulation of information. The improvements project resulted in at least \$2.9 million in business, legal costs savings, and \$25M in new and accelerated revenue in 2010. Mr. Pande improved user experience by envisioning & implementing a unified ordering, inventory and trouble ticketing data warehousing application supporting 8,000+ service and sales users. He identified \$5.4M (2010) of unbilled revenue associated with five strategic product areas in mid-Atlantic region.

New Business Development & Sales: Verizon Business, Government and Education Solutions, Falls Church, VA
Mr. Pande rolled out new security, disaster recovery and professional services solutions nationwide. His efforts included identifying market needs, product definition, market sizing, competitive analysis, prototyping, developing marketing materials, customer engagement and closing a sale. He was involved in business unit valuation & negotiations with potential buyers of the application portfolio.

Education	
	<p>M.B.A., Strategy and Finance, University of Chicago, Chicago M.S., Management, New Jersey Institute of Technology M.S., Electrical Engineering / Computer Networks, Clemson University SC Certified SCRUM Master</p>



Greg Sileo, Director of Business Development

Key Qualifications	Public Sector Experience
<ul style="list-style-type: none"> • 10+ years of experience in public sector program management and IT project implementation • Areas of expertise include: Public Program Management, Information Technology Assessment, Strategy Analysis, and Business Process Re-engineering. 	<p>Public sector clients include:</p> <ul style="list-style-type: none"> – Maryland Department of Human Resources – Baltimore Community Action Partnership, Mayor’s Office of Human Services – Baltimore Homeless Services, Office of the Mayor

Related Experience

Office of the Secretary, Maryland Department of Human Resources – (Director of Program Management)
Mr. Sileo advises the Secretary on policy initiatives and program management strategies. He manages major Department-wide special projects, including technology and data infrastructure initiatives. Mr. Sileo also evaluates business processes and develops requirements for technology enhancements. He conducts training on program management tools and facilitates strategic goal setting in the areas of child support enforcement, welfare programs, child welfare, information technology, service delivery, and procurement.

Office of Home Energy Programs, Maryland Department of Human Resources – (Director)
Mr. Sileo oversaw the administration of over \$140 million in direct assistance to help approximately 120,000 low-income Maryland households pay their heating bills, minimize heating crises, and make energy costs more affordable. He developed policy and regulations for statewide energy assistance programs and managed contractual relationships with more than twenty local intake sites and over 250 employees. Mr. Sileo engaged stakeholders in strategic planning, program development, technology enhancements, and the development of legislation designed to reduce the energy burden for low income Marylanders.

Baltimore Community Action Partnership, Mayor’s Office of Human Services – (Director)
Mr. Sileo oversaw a staff of 58 employees and a budget of \$5 million serving approximately 20,000 low income Baltimore City households annually. He designed and implemented new strategies and programs in the area of energy assistance and conservation, financial empowerment, and case management designed to increase the self-sufficiency of low-income residents. Mr. Sileo developed and maintained partnerships with City agencies, nonprofit organizations, and community stakeholders. He also oversaw all community outreach and marketing initiatives and identified and secured over \$4 million in program funding. Additionally, Mr. Sileo assessed business need, developed requirements, and implemented a data tracking system and other tools to ensure efficiency and evaluate program effectiveness.

Baltimore Homeless Services, Office of the Mayor (Director of Community Outreach)
Mr. Sileo worked with city officials, service providers, consumers, and the business and philanthropic communities to write and implement a ten year plan for ending homelessness in Baltimore. He conducted research on best practices nationally and organized planning meetings and public awareness events. He oversaw the coordination of the City’s homeless outreach providers and assisted with the design and implementation of new permanent housing programs. We worked directly with the Mayor on community relations and constituent issues.

Education	
	<p>Master of Public Policy - University of Maryland, MD Bachelor of the Arts - Loyola College in Maryland, MD</p>



Simeon Ivanov, Senior Consultant

Key Qualifications	Public Sector Experience
<ul style="list-style-type: none"> 7+ years of professional Management Consulting experience in the public, private and nonprofit market sectors. Areas of expertise include: Business Process Re-engineering, Process Improvements, IT Needs Assessment, Business Systems Selection and Implementation. 	Public sector clients include: <ul style="list-style-type: none"> Memphis Area Transit Authority (MATA), TN Montgomery County, MD Montgomery County, PA Baltimore County, MD City of Arlington, TX City of Sunnyvale, CA

Related Project Experience

ITS System Implementation: Memphis Area Transit Authority (MATA), TN - (Project Manager)

Mr. Ivanov managed the initial planning and design stages of an Intelligent Transportation System (ITS) Project for MATA valued at over \$10,000,000. He guided MATA's ITS Steering Committee by providing informed options for effective decision making related to the procurement and selection of various software and hardware items. Along the project Mr. Ivanov and his team oversaw two Operational Reviews conducted by Trapeze and Maximus, which delivered necessary system updates prior to the ITS system installation. He led periodic update meetings between the ITS Vendor and MATA. Some of the specific activities led by Mr. Ivanov include: 1) Business Process Engineering (BPR) of select number of process affected by the ITS System installation; 2) Test Scripts development and testing of updated systems; 3) Vendor, contract, and project management.

Process and Technology Modernization (PTM) Business Process Re-engineering Project: Department of Health and Human Services, Montgomery County, MD - (Project Manager)

Mr. Ivanov managed the project for redesign of the Department's business processes to achieve an integrated service delivery model in preparation for technology modernization. The business process redesign focused primarily on the delivery stages of 1) Intake/Client Engagement, 2) Application Process, 3) Eligibility Determination, 4) Program Assessment/Service Assessment, 5) Direct Service Delivery, 6) Case Management, 7) Client Closeout Activities, 8) Records Management and 9) Reporting/ Performance Metrics. The scope of the BPR effort included facilitating a conceptual and operational business model with state agencies (DHR, DHMH, Health Information Exchange) to define how health exchange processes and technologies will be used and integrated, facilitating 3 sessions for each service delivery stage noted above, redesigning "To-Be" common business process across the service delivery stages, validating existing "As-Is" models, validating "To-Be" models, Process Training, and Change Management.

Business Intelligence Tool Assessment: Antelope Valley Transit Authority (AVTA), CA - (Project Manager)

Mr. Ivanov conducted needs assessments and developed specifications for future technology and business processes, including process maps, functional maps and process procedures. He also analyzed bid proposals, evaluated vendors' demonstration sessions and recommended the most suitable solution based on a cost benefit analysis and the system specifications analysis. Mr. Ivanov was also responsible for maintaining the project work plan on-time and within budget.

Education	
	MBA - Bowling Green State University, Bowling Green, Ohio Bachelor of Science in Economics - Bowling Green State University, Bowling Green, Ohio PMP – Certified Project Management Professional



Jodi Moscaritolo, Senior Consultant

Key Qualifications	Public Sector Experience
<ul style="list-style-type: none"> 7+ years of Management Consulting experience providing services to state and local government agencies. Areas of expertise include: Business Process Analysis and Reengineering and Project Management. 	Public sector clients include: <ul style="list-style-type: none"> Baltimore County, MD

Related Project Experience

Business Process Analysis Projects: Baltimore County, Office of Information Technology, MD – (Senior Consultant)

Mr. Moscaritolo managed the business process analysis projects for Baltimore County Office of Information Technology and direct requests from the County Administrative Officer. He was responsible for creating project deliverables including executive summary reports, projected financial savings breakdowns and process improvement recommendations. In addition, he implemented improvements utilizing both As-Is/To-Be and Kaizen project methodology. Mr. Moscaritolo had a project specializations focused on workload analysis, process mapping and documentation, management system analysis and both physical and virtual workflow management. He conducted a program management work regarding development of Operational Excellence portfolio. His specific project work included the following customer agencies: County Police Department (in the top 25 largest Law Enforcement Agencies country-wide), Sheriff’s Department, Department of Social Services, Radio & Telecommunications Shop, Large Equipment Maintenance, Office of Information Technology, Office of Budget and Finance and Department of Recreation and Parks.

CARESTREAM HEALTH – Hunt Valley, MD

Mr. Moscaritolo managed lean and six sigma based business process projects to achieve improved business results including: reduced cycle time, increased implementation completion and process standardization. In addition, he documented current and future process states using process mapping, Gemba analysis and critical path methodology. He identified potential process failure points and impact of existing process defects utilizing Pareto, CTQ and FMEA analysis. Mr. Moscaritolo also analyzed root cause of IT problems regarding both internal and end-user software with use of Fishbone diagramming, inter-relational digraphs and “5 whys” cause mapping techniques. He measured process capability of software deployment team using defect/yield metric analysis and measurement system evaluation. In addition, Mr. Moscaritolo evaluated that process stability using control charting and compared to spec limits with histogram plotting. He implemented control and mitigation plans for operators using visual controls, error proofing, standard work documentation, QAS and assistive management system technology. This included both through-put analyses of customer order fulfillment as well as standard work delivered to end users. He mentored junior department members on use of quality tools and coordinated quality advocacy classes. He acted as a project life cycle and quality tool mentor for Green Belt Certification candidates. Mr. Moscaritolo interpreted Voice of Customer and Voice of Supplier data into functional requirements delivered to Agile software development teams. In addition, he acted as a member of the product commercialization team for the release of 12 different modular products within 3 different management system platforms.

