State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES
25 Capitol Street – Room 100
Concord, New Hampshire 03301
(603) 271-3201 Office@das.nh.gov

Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

December 20, 2023

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services to exercise a contract renewal option (Contract #8002854) with Peridot Solutions, LLC (VC#266690), McLean, VA for Microsoft/Office 365/Azure cloud solutions professional services, by extending the completion date from December 31, 2023 to December 31, 2024 with no increase to contract price limitation of up to and not to exceed $10,000,000 with one available one-year renewal option effective upon Governor and Executive Council approval. The original contract (Contract #8002854) was approved by Governor and Executive Council on March 23, 2021, item #80.

Funding shall be provided through individual agency expenditures, none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

EXPLANATION

As previously stated, the original contract (Contract #8002854) was approved by the Governor and Executive Council on March 23, 2021, item #80.

This current contract (Contract #8002854) requires vendors to respond to a Request for Quote (RFQ) and Statement of Work (SOW). The DAS, on behalf of a requesting State agency, issues the RFQ/SOW to all contractors. Each SOW details various requirements related to the services, planning and implementation of new projects. The project engagement will be based upon the lowest cost qualified quote. Project engagements under the agreements with a dollar value exceeding $10,000 shall be brought before the Governor and Executive Council for approval prior to proceeding with the engagements. The DoIT has requested that the BoPP exercise the first one-year renewal of two allowable extensions as permitted by contract terms stated in Exhibit B, Scope of Services, based on continued and anticipated increased statewide agency need for Microsoft/Office 365/Azure cloud solutions professional services. The purpose of this request is to provide statewide services to agencies requiring assistance with ongoing and future projects, including automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data,

securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT Environment.

For this requested amendment, the BoPP, in collaboration with the DoIT, issued a request for information (RFI) 2024-373 on August 3, 2023, with responses due on August 24, 2023. This RFI reached 361 vendors through the NIGP electronic sourcing platform with an additional 18 directly sourced. 16 informational responses were received. Upon review of the submissions, it was determined that while the services would remain at the same qualification level, the price of services would result in an average of $1,687 per hour, an increase of $86 per hour over the current average hourly rate of pricing at $1,601. These RFI results support the justification to extend the current contracts in place with no change to current terms or pricing as hourly rates for cloud service professionals have increased since the original contract approval.

The current, and 3 pending contract amendment extensions being requested are for:

1. Peridot Solutions, LLC of McLean, VA (Contract #8002854)
2. Spruce Technology, Inc. of Clifton, NJ (Contract #8002856)
3. Presidio Networked Solutions LLC of Woburn, MA (Contract #8002858)
4. TRN Digital LLC d/b/a TRNDigital of Boston, MA (Contract #8002852)

Contract financials	
Average hourly rate from current contract terms	$1,601
Average hourly rate from RFI respondents	$1,687
Average hourly cost avoidance achieved with extension of current contract	$86 (or 5%)

Based on the foregoing, I am respectfully recommending approval of the amendment to the contract with Peridot Solutions, LLC.

Respectfully submitted,

Charles M. Arlinghaus
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

Denis Goulet
Commissioner

November 14, 2023

Charles M. Arlinghaus, Commissioner
Department of Administrative Services
State of New Hampshire
25 Capitol Street – Room 100
Concord, NH 03301

Dear Commissioner Arlinghaus:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Peridot Solutions, LLC, Persidio Networked Solutions, LLC, Spruce Technologies, Inc., and TRN Digital, LLC, as described below and referenced as DoIT No. 2021-041A.

> The purpose of this request is to provide statewide services to agencies requiring assistance with ongoing and future projects, including automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT Environment.
>
> The Total Price Limitation will not change and shall remain $10,000,000, effective upon Governor and Executive Council approval through December 31, 2024.

A copy of this letter must accompany the Department of Administrative Services' submission to the Governor and Executive Council for approval.

Sincerely,

Denis Goulet

DG/jd
DoIT #2021-041A

cc: Rebecca Bolton, IT Manager

Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

Bid Description	MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES
Bid #	2312-21
Agent Name	Paul Rhodes
Closing Date & Time	June 11, 2020 @ 10:00 AM

Vendor Name	Score
Spruce Technology	88
Peridot	85.5
Catapult	76
SoftChoice	69
Presidio	67.5
TRN Digital	60
WME	57
Insight	Withdrawn
Connection	29.5
Whalley	18

Non-compliant

Avanade - Incomplete Pricing
CBTS - Incomplete Pricing
Confiance - Incomplete Pricing
Ernst & Young - Incomplete Pricing
Planet Technologies - Incomplete Pricing
Smarter Consulting - Incomplete Pricing
Zones - Incomplete Pricing

Gary S. Lunetta
Director
(603) 271-2201

Bid Description	REQUEST FOR INFORMATION RELATIVE TO THE PROCESS OF Microsoft/Office 365/Azure Cloud Solutions Professional Services
RFI	# 2024-373
Agent Name	Corrine Tatro

RFI Results, Current Market Pricing

POSITION	Avg Hrly Rate	AgreeYa Hourly Rate	Arctic IT Hourly Rate	CBTS Hourly Rate	Clin D Cast Hourly Rate	Cloud Navigator Hourly Rate	Conway/Xerox Hourly Rate	Digital Consultancy Group Hourly Rate	Golden Five Hourly Rate	Insight Global Hourly Rate	US Cloud Hourly Rate	TRN Digital Hourly Rate	Simply iCard Hourly Rate	RetroFit Hourly Rate	OTSI Hourly Rate
PROJECT MANAGER	$ 156.27	$ 145.00	$ 206.00	$ 165.00	$ 150.00	$ 150.00	$ 150.00	$ 40.00	$ 175.00	$ 130.00	$ 259.00	$ 150.00	$ 130.00	$ 215.00	$ 110.00
M365&CS BUSINESS ANALYST	$ 145.48	$ 125.00	$ 183.00	$ 165.00	$ 120.00	$ 125.00	N/A	$ 60.00	$ 80.00	$ 120.00	$ 259.00	$ 140.00	$ 125.00	$ 215.00	$ 95.00
MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOI	$ 154.29	$ 135.00	$ 229.00	$ 195.00	$ 120.00	$ 150.00	$ 200.00	$ 90.00	$ 125.00	$ 105.00	$ 299.00	$ 120.00	$ 120.00	$ 215.00	$ 85.00
COMPLIANCE ADMINISTRATOR	$ 154.23	$ 115.00	$ 183.00	$ 210.00	$ 120.00	$ 150.00	$ 200.00	$ 60.00	$ 110.00	$ 140.00	$ 299.00	$ 175.00	$ 130.00	$ 215.00	$ 80.00
EXCHANGE ADMINISTRATOR	$ 144.52	$ 135.00	$ 183.00	$ 195.00	$ 120.00	$ 150.00	$ 160.00	$ 65.00	$ 90.00	$ 110.00	$ 299.00	$ 120.00	$ 115.00	$ 215.00	$ 80.00
GROUPS ADMINISTRATOR	$ 146.10	$ 115.00	$ 183.00	$ 195.00	$ 150.00	$ 150.00	$ 160.00	$ 65.00	$ 90.00	$ 125.00	$ 299.00	$ 120.00	$ 115.00	$ 215.00	$ 75.00
SHAREPOINT ADMINISTRATOR	$ 142.84	$ 135.00	$ 183.00	$ 195.00	$ 140.00	$ 150.00	$ 160.00	$ 70.00	$ 85.00	$ 125.00	$ 299.00	$ 120.00	$ 125.00	N/A	$ 75.00
DYNAMICS 365 ADMIN ISTRATOR	$ 152.71	$ 135.00	$ 206.00	$ 225.00	$ 140.00	$ 150.00	$ 160.00	$ 65.00	$ 85.00	$ 135.00	$ 299.00	$ 190.00	$ 135.00	N/A	$ 85.00
TEAMS ADMINISTRATOR	$ 147.04	$ 135.00	$ 183.00	$ 195.00	$ 140.00	$ 150.00	$ 160.00	$ 65.00	$ 85.00	$ 120.00	$ 299.00	$ 120.00	$ 130.00	$ 215.00	$ 75.00
MICROSOFT TECHNICAL ARCHITECT	$ 176.92	$ 145.00	$ 251.00	$ 195.00	$ 160.00	$ 150.00	$ 200.00	$ 85.00	$ 175.00	$ 143.00	$ 299.00	$ 150.00	$ 145.00	$ 215.00	$ 140.00
MICROSOFT LEAD PLATFORM DEVELOPERS	$ 166.60	$ 135.00	$ 213.00	$ 200.00	$ 140.00	$ 150.00	$ 200.00	$ 85.00	$ 150.00	$ 136.00	$ 299.00	$ 150.00	$ 140.00	N/A	$ 110.00
Total Amount of Hourly Rates	**$ 1,687.00**	**$ 1,455.00**	**$ 2,203.00**	**$ 2,135.00**	**$ 1,500.00**	**$ 1,625.00**	**$ 1,750.00**	**$ 750.00**	**$ 1,250.00**	**$ 1,389.00**	**$ 3,209.00**	**$ 1,555.00**	**$ 1,410.00**	**$ 1,720.00**	**$ 1,010.00**

Current Pricing under Established Contracts

POSITION	Avg Hrly Rate	Spruce Hourly Rate	Catapult Hourly Rate	Presidio Hourly Rate	TRN Digital Hourly Rate	Windows Mgmt Expert Hourly Rate	Peridot Hourly Rate	Softchoice Hourly Rate	Low	Avg Hrly Rate	High
PROJECT MANAGER	$ 155.54	$ 128.00	$ 185.00	$ 205.00	$ 150.00	$ 145.00	$ 100.79	$ 175.00	$ 100.79	$ 155.54	$ 205.00
M365&CS BUSINESS ANALYST	$ 152.54	$ 117.00	$ 175.00	$ 275.00	$ 140.00	$ 120.00	$ 65.78	$ 175.00	$ 65.78	$ 152.54	$ 275.00
MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOI	$ 130.25	$ 106.00	$ 185.00	$ 140.00	$ 120.00	$ 120.00	$ 65.78	$ 175.00	$ 65.78	$ 130.25	$ 185.00
COMPLIANCE ADMINISTRATOR	$ 145.98	$ 160.00	$ 185.00	$ 150.00	$ 175.00	$ 110.00	$ 66.84	$ 175.00	$ 66.84	$ 145.98	$ 185.00
EXCHANGE ADMINISTRATOR	$ 126.27	$ 106.00	$ 175.00	$ 130.00	$ 120.00	$ 110.00	$ 67.90	$ 175.00	$ 67.90	$ 126.27	$ 175.00
GROUPS ADMINISTRATOR	$ 128.85	$ 128.00	$ 175.00	$ 150.00	$ 120.00	$ 85.00	$ 68.96	$ 175.00	$ 68.96	$ 128.85	$ 175.00
SHAREPOINT ADMINISTRATOR	$ 134.74	$ 128.00	$ 175.00	$ 140.00	$ 120.00	$ 115.00	$ 90.18	$ 175.00	$ 90.18	$ 134.74	$ 175.00
DYNAMICS 365 ADMIN ISTRATOR	$ 150.74	$ 135.00	$ 175.00	$ 155.00	$ 190.00	$ 135.00	$ 90.18	$ 175.00	$ 90.18	$ 150.74	$ 190.00
TEAMS ADMINISTRATOR	$ 141.57	$ 117.00	$ 235.00	$ 150.00	$ 120.00	$ 125.00	$ 68.96	$ 175.00	$ 68.96	$ 141.57	$ 235.00
MICROSOFT TECHNICAL ARCHITECT	$ 167.71	$ 140.00	$ 210.00	$ 250.00	$ 150.00	$ 145.00	$ 103.97	$ 175.00	$ 103.97	$ 167.71	$ 250.00
MICROSOFT LEAD PLATFORM DEVELOPERS	$ 167.00	$ 135.00	$ 210.00	$ 250.00	$ 150.00	$ 145.00	$ 103.97	$ 175.00	$ 103.97	$ 167.00	$ 250.00
Total Amount of Hourly Rates	**$ 1,601.19**	**$ 1,400.00**	**$ 2,085.00**	**$ 1,995.00**	**$ 1,555.00**	**$ 1,355.00**	**$ 893.31**	**$ 1,925.00**		**$ 1,601.19**	
Average cost avoidance compared to existing contract	$86										
% impact	5%										

Recommendation Summary	
Statewide Contract or Amendment	Contract
Term of Contract	2
Price Limitation	Variable
Number of Responses Received	16
Number of Sourced bidders	7
Number of NIGP Vendors Sourced	361
Number of non-responsive bidders	352
Expiring Contract Price Limitation	Variable

Special Notes:	Upon review of the submissions, it was determined that while the services would remain at the same qualification level, the price of services would result in an average of $1,687 per hour, an increase of $86 per hour over the current average hourly rate of pricing at $1,601.

Gary S. Lunetta
Director
(603) 271-2201

New Wave Telecom Hourly Rate	MDS Hourly Rate	Low	Avg Hrly Rate	High
$ 125.39	$ 200.00	$ 40.00	$ 156.27	$ 259.00
$ 120.17	$ 250.00	$ 60.00	$ 145.48	$ 259.00
$ 130.62	$ 150.00	$ 85.00	$ 154.29	$ 299.00
$ 130.62	$ 150.00	$ 60.00	$ 154.23	$ 299.00
$ 125.39	$ 150.00	$ 65.00	$ 144.52	$ 299.00
$ 130.62	$ 150.00	$ 65.00	$ 146.10	$ 299.00
$ 130.62	$ 150.00	$ 70.00	$ 142.84	$ 299.00
$ 130.62	$ 150.00	$ 65.00	$ 152.71	$ 299.00
$ 130.62	$ 150.00	$ 65.00	$ 147.04	$ 299.00
$ 177.64	$ 200.00	$ 85.00	$ 176.92	$ 299.00
$ 141.07	$ 250.00	$ 85.00	$ 166.60	$ 299.00
$ 1,473.38	**$ 1,950.00**		**$ 1,687.00**	

FIRST AMENDMENT TO THE CONTRACT
BETWEEN PERIDOT SOLUTIONS, LLC AND
THE STATE OF NEW HAMPSHIRE, DEPARTMENT OF ADMINISTRATIVE SERVICES,
FOR MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES
CONTRACT # 8002854

This First Amendment (hereinafter referred to as the "Amendment"), dated this 1st day of December, 2023, is by and between the State of New Hampshire, Department of Administrative Services (hereinafter referred to as "the State") and Peridot Solutions, LLC (hereinafter referred to as "the Contractor") for Microsoft/Office 365/Azure Cloud Solutions Professional Services.

WHEREAS, pursuant to an agreement effective April 7, 2021 set to expire December 31, 2023, (hereinafter referred to as "the Agreement"), the Contractor agreed to perform certain Microsoft/Office 365/Azure Cloud Solutions Professional services for the State in consideration of payment by the State of certain sums as specified therein; and

WHEREAS, pursuant to Section 17 of the Agreement, the Agreement may be amended by an instrument in writing executed by both parties;

NOW, THEREFORE, for and in consideration of the mutual promises set forth in this Amendment and the underlying Agreement, the parties do mutually agree as follows:

1. Delete in its entirety Form Number P-37, item 1.7 Completion Date and substitute the following:

   1.7 December 31, 2024

2. Paragraph 2 as set forth in Exhibit C (Pricing Structure) is deleted in its entirety and replaced with the following:

   2. Pricing Structure. Contractor shall provide the services at the not-to exceed hourly rates set forth in the table below.

Position	Hourly Rate
PROJECT MANAGER	$100.79
M365&CS BUSINESS ANALYST	$65.78
MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR	$65.78
COMPLIANCE ADMINISTRATOR	$66.84
EXCHANGE ADMINISTRATOR	$67.90
GROUPS ADMINISTRATOR	$68.96
SHAREPOINT ADMINISTRATOR	$90.18
DYNAMICS 365 ADMINISTRATOR	$90.18
TEAMS ADMINISTRATOR	$68.96
ADDITIONAL SUPPORT ROLES	$68.96
MICROSOFT TECHNICAL ARCHITECT	$103.97
SHAREPOINT ONLINE INFORMATION ARCHITECT	$103.97
MICROSOFT LEAD PLATFORM DEVELOPERS	$103.97

3. All other provisions of the Agreement, as approved by the Governor and Executive Council on March 23, 2021, item# 80, shall remain in full force and effect.

Contractor Initials: __RC___
Date: _12/04/2023____

Peridot Solutions, LLC

By: Ranapratap Chegu

Ranapratap Chegu
(Print Name)

Title: CEO

Date: 12/04/2023

STATE OF NEW HAMPSHIRE

By: [illegible]

Charles M. Arlinghaus
(Print Name)

Title: Commissioner
Department of Administrative Services

Date: 12-6-23

OFFICE OF THE ATTORNEY GENERAL

By: Duncan A. Edgar

Duncan A. Edgar
(Print Name)

Title: Attorney

Date: December 4, 2023

The foregoing contract was approved by the Governor and Council of New Hampshire on

_____, _____.

Signed: _____

_____
(Print Name)

Title: _____

Contractor Initials: RC
Date: 12/04/2023

State of New Hampshire
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that PERIDOT SOLUTIONS, LLC is a Virginia Limited Liability Company registered to transact business in New Hampshire on May 29, 2020. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **843164**
Certificate Number: **0006336970**

IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 22nd day of October A.D. 2023.

David M. Scanlan
Secretary of State

PERIDOT

Certificate of Authority

Corporate Resolution

I, Gyanchander Gongireddy, hereby certify that I am duly elected President of Peridot Solutions, LLC. I hereby certify the following is a true copy of a Peridot Solutions, *LLC* vote taken at a meeting of the Board of Directors/shareholders duly called and held on November 9th, 2020 at which a quorum of the Directors/shareholders were present and voting.

VOTED: That **Gyanchander Gongireddy** is duly authorized to enter into contracts or agreements on behalf of Peridot Solutions, LLC with the State of New Hampshire and any of its agencies or departments and further is authorized to execute any documents which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract to which this certificate is attached. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person listed above currently occupy the position indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

DATED: 11/10/20 **ATTEST:** G. GONGIREDDY PRESIDENT
(Name and Title)

GHANDY ARACELY POLANCO
NOTARY PUBLIC REG. #7500664 MY COMMISSION EXPIRES 04/30/2022
COMMONWEALTH OF VIRGINIA

Above is true on today's date 10/31/2023

7927 Jones Branch Drive, Suite 2150, McLean VA 22102 Phone: 703.663.8330 Fax: 703.663.8331 www.peridotsolutions.com

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 11/22/2023

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 have ADDITIONAL INSURED provisions or 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
Preferred Ins. Services, Inc
4100 Monument Corner Dr., Suite 400
Fairfax VA 22030

CONTACT NAME: Certificate Department
PHONE (A/C, No, Ext): 703-359-5910 FAX (A/C, No): 703-359-5915
E-MAIL ADDRESS: Certs@preferins.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : C.N.A Casualty of California	20435
INSURER B : Continental Casualty Company	20443
INSURER C : National Fire Insurance Company of Hartford	20478
INSURER D :	
INSURER E :	
INSURER F :	

INSURED PERISOL-01
Peridot Solutions LLC
7927 Jones Branch Drive, Suite 2150
McLean VA 22102-3356

COVERAGES **CERTIFICATE NUMBER:** 336948222 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:			7038306719	3/16/2023	3/16/2024	EACH OCCURRENCE	$ 2,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 2,000,000
							GENERAL AGGREGATE	$ 4,000,000
							PRODUCTS - COMP/OP AGG	$ 4,000,000
								$
C	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY X HIRED AUTOS ONLY SCHEDULED AUTOS X NON-OWNED AUTOS ONLY X Hired auto -			7038290375	3/16/2023	3/16/2024	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
							Phys dam - $250 ded	$ 75,000
B	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $ 10,000			7038306753	3/16/2023	3/16/2024	EACH OCCURRENCE	$ 3,000,000
							AGGREGATE	$ 3,000,000
								$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N (Mandatory In NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A					PER STATUTE OTH-ER	
							E.L. EACH ACCIDENT	$
							E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$
A A	Professional Liability Commercial Property			7038306719 7038306719	3/16/2023 3/16/2023	3/16/2024 3/16/2024	10K ded/claim Loc. 1: BPP Loc. 2: BPP	1M/1M 31,500/$500 ded 31,500/$500 ded

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

State of New Hampshire, Administrative Services, Bureau of Purchase & Property
25 Capitol St
Concord NH 03301
United States

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

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The ACORD name and logo are registered marks of ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/30/2023

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 have ADDITIONAL INSURED provisions or 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		
Marsh Affinity a division of Marsh USA LLC. PO BOX 14404 Des Moines, IA 50306-9686	CONTACT NAME: Marsh Affinity	
	PHONE (A/C, No, Ext): 800-743-8130	FAX (A/C, No):
	E-MAIL ADDRESS: ADPTotalSource@marsh.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: New Hampshire Insurance Co.	23841
INSURED	INSURER B:	
ADP TotalSource II, Inc. 5800 Windward Parkway Alpharetta, GA 30005 Alternate Employer: Peridot Systems LLC 7927 JONES BRANCH DR. Suite 2150 McLean, VA 221020000	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	CLAIMS-MADE / OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	POLICY / PRO JECT / LOC						PRODUCTS - COMP/OP AGG	$
	OTHER:							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB / OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$
	DED / RETENTION $							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		WC 034275015 VA	07/01/2023	07/01/2024	X PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
All worksite employees working for Peridot Systems LLC paid under ADP TOTALSOURCE, INC.'s payroll, are covered under the above stated policy. Peridot Systems LLC is an alternate employer under this policy. 1808 Old Meadow Rd Apt 1415

CERTIFICATE HOLDER

State of New Hampshire, Administrative Services, Bureau of Purchase & Property
25 Capitol St, Concord, NH 03301
Concord, NH 03301

CANCELLATION

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

AUTHORIZED REPRESENTATIVE Jo Phillips

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State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES
25 Capitol Street – Room 120
Concord, New Hampshire 03301
Office@das.nh.gov

Charles M. Arlinghaus
Commissioner
(603) 271-3201

Joseph B. Bouchard
Assistant Commissioner
(603) 271-3204

Catherine A. Keane
Deputy Commissioner
(603) 271-2059

March 23, 2021

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a contract with Peridot Solutions, LLC of McLean, VA. (Vendor No. 266690), for an aggregate price limitation of $10,000,000.00 among all awarded vendors, for Microsoft/Office 365/Azure Cloud Solutions Professional Services. The term shall be effective upon Governor and Council approval and ending on December 31, 2023 with the option to extend for two (2) additional one-year extension terms.

Funding shall be provided through individual agency expenditures, none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

EXPLANATION

The Department of Administrative Services, through the Bureau of Purchase and Property, and in collaboration with the Department of Information Technology, issued a request for proposal on April 24, 2020 with responses due on June 11, 2020. There were 10 compliant responses received.

It is the Department's intent to enter into contracts with the seven (7) highest scoring vendors where through a Request for Quote (RFQ) and Statement of Work (SOW) process the Department of Administrative Services, on behalf of a requesting State agency, will issue RFQ/SOW to all contractors. Each SOW will detail various requirements related to the services, planning and implementation of new projects. The project engagement will be based upon the lowest cost qualified quote. Project engagements under the agreements with a dollar value exceeding $10,000 shall be brought before the Executive Council for approval prior to proceeding with the engagements.

Microsoft tools, products and other cloud services have been deployed and extended to all Executive branch agencies within NH in FY2020. These deployments have enabled agencies to expand collaboration within and outside their agencies and will provide the ability to enhance business processes in ways previously not possible to support NH citizens. These capabilities have been especially beneficial given the need over the past year to increase collaboration throughout State government, while reducing the stress and agency reliance on the State's core infrastructure.

State agencies have already experienced increased productivity using technology that supports remote meetings, instant chat and messaging, project management tools and activity alert, document (storage, management, and collaboration), the ability to capture meeting videos, and many other functions. In addition, efforts are moving forward to deploy integrated email functions and other capabilities that will allow State agencies to provide citizen centric services and functions in new and creative ways.

The Microsoft 365 and other cloud platforms enable the State to react more quickly during times of crisis and provide base platforms that can be used as the State expands its future Digital Government Services that will drive process and product usage efficiencies, which will ultimately lead to improved citizen services and interoperability with NH Businesses and trusted partners. Through the proposed contracts, the State anticipates improvements in the following areas: automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT environment.

Enabling these capabilities will often require the use of expert resources that can assist the State to efficiently design, govern, maintain and provide ongoing management of these platforms in a secure, responsible and effective manner. Contracting mechanisms that shorten the "time to value" are needed to procure resources to work with State agencies and IT staff to supplement existing constrained resources that are needed to provide the skills necessary for the State to excel in its Digital Government Initiatives. Based on the foregoing, I am respectfully recommending approval of the contract with Peridot Solutions, LLC.

Respectfully submitted,

Charles M. Arlinghaus
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

Denis Goulet
Commissioner

March 15, 2021

Charles M. Arlinghaus, Commissioner
Department of Administrative Services
State of New Hampshire
25 Capitol Street
Concord, NH 03301

Dear Commissioner Arlinghaus,

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into seven (7) contracts as described below and referenced as DoIT No. 2021-041.

The seven (7) contracts being requested are for:

1. Peridot Solutions, LLC of McLean, VA
2. Catapult Systems, LLC of Austin, TX
3. Spruce Technology, Inc. of Clifton, NJ
4. Softchoice Corporation of Chicago, IL
5. Presidio Networked Solutions LLC of Woburn, MA
6. Windows Management Experts Inc of Bensalem, PA
7. TRN Digital LLC d/b/a TrnDigital of Boston, MA

This is a request to enter into a statewide contract with seven (7) vendors to allow agencies to release RFQ's/SOW's for Microsoft/Office 365/ Azure Cloud Solutions Professional Services. These contracts will provide a mechanism for agencies requiring assistance with ongoing and future projects, including automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT Environment.

The total amount of the seven (7) contracts is not to exceed $10,000,000, and shall become effective upon Governor and Executive Council approval through December 31, 2023.

Denis Goulet
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

A copy of this letter should accompany the Department of Administrative Services' submission to the Governor and Executive Council for approval.

Sincerely,

Denis Goulet

DG/kaf/ik
DoIT #2021-041

cc: Paul Rhodes, DAS

Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

Bid Description	MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES
Bid #	2312-21
Agent Name	Paul Rhodes
Closing Date & Time	June 11, 2020 @ 10:00 AM

Vendor Name	Score
Spruce Technology	88
Peridot	85.5
Catapult	76
SoftChoice	69
Presidio	67.5
TRN Digital	60
WME	57
Insight	Withdrawn
Connection	29.5
Whalley	18

Non-compliant

Avanade - Incomplete Pricing
CBTS - Incomplete Pricing
Confiance - Incomplete Pricing
Ernst & Young - Incomplete Pricing
Planet Technologies - Incomplete Pricing
Smarter Consulting - Incomplete Pricing
Zones - Incomplete Pricing

Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Administrative Services		1.2 State Agency Address 25 Capitol Street Concord, NH 03301	
1.3 Contractor Name Peridot Solutions, LLC		1.4 Contractor Address 7927 JONES BRANCH DR #2150 McLean, VA, 22102	
1.5 Contractor Phone Number 703-663-8330 x123	1.6 Account Number Various	1.7 Completion Date December 31, 2023	1.8 Price Limitation $10,000,000.00
1.9 Contracting Officer for State Agency Paul A. Rhodes		1.10 State Agency Telephone Number 603-271-3350	
1.11 Contractor Signature Ranaprata p Chegu Date: 11/09/2020		1.12 Name and Title of Contractor Signatory Ranapratap Chegu, CEO	
1.13 State Agency Signature Date: 11/12/20		1.14 Name and Title of State Agency Signatory Charles M. Arlinghaus	
1.15 Approval by the N.H. Department of Administration, Division of Personnel *(if applicable)* By: Director, On:			
1.16 Approval by the Attorney General (Form, Substance and Execution) *(if applicable)* By: On: 11/17/2020			
1.17 Approval by the Governor and Executive Council *(if applicable)* G&C Item number: G&C Meeting Date:			

Contractor Initials _RC_____
Date __11/09/2020_____

2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

Contractor Initials RC

Date 11/09/2020

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement.

10. DATA/ACCESS/CONFIDENTIALITY/ PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under

Contractor Initials RC

Date 11/09/2020

this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than $1,000,000 per occurrence and $2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A *("Workers' Compensation")*.

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. CHOICE OF LAW AND FORUM. This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

Contractor Initials RC
Date 11/09/2020

EXHIBIT A

SPECIAL PROVISIONS

1. Delete Section 13. INDEMNIFICATION in its entirety and substitute with the following:

   The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph.

   The Contractor shall require any subcontractor, delegates, or transferees to agree in writing to defend, indemnify and hold harmless the State, its officers and employees from and against any and all losses suffered by the; State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the subcontractor, delegate, or transferee. Further, notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive the termination of this Agreement.

Contractor Initials RC
Date 11/09/2020

EXHIBIT B
SCOPE OF SERVICES

1. INTRODUCTION

This Master Agreement is entered into by and between Peridot Solutions, LLC (hereinafter referred to as the "Contractor") and the State of New Hampshire (hereinafter referred to as the "State"). The Contractor hereby agrees to provide the State and its agencies with Microsoft/Office 365/Azure Cloud Solutions Professional Services in accordance to this Agreement and the terms of Request for Quotes (RFQ)/Statements of Work (SOW) to this Agreement.

2. CONTRACT DOCUMENTS

This Contract consists of the following documents ("Contract Documents"):

a. State of New Hampshire Terms and Conditions, General Provisions Form P-37
b. EXHIBIT A Special Provisions
c. EXHIBIT B Scope of Services
d. EXHIBIT C Method of Payment
e. EXHIBIT D RFP 2312-21
f. EXHIBIT E RFQ/SOW Worksheet

In the event of any conflict among the terms or provisions of the documents listed above, the following order of priority shall indicate which documents control: (1) Form Number P-37, as modified in Exhibit A, Special Provisions, (2) EXHIBIT B "Scope of Services," (3) EXHIBIT C "Method of Payment," (4) RFQ/SOW Worksheet, and (5) EXHIBIT D "RFP 2312-21."

3. TERM OF CONTRACT

The term of this Contract shall commence upon the approval by the Governor and Executive Council and shall continue thereafter for a period of approximately three (3) years, unless extended for additional terms.

The Contract may be extended for two (2) additional one-year extension terms thereafter upon the same terms, conditions and pricing structure the approval of the Governor and Executive Council.

The maximum term of the Contract (including all extensions) cannot exceed five (5) years.

4. SCOPE OF WORK

All SOWs that are negotiated between the Parties shall be in writing and executed by both Parties and shall be attached hereto as supplemental Exhibits, and shall be incorporated into, and governed by, this Agreement. A standard template to request a quote is attached (Exhibit E). Contractor must be capable of providing information technology professional services on Microsoft Cloud Solutions that include, but are limited to: managed services for modern Microsoft/Office 365/Azure Cloud Solutions [M365&CS] administration, operational oversight, systems maintenance, and short-term or ongoing development or integration projects.

I. Ordering Procedures:

The Department of Administrative Services, on behalf of a requesting state agency, will issue RFQ/SOW to several vendors, including the Contractor. Each SOW will detail various requirements related to the services, planning and implementation of new projects. RFQ/SOW may require the Contractor to have:

a) Mandatory Microsoft certifications to be awarded the work

b) Agreement and signature on project specific Business Associate Agreements or other documents as required by the State to address statutory, regulatory, or industry compliance

If the Contractor chooses to bid on the RFQ/SOW, the Contractor shall prepare a written proposal in accordance with the terms of the RFQ and transmit to the DAS. An RFQ/SOW shall not constitute a binding order until a Purchase Order and RFQ/SOW.

The Contractor shall not proceed to commence the work under SOW/RFQ unless the Contractor is awarded the SOW.

II. Technical Requirements

Future Projects solicited through the State's RFQ process will be conducted in cooperation with the New Hampshire Department of Information Technology (DoIT) and utilizing State agency. DoIT coordinates, reviews, and approves statewide Information Technology activities to ensure consistency and alignment with State strategic efforts.

A. Contractor Company and Staff Qualifications (Experience)

Contractor shall have a minimum of five (5) years of Microsoft-certified experience in provisioning modern M365&CS information technology and/or management services to government customers. Contractor staff and subcontractors must be located in the United States. During the term of this Agreement, Contractor must have and maintain administrative and technical staff of sufficient size and knowledge base to support the State in its initiatives.

B. Current Use of Contractor Solutions

When responding to a Request for Quote (RFQ/SOW), the Contractor's proposed solution must explicitly state what M365&CS licenses and any third-party applications are required.

Each RFQ/SOW may include specific requirements about the Contractor's experience in implementing a similar solution. Experience shall include requirements that include but are not limited to, how many solutions of a similar nature are implemented and operational, the size and complexity of the project, and any experience with statutory, regulatory, or industry standards. The specific Bidder-proposed functionality must be described.

Each SOW will identify award criteria. (The agency will select award criteria and point allocations.)

Data must not be removed or copied from the State's data environments or the Microsoft cloud environments without written, authorized permission of the State.

Contractor Initials RC
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C. Contractor Team

The Contractor Team must include individuals with substantial experience in:

- Each of the disciplines relating to his or her stated project role.
- Implementing Microsoft/Office 365/Azure Cloud Solutions.
- The discipline of effective Project Management.
    - Effective use of software change management best practice.
    - The discipline of effective risk and issue management.
    - Effective use of defect tracking tools that allow for reporting on test results.
- The discipline of effective M365&CS System Administration in a state government environment in the Microsoft Government Cloud Computing (GCC) environment.
    - Operational support of government entities comparable in size and complexity.
    - Compliance with the statutory and regulatory publications that is appropriate with the statement of work.
- The discipline of proper configuration for M365&CS.
    - Successful M365&CS roll-out.
    - M365&CS configurations that satisfy the unique needs of the State Agencies in New Hampshire.
    - The discipline of information architecture as related to the modern SharePoint Online experience, PowerShell, and Site Designs and Site Scripts.
    - The discipline of supporting business process with business automation with Power Apps, and Power Automate.
    - The discipline of supporting business process with business automation with Dynamics 365
- The discipline of software development, quality assurance, and user acceptance testing activities with M365&CS third-party integrations.

D. Contractor Team Qualifications

1. MICROSOFT ROADMAP

The Contractor must maintain a working understanding of the M365&CS roadmap. The Contractor shall use this knowledge to make informed, best practice recommendations to the State regarding M365&CS and SharePoint Online.

2. Program Support Roles

A. PROJECT MANAGER

The Contractor must have, maintain for the duration of this Agreement and engage Project Manager in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Project Manager shall have at least 5+ years of Program/Project Management experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the deployment of enterprise IT programs/projects.

B. M365&CS BUSINESS ANALYST

The Contractor must have, maintain for the duration of this Agreement and engage M365&CS Business Analyst in any RFQ/SOW in this Agreement with the following minimum qualifications:

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- M365&CS Business Analyst shall have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record with supporting the development of M365&CS solutions across enterprise IT programs/projects
- M365&CS Business Analyst shall have experience with developing user stories, use cases, business/IT requirements, process maps, standard operating procedures, and User Acceptance Testing documents
- M365&CS Business Analyst shall have experience with supporting the development of M365&CS within an Agile or DevOps environment.

3. Administration Roles | Operations

OPERATIONS are defined as the day-to-day maintenance and operational support. Any development in support of operations will be addressed in section 4 Operational Support Roles | Development below.

A. MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR
The Contractor must have, maintain for the duration of this Agreement and engage Microsoft/Office 365 Global Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Microsoft/Office 365 Global Administrator shall hold Microsoft Certifications that will be detailed in each individual RFQ/SOW
- Microsoft/Office 365 Global Administrator shall have at least 5+ years of Office 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Office 365 tools

B. COMPLIANCE ADMINISTRATOR and SECURITY & COMPLIANCE
The Contractor must have, maintain for the duration of this Agreement and engage Compliance Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Compliance Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Compliance Administrator shall have at least 5+ years of Office 365 and Compliance administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Exchange Online
- Compliance Administrator's experience shall be associated with direct compliance administration and data classification and sensitivity work in Office 365, Teams, OneDrive, and SharePoint Online
- Compliance Administrator shall be responsible for deliverables or techniques related to providing monitoring reports, project status updates, staff management (if applicable)

Category	*Role*	*Description*
Security & Compliance	Azure information protection admin	Manages labels for the Azure Information Protection policy, manages protection templates, and activates protection.

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Compliance admin	Manages regulatory requirements and eDiscovery cases, maintains data governance for locations, identities, and apps.
Customer Lockbox access approver	Manages Customer Lockbox requests, can turn Customer Lockbox on or off.
Security admin	Controls organization's security, manages security policies, reviews security analytics and reports, monitors the threat landscape.
Security operator	Investigates and responds to security alerts, manages features in Identity Protection center, monitors service health.

C. EXCHANGE ADMINISTRATOR

The Contractor must have, maintain for the duration of this Agreement and engage Exchange Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Exchange Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Exchange Administrator shall have at least 5+ years of Office 365 and Exchange Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Exchange Online
- Exchange Administrator shall be responsible for deliverables or techniques to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients

D. GROUPS ADMINISTRATOR

The Contractor must have, maintain for the duration of this Agreement and engage Groups Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Groups Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Groups Administrator shall have at least 5+ years of Office 365 and SharePoint Online Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Office 365 Groups
- Groups Administrator shall be responsible for deliverables or techniques to leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients

E. SHAREPOINT ADMINISTRATOR

The Contractor must have, maintain for the duration of this Agreement and engage SharePoint Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- SharePoint Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW

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- SharePoint Administrator shall have at least 5+ years of Office 365 and SharePoint Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of SharePoint Online tools
- SharePoint Administrator's experience shall be associated with direct administration of SharePoint Online
- SharePoint Administrator shall be responsible for deliverables or techniques to leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients

F. DYNAMICS 365 ADMINISTRATORS

The Contractor must have, maintain for the duration of this Agreement and engage Dynamics 365 Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Dynamics 365 Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Dynamics 365 Administrator shall have at least 5+ years of Dynamics 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Dynamics 365 tools
- Dynamics 365 Administrator shall be responsible for deliverables or techniques to leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients

G. TEAMS ADMINISTRATORS

The Contractor must have, maintain for the duration of this Agreement and engage Teams Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications. The State does not expect a 1:1 staffing ratio:

- Teams Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Administrator shall have at least 5+ years of Office 365 and Teams Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Teams
- Teams Administrator shall be responsible for deliverables or techniques to leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

Category	*Role*	*Description*
Collaboration	Teams communication admin	Assigns telephone numbers, creates and manages voice and meeting policies, and reads call analytics.
	Teams communication support engineer	Reads call record details for all call participants to troubleshoot communication issues.

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Teams communication support specialist	Reads user call details only for a specific user to troubleshoot communication issues.
Teams service admin	Full access to Teams & Skype admin center, manages Office 365 groups and service requests, and monitors service health.

H. ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | DEVICES
Excluding the roles called out above, Contractor shall staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	*Role*	*Description*
Devices	Cloud device admin	Enables, disables, and deletes devices and can read Windows 10 BitLocker keys.
	Desktop analytics admin	Can access and manage Desktop management tools and services.
	Intune admin	Full access to Intune, manages users and devices to associate policies, creates and manages groups.

I. ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | COLLABORATION
Excluding the roles called out above, Contractor shall staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	*Role*	*Description*
	Kaizala admin	Full access to all Kaizala management features and data, manages service requests.
	Office apps admin	Manages settings, policies, and deployment of Office apps.
	Power BI admin	Full access to Power BI management tasks, manages service requests, and monitors service health.
	Power Platform admin	Full access to Microsoft Dynamics 365, PowerApps, data loss prevention policies, and Power Automate.
	Search admin	Full access to Microsoft Search, assigns the Search admin and Search editor roles, manages editorial content, monitors service health, and creates service requests.
	Search editor	Can only create, edit, and delete content for Microsoft Search, like bookmarks, Q&A, and locations.

J. ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | READ-ONLY
Excluding the roles called out above, Contractor shall staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

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Category	Role	Description
Read-Only	Global reader	Can view all administrative features and settings in all admin centers.
	Message Center privacy reader	Access to data privacy messages in Message Center, gets email notifications, has read-only access to users, groups, domains, and subscriptions.
	Message Center reader	Reads and shares regular messages in Message Center, gets email notifications, has read-only access to users, groups, domains, and subscriptions.
	Reports reader	Reads usage reporting data from the reports dashboard, Power BI adoption content pack, sign-in reports, and Microsoft Graph reporting API.
	Security reader	Read-only access to security features, sign-in reports, and audit logs.

K. ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | OTHER
Excluding the roles called out above, Contractor shall staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
Other	Billing admin	Makes purchases, manages subscriptions, manages service requests, and monitors service health.
	Service support admin	Creates service requests for Azure, Microsoft 365, and Office 365 services, and monitors service health.

4. Operational Support Roles | Development

DEVELOPMENT is defined as the advanced technical efforts that support the day-to-day maintenance and operations of the State's M365&CS environment. These development efforts include, but are not limited to:

- SharePoint Online
- PowerShell
- Site Designs and Site Scripts
- Scripts
- Power Apps
- Power Automate
- Third-party Integrations
- Dynamics 365

A. MICROSOFT TECHNICAL ARCHITECT(S)
The Contractor must have, maintain for the duration of this Agreement and engage Microsoft Technical Architect in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Microsoft Technical Architect shall have at least 5+ years of experience with the Public Sector or Federal Government, and a proven track record of designing successful Microsoft/Office 365/Dynamics 365/Azure Cloud architecture solutions across enterprise IT programs/projects

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- Microsoft Technical Architect shall have experience with developing/designing Microsoft/Office 365, SharePoint Online, Dynamics 365, and/or Azure architecture solutions
- Microsoft Technical Architect's shall have experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment.

B. SHAREPOINT ONLINE INFORMATION ARCHITECT

The Contractor must have, maintain for the duration of this Agreement and engage SharePoint Online Information Architect in any RFQ/SOW in this Agreement with the following minimum qualifications:

Note: The State is interested in the modern experience offered by SharePoint Online that leverages modern Office Group technology. The State is not interested in classic approaches to operating SharePoint Online.

- SharePoint Online Information Architect shall have at least 5+ years of experience with the Public Sector or Federal Government, and a proven track record with developing/managing Microsoft SharePoint Online solutions across enterprise IT programs/projects
- SharePoint Online Information Architect shall have experience with developing/designing Microsoft/Office 365
- SharePoint Online Information Architect's shall have experience with designing, configuring, and implementing the modern experience of SharePoint Online within an Agile or DevOps environment

C. MICROSOFT LEAD PLATFORM DEVELOPERS

The State expects the various proposed lead platform developers to be proficient with Office 365, SharePoint Online, Dynamics 365, and other Microsoft Azure Cloud Solutions. The Contractor must have, maintain for the duration of this Agreement and engage Microsoft Lead Platform Developers in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Lead Microsoft Lead Platform Developer shall have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record of deploying Microsoft/Office 365 solutions across enterprise IT programs/projects
- Lead Microsoft Platform Developer shall have expert proficiency with PowerShell, C+, and SPFx
- Lead Microsoft Developer shall have experience with developing/deploying Microsoft Platform solutions
- Lead Microsoft Platform Developer shall experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment.

III. Additional Requirements

Except as otherwise provided in this Scope of Services or in SOW, all services performed under this Contract shall be performed between the hours of 8:00 A.M. and 4:00 P.M. EST, unless other arrangements are made in advance with the State. Any deviation in work hours shall be pre-approved by the Contracting Officer. The State requires ten-day advance knowledge of said work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.

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The State shall require correction of any defective work and the repair of any damages to any part of a building or its appurtenances caused by the Contractor or its employees, subcontractors, equipment or supplies. The Contractor must correct, repair, or replace all defective work, as needed, to complete said work in satisfactory condition, and damages so caused in order to restore the building and its appurtenances to their previous condition. Upon failure of the Contractor to proceed promptly with the necessary corrections or repairs, the State may withhold any amount necessary to correct all defective work or repair all damages from payments to the Contractor.

The work staff of the Contractor must consist of qualified persons completely familiar with the products and equipment that they will use. The Contracting Officer may require the Contractor to dismiss from the work such employees as the Contracting Officer deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.

Neither the Contractor nor its employees or subcontractors shall represent themselves as employees or agents of the State.

While on State property the Contractor, its employees, and its sub-contractors shall be subject to the authority and control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

All personnel shall observe all regulations or special restrictions in effect at any State agency location at which services are to be provided.

The Contractor's personnel shall be allowed only in areas where services are to be provided. The use of State telephones by the Contractor, its employees, or its sub-contractors is prohibited.

If sub-contractors are to be utilized, Contractor shall provide information regarding the proposed sub-contractors including the name of the company, their address, contact person and three references for clients they are currently servicing. Approval by the State must be received prior to a sub-contractor starting any work.

5. LIMITATION OF LIABILITY

Subject to applicable laws and regulations, in no event shall the Parties be liable for any consequential, special, indirect, incidental, punitive or exemplary damages. The Contractor's liability to the State for any claims, liabilities, or expenses relating to this Contract shall not exceed two times (2X) the total Contract price set forth in Contract Agreement – P-37, General Provisions, Block 1.8.

Notwithstanding the monetary limitation contained in this paragraph above, in the event a claim or action is brought against the State in which infringement, violation of Contractor's obligations under the Business Associate Agreement, and/or any third party claims for bodily injury, death, or damage to real or tangible personal property to the extent caused by the Contractor's negligence or willful misconduct are alleged, the Contractor, at its own expense, shall defend, indemnify and hold harmless the State against all such claims or actions for any expenses, costs or damages, including legal fees and expenses, incurred by the State in connection with such claims or actions.

6. DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS

The Contractor certifies, by signature of this contract, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal or State Department or Agency.

7. CONFIDENTIALITY & CRIMINAL RECORD

If requested by the using agency, the Contractor and its employees, and Sub-Contractors (if any), shall be required to sign and submit a Confidential Nature of Department Records Form and a Criminal Authorization Records Form. These forms shall be submitted to the individual using agency prior to the start of any work.

Contractor Initials RC

Date 11/09/2020

EXHIBIT C
METHOD OF PAYMENT

1. CONTRACT PRICE

The Contractor hereby agrees to provide Microsoft/Office 365/Azure Cloud Solutions Professional Services in complete compliance with the terms and conditions of this Agreement and any future RFQ/SOW awarded to the Contractor. The Contractor acknowledges and agrees that this is a not-to-exceed Agreement with an aggregate price limitation of $10,000,000.00 for all future SOW. This price limitation is applicable to multiple vendors, and no funds will be paid to the Contractor once the price limitation is reached. This price limitation is not considered a guaranteed or minimum figure; however it shall be considered a maximum figure for all future SOW from the Effective Date through the expiration date as indicated in Form P-37 Block 1.7.

2. PRICING STRUCTURE

Contractor shall provide the services at the not-to-exceed hourly rate set in the Table below. This pricing for hourly staff or Project staffing shall be effective for the term of this Contract, any extensions thereof and the Statement of Work.

POSITION	Year 1 Hourly Rate	Year 2 Hourly Rate	Year 3 Hourly Rate
PROJECT MANAGER	$95.00	$97.85	$100.79
M365&CS BUSINESS ANALYST	$62.00	$63.86	$65.78
MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR	$62.00	$63.86	$65.78
COMPLIANCE ADMINISTRATOR	$63.00	$64.89	$66.84
EXCHANGE ADMINISTRATOR	$64.00	$65.92	$67.90
GROUPS ADMINISTRATOR	$65.00	$66.95	$68.96
SHAREPOINT ADMINISTRATOR	$85.00	$87.55	$90.18
DYNAMICS 365 ADMIN ISTRATOR	$85.00	$87.55	$90.18
TEAMS ADMINISTRATOR	$65.00	$66.95	$68.96
ADDITIONAL SUPPORT ROLES	$65.00	$66.95	$68.96
MICROSOFT TECHNICAL ARCHITECT	$98.00	$100.94	$103.97
SHAREPOINT ONLINE INFORMATION ARCHITECT	$98.00	$100.94	$103.97
MICROSOFT LEAD PLATFORM DEVELOPERS	$98.00	$100.94	$103.97

Contractor Initials RC
Date 11/09/2020

3. PRICING QUOTATIONS FOR INDIVIDUAL PROJECTS

State will request quotations by providing a RFQ/SOW describing the services required and the applicable technical qualifications. The quoted hourly rates shall not exceed the rates established under this Contract. The RFQ/SOW shall be issued to all contractors under this Contract for a quote. The project engagement will be based upon the lowest cost qualified quote.