Education	MBA – University of Maryland Bachelor of Science – Towson University, MD Lean/Six Sigma Green Belt Lean/Six Sigma Mentorship/Instruction Certification
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Alin Dev, Senior Consultant

Key Qualifications	Public Sector Experience
<ul style="list-style-type: none"> 7+ years of professional Management Consulting experience in the public, private and nonprofit market sectors. Areas of expertise include: Information Technology Assessment, Strategy Analysis, Business Process Re-engineering, IT System Selection and Implementation. 	<p>Public sector clients include:</p> <ul style="list-style-type: none"> State of Maryland, Department of Juvenile Services Maryland Insurance Administration, MD State of Maryland, Department of Human Resources Macon Water Authority (MWA), GA PSEG Long Island, NY

Related Project Experience

Technology Assessment: PSEG Long Island, NY – (Senior Consultant)

Mr. Dev served as a Senior Consultant on a Technology Assessment project completed for PSEG Long Island. He led the data gathering activities, conducted analysis of current IT environment and gap analysis, developed high level functional and technical parameters to help identify and assess various technology solutions for work management system. Finally, Mr. Dev identified and documented technology alternatives for Work Management needs based on vendor products, desired features and technology platform.

Document Management System Analysis: Maryland Insurance Administration, Baltimore, MD (Senior Consultant)

Mr. Dev analyzed critical business processes across MIA; identified Business Process Re-engineering opportunities with significant performance improvement and potential cost reduction of over \$640,000. He Collected operational information through interviews with internal and external stakeholders and developed “As-Is” process flow diagrams; compared operational practices with best practices and developed “To-Be” diagrams. Mr. Dev also documented detailed functional requirements for implementing a complaint management workflow aimed at streamlining processes, maximizing utilization of resources and enhancing customer service delivery.

Huwei Technologies, India – (Project Leader)

Mr. Dev reduced software development cost by 12% while achieving high customer satisfaction; received annual "5-Star" award. He developed a business case for potential revenue opportunity of more than \$3 million and led new product development initiative for a data analytics product. Mr. Dev also eliminated redundant expenses worth \$900,000 by developing and deploying a cost effective standard platform for software development across multiple Business Units.

IBM, India – (Systems Analyst)

Mr. Dev reduced expenses by 45% by analyzing the test processes, identifying bottlenecks and implementing strategy of automating the complete test process. He optimized cost of quality by re-engineering the complete test process; reduced product maintenance expenses significantly by reducing the number of customer defects by 16%. Mr. Dev also partnered with the pre-sales team to develop targeted customer oriented business cases which led to successful deployment of AIX based solutions at multiple sites.

Education	<p>MBA – Boston University, Boston, MA Bachelor of Instrumentation Engineering - Jadavpur University Kolkata, India Six Sigma Certified (Green Belt)</p>
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Gergana Boneva, Analyst/Technical Writer

Key Qualifications	Public Sector Experience
<ul style="list-style-type: none"> • 3+ years of professional Management Consulting experience in the public, private and nonprofit market sectors. • Areas of expertise include: Information Technology Strategic Planning, Business Process Analysis, RFP Development, Business System Selection and Implementation. 	<p>Public sector clients include:</p> <ul style="list-style-type: none"> – City of Green, OH – Castaic Lake Water Agency (CLWA), CA – Greater Dayton Regional Transit Authority (GDRTA), OH – Western Reserve Transit Authority (WRTA), OH

Related Project Experience

IT Assessment: City of Green, OH - (Consultant)

Ms. Boneva served as a Lead Consultant on a project with the City of Green to conduct an IT assessment of the City’s IT environment. Ms. Boneva analyzed the City’s current business processes, existing information systems, existing required information products, existing data sources, and existing organizational structure through City staff interviews and discovery survey. The information was used to create an IT Gap Analysis that was utilized to develop a comprehensive strategic framework and technology recommendations.

IT Assessment: Castaic Lake Water Agency (CLWA), Santa Clarita, CA - (Consultant)

Ms. Boneva served as a Consultant for CLWA’s Comprehensive Peer Review of the Agency’s Technology and Business Systems She gathered required details of existing information products and, existing data sources and documentation related to IT Incident previously happened at CLWA. In addition, she analyzed the Agency’s current business processes and existing information systems. She also conducted a review of the existing organizational structure through CLWA’s staff interviews and discovery surveys. As part of the analysis phase, Ms. Boneva conducted a Gap Analysis and prepare recommendations for improvement of the current IT environment.

Technology Scope Development and Vendor Selection: Greater Dayton Regional Transit Authority, OH - (Consultant)

Ms. Boneva worked on a project team tasked with aiding the Greater Dayton Regional Transit Authority (GDRTA) in enhancing ITS current technology architecture to improve overall operational efficiency and provide superior customer service. Her responsibilities included request for proposals (RFP) development and vendor selection of future technologies. Activities for this phase of the project include data gathering, requirement and scope develop of future technologies, RFP development and publication, reviewing and analyzing vendor proposals, developing vendor demonstration packets, checking vendor references, and providing a final recommendation for vendor selection.

Education	
	<p>MBA – Cleveland State University; Cleveland, Ohio BS – Finance, University of Economics, Varna, Bulgaria Six Sigma Certified (Green Belt)</p>



2.2 Subcontractors

Mindboard does not intend to partner with any subcontractors for this engagement with the County.

3. References

Within this proposal, Mindboard references our successfully delivered work at Baltimore County, MD, City of Green, OH, Town of Paradise Valley, AZ, Castaic Lake Water Agency, CA and Western Reserve Transit Authority, OH. These representative qualifications are relevant to the experience requested by the County and are examples of how our proposed team of consultants has achieved project specific and overall clients’ business goals.

Client	Baltimore County, MD
Address:	400 Washington Avenue, Towson, Maryland 21204
Reference Contact Information:	Ms. Dana Walker, IT Project Portfolio and BPA Manager Phone: (410) 887-8507, Email: dewalker@baltimorecountymd.gov
Project Duration:	May 2014 - Present
Project Budget:	\$600,000.00/annually
Scope of Services:	<i>Information Technology Consulting Services</i> Mindboard Project Team members work in a Business Analyst and a Project Manager capacities for Operational Excellence (OpEx) Team, which is part of the Office of Information Technology at Baltimore County, MD. As members of the OpEx team, Mindboard Project Team members work on a variety of Business Process Analysis (BPA), Business Process Improvement (BPI), organizational development, and requirements gathering projects. The team utilizes PMI guidelines and Lean Six Sigma principles to develop tailored methodologies.

Client	City of Green, OH
Address:	1755 Town Park Blvd., Uniontown, Ohio 44685
Reference Contact Information:	Mr. Paul Oberdorfer, Director of Public Service Phone: (330) 896-4176, Email: poberdorfer@cityofgreen.org
Project Duration:	February 2015 – May 2015
Project Budget:	\$16,000.00
Scope of Services:	<i>Information Technology Assessment</i> The City of Green engaged Mindboard to conduct a comprehensive assessment of its Information Technology (IT) operations and provide recommendations on technology improvements that will ensure efficiency, effectiveness, and reliability of the City’s IT environment. As part of the analysis, Mindboard project team reviewed critical IT applications and identified gaps and challenges that require improvement. One of the goals of



Client	City of Green, OH
	<p>the IT Assessment was to ensure that the City possesses the necessary operational and technical abilities, skills and resources to achieve its desired future state. Thus, the independent assessment aimed to analyze the current state and capability of City’s IT infrastructure and operations. As a result of this engagement, Mindboard developed actionable recommendations, which will enable the City to develop, maintain, support, upgrade and improve a cost effective, responsive, secure, and stable IT environment. The developed recommendations were prioritized into immediate (0-3 months), short term (3-12 months), medium term (12-36 months), and long term (36-60 months) measures for implementation purposes.</p>

Client	Town of Paradise Valley, AZ
Address:	6401 E Lincoln Dr., Paradise Valley, AZ 85253
Reference Contact Information:	Mr. Robert Kornovich, Information Technology Analyst Phone: (480) 948-7411, Email: rkornovich@paradisevalleyaz.gov
Project Duration:	April 2015 – June 2015
Project Budget:	\$25,000.00

Scope of Services	<p><i>Information Technology Strategic Plan</i></p> <p>The Town of Paradise Valley, AZ engaged Mindboard to conduct a current-state assessment of its Information Technology (IT) operations and provide recommendations on technology improvements in the form of a three-to-five year Strategic Plan that will ensure efficiency, effectiveness, and reliability in the Town’s IT environment. One of the primary goals of this engagement was to understand the current state of IT functions, the desired future state, and ensure that the Town possesses the necessary operational and technical capacity, skills, and resources to achieve the desired future state. The following project activities were conducted:</p> <ul style="list-style-type: none"> • Documentation Review • Exploratory Meetings & Interviews • IT Infrastructure Assessment • Current IT Policies, Procedures, and SLAs Review • IT Gap Analysis • IT Strategic Goals, Objectives, and Strategies & IT Strategic Plan Development <p>Mindboard developed specific and actionable recommendations which will enable the Town to maintain and support its current infrastructure, as well as position the Town to improve IT functions in a cost-effective, responsive, secure, and stable manner. Lastly, the project team presented the final IT Strategic Plan to the Town’s project sponsors.</p>
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Client	Castaic Lake Water Agency, CA
Address:	27234 Bouquet Canyon Rd, Santa Clarita, CA 91350
Reference Contact Information:	Mr. Jeff Herbert, Senior Information Technology Technician Phone: (661) 297-1600, ext. 241, Email: jherbert@clwa.org
Project Duration:	July 2014 – October 2014
Project Budget:	\$19,020.00
Scope of Services:	<p><i>RFP Finalization and Vendor Selection Project</i></p> <p>Mindboard was engaged by Castaic Lake Water Agency (CLWA), CA to review and finalize a previously developed Request for Proposals (RFP) and assist the Agency in the selection process for an IT Support Services vendor. Mindboard reviewed the existing As-needed IT Service Support Services RFP and developed a revised scope of work that aligned with the increased organizational capacity and IT needs at the Agency. Based on the feedback and critical input solicited from CLWA staff, Mindboard project team designed a set of evaluation criteria – a list of service level requirements and technology needs expected to be offered by the potential vendors. After the RFP was published, Mindboard assisted the Agency to respond to prospective vendors’ questions and facilitated a pre-proposal conference.</p> <p>Following the receipt of all proposals, Mindboard conducted qualitative and quantitative analyses of all responses and identified costs and potential benefits (non-financial) for each of the prospective vendors in various service areas. Additionally, Mindboard project team developed evaluation checklists and coordinated on-site presentations with the shortlisted firms. Finally, Mindboard provided recommendations for the selected vendor in a final Vendor Selection Report that highlighted all the factors analyzed by the project team that led to its final choice. The final report listed all information about the selected vendor, pros and cons of the selected vendor, costs, support considerations, etc.</p>

Client	Western Reserve Transit Authority, OH
Address:	604 Mahoning Ave, Youngstown, OH 44502
Reference Contact Information:	Mr. Matthew Kotanchek, Director of Maintenance Phone: (330) 720-2210 Email: mkotanchek@wrtaonline.com
Project Duration:	December 2014 – Present
Project Budget:	\$55,954.00
Scope of Services:	<p><i>Technology Needs Assessment and Procurement Project</i></p> <p>Mindboard was awarded with the Technology Needs Assessment and Procurement Project by the Western Reserve Transit Authority (WRTA) to define the technical requirements, develop an RFP document and assist in the vendor selection process for a new CAD/AVL system. As an initial state of this major improvement project, our project team conducted a technology assessment including interviewing key personnel, developing technical</p>



Client

Western Reserve Transit Authority, OH

specifications and an implementation plan for the new system. Following the completion of the initial assessment report, our project team assisted WRTA with the development of a comprehensive RFP document. The developed RFP included procurement terms and conditions, list with detailed functional and technical requirements, scope of work, service level expectations, vendor maintenance and system support, liquidated damages, etc. After the receipt of all prospective vendor responses, Mindboard project team is currently assisting the Authority with the vendor selection process. Our team is tasked with conducting qualitative and quantitative analyses on the received responses, creating vendor demonstration packets, facilitating vendor demonstration and providing recommendations for final vendor selection.



B. Technical Approach

1. Proposed Scope of Work

1.1 Project Understanding

As Blount County embarks on its Information Technology Services initiative, it is seeking the support of a qualified consulting team that possesses a significant breadth of information technology knowledge and expertise to provide project management, consulting, implementation, and other related services. Mindboard understands that through this RFP, the County is seeking to acquire information technology consulting services for the implementation of various strategic recommendations, developed in a previously conducted IT assessment by Net3IT. We further understand that during this study, nine key issues were discovered and grouped by priority in the following key areas: IT Leadership, Infrastructure, Business Applications and Operations. Additionally, we understand that the selected consultant will assist the County with managing the implementation of those recommendations by ensuring better technology utilization, improved service delivery, reduced costs, and more efficient future technology investments decisions.

As demonstrated in this proposal, Mindboard brings a team of consultants that has worked with a portfolio of public sector clients and has supported similar project engagements for over fifteen (15) public agencies, such as county governments, local municipalities, utilities, transit authorities, state departments and housing authorities, across the country. Our proposed team brings the knowledge and relevant experience to this initiative for the County from day one. Based on these qualifications, our team of consultants contributes the following critical factors, necessary for the long-term success of this effort:

- Solid information technology consulting and technical services experience
- IT consulting approach proven in government environments
- Functional breadth and extensive knowledge of county governments' business operations
- Successful track record of delivering tangible results according to our clients' specific requirements

Mindboard team of professional consultants is experienced in providing information technology consulting services for various government agencies across the United States. Our team is knowledgeable and has efficiently and expeditiously applied industry best practices, information technology tools and concepts on a variety of projects to successfully deliver quality results to our clients. We have solid experience and knowledge of the following technologies:

- Application development: .NET/C#, Java/J2EE, COBOL/CICS/JCL



- Databases: RDBMS (MS SQL, Oracle, MySQL), Mainframe (DB2), NoSQL
- ETL/Reporting Tools: SSIS, Informatica, EDQ, MDM, SSRS, BO, OBIEE, Cognos, XMLA
- Configuration Management: Rationale, JIRA, PVCS
- Total Quality: Application Testing, Load/Stress, Security, Compliance, Resiliency, Migration/Fallback
- Project Management: Lean Six Sigma (Black & green belts), PMP, ITIL Certified, SCRUM/Agile
- Partnerships: EMC IIG Partner; Google Enterprise Partner; Oracle Gold Partner
- Platforms: MS SharePoint, Onbase/ECMS, Oracle/Siebel, SAP, PeopleSoft

Our consultants have extensive experience applying a project management methodology based on the principles in the Project Management Body of Knowledge (PMBOK). Our approach is flexible and created in alliance with the People, Process and Technology framework which we utilize for various business transformation initiatives. Additionally, Mindboard's project management approach is designed to be tailored to meet each clients' specific needs and provide a valuable baseline and roadmap for managing each project engagement. Our methodology includes a collection of tools and deliverables to allow us to effectively manage each project endeavor. (Please, refer to subsection 2 for more information on our specific project management tools).

1.2 Project Scope of Work

Project Planning & Initiation

Mindboard project team will work closely with the County to gain alignment on a detailed project work plan, specifications related to deliverables and milestones, formulating a project steering committee, review and analysis of the IT assessment report, and identification of prioritization criteria for IT projects implementation. The project team will perform the following project planning activities:

- Conduct Project Organization and Kickoff Meeting
- Develop Project Charter
- Review and Analyze IT Assessment Report
- Conduct On-Site Meetings and Group Sessions
- Develop Prioritization Criteria and Matrix



Figure 1: Sample Project Work Plan (Project Name: Enterprise Document Generation and Delivery System Implementation)