The State reserves the right to either seek additional discounts from Contractor or to contract separately for a single purchase, if in the judgment of the State, a project required is sufficiently large, to enable the State to realize a cost savings, over and above the prices set forth in Exhibit C Section 2, whether or not such a savings actually occurs.

4. INVOICE

Itemized invoices shall be submitted to the individual agency after the completion of the job/services and shall include a brief description of the work done along with the location of work.

Contractor shall be paid within 30 days after receipt of properly documented invoice and acceptance of the work to the State's satisfaction. Each RFQ/SOW may contain more detailed invoicing requirements.

The invoice shall be sent to the address of the using agency under agreement.

5. PAYMENT

Payments may be made via ACH or P-Card. Use the following link to enroll with the State Treasury for ACH payments: **https://www.nh.gov/treasury**

EXHIBIT D

RFP #2312-21 is incorporated here within.

Contractor Initials RC
Date 11/09/2020

EXHIBIT E

M365&CS PROFESSIONAL SERVICES
AGENCY SCOPE OF WORK REQUEST
DEPARTMENT OF ADMINISTRATIVE SERVICES

Purpose: To request a proposal from prequalified M365&CS Professional Services contractors for a specific Scope of Work. All Statements of Work shall adhere to this worksheet. All the terms and conditions within the M365&CS Professional Services Contract #2020-XXX are applicable to this scope of work.

M365&CS Professional Services	
INFORMATION	
Date: MM/DD/YYYY	**Proposal Due Date:** MM/DD/YYYY
Project Name:	
Agency Supported:	**Submitter:** <Name> <Title> <Contact Information>
Mandatory Expertise or Contractor Qualifications: • Text	

Key Staff Required with Subject Matter Expertise:
• Staff assigned to the following roles shall have knowledge of (X) Programs and experience with (X) requirements
  o Staff Title – Text
  o Staff Title – Text	

Sample Work plan and Methodology Required?	**Key Contractor Staff Resumes Required?**
Compliance Requirements:	

STATEMENT OF WORK
Project Overview: Describe how the work will meet statutory/regulatory/business requirements for the Agency that is associated with the project.

Contractor Initials RC
Date 11/09/2020

Background and Current Processes:
Assumptions/Risk Mitigation Plan:

PROJECT DELIVERABLES AND MILESTONES
Deliverables:
Milestones:

INTERFACE REQUIREMENTS
Interfaces Required?
Assumptions/Risk Mitigation Plan

STATE TEAM
SOW Project Manager <Name> <Title> <Contact Information>
Key Team Members <Role> <Name> <Title> <Contact Information> <Role> <Name> <Title> <Contact Information>

Contractor Initials RC
Date 11/09/2020

Evaluation Criteria (for SOW awards)

All awards for the SOW will be based on the following criteria. (The agency will select award criteria and point allocations.)

For example purposes only:

1) Ability to meet "Mandatory Expertise or Contractor Qualifications" – 30 Points
2) Ability to meet "Key Staff Required with Subject Matter Expertise" – 20 Points
3) Optional interviews as deemed necessary by the State – 20 Points
4) Total cost – 30 Points

Note: Points must total 100.

Contractor Initials RC
Date 11/09/2020

State of New Hampshire
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that PERIDOT SOLUTIONS, LLC is a Virginia Limited Liability Company registered to transact business in New Hampshire on May 29, 2020. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 843164
Certificate Number: 0005040100

IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 9th day of November A.D. 2020.

William M. Gardner
Secretary of State

PERIDOT
SOLUTIONS

Certificate of Authority

Corporate Resolution

I, Gyanchander Gongireddy, hereby certify that I am duly elected President of Peridot Solutions, LLC. I hereby certify the following is a true copy of a Peridot Solutions, LLC vote taken at a meeting of the Board of Directors/shareholders duly called and held on November 9th, 2020 at which a quorum of the Directors/shareholders were present and voting.

VOTED: That **Ranapratap Chegu** is duly authorized to enter into contracts or agreements on behalf of Peridot Solutions, LLC with the State of New Hampshire and any of its agencies or departments and further is authorized to execute any documents which may, in his/her judgment be desirable or necessary to effect the purpose of this vote.

I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract to which this certificate is attached. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

G. GONGIREDDY
PRESIDENT

DATED: 11/11/2020 **ATTEST:** _____
(Name and Title)

MARLON F. BARRERA
NOTARY PUBLIC
MY COMMISSION NUMBER 7534173
COMMONWEALTH OF VIRGINIA
EXP. 08.31.2024

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 11/09/2020

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 have ADDITIONAL INSURED provisions or 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
MBI Insurance Agency, Inc.
2940 Harvest Glen Court
Oak Hill VA 20171

CONTACT NAME: Martha M. Benjamin, CIC
PHONE (A/C, No, Ext): (703)860-0906 FAX (A/C, No): (703)860-0907
E-MAIL ADDRESS: certificates@mbiagency.biz

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: Sentinel Insurance Company	11000
INSURER B: AIC	35173
INSURER C: Philadelphia Indemnity Insurance Company	18058
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
Peridot Solutions LLC
7927 Jones Branch Drive
Mclean VA 22102-3356

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	[X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: [X] POLICY [ ] PRO-JECT [ ] LOC OTHER:	N	N	42SBAIV6765	09/01/2020	09/01/2021	EACH OCCURRENCE	$ 2000000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1000000
							MED EXP (Any one person)	$ 10000
							PERSONAL & ADV INJURY	$ 2000000
							GENERAL AGGREGATE	$ 4000000
							PRODUCTS - COMP/OP AGG	$ 4000000
								$
B	AUTOMOBILE LIABILITY [ ] ANY AUTO [ ] OWNED AUTOS ONLY [X] SCHEDULED AUTOS [ ] HIRED AUTOS ONLY [ ] NON-OWNED AUTOS ONLY	N	N	CA 0009995	09/01/2020	09/01/2021	COMBINED SINGLE LIMIT (Ea accident)	$ 1000000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	[X] UMBRELLA LIAB [X] OCCUR [ ] EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [ ] RETENTION $	N	N	42SBAIV6765	09/01/2020	09/01/2021	EACH OCCURRENCE	$ 3000000
							AGGREGATE	$ 3000000
								$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N [ ] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A					PER STATUTE [ ] OTH-ER	
							E.L. EACH ACCIDENT	$
							E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$
C	E & O & Crime (1st and 3rd pty)	N	N	PHSD1519718	03/16/2020	03/16/2021	$1M/$1M/$25K ded	$250,000 Crime

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

State of New Hampshire
Administrative Services, Bureau of Purchase and Property
25 Capitol Street, Room 102
Concord NH 03301

CANCELLATION

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

AUTHORIZED REPRESENTATIVE
Martha Benjamin

Fax: Email:

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 11/09/20

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 have ADDITIONAL INSURED provisions or 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
Aon Risk Services, Inc of Florida
1001 Brickell Bay Drive, Suite #1100
Miami, FL 33131-4937

CONTACT NAME: Aon Risk Services, Inc of Florida
PHONE (A/C, No, Ext): 800-743-8130 | FAX (A/C, No): 800-522-7514
EMAIL ADDRESS: ADP.COI.Center@Aon.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Illinois National Insurance Co	23817
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
ADP TotalSource II, Inc.
10200 Sunset Drive
Miami, FL 33173
ALTERNATE EMPLOYER
Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

COVERAGES **CERTIFICATE NUMBER:** 2909971 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	CLAIMS-MADE / OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	POLICY / PROJECT / LOC						PRODUCTS - COMP/OP AGG	$
	OTHER							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB / OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$
	DEC / RETENTION $							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WC 027115060 FL	07/01/20	07/01/21	X PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
All worksite employees working for PERIDOT SOLUTIONS, LLC, paid under ADP TOTALSOURCE, INC.'s payroll, are covered under the above stated policy. PERIDOT SOLUTIONS, LLC is an alternate employer under this policy.

CERTIFICATE HOLDER

Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Aon Risk Services, Inc of Florida

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 11/09/20

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Miami, FL 33131-4937

CONTACT NAME: Aon Risk Services, Inc of Florida
PHONE (A/C, No, Ext): 800-743-8130 FAX (A/C, No): 800-522-7514
EMAIL ADDRESS: ADP.COI.Center@Aon.com\

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : New Hampshire Ins Co	23841
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
ADP TotalSource II, Inc.
10200 Sunset Drive
Miami, FL 33173
ALTERNATE EMPLOYER
Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

COVERAGES CERTIFICATE NUMBER: 2909972 REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	CLAIMS-MADE / OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	POLICY / PROJECT / LOC						PRODUCTS - COMP/OP AGG	$
	OTHER							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB / OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$
	DEC / RETENTION $							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WC 027115068 MD	07/01/20	07/01/21	X PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
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CERTIFICATE HOLDER

Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Aon Risk Services, Inc of Florida

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ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 11/09/20

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PRODUCER
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1001 Brickell Bay Drive, Suite #1100
Miami, FL 33131-4937

CONTACT NAME: Aon Risk Services, Inc of Florida
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EMAIL ADDRESS: ADP.COI.Center@Aon.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : New Hampshire Ins Co	23841
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
ADP TotalSource II, Inc.
10200 Sunset Drive
Miami, FL 33173
ALTERNATE EMPLOYER
Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

COVERAGES CERTIFICATE NUMBER: 2909973 REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	CLAIMS-MADE / OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	POLICY / PROJECT / LOC						PRODUCTS - COMP/OP AGG	$
	OTHER							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB / OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$
	DED / RETENTION $							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WC 027115081 VA	07/01/20	07/01/21	X PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
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CERTIFICATE HOLDER

Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Aon Risk Services, Inc of Florida

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 11/09/20

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PRODUCER
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1001 Brickell Bay Drive, Suite #1100
Miami, FL 33131-4937

CONTACT NAME: Aon Risk Services, Inc of Florida
PHONE (A/C, No, Ext): 800-743-8130 FAX (A/C, No): 800-522-7514
EMAIL ADDRESS: ADP.COI.Center@Aon.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : New Hampshire Ins Co	23841
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
ADP TotalSource II, Inc.
10200 Sunset Drive
Miami, FL 33173
ALTERNATE EMPLOYER
Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

COVERAGES CERTIFICATE NUMBER: 2914770 REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	CLAIMS-MADE / OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	POLICY / PROJECT / LOC						PRODUCTS - COMP/OP AGG	$
	OTHER							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB / OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$
	DED / RETENTION $							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		WC 027115071 MO	07/01/20	07/01/21	X PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
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CERTIFICATE HOLDER

Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Aon Risk Services, Inc of Florida

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CERTIFICATE OF LIABILITY INSURANCE

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Miami, FL 33131-4937

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EMAIL ADDRESS: ADP.COI.Center@Aon.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : New Hampshire Ins Co	23841
INSURER B :	
INSURER C :	
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INSURER E :	
INSURER F :	

INSURED
ADP TotalSource II, Inc.
10200 Sunset Drive
Miami, FL 33173
ALTERNATE EMPLOYER
Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

COVERAGES CERTIFICATE NUMBER: 2917522 REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	CLAIMS-MADE / OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	POLICY / PROJECT / LOC						PRODUCTS - COMP/OP AGG	$
	OTHER							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB / OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$
	DED / RETENTION $							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WC 027115061 GA	07/01/20	07/01/21	X PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

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CERTIFICATE HOLDER

Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

CANCELLATION

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AUTHORIZED REPRESENTATIVE

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ADP TotalSource II, Inc.
10200 Sunset Drive
Miami, FL 33173
ALTERNATE EMPLOYER
Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

COVERAGES CERTIFICATE NUMBER: 2924999 REVISION NUMBER:

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INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	CLAIMS-MADE / OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	POLICY / PROJECT / LOC						PRODUCTS - COMP/OP AGG	$
	OTHER							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB / OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$
	DED / RETENTION $							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		WC 027115058 DC	07/01/20	07/01/21	X PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
All worksite employees working for PERIDOT SOLUTIONS, LLC, paid under ADP TOTALSOURCE, INC.'s payroll, are covered under the above stated policy. PERIDOT SOLUTIONS, LLC is an alternate employer under this policy.

CERTIFICATE HOLDER

Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Aon Risk Services, Inc of Florida

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 11/09/20

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PRODUCER
Aon Risk Services, Inc of Florida
1001 Brickell Bay Drive, Suite #1100
Miami, FL 33131-4937

CONTACT NAME: Aon Risk Services, Inc of Florida
PHONE (A/C, No, Ext): 800-743-8130 FAX (A/C, No): 800-522-7514
EMAIL ADDRESS: ADP.COI.Center@Aon.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : New Hampshire Ins Co	23841
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
ADP TotalSource II, Inc.
10200 Sunset Drive
Miami, FL 33173
ALTERNATE EMPLOYER
Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

COVERAGES **CERTIFICATE NUMBER:** 3009776 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	CLAIMS-MADE / OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	POLICY / PROJECT / LOC						PRODUCTS - COMP/OP AGG	$
	OTHER							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB / OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$
	DEC / RETENTION $							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WC 027115080 TX	07/01/20	07/01/21	X PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
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CERTIFICATE HOLDER

Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

CANCELLATION

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AUTHORIZED REPRESENTATIVE

Aon Risk Services, Inc of Florida

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Miami, FL 33131-4937

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INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
ADP TotalSource II, Inc.
10200 Sunset Drive
Miami, FL 33173
ALTERNATE EMPLOYER
Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

COVERAGES — CERTIFICATE NUMBER: 3078468 — REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	☐ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	☐ POLICY ☐ PROJECT ☐ LOC						PRODUCTS - COMP/OP AGG	$
	☐ OTHER							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	☐ ANY AUTO						BODILY INJURY (Per person)	$
	☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	☐ UMBRELLA LIAB ☐ OCCUR						EACH OCCURRENCE	$
	☐ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$
	☐ DED ☐ RETENTION $							
A	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	WC 027115065 IL	07/01/20	07/01/21	X PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

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CERTIFICATE HOLDER

Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

CANCELLATION

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AUTHORIZED REPRESENTATIVE

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CONTACT NAME: Aon Risk Services, Inc of Florida
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INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : New Hampshire Ins Co	23841
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INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
ADP TotalSource II, Inc.
10200 Sunset Drive
Miami, FL 33173
L/C/F
Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

COVERAGES CERTIFICATE NUMBER: 3121923 REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	CLAIMS-MADE ☐ OCCUR ☐						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	POLICY ☐ PROJECT ☐ LOC ☐						PRODUCTS - COMP/OP AGG	$
	OTHER							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB ☐ OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$
	DED ☐ RETENTION $							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WC 027138919 NC	07/01/20	07/01/21	X PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
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CERTIFICATE HOLDER

Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Aon Risk Services, Inc of Florida

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DATE (MM/DD/YYYY): 11/09/20

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PRODUCER
Aon Risk Services, Inc of Florida
1001 Brickell Bay Drive, Suite #1100
Miami, FL 33131-4937

CONTACT NAME: Aon Risk Services, Inc of Florida
PHONE (A/C, No, Ext): 800-743-8130 FAX (A/C, No): 800-522-7514
EMAIL ADDRESS: ADP.COI.Center@Aon.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : New Hampshire Ins Co	23841
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
ADP TotalSource II, Inc.
10200 Sunset Drive
Miami, FL 33173
ALTERNATE EMPLOYER
Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

COVERAGES **CERTIFICATE NUMBER:** 3152739 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	☐ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	☐ POLICY ☐ PROJECT ☐ LOC						PRODUCTS - COMP/OP AGG	$
	☐ OTHER							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	☐ ANY AUTO						BODILY INJURY (Per person)	$
	☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	☐ UMBRELLA LIAB ☐ OCCUR						EACH OCCURRENCE	$
	☐ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$
	☐ DED ☐ RETENTION $							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WC 027115079 TN	09/28/20	07/01/21	X PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
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CERTIFICATE HOLDER

Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

CANCELLATION

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AUTHORIZED REPRESENTATIVE

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INSURER A : New Hampshire Ins Co	23841
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INSURER E :	
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INSURED
ADP TotalSource II, Inc.
10200 Sunset Drive
Miami, FL 33173
ALTERNATE EMPLOYER
Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

COVERAGES **CERTIFICATE NUMBER:** 3159965 **REVISION NUMBER:**

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	☐ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	☐ POLICY ☐ PROJECT ☐ LOC						PRODUCTS - COMP/OP AGG	$
	OTHER							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	☐ ANY AUTO						BODILY INJURY (Per person)	$
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								$
	☐ UMBRELLA LIAB ☐ OCCUR						EACH OCCURRENCE	$
	☐ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$
	☐ DED ☐ RETENTION $							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WC 027115056 CO	10/02/20	07/01/21	X PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

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CERTIFICATE HOLDER

Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

CANCELLATION

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AUTHORIZED REPRESENTATIVE

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PRODUCER
Aon Risk Services, Inc of Florida
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INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : New Hampshire Ins Co	23841
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
ADP TotalSource II, Inc.
10200 Sunset Drive
Miami, FL 33173
L/C/F
Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

COVERAGES **CERTIFICATE NUMBER:** 3159966 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	CLAIMS-MADE / OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	POLICY / PROJECT / LOC						PRODUCTS - COMP/OP AGG	$
	OTHER							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB / OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$
	DEC / RETENTION $							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		WC 027140447 NY	10/16/20	07/01/21	X PER STATUTE / OTHER	
							E.L. EACH ACCIDENT	$ Unlimited
							E.L. DISEASE - EA EMPLOYEE	$ Unlimited
							E.L. DISEASE - POLICY LIMIT	$ Unlimited

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
All worksite employees working for PERIDOT SOLUTIONS, LLC, paid under ADP TOTALSOURCE, INC's payroll, are covered under the above stated policy.

CERTIFICATE HOLDER

Peridot Solutions, LLC
7927 Jones Branch Dr Suite 2150
Mc Lean, VA 22102

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Aon Risk Services, Inc of Florida

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PERIDOT SOLUTIONS

EXPERIENCE. COMMITMENT. RESULTS.

The State of New Hampshire Department of Administrative Services
Division of Procurement and Support Services

Microsoft/Office 365/Azure Cloud Solutions Professional Services
RFP Number: 2312-21

VOLUME 1 - TECHNICAL PROPOSAL
Due Date: June 11, 2020

Submitted by
Peridot Solutions, LLC

OFFEROR'S INFORMATION	
Corporate Name	Peridot Solutions, LLC
Corporate Address	7927 Jones Branch Drive, Suite 2150, McLean, VA 22102 www.peridotsolutions.com
Validity of Proposal	Our proposal is valid for 180 calendar days following the deadline for submission of proposals in accordance with section D Additional Requirements bullet # 8) and section E Validity of Proposal.
DUNS	808444330
Federal Tax ID	26-1114161
Cage Code	4XGY2
Business Size Standard	Small Disadvantaged Business
Points of Contact	Mr. Ranapratap (Rana) Chegu, Chief Executive Officer (CEO) Mobile Number: 703-786-7262 Email: rchegu@peridotsolutions.com Mr. Gyan Reddy, President Mobile Number: 202-288-0471 Email: ggongireddy@peridotsolutions.com Questions about response Mr. Matthew Valleskey, Director, Busines Development Phone Number: 703-663-8330 x123 Email: matthew.valleskey@peridotsolutions.com

Microsoft Authorized Education Partner

Silver Microsoft Partner

Microsoft Partner Cloud Solutions Provider

ISO 9001:2015 Quality Management

ISO 20000:2011 IT Service Management

ISO 27001:2013 Information Security Management

CMMI SVC/3

PROPRIETARY STATEMENT

The information specifically identified on all pages of this proposal constitutes trade secrets or confidential commercial and financial information which the offeror believes to be exempt from disclosure under the Freedom of Information Act. The offeror requests that this information not be disclosed to the public, except as may be required by law. The offeror also requests that this information not be used in whole or part by the government for any purpose other than to evaluate the proposal, except that if a contract is awarded to the offeror as a result of or in connection with the submission of the proposal, the government shall have the right to use the information to the extent provided in the contract.

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TRANSMITTAL LETTER (RFP Section A)

Mr. Paul Rhodes, Contracts Manager
NH Bureau of Purchase & Property
25 Capitol Street, Room 102
Concord, New Hampshire 03301-6398

Subject: RFP Number 2312-21, Microsoft/Office 365/Azure Cloud Solutions Professional Services

Dear Mr. Paul Rhodes:

Peridot Solutions, LLC (Peridot) is pleased to submit its proposal in response to the referenced solicitation. We unconditionally accept the terms and conditions of the above referenced solicitation, including the attachments to the solicitation. We also acknowledge addendum 1 dated 20 May 2020 and addendum 2 dated 20 May 2020 to the solicitation. Per submission requirements as outlined in the solicitation, our responses are mapped to the solicitation evaluation criteria as specified in addendum 2, paragraph 4. Our proposal submission consists of the following:

Volume 1 – Technical Proposal
Volume 2 – Price Proposal
Signed Bidder Attestation

Validity of Proposal: Our proposal is valid for 180 calendar days following the deadline for submission of proposals in accordance with section D Additional Requirements bullet # 8) and section E Validity of Proposal.

We look forward to the opportunity to supporting the State of New Hampshire on this contract. Please contact us with any questions regarding this proposal. An alternate point of contact is Mr. Gyan Reddy.

Respectfully,

Ranapratap Chegu

Ranapratap Chegu
Chief Executive Office
Mobile #: 703-786-7262
Email: rchegu@peridotsolutions.com

Respectfully,

Gyan Reddy
President
Mobile Number: 202-288-0471
Email: ggongireddy@peridotsolutions.com

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1 INTRODUCING PERIDOT

Peridot Solutions, LLC (Peridot) (www.peridotsolutions.com) is a Small Disadvantaged Business (SDB) established in 2007. Peridot is a Microsoft Gold and Silver Partner, Microsoft Cloud Solutions Provider (CSP) both Indirect and Direct services, and a Microsoft Authorized Education Partner. We have been providing Microsoft Office 365, Azure, and Cloud Solutions services to commercial and public sector customers for over 5+ years.

Peridot provides IT management, Capital Planning and Investment Control (CPIC), IT portfolio management, IT consulting, and integrated Technology Business Management (TBM) services, including program management, acquisition support, logistics support, finance and administrative support services to federal, state and local governments and commercial customers:

State and Local Customers: Our state and local customers include:

- **New Hampshire (NH)** – Department of Environmental Sciences Drinking Water and Ground Water Bureau (NHDES DWGB)
- Maryland State Police (MSP) Blanket Purchase Agreement (BPA) for multitude staff ranging from IT staff (Systems Administrators, Network Security Engineer, Computer Graphics) to administrative, graphics and audio-visual staff
- Nebraska – Financial System ERP update
- South Carolina – Department of Health and Environmental Control (SCDHEC)
- Texas – Commission on Environmental Quality (TCEQ)

Schools and Colleges: Our school and college customers include the Virginia Community Colleges System, Edina Public Schools, Northfield Public Schools, Minneapolis Public Schools, Osseo Public Schools, and Little Falls Public Schools.

Federal Customers: Our federal customers include the Department of Defense (DoD) Office of the Deputy Chief Management Officer (ODCMO), US Marine Corps (USMC), Defense Commissary Agency (DeCA), Defense Information Systems Agency (DISA), Defense Logistics Agency (DLA), Defense Health Agency (DHA), National Institutes of Health (NIH), Environmental Protection Agency (EPA), Railroad Retirement Board (RRB), and Federal Trade Commission (FTC). Peridot holds a DoD Top Secret Facility Clearance.

Commercial Customers: Our commercial customers include TTI Inc. (a subsidiary of Berkshire Hathaway, Warren Buffet's holding companies), and the World Bank.