Office of Technology for Human Services Department of Human Resources Information Systems Application System: OHEP/OTHS Project Work Plan PRJ-03950; xPression-OHEP SDLC Phase 1 Deliverable Due Date: 02/07/14 - Revision 0 Response Due Date: 02/19/14							
ID	ext	Task Name	Duration	Start	Finish	Resource Names	% Complete
0		Prj-03950 xPression-OHEP Document Generation & Delivery (Phase I)	713.9 days	Tue 11/1/11	Fri 8/15/14		55%
1		Milestone: Task Order Approved	24 days	Tue 10/1/13	Fri 11/1/13		0%
2		Prj-03950 xPression-OHEP Document Generation & Delivery (Phase I)	144 days	Fri 11/1/13	Tue 5/27/14		51%
3		Monitor & Control Process	713.9 days	Tue 11/1/11	Fri 8/15/14	Oma Kalu	62%
4	W	Milestone: Project Management Processes Phase Start	147 days	Fri 11/1/13	Mon 6/2/14		40%
5		Project Communications & Status Reporting	147 days	Fri 11/1/13	Mon 6/2/14		61%
6		Weekly Project Management Team Meetings	199.9 days	Mon 11/4/13	Fri 8/15/14		70%
7		Schedule weekly Project Management team meetings	143 days	Mon 11/4/13	Tue 8/12/14		65%
8		Carry Out Weekly Project Management Team Meetings	199.9 days	Mon 11/4/13	Fri 8/15/14		74%
9		Weekly Status Report	147 days	Fri 11/1/13	Mon 6/2/14		46%
10		Complete Weekly Status Reports	146 days	Mon 11/4/13	Tue 8/12/14		46%
11		Milestone: DEL-Weekly Status Report	147 days	Fri 11/1/13	Mon 6/2/14		99%
12		Monitor and Control Activities	199.9 days	Mon 11/4/13	Fri 8/15/14		68%
13	W	Update Risks-Clarity	146 days	Mon 11/4/13	Fri 8/15/14		64%
14	W	Update Issues-Clarity	146 days	Mon 11/4/13	Fri 8/15/14		64%
15	W	Update Action Items	146 days	Mon 11/4/13	Fri 8/15/14		64%
16		Measure and Assess Project Performance	199.9 days	Mon 11/4/13	Fri 8/15/14		74%
17		Coordinate Quality Reviews	199.9 days	Mon 11/4/13	Fri 8/15/14		74%
18	W	Milestone: Project Management Processes Phase End	22 days	Tue 11/1/11	Wed 11/30/11		0%
19		Initiate Phase	39 days	Fri 11/1/13	Fri 12/27/13		87%
20	W	Milestone: Task Order Project Initiation and Planning Phase Start	1 day	Fri 11/1/13	Fri 11/1/13		0%
21		Project Charter and Scope Statement / Start Work Authorization (DHR)	28 days	Wed 11/6/13	Mon 12/16/13	Oma Kalu	100%
22		Draft Project Charter and Scope Statement	28 days	Wed 11/6/13	Mon 12/16/13		100%
23		Xerox Deliverables Review Process	26 days	Wed 11/6/13	Thu 12/12/13		100%
24		Schedule Draft Review Meeting	15 days	Wed 11/6/13	Tue 11/26/13		100%
25		Conduct Peer Review with Xerox Team	0.5 days	Tue 11/19/13	Tue 11/19/13		100%
26		Xerox QA/QC Review	2 days	Fri 11/22/13	Mon 11/25/13		100%
27		Email Draft Deliverable to Deliverable Review Meeting Participants	0.5 days	Tue 11/26/13	Tue 11/26/13		100%
28		Conduct Draft Deliverable Review Meeting	0.5 days	Mon 12/2/13	Mon 12/2/13		100%
29		Submit Final Deliverable to DHR OTHS	0.5 days	Tue 12/3/13	Tue 12/3/13		100%
30		DHR OTHS Review Period	7 days	Tue 12/3/13	Thu 12/12/13		100%
31		Milestone: DEL- Project Charter and Scope Statement Approved	0 days	Thu 12/12/13	Thu 12/12/13		100%
32	W	Milestone: Authorize Work to Begin (DHR)	0.5 days	Thu 12/12/13	Thu 12/12/13		100%

SAMPLE

RFP Development

Mindboard will assist the County in preparing bidding documents for the purposes of soliciting responses from qualified vendors for each IT engagement. We will help the County with preparing system specifications (if any) for inclusion in the RFP, defining vendor selection criteria and evaluation process, developing a decision-making process for vendor selection, preparing and distributing RFP(s) to potential vendors. The following services will be provided:

- Develop Vendor Selection Criteria and Decision-Making Process
- Assist in Development of System Specifications (if any)
- Develop and Publish Competitive RFP(s)
- Facilitate Pre-Proposal Conference and Develop RFP Addenda



Figure 2: Sample Requirements Document (Project Name: Enterprise Document Generation and Delivery System Implementation)

Office of Technology for Human Services
Department of Human Resources Information Systems
Application System: OHEP/OTHS
Requirements Document
PRJ-03734 Initiative Name: xPression-OHEP Document Generation & Delivery (Phase I)
Deliverable Due Date: 10/04/13 — Revision 0

The following sections describe functional requirements for each of these components.

2.1.1 Input Requirements

Req #	Requirement Description	Req Ranking
IR.1	Requirements for OHEP Database Interface	
IR.1.1	The system shall be modified to remove the buttons titled 'Print Selected' and 'Print All' from the 'Eligibility Determination Notice' search results screen when the user performs a search while selecting 'Not Printed' as the print status option.	High
IR.1.2	The system shall display three new buttons with the following titles on the 'Eligibility Determination Notice' search results screen when the user performs a search while selecting 'Not Printed' as the print status option: <ol style="list-style-type: none"> 1. Print Selected via Local Printer 2. Print Selected via Central Distribution Center 3. Print All Agency Notices via Central Distribution Center Note: Refer figure 1.	High
IR.1.2.1	The system shall allow the user to print selected Eligibility Determination Notices via their local network printer when the user clicks the 'Print Selected via Local Printer' button on the 'Eligibility Determination Notice' search results screen.	High
IR.1.2.2	The system shall enable the user to initiate the automated process for printing and mailing of selected 'Not-Printed' Eligibility Determination Notices through the Central Distribution Center when the user clicks the 'Print Selected via Central Distribution Center' button on the 'Eligibility Determination Notice' search results screen.	High
IR.1.2.3	The system shall display a confirmation alert message displaying the number of notices selected to be sent for printing and mailing through CDC and options to cancel or continue with the process when the user clicks the 'Print Selected via Central Distribution Center' button on the 'Eligibility Determination Notice' search results screen. Note: Alert example – "You are about to send <number of notices selected> Eligibility Determination Notices to be printed and mailed through the Central Distribution Center. Click 'Continue' to proceed or 'Cancel' to cancel the process".	High
IR.1.2.4	The system shall be enable the user to initiate the automated process for printing and mailing of all agency 'Not-Printed' Eligibility Determination Notices through the Central Distribution Center when the user clicks the 'Print All Agency Notices via Central Distribution Center' button on the 'Eligibility Determination Notice' search results screen.	High
IR.1.2.5	The system shall display a confirmation alert message displaying the number of all agency notices to be sent for printing and mailing through CDC and options to cancel or continue with the process when the user clicks the 'Print Selected via Central Distribution Center' button on the 'Eligibility Determination Notice' search results screen.	High



Vendor Evaluation and Selection

During the vendor evaluation and selection process, Mindboard will review and analyze the submitted vendor responses and ensure compliance with County’s requirements and evaluation criteria. We will conduct the following activities:

- Analyze Vendor Proposals
- Determine Shortlisted Vendors
- Develop Vendor Demonstration Packets (if necessary)
- Facilitate Vendor Presentations
- Check Vendor References
- Provide Recommendation for Vendor Selection

Figure 3: Vendor Demo Script (Project Name: Technology Needs Assessment and Procurement Project)

ITS VENDOR DEMONSTRATION SCRIPT	
I. General System	
<ol style="list-style-type: none"> 1. Demonstrate bulk data transfer over Wi-Fi when the buses are in garage and show which vehicles receive data and which vehicles don’t as which vehicles transmit the data and which don’t 2. Demonstrate role based security and access control 3. Demonstrate a high-level overview of system admin and parameter configuration 4. Demonstrate support for the browser-based architecture as well as any limitations, if there are any 5. Demonstrate scalability to add future functionalities as well as flexibility to integrate with future technologies as well as future upgrade of existing WRTA application suite (Trapeze PASS, Trapeze FX, and GFI) 	Demo: 10 minutes Q&A: 5 minutes
II. Radio System	
SAMPLE	
II-A. System Components	
<ol style="list-style-type: none"> 1. Demonstrate the placement of radio components on vehicles 2. Demonstrate the WRTA radio system (450MHz conventional, analog, radio system) integration with vendor ITS system and seamless control over Radio system 	
II-B. Radio Communication Aspects	
<ol style="list-style-type: none"> 1. Demonstrate how the system allows dispatchers to initiate voice communications to a single vehicle 2. Demonstrate how the system allows dispatchers to initiate voice communications to multiple vehicles simultaneously 3. Fall back or onboard system failure 4. Open mic in case of Silent Alarm 	Demo: 15 minutes Q&A: 15 minutes

Contract Negotiations

Mindboard will assist the County in negotiating contract(s) with the selected vendors. We have provided negotiation assistance support to governments and municipalities in the past and have



been successful at maximizing the value of the new systems through the negotiation of price, vendor training plans and involvement, implementation plans, and others. Mindboard will assist the County in negotiating every aspect of the vendor/system selection and implementation, not just price components.