2 EXECUTIVE SUMMARY (RFP Section B)

2.1 Bidder Qualifications

- Full Legal Nam of Company: **Peridot Solutions, LLC**
- Year business started: **2007**
- If applicable, information on any parent/subsidiary relationships with any other company or companies; **N/A**
- State of incorporation; **Virginia**
- Location of headquarters; **Virginia**
- Current number of people employed; **184**

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- Details of any litigation your company may be a party to in which an adverse decision might resulting a material change in the company's financial position or future viability; **N/A**
- Presence in the State of New Hampshire; **N/A**
- Identification of which services are provided via the bidder and those being resold or provided by a subcontractor; **N/A**
- Sub-contractor including company name, address, contact person and three references for clients they are currently servicing. **N/A**

Peridot has multiple Microsoft Gold and Silver Competencies, including Cloud Platform, Collaboration and Content, Enterprise Mobility & Security and Office 365. We also provide Microsoft consultancy services, design, integration, training, management, and maintenance that will help you meet any of your organizational objectives. We have experience in providing migration, management, provisioning and design services with the following Microsoft services including, Microsoft Teams, Office 365, Windows 10, EMS, Skype for Business, Exchange, SharePoint, Azure AD, and almost everything you need for the Microsoft Modern Workplace, Intelligent Communications, and Modern Desktop. Peridot's detailed strategies outline how the business and technical users leverage the environment with a careful balance of required restrictions and enterprise compliance policies with well-defined procedures for growth and future change. Peridot's strategies have been developed over the past 10+ years to ensure your organization's governance plan covers nearly any scenarios you may experience throughout the platform's life cycle.

2.2 Overview of Proposed Services

Peridot Solutions is proposing employing qualified staff that are fully versed in the implementation, management, and administration of Microsoft cloud Solutions. Peridot is fully versed in supplying managed services for modern Microsoft/Office 365/Azure Cloud Solutions administration, operational oversight, systems maintenance. We have implemented short term migration projects, as well as provide long-term continuing management engagements. Peridot will provide New Hampshire improved cloud management and design services so the State can provide its customers and constituents better services by assisting the State in automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT environment. Our excellent recruiting and staffing program will ensure that the State of New Hampshire will be provided with the highest level staff and consultants to ensure that the States objectives are met for any Task Order that is issued throughout the term of the contract.

2.2.1 Approach to Recruiting and Staffing for the Services

Our Human Resources (HR) staffing strategies are modified to address the requirements of each open position and requirement. Our program management defines the criteria, initiate requisitions, and work with HR to fill the specific requirements. In collaboration with NH, we will retain high performing and qualified candidates. The staffing process will be constantly monitored by the PM and management team with the support of our Human Resources Department (HRD). The HRD will ensure that staffing remains at full capacity to meet the NH's requirements and service levels. Vacancies will be filled through the new hire requisition and competitive selection process. We

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have had great success attracting and retaining candidates because of our hands-on involvement to ensure that we have a good fit and because of our favorable compensation approach.

2.2.2 SECURE NEW STAFF AND RETAIN EXISTING MEMBERS

We retain our highly capable and qualified staff in three ways: hire the best-qualified staff available; maintain competitive compensation; and maintain a superior working environment.

1. In support of this contract, our corporate HR program details more than 20 policies and procedures for recruiting, compensation, development, and performance-based appraisals.
2. We attract personnel by competitive salaries, benefits, and by upgrading them into our benefits plan. Our compensation plans strive to balance value to the American taxpayers with incentives required to attract and retain the best-qualified professional staff. We offer incentives such as: annual and performance bonuses, gift certificates and referral bonuses.
3. We offer certification and training resources to equipping our staff to support our customers, as we believe that professional development is essential to maintaining high standards of performance as well as enhance our favorable reputation in a highly competitive industry.
4. We regularly review several salary and compensation surveys to help validate the reasonableness of the compensation levels for the labor categories to accomplish the anticipated tasks.

2.2.3 Sustaining Competencies and Certifications

As an employee's career progresses, Peridot proactively assists and supports career progression and to ensure the employees achieve the skills. We provide internal training in core and our ongoing and evolving employee training process ensures that our clients' needs are incorporated into our employees' training plans. Our training plan is one element within Peridot's human capital management process. Training is conducted to build the skill base within Peridot, to fill the specific needs of client projects, and to develop the skills of individuals. Peridot conducts a formal training program for all staff, including annual identification of training requirements, a documented training plan, annual evaluation of training effectiveness, and maintenance of training records for each member. Our training ensures the requisite skills and knowledge to perform our current roles effectively and efficiently, to prepare our workforce for future required competencies, and to contribute to the achievement of our strategic goals.

2.3 General Company Operations

As a Capability Maturity Model Integration Service (CMMI-SVC) Level 3 appraised company, and ISO 9001 Quality Management System (QMS), ISO/IEC 27001 Information Security Management (ISM) and ISO 20000 IT Service Management (ITSM) certified company, attest to our commitment to consistent delivery of quality services. Our management approach extends our ISO 9001 QMS certified to this BPA/Task Order Contract; we leverage our existing quality processes to manage our performance using a disciplined project management process to execute each Project; we meet or exceed deliverable requirements, and our program management processes are routinely analyzed, optimized, and executed to produce consistent, repeatable results. Additionally, Peridot has experience, including many certified staff members, in the integration of a number of IT management frameworks, including the Project Management Institute's Project Management Body of Knowledge (PMBOK), the Federal Enterprise Architecture, the Scaled Agile Framework (SAFe), and ITSM to balance enterprise budgets and IT portfolios and ensure successful delivery of complex projects.

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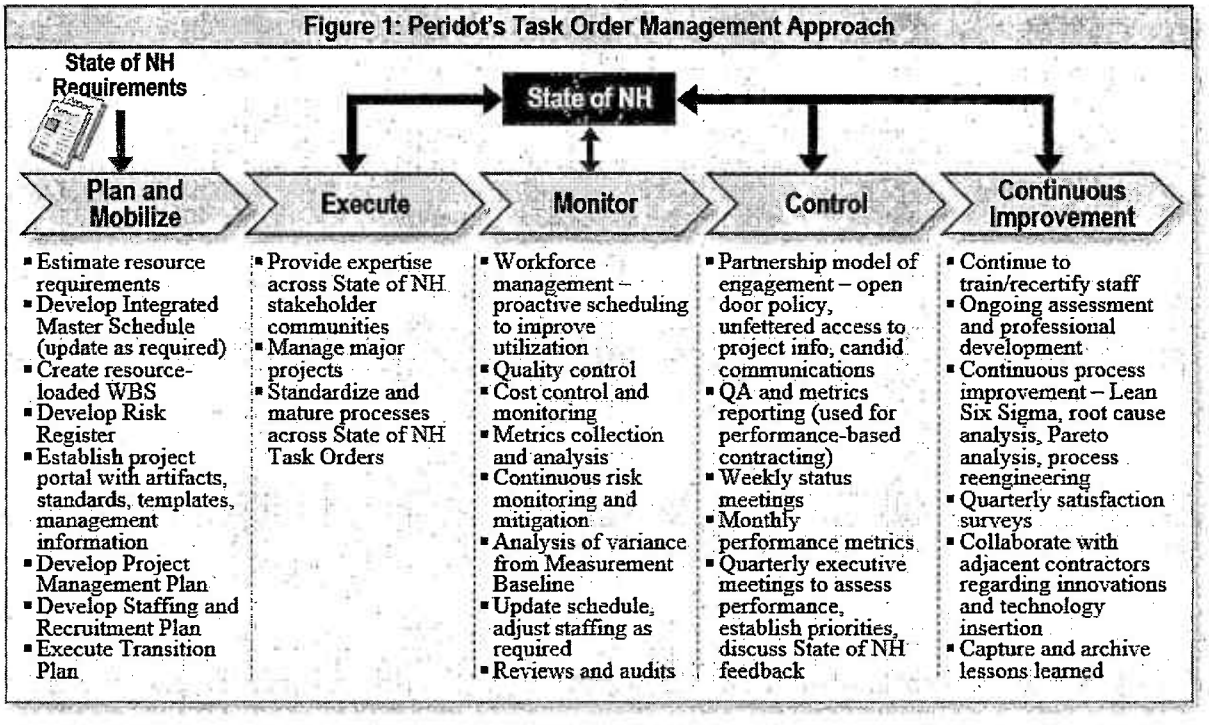
Peridot's management approach empowers our Project Manager (PM), Task Leads (TL), backed by Corporate Support, to provide a qualified staff executing critical tasks. Our PM and each TL will have direct authority over the staff, eliminating corporate red tape and expediting ground-level decisions regarding project needs.

Each Request for Quotes (RFQ)/Statement of Work (SOW) issued by the State of New Hampshire will be reviewed and responded to using a structured approach. Immediately upon receipt, we will assess the scope, anticipated level of effort, and timelines. Our PM will engage management and leadership across Peridot organization to develop and approve the associated RFQ/SOWr Response. Peridot will use the disciplined program management and RFQ/SOW management process depicted in **Figure 1** to execute each response.



Our PM will review RFQ/SOW for project requirements and determine the appropriate response approach. The PM will input the RFQ/SOW data into our proposal management system, to ensure the most efficient compliance with project cost estimates, deliverable schedules, and other milestones; **Figure 2** illustrates our approach.

Figure 2: Peridot's Approach to Project Execution and Management

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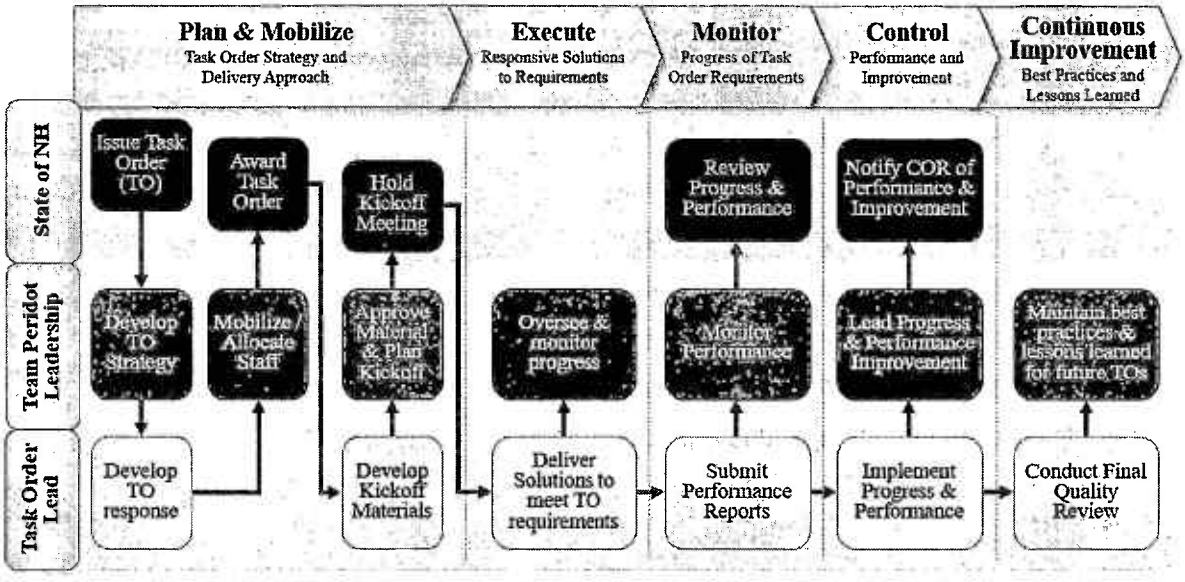

We will analyze the RFQ/SOW and bring to light all assumptions for clarification. We understand that it is our responsibility to clarify all issues and to point out measures that can be taken to make the project a complete success.

Diversely complex SOW present minimal challenge to our support team; each onsite TL is selected for his or her unique qualifications and ability to manage the complexity of the work assigned. Our PM will ensure homogenous products across the government organization and cascade our philosophy throughout our combined support team.

Our talent pool is deep enough to ensure continuity and broad enough to preclude coverage gaps. Our managers, leads, and analysts will work hand-in-glove with their government counterparts to close any communication gaps and forego needless pyramidal echelons.

All aspects of project and RFQ/SOW management are decentralized, putting the responsibility to staff, train, supervise and monitor our workforce at the ground level, unencumbered by corporate bureaucracy and poised for rapid response and directional pivots.

Our process incorporates the following components: planning RFQ/SOW strategy and delivery approach; executing responsive solutions to RFQ/SOW requirements; tracking and reporting progress to RFQ/SOW requirements; improving issues, delays or enhancement opportunities; and identifying and applying best practices, lessons learned and innovations to future RFQ/SOW.

Our management approach is designed to prevent conflicts, streamline deliveries, standardize reporting, and to gain an economy of scale on its management efforts. Because of our structured approach, Peridot can provide a broad spectrum of support services efficiently and effectively. Our approach aligns well with requirements to ensure plans are prioritized, resources are managed, deliverables are timely and tracked, issues are resolved, risks are mitigated, budget is contained, and subcontractors are integrated and managed. We will manage the work performed for NH-generated RFQ/SOW in accordance with the management disciplines shown in **Figure 3**.

Figure 3: Peridot provides rigor to support NH RFQ/SOW Requirements.

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Management Disciplines	Attributes of our Approach to Support Task Requirements
1) Resource Management	Maintain holistic view, integrated with other project management activities • Plan for effective resource management, adjust as program and project needs evolve • Manage skills across the portfolio and personnel across the program to optimize resource usage, ensuring quality, mitigating associated risks;
2) Communication & Organizational Change Management	Identify Stakeholders and Operating Context • Develop Strategy and Plan • Deliver Communications • Continuously Improve • Use lessons learned and feedback to refine the communication plan
3) Scope Management	Establish a common understanding of the project scope so that we can advise NH when a scope change has operational and financial implications • Ensure proposed activities, milestones, and deliverables meet the requirements, formally document them
4) Risk & Issue Management	Use a risk management plan as part of the project management plan • Conduct initial risk assessment; develop a risk register • Regularly assess progress, identifying impediments and impact on performance
5) Contract Management	Implementing stringent staffing procedures to ensure deployment of appropriately skilled staff • Use detailed Quality Plan, allowing for feedback on performance • Establishing formal reporting mechanisms to discuss contract performance • Establishing communication channels, escalation procedures
6) Reporting	Employ proactive status reporting and regular interaction with project personnel • Integrate processes and procedures into the overall business to develop reporting efficiencies by only collecting one data point at a time from one source • Use issue escalation and resolution process
7) Schedule Management	Use Integrated Master Schedule (IMS) to plan and manage service delivery and facilitate reporting • Maintain a comprehensive project schedule for individual project • Develop Work Breakdown Structure (WBS) with activities, durations, sequencing, and milestones • Seek approval of changes to the project schedule
8) Quality Management	Conduct initial quality reviews as tasks begin to ensure appropriate planning and coordination • Conduct interim reviews throughout the project and project processes • Complete the final review cycle • Hold Peridot project leadership responsible for quality
9) Cost Management	Use a cost-annotated WBS, communicate progress • Develop corrective action plans to address cost variances and report on progress • Produce EVM reports that accurately show under, on, or over budget

Program and Project Plans. Our program and project plans will conform to NH formats, otherwise to the practices published by the Project Management Institute's (PMI). Until we know what RFQ/SOW we may have, we cannot suggest details of the content. Each awarded TO will require a project plan that augments the basic guidance in the program plan with TO-specific considerations. This approach has served us well in providing visibility in our numerous concurrent contracts, each with several RFQs/SOWs and projects. We also foresee creating program plans for the various NH IT programs that this BPA may support, e.g. Enterprise Architecture, IT governance, or technical programs such as cloud hosting.

Our **Organization for Delivery** illustrated in **Figure 4** shows no company-level breakouts. We create a single integrated team to work in partnership with the government, providing direct communications and coordination appropriate to each level, (contract, task order and specific work

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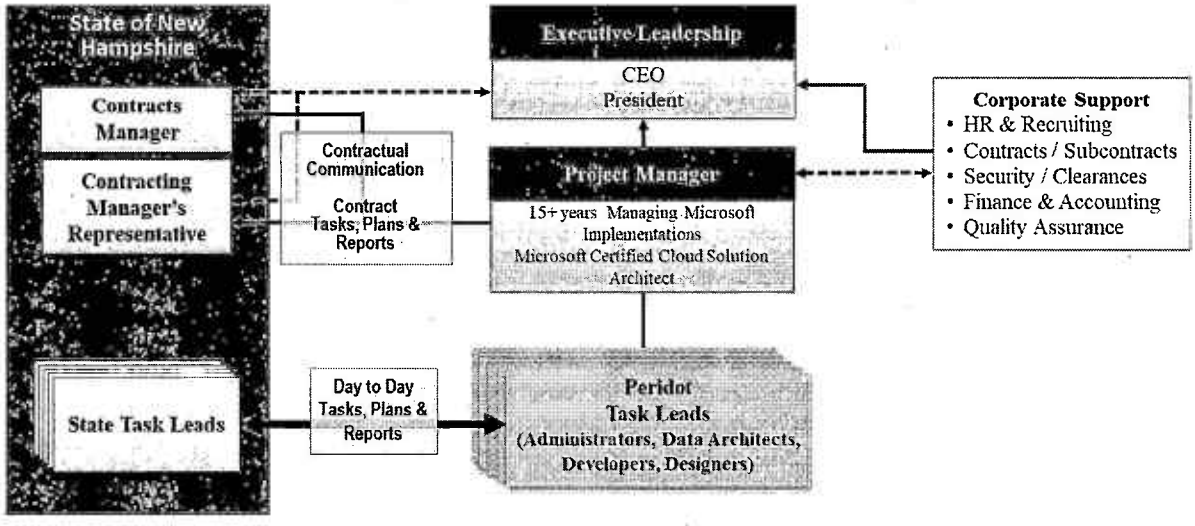
activities), ensuring prompt identification and adjustment to customer needs and any issues. This also provides for corporate support and reach-back.

Team Peridot Interfaces with the Government. The clear lines of authority and communication shown below ensure effective management of the BPA and awarded projects. Our PM will interface directly with the NH Tasks Manager, work with the NH Contracts Manager on the requirements or performance matters and work directly with Peridot leadership to resolve issues. Our PM will coordinate day-to-day to prioritize the work and direct the project team.

Figure 4, High Level Team Structure for Project Support



2.3.1 Project Organization Structure

Peridot has assembled a team with access to a diverse pool of resources from which to draw to maximize our staffing capability and meet NH's demands. We can quickly and efficiently staff large and concurrent RFQs/SOWs with our combined bench strength of highly trained professionals with experience across all task areas.

We evaluate, select, and assign staff from across Peridot using a competitive candidate evaluation process to ensure that the best resources are consistently selected. We balance that philosophy with a keen eye towards ensuring we uphold our small business commitments. Given we also provide staffing services; Peridot is accustomed to filling vacant positions expeditiously.

Success does not rest solely on technical excellence; integrating ourselves into the customer's team is just as important, and the keys to that are the Program Manager and the Task Leads as shown in **Figure 5** (also further described in the Resumes section). Our PM and leads meet regularly with their customer counterparts, joining in customer-side planning meetings where permitted, so we can develop proactive and well-considered support to meet the customer's mission, subject only to contractual compliance.

Figure 5, Program Manager and Task Lead Roles

Program Manager: The Peridot Solutions PM for the contract:

- Full authority to make staff and resource decisions, including personnel placement
- Single point of contact for Peridot with the NH Tasks Manager to streamline communications
- Responsible for the overall performance objectives, deliverables, and quality control,
- Responsible for team execution, with the goal of 100% satisfactory performance

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• Ensures 100% compliance with all contract requirements • Directs and coordinates the leads of the task-organized teams
Task Leads: Peridot's Leads support NH directly, where each Lead: • Represents their team and interfaces with the NH Tasks Manager • Responsible for the team's performance, deliverables, and quality control • Manages team-level task execution and resolves performance issues • Ensures 100% compliance with customer operational and contractual requirements • Directs the activities of the task support personnel, and conducts performance reviews

Executive Leadership and Corporate Support. Peridot's CEO leads the collaboration among the Peridot companies, ensuring an integrated team approach to the customer and prompt access to the infrastructure, quality systems and resources that the delivery team may need. Our corporate support resources (timekeeping payroll, IT, contract management, etc.) are well-versed in managing both small and large task orders in teamed structures, and this approach has proven to relieve the on-site PM of administrative tasks and permit a total focus on customer support.

2.3.2 Full Disclosure Regarding Organizational Conflict of Interest

Peridot hereby certifies that, to the best of its knowledge and belief, there are no present or currently planned interests (financial, contractual, organizational, or otherwise) relating to the work to be performed under the BPA contract and call orders resulting from solicitation number 2312-21 that would create any actual or potential conflict of interest (or apparent conflicts of interest) (including conflicts of interest for immediate family members: spouses, parents, children) that would impinge on its ability to render impartial, technically sound, and objective assistance or advice or result in it being given an unfair competitive advantage. In this clause, the term "potential conflict" means reasonably foreseeable conflict of interest. Peridot further certifies that it has and will continue to exercise due diligence in identifying and removing or mitigating, to the State of Hampshire's satisfaction, such conflict of interest (or apparent conflict of interest).

In the event that an actual, potential, or apparent organizational conflict of interest is discovered after award, Peridot shall make full disclosure of the particular facts and circumstances to the State of New Hampshire Contracts Manager in writing. This disclosure shall include a description of the actions that Peridot has taken, or proposes to take in order to avoid, mitigate, or neutralize the risk to the Government.

We warrant that, to the best of our knowledge and belief, there are no relevant facts or circumstances that would give rise to an organizational conflict of interest, and that Peridot has disclosed all such relevant information.

2.4 Work Plan for Implementing Services

Our work plan for implementing services will be based organizational awareness and getting approval for the implementation at the right gates and milestones, these steps are listed below:

- Identify key stakeholders and committees needed to approve the initiative and policy.
- Obtain buy-in; begin to get included in meeting agendas for approval.
- Update various key stakeholders and leadership.
- Finalize implementation date – "Go Live" date.
- Approve policy and implementation plan.

2.5 Timeframe to Implement Services

Since this project will be RFQ/SOW based, timelines for implementing will be based on specific work orders, needed services and objectives. Below is a sample time frame for a typical project of this nature:

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- **Two Weeks Before Roll Out – "Go Live" Date**
  - Send a reminder e-mail to all resources to make copies of the various documents for their staff.
  - Check with the managers of possible questions/issues that may have arisen.
  - Make sure that all are well with educational and implementation of the transition.
- **Follow-up and Evaluation**
  - Assign a point person for questions/issues during implementation and the following month.
  - Conduct informal oral surveys to determine staff knowledge using management rounding or other existing feedback mechanisms.
  - Check key areas six months post implementation to assess how well the changes have been integrated.
  - Communicate progress to leadership.

2.6 Functionality, Support and Training

- **Documents and Support process**
  - Develop training forms and communication materials and obtain organizational approval for forms if necessary.
  - Work with IT management to have the necessary templates that are currently in place to replace with the newer process prior to the "Go Live" date.
  - Maintain a post "Go Live" date that will help to avoid any impact during the transition.
- **Communication Plan**
  - Draft a letter from the CEO or other senior leadership to share the implementation process.
  - Publish articles for the employee newsletter.
  - Create e-mails and send to the staff periodically leading up to the "Go Live" date.
  - Distribute documents for training & support.
- **Educations & Training Plan**
  - Identify support staff and schedule train-the-trainer sessions.
  - Familiarize yourself with support staff content and tools (presentation, policy & SLA's).
  - Schedule presentations with various groups within the Organization for the implementation
  - Schedule meetings with managers.
  - Schedule in-service for staff to update on all the critical support issues.

3 BIDDER QUALIFICATIONS (RFP Section C)

3.1 Bidder Company and Staff Qualifications (Experience) (RFP Section B.1)

Peridot is a Microsoft Gold and Silver partner as well as a Authorized Microsoft Cloud Solutions Provider. We have been provided Azure and Microsoft Office 365 services to commercial and public sector customers for over 5+ years. These services include the following:

- **Data & Cloud Modernization**
  - Assessments
  - Hardware Upgrades
  - Migrations

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- Consolidation
- Data lake optimization
- Data Governance

- **AI and Application Services**
  - Data Analytics
  - Machine learning models
  - Knowledge mining
  - AI apps & agents
  - Cognitive services
  - Bot development & services
  - Application Development
- **Data & Cloud Tools and Services**
  - Azure & O365 Management
  - Provisioning
  - Licensing
  - Microsoft Azure
  - Databricks
  - Power BI
  - Office 365
  - Microsoft AI
  - Microsoft Dynamics

3.1.1 Past Performance

A. Azure Migration and Management- Public School Districts

Peridot has performed Azure cloud migration and developed a Student Information platform that was built on and resides in an Azure environment for multiple public-school districts. Peridot performed migration of the school's data into Azure and maintains their Azure their environment. Peridot also built and implemented their LearnersEDGE 360 School Information Systems (SIS). n the Azure cloud. LearnersEDGE 360 gathers data from various sources like SIS, assessment systems, standard systems, other ad-hoc data sources to provide an accurate picture of a school, student to various stakeholders like school administrators, principals, teachers, and parents. It combines various metrics and provides a tailor-made report to different personnel so that they can take correct actions towards providing better education to students. This platform is all housed and managed by Peridot in the Azure cloud. Schools systems that we have moved to Azure include:

- **Edina Public Schools**
- **Northfield Public Schools**
- **Minneapolis Public Schools**
- **Northfield Public Schools**
- **Little Falls Public Schools**

B. Flight Safety International

Flight Safety International (FSI) is the world's leading provider of professional aviation training services. Commercial, government and military organizations worldwide rely on their full flight simulators and instructors for their flight training programs. FSI is implementing an application that will rank the simulation trainee pilots utilizing SOQA datasets from the various simulators. The scoring algorithm built by IBM, needed to be implemented with necessary services, data pipelines, and the required DevOps processes to take the proof of concept application to

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production. Our architects, data scientists and data engineers worked with FSI and IBMs data architects, scientists and subject matter experts, to take the current application to production utilizing Azure cloud services.

Peridot assisted the FSI IT team with converting current trainee scoring application into a fully functional production application with proper DevOps in place, utilizing Azure data services and Azure Infrastructure to create development and demonstration environments and then publish the application in production environment in Azure cloud as well as on-premise environments.

Peridot worked collaboratively with FSI to deliver an architecture and framework that supports the most efficient and secure data processing system that met FSI's business needs. Peridot Set up DevOps process using on-premise TFS at FSI, added current scripts and configuration to TFS. Peridot built a CI/CD pipeline to deploy scripts to Demo VMs and built a repository for cloud artifacts, and added Databricks scripts, configurations, and PowerShell Scripts to repository. Peridot implemented Azure Cloud services, utilizing Azure Data Factory, and created an Azure Data Lake, Cosmos D, server to run dashboard services and set up an Azure Databricks instance. Peridot provided IBM engineers/data scientists with Databricks and find python libraries and provided FSI support during the post-production phase with modeling and troubleshooting.

C. Spring Global

Spring Global which provides consumer packaged goods (CPG) companies around the world with cloud-based, enterprise-grade mobile applications, needed to move to the cloud. Peridot provided migration services of their environment into Azure and Office 365. Peridot designed a migration plan, and then handled the move of their assets from Google into the Azure cloud. Peridot also moved their entire organization into office 365, which included moving over 180 employee accounts from their Google services. Peridot also manages their day to day Office 365 and Azure operations.

D. TTI Electronics

The objective of this project is to implement a framework to create data pipeline from TTI's on-premises data sources to Azure storage; use Azure Databricks to facilitate processing of the data sources and send the output to Azure data store.

Peridot worked collaboratively with TTI to deliver an architecture, framework that supported the most efficient and secure data processing that met TTI's business needs.

Peridot provided the TTI with a team experienced in implementing Azure Databricks clusters, writing Python code in a spark environment, and creating Azure services to support the project. Peridot expects the tasks of the team to include:

- Created an Azure Blob Storage.
- Provisioned Azure Databricks to read data from the blob storage in "csv" format
- Partnered with the TTI team to modify the current pricing output python code to run in Azure Databricks context with necessary input and output data sources integration.
- Assisted TTI team to utilize the Databricks architecture to make sure the pricing calculation is as efficient as possible economically and timely.
- Provisioned Azure SQL database to push the output of the pricing output scripts.

E. State Of New Hampshire (NHDES DWGB)

EPA has developed a new system, called SDWIS Prime, in order to standardize processes and data and to reduce cost for water quality reporting as mandated by the Safe Drinking Water Act

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(SDWA). In the first phase of its rollout, the EPA developed the Compliance Monitoring Data Portal (CMDP). This enables drinking water utilities and laboratories to report water sample data electronically to primacy agencies through services hosted by the EPA.

The New Hampshire Department of Environmental Services' Drinking Water and Groundwater Bureau (NHDES DWGB) previously has implemented an Electronic Data Transfer (EDT) program for this data. SDWA data is transferred from a certified laboratory to the State using an XML based schema called e-DWR. Data is inserted and stored into a data warehouse, as well as a legacy database (WSEB) maintained by the state. These databases also contain data for other non-drinking water programs, such as Water Use, Well Completion, Certified Operators and Design Review.

Peridot has been engaged by NHDES to develop and execute a plan for the migration of the EDT and e-DWR to SDWIS Prime / CMDP and to develop tools to support NHDES Drinking Water and Groundwater Bureau (DWGB) in retrieving data from SDWIS Prime in order to maintain internal synchronicity and reporting. Specific objectives that we are supporting NHDES currently are to:

1. Create a plan that details the transition process to SDWIS Prime/CMDP.
2. Map data from NH WSEB/Warehouse to SDWIS/CMDP schemas.
3. Configure the Data synchronization engine to integrate with the current database
    a. Changed the data structure to match with DES data source structure
    b. Used DSE to upload only the meta data like Legal Entities, Water Systems, Sampling points, facilities
4. Created a new service to upload (daily) new samples to CMDP using CMDP APIs
5. Created a new service to download approved samples from CMDP using the APIs and push the samples to the NH current systems
6. Modified the current NH system to change the functionality so that it matched with the CMDP sample approval/refection rules.

4 TECHNICAL REQUIREMENTS

As a gold partner on Microsoft, we will clearly have visibility to the roadmap of every product that is part of the M365 stack. We do keep product certification update to date so that while creating a roadmap for any clients, we make recommendations appropriately. As a Microsoft gold and Microsoft CSP, we have access to the Microsoft roadmap, and be able to get advance preview of new products and services that we are able to deploy. We attend regular briefings and training on all relevant products and services. While making recommendations, we consider all these before making a shot or long-term business case.

4.1 Proposed Bidder Team Qualifications (RFP Section B.3 – B.4.3)

The State of New Hampshire can depend on Peridot, as a dedicated service provider we offer consistently the strongest approach, and above all the best customer service. The breadth and depth of our proposed candidates clearly demonstrate our commitment to support the State of New Hampshire and provide the information technology solutions and services. Our Staffing Matrix as shown in **Figure 6** demonstrates Team Peridot's Capability in providing highly qualified and skilled

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candidates that meet or exceed the RFP requirements which offer the best value, lowest risk, and quality of services. An in-depth description of each proposed candidate's experiences, qualifications, education, and certifications is presented in the following Section 4.2 below.

S. No.	Program Support /Admin/Operational Support Roles as per RFP	Proposed Candidate
1.	Project Manager	Lokesh Gyanwali
2.	M365& CS Business Analyst	Adnan Chughati
3.	Microsoft / Office 365 Global Administrator	John Offikwu
4.	Compliance Administrator	Balakrishna Kalletla
5.	Exchange Administrator	Thomas Carlson
6.	Groups Administrator	James Roach
7.	SharePoint Administrator	Dilip Kumar Kampa
8.	Dynamics 365 Administrators	Shams Soomar
9.	Teams Administrators	Shristi Amatya
10.	Device Admin	Tessa Browne
11.	Collaboration Admin	Charles Greggs
12.	Read-Only Admin	Frank Biernacki
13.	Billing Admin / Service Support Admin	Arthur Woyah
14.	Microsoft Technical Architect	Sachin Magon
15.	SharePoint Online Information Architect	Varun Mehrotra
16	Microsoft Lead Platform Developers	Syed S. Hossain

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4.2 Topic 2 - Project Manager

Mr. Lokesh Gyanwali – Enterprise Architecture Lead	
Education, Training & Certifications ✓ Bachelor of Computer Engineering, St. Cloud University, St. Cloud, MN	
- Does your Project Manager have at least 5+ years of Program/Project Management experience with the Public Sector or Federal Government and a proven track record of successfully overseeing the deployment of enterprise IT programs/projects? If yes, please elaborate.	Mr. Gyanwali has over 15 years of experience in the information technology field, with an academic degree in Computer Engineering. He has over two years of Managing Federal projects for the Environmental Protection Agency working with the State of New Hampshire and the State of South Carolina. Mr. Gyanwali also has over ten years of experience managing public sector projects at various public-school districts in Minnesota overseeing implementation of the LearnersEDGE product and other various analytical tools.
- Of their experience, how much of the Project Manager's experience is associated with managing the deployment of and projects related to MS365 & CS?	Mr. Gyanwali has over five years of experience managing the deployment of M365 and other Microsoft Azure related services while on going work in Peridot solutions and as Cloud Solutions Architect in Microsoft.
- What were some of the Project Manager's successes and challenges during those Microsoft solution deployments? What did the Project Manager do to resolve or overcome those challenges, and what was the outcome?	All of the Microsoft Solution deployments have been a success but as in any projects every M365 deployment has its own set of challenges like multiple AD forests, multiple domains, licenses, people not adequately trained to handle services, Active Sync etc. Deployment of Cloud Services also had similar sets of challenges like networking, OS versioning, public domain access, old application with domain joined hosts and more. With any challenges, the key is to first understand the root cause, identify potential solutions, engage the right resources either within customer, Microsoft or both and solve.
- What deliverables or techniques does your Project Manager leverage when it comes to providing budget updates, project status updates, managing staff, resolving conflict/risk, and communication with clients?	With respect to Project Management techniques, Mr. Gyanwali usually start with a good project plan with fully defined deliverables, resources and time-lines. He keeps track of the project burn-rate revisit the burn-rate weekly to implement any adjustment needed to make. He generally uses a Monthly or Semi-Monthly status report schedule where he generates the completed milestones, in-progress milestones with completed percentages. The report also contains financial burn rate as well. The reports also indicate any risks that may have been calculated for each time period. As with any other managers, Mr. Gyanwali is very keen on breaking down a project into smaller manageable milestones that helps to organize the project into a more manageable structured project.
Employment History	
Peridot Solutions **02/2018 - Present** **Chief Architect – Microsoft Practice** • Push for Microsoft Practice engagements among current set of customers • Focus on digital transformations projects among the customer base especially the customers looking to move operations to cloud. • Microsoft Practice: Started the Microsoft Practice for Peridot Solutions. Helped push Peridot gain a Microsoft partner status.	

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- As a Cloud Services Provider, sold Office 365, Microsoft Azure subscriptions to various customers. Helped customers implement and manage the subscriptions.
- Worked with EPA as a Project Manager to implement EPA's SDWIS water systems to the state of New Hampshire and South Carolina.

Microsoft **11/2015 – 02/2018**
Cloud Solutions Architect – US Healthcare Team

- Work with the current sales team to drive the Azure business across the set of assigned customers.
- Design and lead workshops/presentations to educate the customers on Azure services such as:
  - *Azure Active Directory for identity and access management*
  - *Data Encryption at Rest, Transit*
  - *Cortana Intelligence Suite for big data, machine learning and business intelligence solutions.*
- Work with Business and technical leaders in customer's organization to help them understand benefits and potentials of moving to cloud (Azure in particular) and guide them to re-architect their current and future workloads to Azure.
- Worked as project manager to implement various applications based on the Microsoft Azure Platform for various customers.
- Liaise with product team to incorporate new features and releases in architecture work
- Genomic Cloud: Worked with a large Children's research hospital to create a genomic cloud in Azure as a Project Manager. Worked with the hospital team, larger Microsoft team and a partner to architect, implement right identity and access management, data de-identification and transfer more than 10,000 complete gene samples from their data center to Azure cloud.
- Medical Devices: Worked with another large research institute as a Project Manager to create wearable devices that the institute can use to properly monitor patients in their home. The devices will securely connect to Azure IoT hub to send telemetry. These telemetry data is then fed to different AI models to predict abnormalities and alert the institute staffs on any triggers.

GE Healthcare **04/2012 – 11/2015**
Principal Software Architect/Technology Manager

- Conduct system design, feasibilities and cost studies and recommend cost effective highly scalable, secured cloud solutions.
- Work with the business customers within the constraints to architect various cloud based solutions.
- Lead development team across various time zones.
- Participate in hiring process to find the best talents to join the team.
- Implement Scaled Agile Framework for all of the Development teams with emphasis on Test Driven Development.
- *Worked Across the entire US, Canada and UK with the GE Consulting team to serve more than 15 Healthcare Customers.*
- Simulation Project: Elevated the simulation project from a legacy simulation software written by a research team used as a garage tool into a high availability cloud application. Architected the solution to fully embrace Microsoft Azure Platform. Some of the features used Infrastructure as a Service, Platform as a Service, SQL Azure, Blob Storage, Azure Active Directory, and Virtual Network.
- Patient Portal: Designed and architected a patient portal from scratch into a full functioning cloud application. Worked with a team of doctors and business individuals to understand the needs and steer the team into a functioning Microsoft Azure Application. Designed cloud services to receive data from various healthcare institution, site to site VPN for secure transmission. Architected the user interface using angular framework with REST services in the backend. Some of the Cloud features used Infrastructure as a Service, Platform as a Service, SQL Azure, Blob Storage, Azure Queue, Visual Studio Online, R Scripts running in Azure Platform.

Labcorp **08/2011 – 03/2012**
Architect

- Lead multiple development teams spread across the country as an architect.
- Work with cross functional team streamlining integration between systems like Lab management and processing, provider billing and patient management.
- Work with multiple database administrators to improve overall efficiency and storage needs.

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- Master Patient Identifier: The master patient id system was responsible for maintaining a list of patients and assign a unique identifier for each patients. The problem was the system was not efficient enough and it was skipping 20% of the messages. Refactored the system to fix the efficiency of the system to process 100% of the messages and not skipping any messages.

Quilogy/Aspect, Healthcare Practice **03/2008 – 07/2011**
Architect

- Lead multiple development teams spread across the country as an architect.
- Work with vendors like Microsoft on different projects.
- Attend various trade shows like HIMSS, Connected Health Conference as exhibitor and conduct customer surveys, explain company portfolio to future customers.
- Amalga Healthcare Practice: As a first person in the Amalga team, started and helped the team grow from 100K$ business with 2 employees into a multi-million dollar business with four dozen employees.
- Amalga Surfrider: Worked with customer to cross match clinical data with non-clinical data to understand how elements like weather, stocks, altitudes, pollution affects population health.
- St. Joseph Health System (SJHS): Worked with database administrators to streamline queries dropping 60% timeouts to 15%. Created mapping application utilizing Microsoft Bing maps to anchor patient locations.
- Core Measures Application: Helped hospitals proactively adhere to the CMS (Centers for Medicine and Medicaid Services) core measure guidelines reducing heavy fines and negative reputation

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4.3 Topic 3 - M365&CS Business Analyst

Mr. Adnan Chughtai – Business Analyst

Education, Training & Certifications

- ✓ Bachelor's Degree – Computer Information Systems, Polytechnical University, New York, NY, 2000
- ✓ Microsoft Certified Professional: MCP
- ✓ Microsoft Certified System Engineer: MCSE
- ✓ Microsoft Certified Technology Specialist: MCTS
- ✓ Microsoft Certified Solutions Associate: MCSA
- ✓ Microsoft Certified IT Professional: MCITP
- ✓ ITIL
- ✓ A+ Certified

- Does your M365 & Cloud Solutions Business Analyst have experience with developing user stories, use cases, business/IT requirements, process maps, standard operating procedures, and User Acceptance Testing documents? - Please describe the techniques, software tools, process, and methodology that the M365&Cloud Solutions Business Analyst leveraged to support the development of the Microsoft solution(s) within a Government Cloud environment. What was the business value and impact provided from those Microsoft solutions? - Describe the M365&CS Business Analyst's experience with supporting the development of M365&CS within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of supporting the Microsoft solution(s). - What were some of the Microsoft/Office/Cloud Solutions 365 Business Analyst's successes and challenges during a M365&CS deployment? What did the M365&CS Business Analyst do to resolve or overcome those challenges, and what was the outcome?	Mr. Chugtai has over 15 years of experience in the IT industry. He has a Bachelor's degree and multiple Microsoft Certifications, ITIL and A+ certifications. Mr. Chugtai has 10 years of experience as a Business Analyst developing user stories, use cases, documenting business and IT requirements, process maps, standard operating procedures and UAT documents. He has used multiple software tools, process and agile and software development life cycle methodologies. He is well versed in Microsoft SharePoint 2010/2013 and SharePoint Online, Skype for Business, Microsoft Teams, Microsoft One Drive, Microsoft One Note, MS Planner, PowerShell, Microsoft Power BI, Data Analytics, Dashboard, Collaboration, Organizational Change Management (OCM), Microsoft Flow, Microsoft Excel, PowerApps, Microsoft Active Directory, InfoPath Designer /SharePoint Designer 2013, Microsoft Windows XP/7/8/10, Office 365 Administration, SharePoint Administration. His core competencies include: Information Systems, Business Analysis, Process Improvements, Project Management, Functional Solutions, Network Systems Support, Collaborative Teamwork, Technical Support, Troubleshooting, Communication Skills, Business Values.

Employment History

Huntsman, The Woodlands, TX **07/2019 - Present**
IT Collaboration Analyst/Support

- Support the business with implementation, adoption and ongoing utilization of business collaboration applications including Office 365, SharePoint, Teams, OneDrive, and other cloud solutions.
- Participate and lead in business process review workshops and perform detailed analysis of business requirements to ensure projects have proper impact and adoption.
- Design &implement Microsoft Teams for end users and team collaboration tools using OneDrive, SharePoint Online, One Note, MS Planner, MS Flow, PowerApps, and Power BI.
- Assist business with driving value from SharePoint and other assigned collaboration application/platforms.
- Work with key stakeholders to provide training, resolve questions, asses user needs, and recommend changes.

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- Assist in creating divisional strategy and governance model for collaboration solutions.
- Take on an evangelist role, increasing awareness of new features, and documenting of best practices and operational procedures, ensuring alignment with overall platform vision and strategy.
- Provide technical support to all users on Office 365 solutions (PowerApps, Flow, Power BI, One Drive, One Note, Microsoft Teams, MS Planner and SharePoint online) and related computer applications and programs.

Yokogawa, Sugarland, TX **01/2019 – 06/2019**
Office 365/Business Analyst

- Collecting and analyzing business objectives and translating them into requirements in clear formats and representations using Microsoft PowerApps.
- Preparing accurate and detailed requirement specifications documents, user interface guides, and functional specifications documents.
- Designing and developing appropriate solutions using Office 365 applications (PowerApps, MS Flow, and Power BI)
- Train business users to work with Office 365 solutions (PowerApps, Flow, Power BI, One Drive, One Note, Microsoft Teams and SharePoint online) and related computer applications and programs.
- Interface with local & global teams to deploy business valued optimal and timely system solutions.
- Maintained and apply a basic knowledge of the total spectrum of business systems to deliver business valued solutions.
- Analyze computer system problems, formulate and implement the solution using Office 365
- Create support documentation and assist with training users to use and provide support for the systems.
- Automated processes across service and apps using Microsoft Flow and PowerShell
- Create, build, and publish apps for web and mobile using Microsoft PowerApps.
- Served as a Microsoft Service Adoption Specialist for using Microsoft Teams, One Drive, and One Note.
- Advance skills working with the entire Office 365 suite of application including Microsoft Flow, One Drive, One Note, PowerApps, Teams and SharePoint Online.

Teachers of Tomorrow **04/2017 – 12/2018**
Office 365/End-User Support

- Use system automation technologies such as PowerShell or other related tools to create standardized Microsoft Azure environments.
- Analyze computer system problems, formulate and implement the solution using Office 365
- Create support documentation and assist with training users to use and provide support for the systems.
- Assist in migrating local services to Office 365 services as part of their cost reduction projects.
- Optimize Office 365 (One Drive) to be used as a central repository to any list or library by tagging with properly metadata for quick document searches and efficient retrievals for satisfied users and improve customer service experience.
- Configure Office 365 (Exchange Online) for email messaging and the sharing of calendar and contact information to sync with their phones as well as their computers and tablets.

Dril-Quip, Houston, TX **04/2015 – 04/2017**
Application Support/Business Analyst

- Business analysis and requirements gathering for new or existing sites.

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- Translate business processes into collaborative SharePoint 2013/Online solutions.
- Develop training material and deliver training as required.
- Multitask several competing requests by gathering effective requirements, estimating tasks, and managing priorities.
- Prepare documentation (requirements, recommendations, technical analysis, etc.).
- Collect business requirements and translate them into tangible technical specifications.
- Communicate with vendors, business contacts and IT staff to address and resolve problems related to systems.
- integration testing, and regression testing and change management implementation.
- Translate non-technical business requirements into structured technical system requirements.

Schlumberger Inc., Houston, TX 2010 – 03/2015

Application Support/Business Analyst: (2010 – March 2015)

- Act as a liaison between the development and end user(s).
- Business analysis and requirements gathering for new or existing sites.
- Translate business processes into collaborative SharePoint 2010/2013 solutions.
- Develop training material and deliver training as required.
- Perform Level 2 troubleshooting on existing SharePoint 2010/2013 environment.
- Multitask several competing requests by gathering effective requirements, estimating tasks, and managing priorities.
- Provide technical input to SharePoint team to ensure platform stability and availability.
- Provide training sessions for new and exciting end users of Workflow applications.
- Provide accurate estimates and timely updates to project management.

Prior experience as Data Analyst, Wireless Network Engineer and Senior Desktop Support Engineer from 2005 – 2010.

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4.4 Topic 4 - Microsoft/Office 365 Global Administrator

Mr. John Offikwu – O365 Global Administrator

Education, Training & Certifications

- ✓ Master of Science, Information System from Central Michigan University-Mount Pleasant -MI USA
- ✓ Bachelor of Science, Computer Science, Lagos State University -Lagos Nigeria

- Does your Microsoft/Office 365 Global Administrator hold any Microsoft Certifications? If yes, please elaborate.
- Does your Microsoft/Office 365 Global Administrator have at least 5+ years of Office 365 Administration experience with the Public Sector or Federal Government and a proven track record of successfully overseeing the management and administration of Office 365 tools?
- Of their experience, how much of the Microsoft/Office 365 Global Administrator's experience is associated with direct administration of M365&CS?
- What were some of the Microsoft/Office 365 Global Administrator's successes and challenges during previous Microsoft/Office 365 Global Administration work? What did the Microsoft/Office 365 Global Administrator do to resolve or overcome those challenges, and what was the outcome?

What deliverables or techniques does your Microsoft/Office 365 Global Administrator leverage when it comes to providing budget updates, project status updates, managing staff, resolving conflict/risk, and communication with clients?

Mr. Offikwu has a Master's degree in Information Systems and is an experienced System Analyst with business process integration and Networking knowledge including Office 365, SQL Server, IIS, SharePoint online, Exchange 2010, Skype for Business, Teams, Active directory, Cisco switching, Routing, SPF, Proofpoint, DLP, AAD Connect, ADFS, Firewalls, Wireshark, Windows and Exchange PowerShell, OneDrive, Blade servers, vSphere, Fiber Channel, VMWARE, Disk Arrays, Backups, SCCM, Proficiency in Visio, MS-Project. Project management, SAP Logistics (MM, S&D, PP), Accounting (FI & CO) and HCM modules, Satellite (VSAT) Engineering, TCP/IP, DHCP, DNS, SMTP, VPN, wireless and wired network integration. He is highly adaptable, quick learner, self-motivated with business setup and management experience. He has over two years of O 365 administration experience including creating new user account and groups in o365 admin portal, configuring and assigning custom domain to M365 tenant, domain name verification with TXT or MX record, migrating users and mailboxes from on-premises AD to the cloud, migrating data from on-premises SharePoint document libraries, list and file share to SharePoint online. Migration of local files to One Drive for business, Delegation of Admin role to both internal and external user in an organization. Monitoring service health dashboard to diagnose issues as they occur in the tenant, take proactive measure to ensure continuous service available while also keeping users/clients continuously informed on service related issues.