Mindboard will develop negotiation points for County, which will include, but not be limited to, the following aspects:

- Terms of license
- Scope of license
- Customization costs
- Interface costs
- Right to source code
- Ownership of the software
- Training
- Warranties
- Limitations on licensor liability
- Acceptance procedures
- User support
- System support – modifications and enhancements

During the negotiation process, the project team will make sure that the vendor payments are tied to various milestones throughout the length of the project, i.e. payments to the vendor will occur if and only if a milestone is achieved. By doing so, the County will be able to tie the vendor to performance, and help avoid change orders in the future. A payment schedule tied to performance also insures against project overruns. During negotiations, the project team will also define the process for change orders and customizations requirements.

Implementation Assistance and Change Management

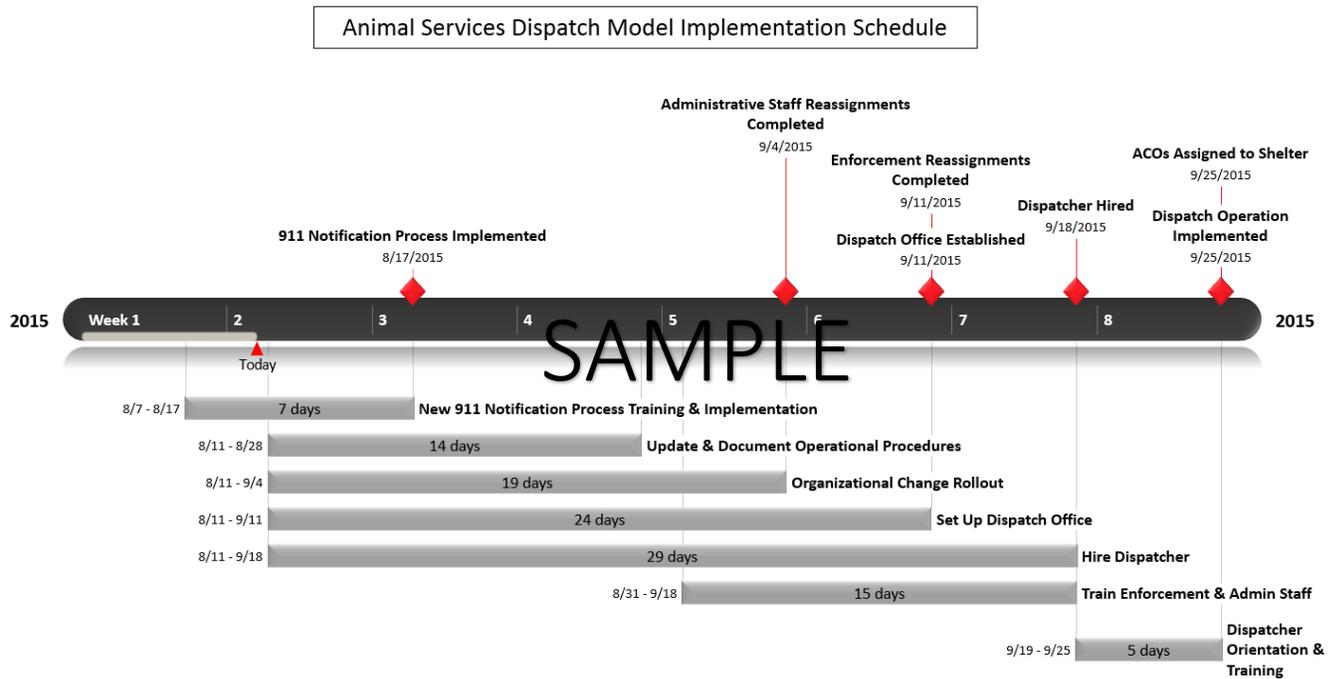
Mindboard will assist the County with the implementation of each IT project based on the pre-determined prioritization schedule. We will provide project management assistance and work with the selected vendor to ensure compliance with scope of work, project budget and timeline. Specific activities will vary based on the scope of work for each engagement, implementation approach and specific project goals. We will work with the selected vendor in developing the implementation schedule and finalize the project work plan.

Mindboard understands that changes in processes, systems and technology require staff members throughout the organization to learn new behaviors and skills. To enable and sustain lasting change, it's essential to conduct formal change management activities in every significant project



engagement. By formally setting expectations, employing tools to improve communication and proactively seeking ways to reduce misinformation, County staff will be more likely to buy into a change initially and remain committed to the change throughout any discomfort associated with it.

Figure 4: Implementation Plan (Project Name: Feasibility Study and Staffing Assessment)



Ongoing Project Management Support

The following project management activities will be conducted on an ongoing basis throughout the duration of each implementation.

Document Review and Approval

We will lead the document review processes with the County's supporting effort and provide comments for each required document review.

Data Submittals

Mindboard team will assist the County in compiling and sharing technical documentation with the selected vendor.



Work Plan

We utilize Microsoft Project to complete work plans. The work plans track milestones, resources, activities, deliverables and critical paths. The Work Plan will be shared with the County for approval and to ensure the Work Plan reflects project sponsors' requirements and project expectations.

Milestones Memorandum

Mindboard will develop a memorandum outlining the significant milestones applicable to the contract requirements and the corresponding due dates for each milestone determined by the selected vendor. This memorandum will be applied to monitor progress in performance and will alert the team and the County if work progresses slowly or the vendor fails to perform as required by the contract.

Training Assistance

Mindboard will work with the County to develop the training requirements for each project engagement. We will create training agendas, manuals, and schedules and verify compliance with County's requirements and time availability. Super users will be identified by the County from each department and will actively participate in training, providing business context and support to the project team's trainers. The training is expected to occur at the County facilities. Training will be multi-leveled in order to provide the information that users require for their jobs without having to participate in sessions for material that is not relevant to them. The training plan will provide a combination of overview and deep functional knowledge to appropriate users.

Project Status Update Meetings

Mindboard team will schedule update meetings throughout the duration of each implementation initiative according to a pre-defined schedule and time. We will determine the frequency of the update meetings during the project planning phase. Update meetings are typically conducted on a weekly, bi-weekly, or monthly basis via teleconference or on-site. Mindboard will also attend County Commission meetings on-site prior to award of the initial contracts and at minimum quarterly thereafter. We will also schedule update meetings ahead of time and allocate times within our Project Work Plan. Update meetings will be conducted with Mindboard team, selected vendor and County project sponsors. The primary objective of update meetings is to discuss the project status with the entire team. During the update meeting dashboards and status reports will be shared with the County project sponsors and activities conducted during the period will be discussed in detail. Activities that are scheduled for the next period will be discussed and issues that need immediate attention will be addressed.



Project Dashboards and Budget Status Report

The budget status report that the project team will develop monitors the utilization and allocation of the total task amount and compliance with the goals and scope of the task. The budget status report is a valuable cost control tool which we utilize in order to manage effectively the project budget and responsibilities. It will also provide a snapshot of those project activities which have been performed, the next project activities to be performed, red flags which have arisen and “radar” (meaning upcoming) items.



2. Project Management

2.1 Project Management Approach

As part of the project planning activities, Mindboard will conduct a stakeholder analysis session with the County’s project sponsors to ensure key stakeholders are engaged in this initiative. During this session, we will finalize the list with interviews’ participants and determine the desired collaboration between stakeholders. We will identify the project sponsorship team responsible for reviewing and validating project deliverables.

Our consultants have extensive experience applying a project management methodology based on the principles in the Project Management Body of Knowledge (PMBOK). Mindboard understands that communication between all parties involved is a very important part of any project initiative. In order to keep lines of communication open and keep all parties well-informed on the project’s progress, we utilize the following project management/reporting tools:

Project Charter

During the project planning phase, the team will develop a project charter that includes a framework for the work to be performed on this engagement and is a key communications tool for the County’s stakeholders.

Work Plan

We utilize Microsoft Project to complete work plans. The work plans track milestones, resources, activities, deliverables and critical paths. The Work Plan will be shared with the County for approval and to ensure the Work Plan reflects project sponsors’ requirements and project expectations.



RACI Matrix

Mindboard utilizes a stakeholder analysis tool, called RACI matrix, to identify roles and responsibilities of project key stakeholders. RACI stands for:

- Responsible – Who is responsible for the execution of the task?
- Accountable – Who is accountable for the tasks and signs off the work?
- Consulted – Who are the subject matter experts who to be consulted?