Employment History

Allsonet Institute, Baltimore USA **05/2019 - 04/2020**
Office 365 Premier Support Engineer
Installation, configuration, and supporting Microsoft Office 365 services. Office 365 licenses, subscriptions, and user management. Planned and migrated Exchange 2010/2013 public folders to O365. Share knowledge and collaborate with teammates in resolution of complex problems. Assist client in migrating from on-prem to the cloud infrastructure. Administering Exchange online and Azure Active Directory. Administering O365 workload: SharePoint online, Team and Skype for Business. Client requirement gathering and documentation. Documentation of work performed through ticketing system including details and outcomes. Supported Azure AD connect implementation. Troubleshot identity and synchronization issues with hybrid configurations. Deployed Azure password Hash sync with onprem AD. Researched and developed custom PowerShell scripts per customer requirements.

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Central Michigan University-Park Library **08/2018 - 04/2019**
Library Systems Engineer
Providing first level technical support to customers and Library system Users. Deploying software and hardware. Onboarding users to office 365/Exchange online. Creating, reassigning and updating incident ticket with Team Dynamix. Operating system deployment using SCCM. Enabling and configuring SharePoint and OneDrive workloads. Providing support for One Drive and Centralized filling system (U Drive). Deploying software and software update management using SCCM. System troubleshooting and maintenance. Conducting floor check on library computers. Conducting system deployment interviews prior to the deployment. LAN troubleshooting and maintenance.

Bluesky Technologies Limited **07/2013 – 05/2018**
Lead Systems Engineer
Designed and administered Microsoft Active directory service and Domain controller. Supervise Network Design (LAN and WAN). Identified and pursued new business development opportunities with existing and prospective clients Developed and maintained relationships with customers, resellers and vendors. Create, review, and negotiate contracts with prospective and active clients. Oversee design and configuration of VSAT system. Testing and evaluating new technologies. Train junior associates on Satellite ground station installations. Managing and coordinating sub-contractor and other project stakeholders to ensure delivery of projects. Procurement/management of Satellite space segment for end-client operation. Liaising with teleport operators for Satellite bandwidth management. Lead and directed projects from planning through execution to completion and handover. Designing and implementing network failover using Cisco Meraki Products. Provided IT Infrastructural and Service support to customers in keeping with Service Level Agreements. Assigned incident tickets to field technicians for resolution in accordance with Service Level Agreement. Provide technical backend support and advice to junior field engineer as needed. Conducting project economics and feasibility studies. Continuously reviewing performance against Service Level Agreements. Maintained technology vendor relationships.

Skyvision Global Network **10/2011 – 06/2013**
Sattelite / Systems Engineer
Conveying technical solutions in a clear and concise manner to clients. Setup and troubleshoot DHCP, DNS, WINS, IIS, SQL, Exchange, Proxy, routers, and switches. Installing and configuring computer hardware systems and IT software. Undertaking analysis, diagnosis, and resolution of client problems via phone, e-mail & face to face contact. Installing and configuring switches and routers for clients. Setup and troubleshoot DHCP, DNS, WINS, IIS, SQL, Exchange, Proxy, routers, and switches. Taking ownership of problems and tracking them to a successful conclusion. Raising and maintain incident tickets and problem record. Monitoring IT network and resources to ensure availability to all users. Performing Satellite Frequency analysis with spectrum analyzer and relocation of VSAT Antenna to avoid signal interference. Assisting users with computer related issues. Computer hardware/software installations and troubleshooting. Wired and wireless Network cabling and installation. Remote Satellite earth station installation (ODU and IDU). Installation and configuration of Cisco Routers and Switches. Installation and maintenance of Satellite Earth Stations (VSAT)

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4.5 Topic 5 - Compliance Administrator and Security & Compliance

Mr. Balakrishna Kalletla – Azure Security Compliance Administrator (Compliance Administrator)

Education, Training & Certifications

- ✓ Master of Science, Computer Information Systems, Rivier University, NH, USA
- ✓ Bachelor's in Computer Science Engineering, Osmania University, Hyderabad, India
- ✓ Microsoft Certified Azure Administrator Associate (AZ-103)
- ✓ Hardware & Networking Training, CMETS Information Ltd.

- Does your Compliance Administrator hold any Microsoft certifications? If yes, please elaborate.
- Does your Compliance Administrator have at least 5+ years of Office 365 and Compliance administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Exchange Online? If yes, please elaborate.
- Of their experience, how much of the Compliance Administrator's experience is associated with direct compliance administration and data classification and sensitivity work in Office 365, Teams, OneDrive, and SharePoint Online?
- What were some of the Compliance Administrator's successes and challenges during previous Office 365 Compliance administration work? What did the Compliance Administrator do to resolve or overcome those challenges, and what was the outcome?
- What deliverables or techniques does your Compliance Administrator leverage when it comes to providing monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

Mr. Kalletla has a Masters in Computer Information Systems and is a Microsoft Certified Azure Administrator with over seven years of IT experience as Azure Cloud Engineer, DevOps Engineer, Software Configuration Management, Security and Compliance, Systems Engineer and Build Release Management. He is well versed in UNIX/Linux OS (AIX, RHEL, CentOS, Ubuntu), AWS, Windows Servers environment for build/Release automation process in Web & cloud/server Environment using Java/J2EE/JEE Technology, AWS & open source technologies. His experience includes designing AWS cloud models for Infrastructure-as-a-Service (IAAS), Platform-as-a-Service (PAAS) and Software-as-a-Service (SAAS). He has experience in Server infrastructure development on Microsoft Azure, Heroku, AWS Cloud and Google cloud. Experience on azure resources like cloud services, storage accounts, service buses, event hubs, app service plans, app service environment, Virtual Networks, Virtual Machines, Resource Groups, Express Route, Traffic Manager, VPN, Load Balancing, Application Gateways, Vnet, Auto-Scaling, app insights, web apps and Azure active directory and SQL Azure. Expertise in Implementing Azure Service Offering, such as Azure cloud services, Azure storage, IIS, Azure Active Directory (AD), Azure Resource Manager (ARM), Azure Resource Explorer, Azure Storage, Azure, Blob Storage, Azure VMs, SQL Database, Azure Functions, Azure Service Fabric, Azure Monitor, and Azure Service Bus. Expertise in Azure Scalability and Azure Availability - Build VMs availability sets using the Azure portal to provide resiliency for IaaS based solution and Virtual Machine Scale Sets (VMSS) using Azure Resource Manager (ARM) to manage network traffic. Experience in migrating on-premises applications to Azure and configured VNETs and subnets as per the project requirement also performed PowerShell scripting to do Patching, Imaging and Deployments in Azure. Expertise in implementation and maintenance of Apache, SMTP, DHCP, NFS, SSH, NIS+, LDAP, DNS, MySQL, SAMBA, SQUID, Postfix, Sendmail, FTP, Remote Access, Security Management and Security trouble shooting skills.

Employment History

Client: PAREXEL International – MA **05/2018 – 05/2020**
Role: Azure Cloud Engineer

- Working on various cloud platform services such as AWS, Heroku and Azure, also successfully migrated complete 1500 users working Heroku MDR application onto Azure cloud platform. Automated Continuous Integration builds, deployments for Azure Infrastructure and application. Worked on various custom template using JSON and PowerShell for azure resource such as ASE, ASP, WebApp, PostgreSQL, App Gateway, Storage Account container registry, key vault, Azure Cache for Redis, to deploy complete infrastructure for the application and For database migration I use Heroku console and database backup and restore utilize pgadmin tool to restore the dump with SQL scripts.

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- Setup and manage continuous integration jobs and continuous delivery pipelines Experience with designing APIs and working with REST-based microservices and deploying the application in various environment like Demo, Test, PENTEST, Training, CTDEV, Sandbox, UAT, and PROD Environments of the MDR products.
- Expertise in Microsoft Azure Cloud Services (PaaS & IaaS), Application Insights, Document DB, Internet of Things (IoT), Azure Monitoring, Key Vault, Visual Studio Online (VSO) and SQL Azure.
- Managed Azure Infrastructure Azure Web Roles, Worker Roles, VM Role, Azure SQL, Azure Storage, Azure Active Direct Licenses, Virtual Machine Backup and Recover from a Recovery Services Vault using Azure PowerShell and Azure Portal. Designed and developed Cloud Service projects and deployed to Web Apps, PaaS, and IaaS.
- Experience in migrating on premise workloads to the cloud such as migrated on premises Windows Server 2012 R2 on Azure cloud with the help of OMS (Azure Site Recovery Vault), Created VM to the migrated image with Test Failovers services and made necessary configuration changes according to the request.
- Configuring and Controlling the Scale Up and Scale Out of the App Service Plans and Pricing tier (scale DTUs) while migrating the Databases and Applications from on-premises to Azure Cloud Platform.
- Deploying Azure Resource Manager JSON Templates from PowerShell worked on Azure suite: Azure SQL Database, Azure Data Lake, Azure Data Factory, Azure SQL Data Warehouse, Azure Analysis Service
- Implement migration strategies for traditional systems on Azure (Lift and shift/Azure Migrate, other third-party tools). Configuration and administration of DNS, LDAP, NFS, NIS and NIS+ on Red Hat Linux.
- Working in a department which spans all areas of technology including database management, server side, network system, web and cloud software development, validation, integration, on premise and cloud provisioning.
- Maintain and manage application users and organization through ruby console, created rake task to delete or create users and managed various role access policy for the application users.
- Updating **SSL certificate** on timely manner and validating application logs finding the bugs and fixing them routine activities like debugging the application issue with various tools such as log entries, libretto and roll bar checking and investigating the application performance with various monitoring performance tools like app insights new relic APM and resolving them on timely manner, also setup various alerts to track the application performance changes. Expertise in building Azure native enterprise applications and migrating applications from on-premises to Azure environments.
- Automated the task to enforce/disable the property on all the Azure Virtual Machines (Linux and Windows) by assigning to single storage account through Power shell Scripting and configuring through Run deck
- Worked on assigning the RBAC roles at group level and user level as per the LTA created for various Azure PaaS services as per the Organization security standards and Setting up Connection Strings and connecting PSQL Server AZURE Databases from locally Installed PSQL Server Management Studio (SSMS) for Developers.
- Work with IT functional teams and business to set short term objectives and long-term vision and Participate in the administration and maintenance of the remote monitoring and management system: update agent scripts, respond to alerts, monitor dashboard, and periodic system review
- Analyzing the landmark of 150 subscriptions for various business cases to apply organization specific security guidelines and review the existing Logical Technical Architecture and **Security Configuration** base line and compare with the Microsoft best practices and do the GAP analysis and Collecting the inventory details that need to harden and remediate.

Client: The Hartford- CT **06/ 2017 – 05/2018**
Role: Azure/DevOps Engineer

- Integrated Jenkins with Maven to build various versions of the source code configured Ansible by developing Playbooks to deploy the artifacts from Nexus repository on to WebSphere, WebLogic, Tomcat application servers. Deployed Azure IaaS virtual machines (VMs) and Cloud services (PaaS role instances) into secure VNets and subnets
- Created master-slave configuration to implement multiple parallel builds created pipelines to pull the Source code from GitHub periodically and perform builds automated unit test and code quality analysis with JUnit plugins also install and configure SonarQube for static or dynamic code analysis and integrating the Maven Build tool.
- Worked on Configuring LDAP authentication with the existing software structure.

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- Hands on various components of Chef including chef server, workstations, Nodes, configurations of chef client and wrote cookbooks to Install, Configure Tomcat, WebSphere, WebLogic Application servers, MySQL Database server.
- Configured Chef plugin on Jenkins to do the automated deployment of the .war, .jar files from the Nexus Repository on to Dev, Test, QA and Production environments.
- Have strong understanding in at least several of the following areas: VMWare, Linux, Storage, Data Protection and infrastructure services such as DNS, Proxy, LDAP/AD, NTP and others
- Experienced in Creating Terraform scripts to quickly and efficiently deploy customer AWS environments and create AWS components like EC2, IAM, VPC, ELB, Security groups. Secured the state files in Terraform in s3 buckets and trigger Jenkins pipeline to deploy stack with new AMI on to AWS cloud.
- Provided high availability for IaaS VMs and PaaS role instances for access from other services in the VNet with Azure Internal Load Balancer. Extensive worked on Migrating Databases residing on servers in one data center to another and Upgrading Database platforms to newer versions.
- Migrated On -premise to cloud environment by collecting various metrics from monitoring tools like SplunkNagios to decide on the best instance type and created the AMIs.
- Configured Jenkins to automate the AMI building by integrating packer to define all the application dependencies like Tomcat, war file, security setting in packer. json file, deployed the AMI on to the AWS Cloud by updating the Cloud Formation stack with new AMI
- Developed AWS Lambda functions in Python to supplement automation provided by Ansible and Terraform for tasks such as encrypting EBS volumes backing AMIs and scheduling Lambda functions for routine AWS tasks.
- Implemented and maintained the monitoring and alerting of production and corporate servers/storage using CloudWatch and developed Pythonboto3 scripts to automate various manual tasks like creation of the Development and test environment with AWS EC2 instances, RDS, S3 bucket, EFS, SNS and SQS
- Worked on Azure web application, App services, AZURE storage, Azure SQL Database, Virtual machines, Fabric controller, Azure AD, Azure search, and notification hub.
- Setup and built AWS infrastructure resources like EC2, S3, IAM, EBS, route53, NACL, Security Group, DynamoDB, SQS, cloud front, Auto Scaling, and RDS in Cloud Formation JSON templates
- Developed Lambda function to trigger the various work flows based on the events like s3 bucket object insertion, SSL certificate expirations, AWS instances with very low CPU utilization in lower environments, EBS volumes snapshot creation
- Involved in Configuring, automation and maintaining build and deployment CI/CD tools GIT/ Bit Bucket, Jira, Confluence, Bamboo, Build Forge, Chef, Docker registry/daemon, Nexus and JIRA for Multi-Environment (Local/POC/NON-PROD/PROD) with high degrees of standardization for both infrastructure and application stack automation (ECS) in AWS cloud platform
- Developed Ansible Playbooks to orchestrate various database migration scripts to create a smooth rollback procedure if any application deployment fails also installed Jenkins server using Ansible Playbooks in both AWS and Google Cloud and automated authentication and authorization of Jenkins server against LDAP using Ansible
- Responsible for Docker and services discovery, including management and customization of images, and adding external content by using Docker Hub, as well as exposing container ports, using port redirects, creating snapshots, writing automation.
- Deployed an Azure instance for a hybrid-based authorization and encryption system. Responsible for all AD, SQL, Load Balancing, NSG's, and VPN configurations for Azure.
- Create and manage Azure AD tenants and configure application integration with Azure AD. Integrate on-premises Windows AD with Azure AD Integrating on-premises identity with Azure AD.
- Integrating Jenkins with Ansible, setting up the environment to applications to be containerized, Implementing and configured Kubernetes to manage containers and to provide a platform for automating deployment, scaling, and operations of application containers across clusters of hosts. Wrote Ansible Playbooks with Python SSH as the Wrapper to Manage Configurations of AWS Nodes and Test Playbooks on AWS instances using Python
- Setup the Splunk server and configured AWS for Splunk Addon, Install Splunk Agents and configured/Integrate Splunk to receive logs.
- Developed a Power Shell script to automate Active Directory and server tasks and Generate reports for administrators and management.

Prior experience as Build Release Engineer, VMware/Linux Systems Administrator and Network /Linux Administrator (08/2010 – 07/2015) for John Hancock, Baron InfoTech Ltd India and CMTES Informatics ltd – India.

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4.6 Topic 6 - Exchange Administrator

Mr. Thomas Carlson – Exchange Administrator

Education, Training & Certifications

- ✓ Bachelor of Science, Information Technology, George Mason University
- ✓ CompTIA Security+ Certified
- ✓ VMWare VCA6-DCV
- ✓ HBSS Admin 201
- ✓ HBSS Admin 301
- ✓ HBSS Advanced Analyst 501
- ✓ DISA ACAS 5.3

- Does your Exchange Administrator hold any Microsoft certifications? If yes, please elaborate. - Does your Exchange Administrator have at least 5+ years of Office 365 and Exchange Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Exchange Online? If yes, please elaborate. - Of their experience, how much of the Exchange Administrator's experience is associated with direct administration of Exchange Online? - What were some of the Exchange Administrator's successes and challenges during previous Exchange Online administration work? What did the Exchange Administrator do to resolve or overcome those challenges, and what was the outcome? - What deliverables or techniques does your Exchange Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?	Mr. Carlson has a Bachelor's degree in IT, and he is CompTIA Security+ certified. He has over 15 years of experience in Systems Administration and Engineering providing installation, migrations, administration and technical support to the Marine Corps, the DoD and Department of State. Mr. Carlson has over 5 years of Office 365 and Exchange Administration experience working with the Federal Government as well as supporting the internal infrastructure of the contracting companies. His experience including building Exchange servers onsite and online, maintaining already existing Exchange servers, migrating old Exchange servers and policies to new Exchange servers, and managing the systems and networking team providing Exchange services for Federal Government clients. Six years of the total experience has been as exchange administration with direct administration of exchange online. Migrating an already existing Exchange server to Exchange Online was very challenging as there was not much documentation as to what policies were required, and a lot of overhead in regard to old data still stored on the server. We made sure to keep an open line of communication with our government clients to confirm the correct policies were put in place, no outdated data was carried over, testing was done at every milestone, and All Hands emails were sent prior to work being done so users were notified ahead of time and did not experience any issues. Exchange Online audit reports provided any updates made from administrators in Exchange Online, and mailbox auditing was enabled to create any reports or logs necessary at a mailbox level. SolarWinds was also enabled to report if the Exchange server was experiencing any connection issues beyond what the auditing reports could provide. We also had weekly and monthly meetings to go over any upcoming tasks, or report any ongoing issues, and how to proceed. If there were any issues at a server level that affected users, an All Hands email was sent, and a ticket created to track progress. If there were issues at the server level and they did not affect users, no All Hands email was sent, but a ticket was still created to track the resolution. If there were any issues at all affecting users/clients, communication with the client was the most important task. Keeping them up to date allowed them to communicate with their supervisors as well as alleviate any stress they may have from not knowing the status of their issues.

Employment History

Systems Engineer, United States Marine Corps / Peridot Solutions LLC **09/ 2019 - Present**

- Manage all IT Support tasks to include, but not limited to network management, system management, software management, infrastructure management, and storage management. Handle issues pertaining to Microsoft Exchange to include, but not limited to mailboxes, groups, resources, contacts, migration, permissions, SMTP settings, add-ins, and mail flow rules and filters.
- Troubleshoot, research, diagnose and resolve problems and issues pertaining to Windows 10, Microsoft Office 2013/Office 365, Microsoft Visio, Microsoft Project, Microsoft Power BI, Microsoft Exchange, Microsoft 365

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Admin, Microsoft Exchange Admin Center, Microsoft Exchange Online Powershell Module, Adobe Acrobat Professional, ACL, TCP/IP, DNS, DHCP, Internet Explorer, Mozilla Firefox, Google Chrome, Azure Active Directory, Remote Desktop Connection, ActivClient, Group Policies, Microsoft Teams, FreshDesk, PBX, any/all computer and network software and hardware within the contract environment, as well as a wide variety of other hardware and software.

- Ability to work in fast paced environment, give assistance to any work order necessary, and ability to take on new requirements and many other essential tasks. Any computer and network hardware within the government facility, as well as a wide variety of other hardware and software, use proprietary help desk ticket system, and handle setting up network connection and projector using presentations within organization.
- Attend weekly and bi-weekly meetings to assist in developing, reviewing and updating all Engineering Management Plans, System Engineering Plans, Configuration Management Plans, Systems Test and Evaluation Strategies, Performance Measurement Plans, and Requirements Management Plans.
- Conduct research for all equipment supported within MCEN-N and provide technical insight for currently deployed models, their Last Day of Support, the recommended replacement models, the estimated cost for the replacement models, and detailed information on what function each piece of equipment provided, to include capabilities
- Communicate with remote locations to verify the current unique setup for each site and analyze the trending usage needs to confirm accurate and efficient deployment of replacement equipment.
- Research of current and replacement equipment includes, but is not limited to Cabletron routers; Cisco Routers, Switches, Identity Services Engine (ISE), UCS Blade Chassis', Wireless Access Points, and internal components; Dell Servers and storage devices; Enterasys (Extreme) Switches and expansion modules; HP Switches, Storage devices and network modules; NCS Technologies Servers; NetApp Storage servers, Chassis', and Disk Shelves; Nimble Storage servers; Nutanix Storage servers; Quantum Corporation Storage server; Tintri Storage server.

Lead Engineer, Epsilon, Inc. (USMC), Quantico, VA **08/2019 – 09/2019**

- Manage all Systems/Network Administration tasks to include, but not limited to network management, system management, software management, and storage management.
- Troubleshoot, research, diagnose and resolve problems and issues pertaining to Windows 7/10, 2008/2012/2012 r2/2016 Server, Microsoft Office 2010/2013/Office 365, Red Hat Linux, Suse Linux, CentOS Linux, putty, Notepad++, Adobe Acrobat Professional, ACL, TCP/IP, DNS, DHCP, IIS, Internet Explorer, Mozilla Firefox, Google Chrome, Active Directory, Remote Desktop Connection, WinSCP, ActivClient, Group Policies, SolarWinds, VMWare Workstation, vSphere Web Client, ESXi hosts, vCenter, vRealize Operations Manager, Netapp OnCommand System Manager, NetApp OnTap, NetApp Virtual Storage Console, Cisco UCS Manager, SCAP Compliance Checker, STIGViewer, GafG, McAfee for Windows and Linux, HBSS, any/all computer and network software and hardware within Marine Corps environment, as well as a wide variety of other hardware and software.
- Perform STIG's on all member servers within the vCenter. Build and create any new Volume, LUN, or disk within Netapp, and fix or configure existing environment when necessary

Datacenter Manager, Epsilon, Inc. (USMC), Quantico, VA **09/2017 – 08/2019**

- Manage all Systems/Network Administration tasks to include, but not limited to network management, system management, software management, and storage management
- Plan and schedule build outs of worldwide USMCU satellite locations, to include adhering network infrastructure to building blueprints, storage and network hardware requirements to support the total number of users on-site, VPN solution to connect satellite location to headquarters, and requirements for on-site support team
- Attend daily, weekly and monthly meetings with customer to address any current or upcoming projects, schedule any after-hours work required to complete projects, discuss any shortcomings or successes within the NetOps team and ways to resolve, and notify customer of any software or hardware that is nearing end of life or will no longer be supported
- Troubleshoot, research, diagnose and resolve problems and issues pertaining to Windows 7/10, 2008/2012/2012 r2/2016 Server, Microsoft Office 2010/2013/Office 365, Red Hat Linux, Suse Linux, CentOS Linux, putty, Notepad++, Adobe Acrobat Professional, ACL, TCP/IP, DNS, DHCP, IIS, Internet Explorer, Mozilla Firefox, Google Chrome, Active Directory, Remote Desktop Connection, WinSCP, ActivClient, Group Policies, SolarWinds, VMWare Workstation, vSphere Web Client, ESXi hosts, vCenter, vRealize Operations Manager, Netapp OnCommand System Manager, NetApp OnTap, NetApp Virtual Storage Console, Cisco UCS Manager, SCAP Compliance Checker, STIGViewer, GafG, McAfee for Windows and Linux, HBSS, any/all computer

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and network software and hardware within Marine Corps environment, as well as a wide variety of other hardware and software.