- Informed – Who are the people who need to be updated of the progress?

Project Dashboards and Budget Status Report

The budget status report that the project team will develop monitors the utilization and allocation of the total task amount and compliance with the goals and scope of the task. The budget status report is a valuable **cost control tool** which we utilize in order to manage effectively the project budget and responsibilities. It will also provide a snapshot of those project activities which have been performed, the next project activities to be performed, red flags which have arisen and “radar” (meaning upcoming) items.

Project Status Meetings

The project team will schedule regular (weekly or bi-weekly) project meetings to solicit critical feedback from project sponsors, provide project status updates and discuss any issues/concerns and mitigation strategies.

Project Management Methodologies

Mindboard is experienced in utilizing several project approaches depending on the unique needs and requirements of a technology assignment or respective task. In the past, we have applied various information technology approaches, such as agile approach, waterfall approach, lift and shift approach, etc. throughout the IT systems lifecycle. We want to assure County that we will be flexible in our approaches and most importantly tailor whichever approach the County chooses to best suit each engagement.

Agile Approach – Agile approach to a project is based on the concept of iterative and incremental development. Under this approach, we will document the requirements and solutions based on the collaborative efforts of various teams within the County. At the heart of agile approach lies the ability to provide the client with rapid and continuous delivery of small but useful solutions. Such deliveries usually happen at regular intervals rather than several months. Such a delivery method also allows the team to incorporate any changes in the requirements from the client.

Projects, where proposed team has applied Agile Approach:

- [City of Cleveland, Division of Water, OH – Business Intelligence Tool Implementation](#)

Waterfall Approach – Waterfall approach is an alternative project approach and is based on the concept of sequential design, wherein the project team divides the entire project into several phases and all the phases are cascaded to each other so that next phase is started when the defined goals are achieved for the previous phase and a signed off is obtained. In each stage, we agree on a defined entry/exit criteria which must be met in order to move onto the next stage. Some of the steps we undertake in the waterfall approach include requirement definition or



collection, design, build, testing or verification, deployment, etc. We also understand that these steps can vary depending on the specific engagement within a particular functional area.

Projects, where proposed team has applied Waterfall Approach:

- City of Green, OH – Information Technology Assessment
- Town of Paradise Valley, AZ – Information Technology Strategic Plan
- Baltimore County, MD – Information Technology Consulting Services

Lift and Shift Approach – Lift and Shift model refers to a transitioning of the organization to a new operating model with standardized processes, activities, reporting and technology. This approach creates new standardized ways of working from day one which increases productivity and business impact.

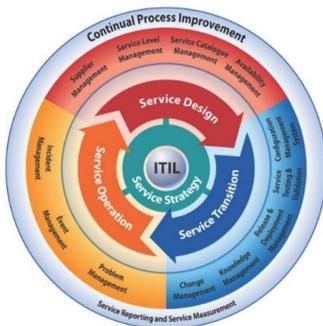
Projects, where proposed team has applied Waterfall Approach:

- State of Maryland, Department of Human Resources – Enterprise Document Generation and Delivery Solution (xPression) Implementation

Strategic Project Tools



Mindboard utilizes a three-dimensional approach, namely **People, Process, and Technology (PPT)** to develop a high-level understanding of the current state of technology within the organization (including IT infrastructure, applications, key business processes, resource utilization, and IT service delivery). Applying this approach allows our project team to identify how people perform different tasks using available technology, as well as understand how current processes enable organization’s staff to make vital decisions, and finally how technology supports business processes enabling the overall efficiency and effectiveness of the organization’s operations.



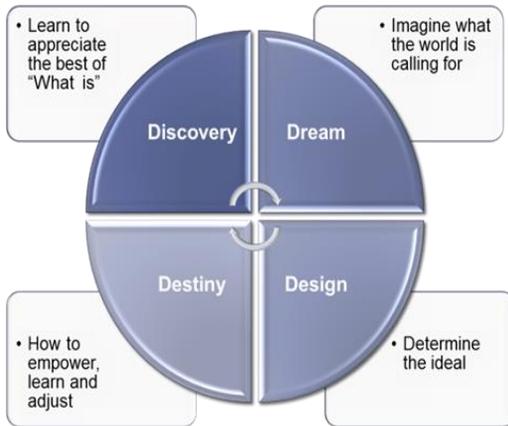
Information Technology Infrastructure Library (ITIL) is a set of practices for IT service management (ITSM) which will focus on aligning IT services with the needs of the business. ITIL is based upon five (5) key elements based upon the center focus of Service Strategy. ITIL describes processes, procedures, tasks and checklists that are used by an organization for establishing integration with the organization's strategy, delivering value and maintaining a minimum level of competency.

COBIT 5 is the only business framework for the governance and management of enterprise IT. This evolutionary version incorporates the latest thinking in enterprise governance and management



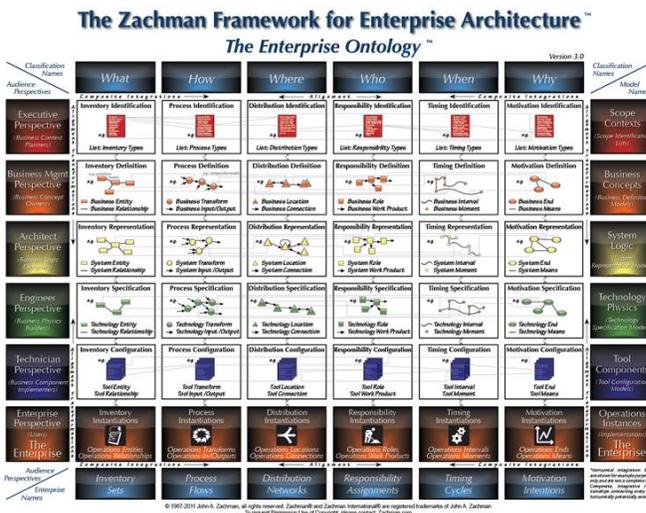
techniques, and provides globally accepted principles, practices, analytical tools and models to help increase the trust in, and value from, information systems. COBIT 5 builds and expands on COBIT 4.1 by integrating other major frameworks, standards and resources, including ISACA's Val IT and Risk IT, Information Technology Infrastructure Library (ITIL®) and related standards from the International Organization for Standardization (ISO).

Appreciative Inquiry (AI) is a positive organizational development strategy that encourages participation and insight from stakeholders throughout the organization. The process of AI



includes the following phases: *Discovery*, *Dream*, *Design*, and *Destiny*. AI transforms the SWOT (Strength, Weakness, Opportunity and Threats) model into SOAR (Strength, Opportunities, Aspiration and Results). AI can liberate one to focus on what really matters: the future of the organization and its IT Department. The SOAR approach to strategy development starts with inquiry. During this inquiry, the organization's Strengths and Opportunities are discovered and

explored. Participants are then asked to share their Aspirations and to co-construct their vision for the organization. Once an action plan is developed, the client can then begin to achieve measurable Results.



Zachman Framework for Enterprise Architecture involves classifying and organizing the design artifacts of an enterprise that are significant to its management. It allows to analyze any organization from a six (6) dimensional perspective (Executive, Business Management, Architect, Engineer, Technician and Enterprise). Zachman Framework will enable our team to assimilate gaps and actionable recommendations following 80/20 rule,

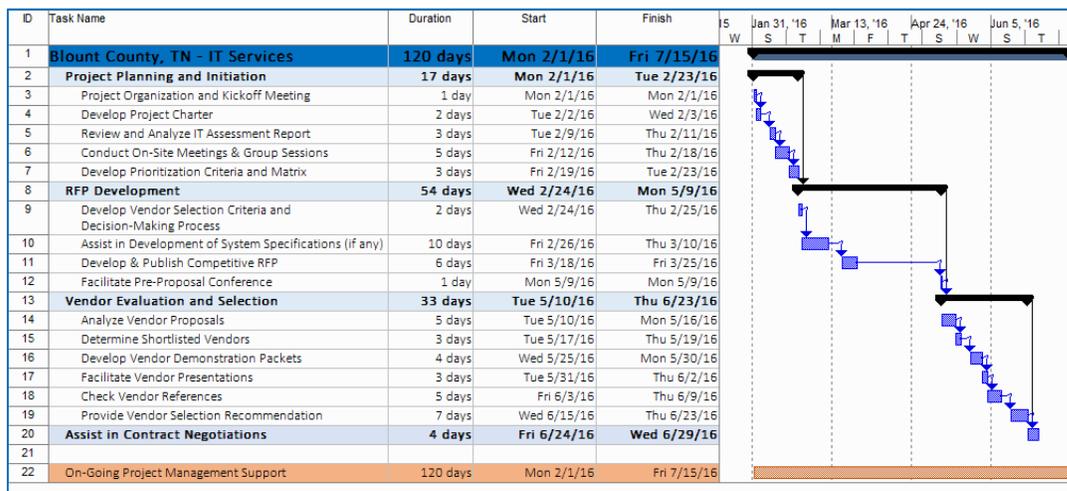
which is 20% gaps are responsible for 80% of interference in service delivery. The framework will be utilized to review the information technology architecture from technology utilization, system analytics and associated cost structure aspects.



2.2 High Level Project Timeline

A comprehensive project timeline will be developed once the scope of work and specific project activities for each engagement are finalized by our project team in close consultation and collaboration with the County and key identified stakeholders. The presented below timeline is a high level estimation of our effort for a certain project engagement (for ex. ERP needs assessment) and is included for information purposes only. For this project with the County, we are proposing a full-time Project Manager who will assist the organization in each IT-related initiative. Mindboard’s flexibility in our approach will enable modification to the hours associated with any portion of the herein mentioned timeline. We will work with the County to accommodate any suggestions related to the modification of the project work plan. The project team is committed to meeting all deadlines set out by the County.

Figure 5: High-Level Project Timeline (for information purposes only)





2.3 Project Team Members Profiles

Abhijit Verekar	
Current Job Title	Principal
Job Responsibilities	Mr. Verekar is responsible for leading the day-to-day activities of Mindboard project engagements and client relationship management. On an engagement, he is responsible for contract oversight, quality assurance and strategic relationship.
Years with Mindboard	1.5 years
Educational Background	<ul style="list-style-type: none"> • MBA – Finance, Cleveland State University, Cleveland, Ohio • Master of Commerce – Accounting & Finance, Goa University, Goa, India • Bachelor of Commerce – Goa University, Goa, India
Professional Certifications	Certified Project Management Professional (PMP)
Project Role & Responsibilities:	<p><u>Contract Manager</u></p> <ul style="list-style-type: none"> • Contract Oversight • Strategic Relationship • Quality Assurance
Relevant Experience	<p>10+ years of Information Technology (IT) Consulting experience providing services to State & Local government agencies. Relevant experience includes similar work completed for:</p> <ul style="list-style-type: none"> – Baltimore County, MD – Montgomery County, MD – City of Akron, OH – City of Green, OH – City of Wilsonville, OR – Town of Paradise Valley, AZ – Knoxville Community Development Corporation, TN – Maryland Insurance Administration, MD

Tarak Shah	
Current Job Title	Principal
Job Responsibilities	Mr. Shah is responsible for managing the day-to-day activities of Mindboard project engagements. On an engagement, he is responsible for project management, quality assurance, time, scope and budget monitoring and strategic relationship.
Years with Mindboard	1.5 years
Educational Background	<ul style="list-style-type: none"> • MBA – Strategic Management & Finance, Temple University • BE – Instrumentation & Control, Gujarat University, India



Tarak Shah	
Professional Certifications	Certified Project Management Professional (PMP)
Project Role & Responsibilities:	<p><u>Project Manager</u></p> <ul style="list-style-type: none"> • Project Management and Guidance • Relationship and Account Management • Time, Scope, Quality and Budget Monitoring & Control
Relevant Experience	<p>10+ years of Information Technology (IT) Consulting experience providing services to public sector agencies, having operating budget of \$25 million to \$1.5 billion. Relevant experience includes similar work completed for:</p> <ul style="list-style-type: none"> – Memphis Area Transit Authority, TN – Nashville Metropolitan Transit Authority, TN – City of Cleveland, Department of Water, OH – State of Maryland, Department of Human Resources – State of Maryland, Department of Juvenile Services – State of Oregon, Department of Forestry – Castaic Lake Water Agency (CLWA), CA – Macon Water Authority (MWA), GA – Santa Clara Valley Transit Authority, CA – Greater Dayton Regional Transit Authority, OH – Western Reserve Transit Authority, OH

Vinay Pande	
Current Job Title	President & CEO
Job Responsibilities	Mr. Pande is responsible for establishing the company's goals and strategies and presiding over the entire team. He oversees budgets and ensures resources are properly allocated. Mr. Pande is responsible for overall client relationship and project engagements monitoring.
Years with Mindboard	4 years
Educational Background	<ul style="list-style-type: none"> • M.B.A., Strategy and Finance, University of Chicago, Chicago • M.S., Management, New Jersey Institute of Technology • M.S., Electrical Engineering / Computer Networks, Clemson University SC
Professional Certifications	Certified SCRUM Master
Project Role & Responsibilities:	<p><u>Solution Architect & IT Infrastructure Engineer</u></p> <ul style="list-style-type: none"> • Subject Matter Expert • Industry Best Practices and Benchmarking



Vinay Pande	
Relevant Experience	15+ years of experience with enterprise technology modernization and information technology (IT) advisory. Relevant experience includes similar work completed for: <ul style="list-style-type: none"> – State of Maryland, Department of Human Resources – Montgomery County, MD – Verizon Business, VA

Greg Sileo	
Current Job Title	Director of Business Development
Job Responsibilities	Mr. Sileo is responsible for strategic relationship and account management for a portfolio of public sector clients.
Years with Mindboard	1 year
Educational Background	<ul style="list-style-type: none"> • Master of Public Policy - University of Maryland, MD • Bachelor of the Arts - Loyola College in Maryland, MD
Project Role & Responsibilities:	<u>Director of Business Development</u> <ul style="list-style-type: none"> • Strategic Relationship • Account Management
Relevant Experience	10+ years of experience in public sector program management and IT project implementation. Representative clients include: <ul style="list-style-type: none"> – Maryland Department of Human Resources – Baltimore Community Action Partnership, Mayor’s Office of Human Services – Baltimore Homeless Services, Office of the Mayor

Simeon Ivanov	
Current Job Title	Senior Consultant
Job Responsibilities	Mr. Ivanov is responsible for providing information technology subject matter expertise and assist in the deliverables development for various project engagements.
Years with Mindboard	1.5 years
Educational Background	<ul style="list-style-type: none"> • MBA - Bowling Green State University, Bowling Green, Ohio • Bachelor of Science in Economics - Bowling Green State University, Bowling Green, Ohio
Professional Certifications	Certified Project Management Professional (PMP) Sig Sigma Certified (Green Belt)



Simeon Ivanov	
Project Role & Responsibilities:	<p>Senior Consultant</p> <ul style="list-style-type: none"> • Deliverable Creation • Organization and Process Analysis
Relevant Experience	<p>7+ years of professional Management Consulting experience in the public, private and nonprofit market sectors. Representative clients include:</p> <ul style="list-style-type: none"> – Memphis Area Transit Authority (MATA), TN – Montgomery County, MD – Montgomery County, PA – Baltimore County, MD – City of Arlington, TX – City of Sunnyvale, CA

Jody Moscaritolo	
Current Job Title	Senior Consultant
Job Responsibilities	Mr. Moscaritolo is responsible for providing business process reengineering and information technology subject matter expertise and assist in the deliverables development for various project engagements.
Years with Mindboard	1.5 years
Educational Background	<ul style="list-style-type: none"> • MBA – University of Maryland • Bachelor of Science – Towson University, MD
Professional Certifications	Sig Sigma Certified (Green Belt) Lean/Six Sigma Mentorship/Instruction Certification
Project Role & Responsibilities:	<p>Senior Consultant</p> <ul style="list-style-type: none"> • Deliverable Creation • Organization and Process Analysis
Relevant Experience	7+ years of Management Consulting experience providing services to state and local government agencies. Since joining Mindboard, Mr. Moscarotolo has been working on various project engagements as part of the Operational Excellence (OpEx) Team at Baltimore County, MD

Alin Dev	
Current Job Title	Senior Consultant
Job Responsibilities	Mr. Dev is responsible for providing information technology subject matter expertise and assist in the deliverables development for various project engagements.