- Perform STIG's on all member servers within the vCenter. Build and create any new Volume, LUN, or disk within Netapp, and fix or configure existing environment when necessary

Virtualization/Network Storage Administrator, Epsilon, Inc. (USMC), Quantico, VA 12/2016 – 08/2017

- Manage all Systems/Network Administration tasks to include, but not limited to network management, system management, software management, and storage management
- Troubleshoot, research, diagnose and resolve problems and issues pertaining to Windows 7/10, 2008/2012/2012 r2/2016 Server, Microsoft Office 2010/2013/Office 365, Red Hat Linux, Suse Linux, CentOS Linux, putty, Notepad++, Adobe Acrobat Professional, ACL, TCP/IP, DNS, DHCP, IIS, Internet Explorer, Mozilla Firefox, Google Chrome, Active Directory, Remote Desktop Connection, WinSCP, ActivClient, Group Policies, SolarWinds, VMWare Workstation, vSphere Web Client, ESXi hosts, vCenter, vRealize Operations Manager, Netapp OnCommand System Manager, NetApp OnTap, NetApp Virtual Storage Console, Cisco UCS Manager, SCAP Compliance Checker, STIGViewer, GafG, McAfee for Windows and Linux, HBSS, any/all computer and network software and hardware within Marine Corps environment, as well as a wide variety of other hardware and software.
- Perform STIG's on all member servers within the vCenter. Build and create any new Volume, LUN, or disk within Netapp, and fix or configure existing environment when necessary

Systems Administrator, Progressive Data Systems, Inc. (USMC), Stafford, VA 12/2013 – 11/2016

- Manage all Systems Administration tasks to include, but not limited to network management, system management, and developing new environments, both internal and for contract projects
- Troubleshoot, research, diagnose and resolve problems and issues pertaining to Windows 7/8/8.1/10, 2003/2008 r2/2012/2012 r2 Server, 2007/2010/2013 Exchange, Microsoft Office 2007/2010/2013/2016/Office 365, Microsoft SharePoint 2007, Microsoft Azure, Red Hat Linux, Oracle 11gR2, SQL Developer, SQLPlus, putty, Notepad++, Adobe Acrobat Professional, ACL, TCP/IP, DNS, DHCP, IIS, Internet Explorer, Mozilla Firefox, Google Chrome, Active Directory, Remote Desktop Connection, SonicWALL VPN Client, Forticlient VPN, Tumbleweed, Attachmate Reflection, WinSCP, ActivClient, Group Policies, VMWare Workstation, vSphere, Hyper-V 2008 and 2012, McAfee for Windows and Linux, HBSS, any/all computer and network software and hardware within Marine Corps environment and Progressive Data System's environment, as well as a wide variety of other hardware and software.
- Perform all Information Assurance updates and modifications per retina scan findings and confirm with Information Assurance Officer
- Create documentation on new builds and modify old documentation to fit requirements, test each and confirm with Database Analyst

Systems Engineer/Application Support II, Multivision Inc (GEICO), Fredericksburg, VA 05/2012 – 10/2013

- Assist in troubleshooting and altering login scripts, creating distribution packages for specific entities, and providing innovative ways to push new software, links, folders, and drives to users
- Troubleshoot, research, diagnose and resolve various problems and issues pertaining to Windows XP/7, 2003 and 2008 Server, 2007 and 2010 Exchange, Microsoft Office Suite (all versions), Microsoft SharePoint 2007, Red Hat Linux, VB Scripts, Notepad++, Adobe Acrobat Professional, Citrix, ACL, TCP/IP, DNS, DHCP, Internet Explorer, Mozilla Firefox, Active Directory, Remote Desktop Connection, Cisco VPN Client, Cisco Agent Desktop, Junos Pulse VPN, SAS, VNC, Group Policies, VMWare, software specific to the Geico insurance company being supported (config files, test group, production group, etc), all servers, any/all computer and network hardware within the Geico facility, as well as a wide variety of other hardware and software
- Test new equipment for use within organization, image new and appropriate malfunctioning units, test connections for certain software, handle asset tracking for users being assisted, use proprietary help desk ticket system, grant folder permissions/access, create scan-to folders, build and patch cables, provide user specific assistance to the supervisors and managers of Geico's facility

Prior experience as Help Desk Analyst, Systems Administrator, Senior Tech Support Specialist and Business Service Consultant (08/2005 – 05/2012) for DoD, Department of State, USPS and CompUSA.

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4.7 Topic 7 - Groups Administrator

Mr. James Roach – Groups Administrator

Education, Training & Certifications

- ✓ Bachelor of Science, Computer Information systems
- ✓ Associate of Applied Science in Network Management,
- ✓ Professional Certificate in Program Management, Florida Institute of Technology University College
- ✓ Microsoft Certified Systems Administrator (MCSA)
- ✓ Microsoft Certified Professional (MCP)
- ✓ Comp TIA A+ Certified
- ✓ Comp TIA Network+ Certified
- ✓ IBM Wireless/Notebook/Desktop Certified Ethical Hacker (CEHv8)
- ✓ Amazon Web Services (AWS)
- ✓ DAWIA Level II Equivalent Certification: Program Management DAWIA Level II Equivalent Certification: Systems Engineering PPP and Critical Program Information (CPI) Certified
- ✓ IBM Systems Management Principles Certified Installed/Maintained Windows/MAC User Enterprises Fedora Linux Administration/Linux PBX
- ✓ Microsoft CSP (Indirect and Direct)

- Does your Groups Administrator hold any Microsoft certifications? If yes, please elaborate.
- Does your Groups Administrator have at least 5+ years of Office 365 and SharePoint Online Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Office 365 Groups? If yes, please elaborate.
- Of their experience, how much of the Groups Administrator's experience is associated with direct administration of Groups, Azure Active Directory, Teams, and SharePoint Online?
- What were some of the Groups Administrator's successes and challenges during previous Office 365 administration work? What did the Groups Administrator do to resolve or overcome those challenges, and what was the outcome?
- What deliverables or techniques does your Groups Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

Mr. Roach has over 30 years of experience in systems administration and engineering supporting Federal Government agencies including the Army and US Marine Corps wherein he provided systems administration and engineering support for Office 365, SharePoint, SharePoint online, Azure, Teams, Active Directory, Microsoft Exchange, Microsoft Servers in addition to other tools and technologies. His experience includes implementations and migrations, architectures, operations, systems and network administration and security, network and virtual enclave designs, infrastructure design and web design, risk and configuration management, helpdesk operations support. His expertise lies in planning, coordinating, integrating, migrating and managing Electronic Capital Planning and Investment Control (eCPIC) for all IT Enterprises in the Peridot domains. He has installed and built an ITarian ServiceDesk very similar to eCPIC that handles all Information Technical/Acquisitional issues for multiple user Enterprises and functions as an ITSM CMDB,CRMs, Quote Manager and cut costs by 50%. The tool also helps in Administering Multiple Portfolios; Creating, updating, managing user accounts and group permissions; develops customized system workflows and processes to streamline manual processes; maintains Legacy System Databases; maintains SQL and Access Databases with application inventory data; maintains SharePoint/Google site(s); and visualize data in Tableau like BI Power Azure APPS tools.

Employment History

Systems Engineer, Flatter Inc.,/Peridot Solutions LLC **05/ 2017 to Present**
United States Marine Corps

- Install and Manage Polycom VoIP phone system for 172 users and 3 Corporate Office migrations/Administration/all combined into one allowing users to call each other using a 3digit extension

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anywhere in CONUS.

- Systems Engineer supporting Mr. Tom Carroll MCSC SE APfM-E for 2 years supporting most Information Technology SETR events, SEPs, Architectures, Weekly Reports, System Specs for 40 different BCAC programs that supported the MCEN Enterprise (truly made of many smaller enterprises) way forward. **(Completed hundreds of Government deliverables in one year.)**
- Install and configure Cisco Routers / Exchange Servers /Active Directory Administration
- Mobile device support (cell phones, tablets, Ipads)
- Install and configure server cabinets with CAT6 patch panels and network drops with Fiber Optic Cabling and connections
- Provide remote access support using Teamviewer
- Design, Create, Review, and approve DODAF/Commercial network architectures using
- Write DOD proposals for contract initiatives, with Acquisition Schedule, Cost and Performance
- SharePoint Development
- Other Information Technology consulting as required

Maverick Endeavors, Inc **2013 - 2017**

- Technical Support Engineer/President
- Install and Manage Windows 7 and Windows 10 user migrations
- Install and configure Cisco Routers / Exchange Servers /Active Directory Administration
- Mobile device support (cell phones, Smart phones) and BES Administration
- Configure mobile tablets/iPads
- Install and configure server cabinets with CAT6 patch panels and network drops
- Provide remote access support using Teamviewer
- Design, Create, Review, and approve DODAF/Commercial network architectures using
- VISIO/ARIS/ERwin and MajicDraw
- Write DOD proposals for contract initiatives, with Acquisition Schedule, Cost and Performance
- SharePoint Development
- Other Information Technology consulting as required

DCS Corporation (Technical Analyst IV (DODAF Systems Analyst)

- Provided customer focused DODAF and Acquisitions Analysis
- Review and update DODAF 2.0 Architectures for 3 different Army Programs
- Review and comment on Acquisition/System Engineering documents (SEP, TEMP, IMS, Requirements, POMs, Technical Reviews (SRR/TRR/PDR))
- Assist in building an Information Assurance (IA) Access Database writing VB Code and Macros
- Assist with SharePoint requirements for the IA Database

Robins Gioia, LLC **2014 – 2015**

- Principal Consultant Subject Matter expert (SME) supporting the Defense Agencies Initiative Program Manager an ACAT I Defense Business System with an information systems life cycle budget of 300 million dollars.
- Supported Functional Needs Analysis (FNA) across the entire life cycle, including the sustainment; Environment, Safety, and Occupational Health (ESOH); and all Human Systems Integration (HSI) domains, entire system wide enterprise for the Oracle hardware/software enterprise:
- Provided Systems engineering expertise for requirements validation
- DODAF 2.0 System architecture development using Aris/ERwin for the entire software/hardware enterprise Increment 2
- Drafted specifications for all hardware upgrades such as Unix servers
- Updated Disaster Recovery/Continuity of Operations COOP plans to support annual C&A

Acquisition Analyst; BCF Solutions, Inc **2012 – 2013**

- Managed the development and analysis of Acquisition Strategies, Acquisition Plans, and Business Case Analysis, Statements of Work (Over 200 SOWs), Systems Program Status and Decision Documents for the PMO supporting 37 different activities across the nation.
- Created, executed, and revised network drawings and plans as appropriate to meet changing needs and requirements

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- Managed day-to-day operational aspects of SOW project and mitigated scope creep
- Prepared and reviewed deliverables for both Acquisitions and Network Engineering
- Ensured project documents are complete, current, and stored appropriately on Microsoft SharePoint Servers
- Identified, analyzed, and proposed technical solutions to business or regulatory problems/issues for the entire program
- Conducted Business analysis and business process development reviews providing SharePoint Administration
- Assimilated technical, programmatic, risk and other baseline data and develops into Spend Plans to support PM decision reviews.
- Provides program schedules and programmatic analyses and assessments (e.g., cost, schedule, technical risk).
- Provided SharePoint administration creating and refining web parts.
- Provided Network Engineer support for LAN / WAN/ Security and systems Engineer technical support for Workstations/Server Hardware.

Subject Matter Expert/System Engineer Lead; QinetiQ North America 2008 – 2012

- Participated in Networking On-The-Move hands on testing of all Juniper & CISCO routers, VoIP Phones, 20inch Dome Satellite Antennas, Wireless 802.16 devices, laptops, Servers, Intrusion Detection System, completed Network Drawings using Microsoft Visio for the complete Enterprise.
- Responsible for the development of requirements documents of Acquisitions/Engineering to the Marine Corps Systems Command Project Officers for 4 different Networking/Software programs.
- Coordinated the preparation of SOWs in response for project requests. This entailed coordinating and collaborating with the various functional area managers to determine an integrated solution, Engineering/Logistics/IA, Budget teams quotes, and IMS schedules. Responsible for communicating the SOW to the clients and project leads.
- Prepared Project Management Reviews and Probability of Program Success (POPS) Gates 1 -6 briefs.
- Adapted and put into practice Acquisition Development of SOWs, Statement Of Objectives (SOO)s, and Acquisition Strategies/Acquisition Plans using the Statement of Work, CDRL, and Tracking Tool (SCATT) Tool. Completed System Engineering Plans (SEP), Tailored Information Support Plans (TISP), Clinger-Cohen Act (CCA), System Specifications, Test and Evaluation Master Plans (TEMP), Program Protection Plans (PPP), Integrated Master Plans (IMS) updates, Capability Development Document (CDD), Capabilities Production Document (CPD).

Manager/ASE; CUSTOM COMPUTER SPECIALISTS, Washington, DC. 2001 – 2008

- Directed, Implemented and managed delivery of quality and customer focused IT Strategies. Trained, evaluated, developed, and managed 40-member team and staff with as many as 300 individuals.
- Developed and administered a Fedora Linux PBX Server (Fedora Linux Author Billy Ball was my professor)
- Responsible for representing the needs of the business to the US area managers both East and West Coast.
- Acted as the project manager on smaller scope projects (Audio Visual Installs/Office Migrations).
- Represented the business needs during the preparation of the annual budget process.
- Validate the monthly billing process (internal customer invoicing).
- Coordinate the preparation of the monthly project status reports for all U.S. locations.
- Briefed project status reports in a monthly project review to managers and VPs.
- Supported large user communities, spanning 25 locations across North America.
- Designed, implemented, help desk operations, including software/hardware procurement, creation of policies, writing user manuals, development of tracking system, and supervision of operations.
- Reduced IT costs by as much as 50% through sourcing of new vendors and negotiation.
- Developed system architecture, including data exchange, communications, software, and network information systems.
- Facilitated video conferences, worldwide, using PictureTel/Polycom Viewstation FX and VoIP.
- Installed and Configured Cisco 3600, 2800 Routers Catalyst 6000 Switch, Cisco Content Engines 565, Visual Uptime select 10/100 ASE, Barracuda Spam Firewall, Maintained Fiber Network Satellite. Understand and implement OSHA safety regulations required for network equipment.

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4.8 Topic 8 - SharePoint Administrator

Mr. Dilip Kumar Kampa – SharePoint Administrator

Education, Training & Certifications

- ✓ Master's in engineering & Technology from Wright State University Ohio.
- ✓ Bachelor of Engineering & Technology from SRM University – India.
- ✓ Microsoft Certified Solutions Expert (MCSE) in Managing Microsoft SharePoint Server 2016.
- ✓ Microsoft Certified Solutions Developer (MCSD) Developing Microsoft SharePoint Server 2013 Core Solutions.

-Does your SharePoint Administrator hold any Microsoft certifications? If yes, please elaborate. -Does your SharePoint Administrator have at least 5+ years of Office 365 and SharePoint Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of SharePoint Online tools? If yes, please elaborate. -Of their experience, how much of the SharePoint Administrator's experience is associated with direct administration of SharePoint Online? -What were some of the SharePoint Administrator's successes and challenges during previous Office 365 Groups and SharePoint Online administration work? What did the SharePoint Administrator do to resolve or overcome those challenges, and what was the outcome? - What deliverables or techniques does your SharePoint Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?	Mr. Kampa has over 8 years of experience in Installing, configuring, SharePoint Server 2007(MOSS 2007) & Windows SharePoint Services 3.0 (WSS), SP 2010, Microsoft Office SharePoint Server 2013. He is Microsoft Certified Solutions Expert in managing SharePoint Server 2016 and Microsoft Certified Solutions Developer in developing SharePoint Server 2013 core solutions. Mr. Kampa has two years of experience as SharePoint Administrator supporting the New York Department of Education where he installed, configured and setup workflow in SharePoint 2013 environments. He has 4 years of direct administration of SharePoint online. Experienced in designing SharePoint Sites in SharePoint 2007 (MOSS 2007) & WSS 3.0, SharePoint 2010, Microsoft Office SharePoint server 2013, 2016 and Office 365 (SharePoint Online). Solid server experience as it relates to supporting the SharePoint Server 2016 environment. Some of the challenges faced were during integration of O365 groups to SharePoint sites which were created during the Teams group creation process. Migration of large site collections containing the workflows and custom designs on the site pages. (Tools like ShareGate doesnt migrate the workflow and custom design in Insane mode). External access issue with the SharePoint user profiles causing the user profile mismatch. Complex workflows like Nintex would alter SharePoint custom security group permissions when the Nintex upgrades the actions. In SharePoint admin center the is an option to monitor SharePoint health. Any issues with the sites we can see it over here in the health tab. If there is any issue with the sites, we would let the users know at the organizational level that current sites are having issues and we will be updating the users as per the office 365 service reports regarding the issue status something like service degradation. We will be setting an alerts on Office 365 admin center to notify Office 365 service degradation alerts (SharePoint, OneDrive, Teams, Dynamics 365, MS Forms).

Employment History

SharePoint Administrator, RICOH USA **January 2020 - Till Date**

Installed and upgraded ShareGate to the latest versions. Migrated content from Jive environment to Office 365. Re-Organized SharePoint UI and content as per the Microsoft standards. Interacted with multiple departments to provide the best possible solutions where they can accomplish their business goals. Migrating sites from one to another. Created Microsoft teams for the organization level. Configured hub site and interlinked all the SharePoint online sites to the hub site. Troubleshot One Drive issues for various users from multiple departments. Configured Microsoft flows to automate business processes. Configured document approval process. Automate creating sites using specific templates. Implemented versioning as per the security measures. Worked closely with different departments to leverage new enhancements.

SharePoint Administrator, North American Partners in Anesthesia **June 2018 – Dec 2019**

Responsible for the day-to-day support and maintenance of infrastructure components in accordance with approved policies and procedures. Collaborated with the networking team to provide SharePoint specific settings for load balancing using Fortinet. Configuring all service applications like Search, Metadata, and User Profile Sync etc. Implemented Document Management using features such as Site Columns, Security, and Versioning. Collaborated with multiple departments and application leads to successfully integrate SharePoint applications with non-

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SharePoint applications and improve business processes. Synchronizing Active Directory Users into Share Point Users' profile. Assignment of proper permission levels for all users of the various dept. site. Worked on Azure Active directory in AWS and on-Prem infrastructure. Installed and configured SharePoint 2016 environment. Working knowledge of SharePoint upgrade tasks, including services packs and hotfixes. Support Doctors in accessing SharePoint Sites via SharePoint App (IOS, Android). Reduced human efforts by automating the jobs from network drives to SharePoint and auto populating fields using PowerShell. Strong technical and analytical skills required in solving complex system infrastructure issues. Troubleshoot, monitor and tune SharePoint farm as needed, including server and database for on premises SharePoint including audits using SysKit tool. Works on creating and modifying Document sets for Hospital sites. Design SharePoint designer 2013 workflows in automating the business processes. Created SharePoint Web Applications as per business requirements. Created site collection, sites, lists and libraries based on the user specifications. Setup and configure Excel, Visio and SQL Server Reporting Services Integrated Setup with SharePoint, RBS, Secure Store Service, App Management Services etc. Maintain Enterprise search service Application, including managed properties, crawled properties, Search Query rules, Result Sources, Result Types, Search Tuning. Implementing Ephesoft/OCR to integrate with SharePoint to automate the processes which would reduce the effort by 10 hours to validate and isolate the batch files based on categories. Design, deploy, manage and support our Microsoft SharePoint 2013 environments (development, stage, and production), making technically sound recommendations on how to grow our infrastructure. Work regularly with the Infrastructure team to move new services and functionality through development, stage/test and production environments

SharePoint Administrator, NYC Dept. of Education **June 2016 – June 2018**

As a SharePoint Administrator, installed and configured Workflow setup in SharePoint 2013 Environments. Interacted with the Business Analysts for requirement analysis & created Functional Specification Documents based on the business requirements. Configured Access Service Apps. Configured **Nintex** workflows with SharePoint lists. Design and develop complex workflow solutions using **Nintex Workflow** to automate business processes and common SharePoint administrative tasks for users across the organization. Configured **Lazy approval** workflows through **Nintex**. Design and develop **Nintex workflows** as per the business requirement. Extensive experience in implementing, installing and configuring 3rd party tools like Bamboo solutions, **Nintex workflow** [...] Nintex Forms [...] (Backup and Restore). Implemented Record Center Management in SharePoint 2013. Documented various processes of installation and configuration throughout the enterprise level. Migrated content from SharePoint 2013 to SharePoint Online using Metalogix tool. Installed and Configured Nintex Workflows and Nintex Forms. Worked on Azure databases in Office 365. Experienced in Azure active directory. Understanding requirements by participating in different dept. meetings. Support debugging issues related to Microsoft SharePoint 2013 REST, CSOM/JSOM, JQuery, .NET framework, and business applications. Planning content that needs to be migrated, optimize organizations storage strategy, and mitigate the risk of data breaches. Worked on various 3rd party tools like Metalogix content matrix for migration, control point as a governance tool used for all the SharePoint farms including cloud version. Used different 3rd party tools like sky bow, lighting tools, for list Data-grid views and Chart plus in analyzing the data. Review Windows Event Logs for high-priority issue. Review the SharePoint Logs for high-priority issues. Review and Update Physical, Logical Architecture for SharePoint 2013 Collaboration features including Provider Hosted Apps and Office 365 Hybrid Search. Scoping and estimation of work effort of each requirement. Create Farm Architecture Blueprints, Technical Design, and Implementation Plan for the SharePoint Farm Updates. Install SharePoint Provider Hosted apps in Development, QA and Production environments - understand provider hosted apps (using Windows Azure or on-premises Web App Server) and SharePoint hosted apps setup options. Creating and modifying Host-named SharePoint site collections with multiple sites and establish retention policies, and governance policies. Setup and maintain user profile properties for My Sites, synchronized with Active Directory. Setup and configure Excel, Visio and SQL Server Reporting Services Integrated Setup with SharePoint, Business Connectivity Services, Secure Store Service, App Management Services etc. Maintain Enterprise search service Application, including managed properties, crawled properties, Search Query rules, Result Sources, Result Types, Search Tuning and Maintenance Manage permissions and produce detailed permission reports using PowerShell.

SharePoint Administrator, Bridgestone, Nashville, TN **Jan 2016 - June 2016**

Interacted with the Business Analysts for requirement analysis & created Functional Specification Documents based on the business requirements. Extensively worked with **SharePoint Central Administration** and **SharePoint PowerShell** to monitor application reports, monitoring errors, logging them, creating web applications & site collections. Worked extensively with **SharePoint PowerShell** scripting for **Backup**, **Restore** & **Deployment** and other ongoing SharePoint Management activities.

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Configuring **Hybrid Search** from **SharePoint server 2013** to **SharePoint Online** in **Office 365** for enterprises allows users to see search results from **Office 365** when searching from **SharePoint Server 2013**. Developed & Customized Data View Web Parts using **SharePoint Designer 2013/10.** Created **Sites, Site Columns, Content types & List Definitions** to handle the content in organized way across sites. Designing & developing custom **Page Layouts** using **SharePoint Designer 2010** & changed look & feel of the portal by modifying **Master Pages.** Configured and Managed SharePoint 2013 Search and Managed Metadata along with a Third Party tool. Convert InfoPath XML forms to PDF & auto generate email them using **Nintex workflows**. Created custom doc libraries using list definition templates in VS 2010 & using SP object model. Developed & deployed custom solutions using **Visual Studio** applications. Customized OOB List forms using **InfoPath** 2010 & used rules - Validation, Formatting Actions & created data connections to retrieve data from external data sources. Worked on updating the **Designer Workflows** & **InfoPath** forms in **SharePoint 2010 designer** & **SharePoint 2013 designer**. **Set up permission levels & permissions** for individual users, SharePoint groups, libraries, & lists according to their requirement. Involved in all phases of **Software Development Life Cycle** including requirements gathering, design, development, testing, implementation & post-production support using Agile such as (SCRUM) Methodology. Developed & deployed custom solutions using **Visual Studio** applications. Created proto-type of the application for demo before developing the application. Hands on experience in **SharePoint 2013** Out of the Box Configuration. Assigned & setup the permission on document libraries & lists for users.

Created various sites & list permissions & assigned to user groups. Created SharePoint **workflows** to automate tasks on document libraries & lists. Created Custom Forms & Custom workflows in **SharePoint Designer2013**. Configured out of box & custom **web parts** to interact with **SharePoint 2013 Lists & Libraries**. Provided training & support for the business users & end users. Reviewed & tested configuration of application products like service packs, Product changes & Administering Security Patches. Created **Custom Content Types** & Site Columns programmatically for standardizing List & Document, Form Libraries using **Visual Studio.** Worked with **Performance Point Dashboard** in Team to Analyze the Team Members Performance using Charts, & Excel Data Sheets. **Environment:** SharePoint Server 2013/2010, Office 365, SharePoint Designer 2010/2013, MS SQL Server 2012/2008, InfoPath 2010, Visual Studio 2012, IIS, HTML5, CSS, C#, ASP.net, JavaScript, JQuery.