Alin Dev	
Years with Mindboard	1.5 years
Educational Background	<ul style="list-style-type: none"> • MBA – Boston University, Boston, MA • Bachelor of Instrumentation Engineering - Jadavpur University Kolkata, India
Professional Certifications	Six Sigma Certified
Project Role & Responsibilities:	<u>Senior Consultant</u> <ul style="list-style-type: none"> • Deliverable Creation • IT Systems Analysis • Organization and Process Analysis
Relevant Experience	<p>7+ years of Information Technology (IT) Consulting experience providing services to public, private and non-profit market sectors. Relevant experience includes similar work completed for:</p> <ul style="list-style-type: none"> – State of Maryland, Department of Juvenile Services – State of Maryland, Department Human Resources – Maryland Insurance Administration, MD – City of Wilsonville, OR – Macon Water Authority, GA – Long Island Power Authority, NY

Gergana Boneva	
Current Job Title	Management Consultant
Job Responsibilities	Ms. Boneva is responsible for providing information technology and organizational development consulting services and deliverables development for various project engagements.
Years with Mindboard	1.5 years
Educational Background	<ul style="list-style-type: none"> • MBA – Cleveland State University; Cleveland, Ohio • BS – Finance, University of Economics, Varna, Bulgaria
Professional Certifications	Six Sigma Certified
Project Role & Responsibilities:	<u>Analyst/Technical Writer</u> <ul style="list-style-type: none"> • Report Writer • Deliverables Creation • Documentation Review and Data Gathering
Relevant Experience	<p>3+ years of Information Technology (IT) Consulting experience providing services to public, private and non-profit market sectors. Relevant experience includes similar work completed for:</p> <ul style="list-style-type: none"> – City of Green, OH



Gergana Boneva

	<ul style="list-style-type: none">- City of Wilsonville, OR- Castaic Lake Water Agency (CLWA), CA- Greater Dayton Regional Transit Authority (GDRTA), OH- Western Reserve Transit Authority (WRTA), OH
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3. Training

Based on the specific project engagement and client needs, Mindboard will develop a customized curriculum aiming to train the County employees regarding various subject matters. The courses will be geared towards helping the organization's employees to acquire the necessary "core competencies" needed to fully utilize all technology enhancements and tools. The training provided will support end users from all County departments. We will also work in collaboration with any potential solutions vendors and oversee and training provided by them.

Throughout the project, Mindboard will make certain that each step used to establish an effective training course is meaningful and results-driven. Our team of consultants is experienced in developing training curriculums, based on the specific client's needs, for various IT engagements. We will create training agendas, manuals, and schedules and verify compliance with County's requirements and time availability. Super users will be identified by the County from each department and will actively participate in training, providing business context and support to the project team's trainers. The training is expected to occur at the County facilities. Training will be multi-leveled in order to provide the information that users require for their jobs without having to participate in sessions for material that is not relevant to them. The training plan will provide a combination of overview and deep functional knowledge to appropriate users.



Title VI

For Title VI Compliance, the County of Blount requests voluntary disclosure of the following information, related to the owner/operator of the company:

Company Name: Mindboard Inc.

Address: 43676 Trade Center Place, Suite #235, Sterling, VA 20166

Phone Number: (703) 574-3210 Fax Number: (703) 574-3211

 Authorized Signature 12/22/2015
 Date

Business Ownership (Check One or More)		Ownership Ethnicity (Check Only One)
<input type="checkbox"/> D Disabled (Minority Owned)	<input type="checkbox"/> N Non-Minority Owned	<input type="checkbox"/> C Caucasian
<input type="checkbox"/> G Government Owned	<input type="checkbox"/> F Female (Minority Owned)	<input type="checkbox"/> B Black/African American
<input type="checkbox"/> E Race/Ethnic Background (Minority Owned)	<input checked="" type="checkbox"/> M Male (Minority Owned)	<input type="checkbox"/> H Hispanic
	<input type="checkbox"/> P Non-Profit Organization	<input type="checkbox"/> A Asian
		<input checked="" type="checkbox"/> I American Indian or Alaskan Native
		<input type="checkbox"/> N Native Hawaiian or other Pacific Islander
		<input type="checkbox"/> O Other(Specify)

RFQ No. (if applicable): <u>2015-2375</u>
RFQ Title: <u>Information Technology Services for Blount County, TN</u>
Date of RFQ Deadline: <u>January 06, 2016 at 1:30 p.m. local time (EST)</u>

The County of Blount complies with Title VI of the Civil Rights Acts of 1964, as codified in 42 U.S.C. 2000D, which states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.

The County of Blount does not discriminate on the basis of disability in the admission or access to, or treatment of employment in, its program or activities and is in compliance with ADA (American with Disabilities Act of 1990) 42 U.S.C. 12101.



Information Technology Services for Blount County, TN

Cost Structure

Labor Category Title	Minimum Education	Minimum Experience (Years)	Labor Category Description	Hourly Rate
Sr. Project Manager	B.A. or B.S. degree	10	Minimum of 10 years of experience working with project management tools and reporting systems.	\$ 130.00
Project Manager Administration (PMA)	B.A. or B.S. degree	3	Minimum of 3 years of experience working with project management tools and reporting systems.	\$ 110.00
Senior Developer	B.A. or B.S. degree	5	Directs, formulates, and defines system scope and objectives	\$ 135.00
Developer	B.A. or B.S. degree	3	Minimum of 3 years of experience as a software engineer working with C++, standard query language (SQL), DMBS, or third-and-fourth generation languages in the design and implementation of systems.	\$ 115.00
Integration Consultant/BPR (lead)	B.A. or B.S. degree	5	Minimum of 5 years of experience in government or critical infrastructure industry directly related to the required area of expertise.	\$ 120.00
Integration Consultant (Support)	B.A. or B.S. degree	3	Minimum of 3 years of experience with IT systems and technology.	\$ 95.00
Technical Analyst	B.A. or B.S. degree	4	Direct technical support activities to program(s) that are generally not defined or characterized as "Engineering" in nature.	\$ 95.00
Training Specialist	B.A. or B.S. degree	4	The position requires a highly specialized instructional expert who works with technical experts to provide advice or instructional methods for preparing and delivering training workshops, computer-based training, and other venues.	\$ 80.00
Help Desk Tier 3 /Manager	B.A. or B.S. degree	6	Under general direction, provides second-tier support to end users for PC, server, mainframe applications, and hardware. Handles problems that the first-tier of help desk support is unable to resolve.	\$ 80.00
Help Desk Tier2	B.A. or B.S. degree	4	Under general supervision, provides second-tier support to end users for PC, server, mainframe applications, and hardware. Handles problems that the first-tier of help desk support is unable to resolve.	\$ 55.00
Help Desk Tier1	Trade School or 2 year college	No minimum	Under direct supervision, provides support to end users for PC, server or mainframe applications, and hardware.	\$ 40.00
Technical Writer	A.A. or A.S. degree	5	Designs, writes, creates, maintains, and updates technical documentation, user's guides, system manuals, and other documents. Proofreads, edits, and formats and produces technical documentation for multiple audiences.	\$ 45.00
Testing Specialist	B.A. or B.S. degree	2	Experience in analysis and attesting of business applications for large-, mid- and small-scale computer systems. Understands and uses one or more variety of programming languages.	\$ 50.00
Database Management Specialist	B.A. or B.S. degree	5	Performs logical and physical database design. Performs data analysis, database design, development activities, and implementation for databases and their conversions.	\$ 105.00
Database Administrator	B.S. degree	3	Administers computer databases. Assigns personnel to various projects and directs their activities, reviews and evaluates their work and prepares performance reports.	\$ 90.00
Desktop Support Services	A.S. or A.A. degree	No minimum	Under general supervision, performs analytical, technical, and administrative work in the planning, design, and installation of new and existing personal computer systems. Works on moderately complex applications.	\$ 45.00
Quality Assurance Manager	B.S. degree	5	Responsible for management and development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract.	\$ 115.00
Quality Assurance Specialist	B.S. degree	3	Reviews work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules.	\$ 100.00



Information Technology Services for Blount County, TN

Cost Structure

Respondent has the option to submit information regarding any additional personnel that will be available for this project. This page may be copied.

Labor Category Title	Education	Experience (Years)	Labor Category Description	Hourly Rate
Example: Web Designer				\$
Senior Consultant				\$ 135.00
Solution Architect and IT Infrastructure Engineer				\$ 150.00
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$

RFQ 2015-2375 IT SERVICES - Evaluation - Total Possible Score = 200

<i>FIRM NAME:</i>	Mindboard	InfoSys	Net3	22nd
Written Evaluation (Maximum Point Value = 100)				
<i>Evaluator:</i>				
1	95	78	83	83
2	84	92	76	86
3	84	92	100	88
4	88	87	91	74
5	76	98	90	82
6	84	86	76	88
7	81	86	76	80
Total Written Score = Avg.	85	88	85	83
<i>FIRM NAME:</i>	Mindboard	InfoSys	Net3	22nd
Oral Interview Evaluation (Maximum Point Value = 100)				
1	100	73	80	74
2	91	95	78	80
3	88	88	93	72
4	100	100	100	64
5	91	89	79	85
6	80	79	69	73
Total Oral Interview Score = Avg.	92	87	83	75
<i>FIRM NAME:</i>	Mindboard	InfoSys	Net3	22nd
Total Written Score	85	88	85	83
Total Oral Interview Score	92	87	83	75
TOTAL SCORE	177	175	168	158