SharePoint Administrator, Capital One, Plano, Texas. July 2015 – Dec 2015

Maintained & configured lists, site collections & document libraries. Developed & maintained SharePoint sites using SharePoint 2013/2010 & MOSS 2007, supporting the Business Development Groups. Designed & Deployed asynchronous **ASP.Net AJAX** based SharePoint web parts using WSS object model along with **.Net Framework 3.5. Created Visual Web Parts using SharePoint Server 2010 & also developed Master Pages using Visual Studio 2010 templates**. Designing & publishing the forms using **InfoPath 2010** as well as working on **workflow** using **SharePoint Designer 2013/2010**. Worked with **SharePoint Designer, PowerShell** to create workflow for updating the project details in the escalation list automatically. Created **User Controls** & **Custom Controls** in ASP.NET. Created **Event Receivers, features & Sandboxed Solutions** according to the business requirements. Created **Grid View Controls** in ASP.NET & performed operations like **EDIT, UPDATE** & **DELETE** external databases. Created **Custom Views** of events list to display events in different detail levels & formats. Implemented Event Handlers for both Synchronous & Asynchronous events. Develop, configure & maintain **document libraries, enterprise lists** & **site collections**. Perform typical system administrative activities such as **site creation**, user training, **backup, restore &** issue resolution. Worked with Custom site columns, Content types to build Page-layouts.

Created WSP packages & deployed solutions Test, QA & Production using PowerShell Commands. Tested applications with live data furnished by the client. Manage permissions for the sites & created Permission levels. Worked with Nintex Workflows & Forms to implement custom business process. Worked on out-of-box SharePoint 2013 Functionality Script Editor Web part, RSS Viewer, Web part, Versioning, Content types, Enabling Versioning, Document Management. Master page branding for Intranet Portal. Created a multilevel document approval workflow in SharePoint 2010. Created & deployed Custom Features for Timer Jobs, Event Receivers etc. **Environment:** SharePoint 2013, Microsoft Office, .Net framework, Visual Studio 2008 2010, MS SQL Server 2008, IIS, XML, XSLT, Java Script, Team Foundation Server 2010, MS suite.

Prior experience as SharePoint Administrator/Developer, (02/2012 - 05/2015) for Bell Info Solutions, Herndon VA and Symbioun Software Pvt Ltd- Hyderabad, Inda.

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4.9 Topic 9 - Dynamics 365 Administrators

Mr. Shams Soomar – MS Dynamics 365 Administrator

Education, Training & Certifications

- ✓ MBA Technology Management, University of Phoenix, Dallas, TX
- ✓ BS Business Administration / Management of Information systems, University of Texas, Richardson, TX

-Does your Dynamics 365 Administrator hold any Microsoft certifications? If yes, please elaborate.

-• Does your Dynamics 365 Administrator have at least 5+ years of Dynamics 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Dynamics 365 tools? If yes, please elaborate.

-• Of their experience, how much of the Dynamics 365 Administrator's experience is associated with direct administration of Dynamics 365?

-• What were some of the Dynamics 365 Administrator's successes and challenges during previous Dynamics 365 administration work? What did the Dynamics 365 Administrator do to resolve or overcome those challenges, and what was the outcome?

-• What deliverables or techniques does your Dynamics 365 Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

Mr. Soomar has a Masters and Bachelor's in Technology Management with over 20 years in IT. Expertise in CRM, MS Access database administration, SQL Server, development and management, production support, application analysis / configuration and administration, and business / information analysis. He is proficient in administration, documentation, reporting, IT support / maintenance, coordinating, project management, help desk, and basic programming. Industries: Software; Wholesale/Distributors; Home Improvement; Telecommunications; Consumer Finance; Tax Services; Healthcare; Not for Profit. Demonstrated analytical and multitasking skills. Creative, ethical, reliable, dedicated and self-motivated. Quick and continuous learner, who takes initiative, enjoys tackling new challenges and seeing them through to success. Results oriented. Business mindset. Proven ability to communicate equally well with developers and senior management. His core competencies include Microsoft Dynamics CRM, SharePoint, MS Access, Sage CRM, Sage ACCPAC, Power BI, SSIS, SSRS, Data Analysis, SQL Server, Crystal Reports, PNMSoft Sequence.

Employment History

***CRM Functional Architect / Administrator,* Concentra, Dallas, TX 2018 to present**

- Work with numerous lines of business and IS team members to identify the best technical solution for a given problem.
- Prioritize and negotiate scope for release management.
- Gather and document business and functional requirements from Business owners and SMEs.
- Manage and prioritize ongoing support requests and administrative needs of CRM users.
- Collaborate with development team to determine best options to meet requirements and schedules reasonable release dates.
- Troubleshoot and resolve issues in a timely manner.

***Team Leader, Applications Administration,* Ryan, Inc., Dallas, TX 2014 to 2018**

- Lead development and administration efforts for Microsoft Dynamics CRM 2016 and SharePoint.
- Administer and Develop Microsoft SharePoint 2010 applications and CRM 2016 customizations.
- Administer Ultimate Software's UltiPro Application.
- Administer in-house web applications, including Content Management Software.
- Develop Microsoft Power BI reports.

***Applications Administrator* 2008 to 2014**

- Administer Microsoft Dynamics CRM 4.0.
- Administer Microsoft SharePoint 2010.
- Administer Ultimate Software's UltiPro Application.
- Administer in house web applications.
- Analyze user needs, gather business requirements and design solutions to meet the user requirements.
- Use Microsoft Dynamics CRM workflow functionality to put in place business logic and rules given by users.
- Using JavaScript, develop and configure screens and views to meet user needs.

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- Conduct upgrades and install patches as needed.
- Work with Ultimate's technical staff to solve technical issues.
- Install custom solutions developed by Ultimate technical staff to meet company needs.
- Analyze data in both CRM and UltiPro and make necessary updates in the systems using SQL and Access queries.
- Generate reports using Access and SQL Report.
- Developed company intranet site using Microsoft SharePoint 2010.

***Applications Analyst,* US Home Systems, Inc.,Lewisville, TX 2005 to 2008**

- Sage Accpac CRM Application Analysis / Development, Data Mapping, and Administration (Application and SQL Server Database).
- Sage Accpac Advantage Series Application Support and Administration (Application and SQL Server Database).
- Using ASP, MS Access, and MS FrontPage 2003, created a Web Application for the sales force to report their numbers along with giving the Sales Director the ability to administer the application and analyze the data submitted by the sales force.
- Maintained and administered loan servicing application called LoanBase.
- Developed reports for users and management using Report Writer, Crystal Reports, and MS Access.
- Administered and configured the Loan Origination software called Appro LoanCenter Consumer.

First Consumer Credit, Inc. (Subsidiary of US Home Systems, Inc.), Lewisville, TX
IT Manager, *Systems Administration, MS Access & Reports Development, and Technical Support* 2004 to 2005

- Maintained and administered loan servicing and loan origination applications.
- Developed application using MS Access to calculate Debt to Ratio specific to the way the company does business.
- Developed interface between the web and the loan origination application using XML.
- Created multiple loan origination documents and modified them to include fields from the loan origination application for faster delivery to customers.
- Developed a way for users to update booked loans from the loan origination application to the loan servicing application using .NET and SQL.
- Administered Windows 2000 domain and fax servers.
- Administered Exchange Server 2000.
- Configured GFI FaxMaker.
- Developed reports for users and management using Report Writer, Crystal Reports, and MS Access.
- Administered and configured the Loan Origination software called Appro LoanCenter Consumer.
- Responsible for daily backup of data on the server using Veritas Backup Exec for Windows Server.
- Created a Contact Management tool using MS Access for the Vice President to track dealer details for marketing and sales.
- Conducted weekly and monthly maintenance of end user workstations. Updated it with the most recent Windows security updates, ran virus scans, deleted temporary files and made sure the performance is up to par. Added any additional hardware, software or replacement of computers to satisfy business need. Clean up ad spam using Ad-Ware.
- Used MS Access to manipulate data in the loan-servicing database. This helped cut the company data entry efforts to more than half by developing queries in MS Access to update the loan servicing system with large amounts of data.
- Responsible for researching, presenting, and purchasing products and services for implementation of projects and daily tasks.
- Troubleshoot end user technical problems. This included solving computer and printer related issues both hardware and software. Installed and supported Windows 95, 98, 2000, XP, MS Office 2000, Report Writer, LoanBase, Appro LoanCenter Consumer, FaxMaker, Outlook, and Citrix.

Project Management and Business Analysis

- Project Manager and Business Analyst for the implementation of a Fax Server called GFI FaxMaker.
- Project Manager and Business Analyst for the implementation of a Loan Origination software called Appro LoanCenter Consumer.
- Developed a workflow narrative from loan origination to funding and designed a process flow diagram using

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MS Visio 2003.

- Created training material and user guide for the new application.
- Created Documentation for the IT department including IT security policies and procedures.
- Part of the project team working on meeting the new Sarbanes-Oxley act requirements with respect to IT.

Business Analyst / Web Developer, Eagle Distributors, Inc., Los Angeles, CA 2003 to 2004

- Analyzed client website needs. Presented proposal to President detailing potential hosting companies and design structures.
- Obtained business requirements and converted them into technical requirements to develop an attractive, creative, effective and profitable website.
- Designed and developed a user-friendly e-commerce website using FrontPage that gives the client's customers the ability to view an online catalog, request a catalog, register their name to obtain promotional material, and gives the client the ability to accept orders via the web.
- Used MS Access as the back-end database where all the product and pricing information is stored, as well as to capture information inputted by customers such as demographics, registration, and orders. Home officing from Texas; provide follow up services such as training staff on how to update product and pricing list, leading to cost savings.

Software Engineer II - Systems Analyst, TXU Communications (2001-2003), Irving, TX 2002 to 2003

- Analyzed each business project, determining degree and nature of impact on any systems in a department, Informed and educated impacted employees, smoothing transitions, leading to cost savings.
- Generated "Level of Effort" document for senior management related to new projects that impacted specific applications, including Informatica, Billplex and TBS, enabling more informed decision making related to best use of available resources.
- Prepared "High Level Approach" documents for each impacted application per project, including project timelines, milestones and the man-hours associated with them.
- Mapped customer, order and pricing data using the Oracle database and MS Access, ensuring successful integration from TBS to Billplex via Vitria.
- Maintained and enhanced the MS Access database used for price and product mapping, enabling some automation, increasing efficiency of the maintenance and updating processes.
- Generated reports for EAI using MS Access that detailed data related to pricing, orders, customers and products, enabling senior management to make sound, strategic decisions.

Software Engineer I - Production Support 2001 to 2002

- Followed up on tickets - using Remedy, resolved issues due to human error or middleware problems occurring during entering of customer and order data.
- Application Administrator for Siebel 6.3 CRM for customer service and sales force. Liaison between users, developers, system administrators and senior management, ensuring smooth implementation and enhancements.
- Created technical, functional and training documentation required for the successful use of the Siebel application. Attained Certification of completion in Siebel e-Business Essentials training.
- Analyzed ACT! Database for import into Siebel and imported data using Siebel Contact Import functionality, streamlining contact management methods used by sales force.
- Streamlined and automated sales process using Siebel, achieving buy-in from sales force.

Systems/Application Administrator, Candle Corporation, Dallas, TX 1997 to 2000

- Administered CRM, providing MS Access and Informix support for system modifications and additions along with the use of SQL for queries and ad hoc reports for management.
- Conducted GOLDMINE database management, backup, maintenance, and support. Managed data imports and marketing databases for customer service representatives and sales force.
- Provided and supported mechanism producing mailing lists for marketing campaigns used by the marketing manager.
- Supported and administered systems that impacted the Closed Loop Lead Process, eliminating down time.
- Created marketing and training databases, as well as a data cleanup application using MS Access to gather new customer information.
- Attained Certificates of completion in Siebel Foundations and Siebel Call Center.

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4.10 Topic 10 - Teams Administrators

Mr. Shristi Amatya – Teams Administrator

Education, Training & Certifications

- ✓ Bachelors in Business Information Systems, Kathmandu University, Nepal
- ✓ Microsoft certified in Analyzing and Visualizing Data with Microsoft Power BI.
- ✓ Data Analytics Boot Camp.
- ✓ Java Web Development Boot Camp.

- Team Communication Admin – Assigns telephone numbers, creates and manages voice and meeting policies and reads call analytics.
- Teams Communication Support Engineer – Reads call record details for all call participants to troubleshoot communication issues.
- Communication Support specialist – Reads user call details only for a specific user to troubleshoot communication issues.

Mr. Amatya has over 5 years of experience in the IT industry. She is proficient in C#, .NET framework, MS Azure, Power BI, SQL Server, JavaScript, HTML, CSS, Java, MS SharePoint, MS Teams. In her current role as Junior Programmer at Peridot Solutions, she is also responsible for administration and support of MS Teams. She is well versed in intensive data cleansing, data filtering, and data manipulation. She also has experience with Python Data Analysis Libraries, Tableau, Jupyter Notebook. Her technical skills include knowledge of GitHub, Java, Spring Boot, MySQL, Bootstrap, Heroku, Cloudinary and IntelliJ.

Employment History

Peridot Solutions LLC **03/2019-Present**
Junior Programmer

- Support the Senior Developer to maintain and implement new features in the internal application (Learner's Edge 360).
- Created queries and Stored Procedure for the application in Microsoft SQL Server Management Studio.
- Created business reports and dashboard using Power BI for our client to visualize their unstructured data.
- Maintain and enhance company websites. Test programs and debug codes application.
- Experience in Microsoft Azure and Data Services. Microsoft Teams Administration and technical support for end users.

Montgomery College **10/2018 - 03/2019**
JAVA Web Development Boot Camp Teaching Assistant

- Assisting students by explaining and clarifying their confusions to complete their Java applications during the Boot Camp.
- Understanding the teacher's learning goals/objectives and help students to communicate and achieve the goal.
- Assisting teacher to grade student's performance by testing their applications.

Sprout Technologies Pvt. Ltd (Cloudfactory) **11/2016 – 03/2018**
Project Assistant

- Assisted Project Manager to run 5+ projects related to Document Transcription, Image Transcription, Machine Learning, Data Categorization, Video Tagging o Worked with Clients such as Microsoft, ibotta, drive.ai, SelectQuote, IPSA Puerto Rico, MatterMark.
- Delivered monthly output and hours needed to the clients.
- Worked directly with the clients and workers to facilitate delivery of information.
- Set up project-based conference call, took meeting minutes and created follow up action items.
- Directly managed, supervised 150 workers, scheduled shifts, arranged timesheet, assigned tasks and monitored quality of work.
- Monitored workers morale, quality and productivity to achieve goal set by the clients. Planned and organized various employee recognition programs for their motivation and recognition.
- Reported any malfunctions in the application to the Engineers and verified if the issues have been resolved.

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Training Assistant

- Conducted project-based trainings session to groups of 20-40 workers.
- Served as point of contact for the workers, answering their questions, filtered and selected new workers based on the performance on the primary test.
- Planned, prepared and organized all the training documents/ test to help workers better understand the project and tasks.
- Helped the team to maintain monthly required 90% accuracy in projects as requested by the clients.

Data Specialist

- Transcribed different kinds of documents at the given time accurately.
- Formed a team of 5 and organized weekly meeting, for discussing principles, tasks reviews and submitting reports.

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4.11 Additional Support Roles for Topic 11, 12, 13, and 14

4.11.1 Topic 11 - Administrative and Operational Support Roles | DEVICES

Ms. Tessa Browne – Cloud Device Administrator/Desktop Analytics Admin / Intune Admin

Education, Training & Certifications

- ✓ Bachelor of Science, Web Design & Development, Full Sail University, Winter Park, FL.
- ✓ Bachelor of Fine Arts, Studio Art, Southern Methodist University, Dallas, TX
- ✓ ITIL Certified
- ✓ Microsoft Certified in Windows Server Administration (MTA)
- ✓ MCSA – Azure Cloud Platform

- Cloud Device Admin – Enables, disables and deletes devices and can read Windows 10 Bit locker Keys. - Desktop analytics Admin - Can access and manage desktop management tools and services. - In tune Admin 0 Full access to intune, manages users and devices to associate policies, creates and manages groups.	Ms. Browne has over 10 years of experience in the IT industry as IT Systems Administrator and SharePoint Administrator. She has extensive experience building, implementing, and managing over 30 servers, 200 desktops while maintaining applications in a secure data center environment and managing large IT projects. Expertise developing and administering Intranet with over 600 users while configuring and maintaining server farms in development, test, and production environment. Core competencies include SaaS Technology Solutions, Cloud device administration, Intune Administration, Backups/Recovery, IT Infrastructure installation, configuration, Network Servers, Issues Resolution, Continuous Improvement, System Security and network devices. Her technical skills expertise includes Windows Server, Azure, VMWare, SQL Server, SharePoint, HTML, CSS, jQuery, PowerShell, Active Directory, SolarWinds, ArcGIS, FME, Geocortex, Mewforma, Exchange, Kace, Imanami, MagicInfo Server, IIS, Trend Micro, ADFS and Patching.

Employment History

SAM Companies, Austin, TX **2013 - Present**
Information Technology – Systems Administrator

Drive efficiency across the organization by managing operations and maintenance of SAM servers, applications, and data presentation. Provide technical support for the Microsoft Windows desktop and server environment. Coordinate installations, upgrades, and patching aligned with IT policies and procedures. Conduct routine hardware and software audits for desktops and servers. Provide 24/7 support for break/fix issues and monitor incident, change and SLA metrics.

- Maintained and configured SQL servers and databases.
- Support the technical direction providing expertise for capacity planning and strategic planning.
- Enhance long-term success serving as a leader in IT strategy/planning, process design, and solution development.
- Oversee installation, configuration and maintenance for the desktop and server environment.
- Achieve optimal performance by actively monitoring and maintaining systems.

Identified organization-wide for expertise in SharePoint, Database Administration, VMWare, Microsoft Exchange, Active Directory, software backups, storage, PowerShell, scripting, Azure, and AWS.

- As SharePoint Administrator, developed and administered company Intranet ($80K project) using a distributed SharePoint architecture; managed and executed development, testing, and production environments.

Web, Marketing & Graphics Services, Austin, TX **2010 – 2012**
Freelance

- Envisioned, launched, and managed freelance business providing web, marketing, and graphic services for small businesses.
- CANTERBURY HALL, LLC: Increased sales, business development, and customer engagement by planning and executing a website redesign using HTML5, CSS3, jQuery, and PHP.
- ULTIMATE CHALLENGE MARTIAL ARTS: Enhanced communication processes and attracted new customers to expand business success by leading a website redesign.

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- DICTIONARY PLUS: Created an AIR Desktop Application using Flash Builder, Flash, HTML, CSS, and ActionScript.
- AUSTIN INSTITUTE OF REAL ESTATE: Grew classes to 75% during an unfavorable real estate market by using HTML and CSS to design a series of email blasts integrating Vertical Response.

Texas American Resources, Austin, TX **2006 – 2010**
Creative Services Coordinator

- Planned maintenance and updates to the company websites using Drupal and Adobe Contribute. Expanded brand awareness by creating graphic and marketing materials including newspaper ads, outdoor signage, website graphics, press releases, and print material. Formatted and designed documents using various software tools.
- Contributed technical expertise to the IT department developing wireframes and graphic components for all company websites and providing technical support.
- Designed and developed marketing, branding, and websites for company affiliates including Eldorado Operating Company and Texas American Resources Company.

University of Texas at Austin, Austin, TX **2003 – 2006**
Development Assistant

- Strategized, planned, executed, and oversaw special events for the Texas Performing Arts Center. Managed event logistics and supervised staff/volunteers.
- Coordinated 29 special events with up to 3,000 attendees.

Expanded funding opportunities by coordinating donor and corporate sponsorship benefit that included VIP ticketing services, special events, newsletters, and fundraising mailings.

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4.11.2 Topic 12 - Administrative and Operational Support Roles | COLLABORATION

Mr. Charles Greggs – Cloud Device Administrator/Desktop Analytics Admin / Intune Admin

Education, Training & Certifications

- ✓ Associates Degree in Business Administration, APO SF.
- ✓ Computer Training, Howard University, Continuing Education, Washington, DC

- Cloud Device Admin – Enables, disables and deletes devices and can read Windows 10 Bit locker Keys. - Desktop analytics Admin - Can access and manage desktop management tools and services. - In tune Admin 0 Full access to intune, manages users and devices to associate policies, creates and manages groups.	Mr. Greggs has over 25 years of experience in systems administration and engineering supporting Federal Government agencies including the US Air Force, National Institute of Health, FDIC, Red Cross and other corporates wherein he provided systems administration and engineering support for Office 365, SharePoint, SharePoint online, Azure, Teams, Active Directory, Microsoft Exchange, Microsoft Servers in addition to other tools and technologies. His core skills include Tier II/III Help Desk, Network Administrator, iPhones and Androids installs, Windows Migration, Linux Server Installation and Configuration, SQL Server 2000 Comprehensive Introduction, Migrating to Switched and Fast Ethernet He is well versed in the following technologies: Software: RSA Tokens Administrator, VPN, LogMeIn123, LanDesk, PGP/Point Sec, , Net IQ, Aventail, Remedy, Heat, Service Now, McAfee, Norton, Symantic, SCCM. Windows 7 and 8, 8.1 and 10, MS Office 2007, 10, 13, 16 and Office 365. Bomgard, Bitlocker, Druva Backup. Hardware: Cisco Routers and Switches, APC, Steelheads, Iron port, SQL, Email, DC's, Member Servers setups, test and development, Tandberg V/C system, PolyCom, Multifunction Devices (MFD's), VoIP, Windows Server 2003-2010, Iphone, Androids, IPads, MACs.

Employment History

AFDW-PK (Peridot Solutions LLC,) Andrews Air Force Base, MD **09/2019 - Present**
AFDW-PK (Vision Centric, Inc.,)Andrews Air Force Base, MD **01/2019 - 09/2019**
Information Technology Specialist, System Administrator

Provides technical support for configuration, installation, problem isolation, and problem resolution. Possess computer skills to perform work in the following areas: SharePoint, Windows 10, MS Office applications, Virtual Private Network (VPN) and connectivity, printers, mapping drives. Provide SharePoint applications, technical and content management support. Possess three (3) to five (5) years of experience in the following area of expertise: Dashboard capability, Business Intelligence, Site templates, Group Permissions, cross-collaborate across sites, established workflows for sites, Social features such as blogs and WIKIS -social websites and Content Management Interoperability Services. Troubleshoot, evaluate and diagnose problems from file servers to network electronics to PC workstations and printers. Identify root causes of problems and their solutions and convey information clearly and effectively through both formal and informal communication and documentation. Resolving critical problems using the relevant software; ensuring minimal downtime. Expertise installing off-the-shelf and customized software. Providing second and third level help desk support including providing assistance with Microsoft Outlook and web access, troubleshooting various email problems, assisting end-users and ITPOCs troubleshooting ticket issues, and using Remedy ticketing systems to document issues and resolutions. Performs all duties associated as a System Administrator for Procurement Desktop-Defense (PD2), Air Force Contracting Information Technology (CON-IT) and KT Fileshare. Providing support to unit-level Equipment Custodians for distribution, recovery of assets, relocation (to include set-up), inventory tracking and maintenance of assets.

NIH/NCI, (General Dynamics Technology/22nd Century), Bethesda, MD **09/2017 – 12/2019**
Desktop Support Specialist

Install, configure, troubleshoot, and resolve incidents related to hardware, software, web sites, VoIP systems, and conference room equipment. Follow relevant procedures to resolve incidents and fulfill requests within agreed upon service level agreements (SLAs). Provide outstanding customer service both at desk-side and via remote tools such as Bomgar and Cisco Jabber. Supports, route and document IT incident tickets and Request (MyITSM & ServiceNow) submitted by end-users. Support secure operations by maintaining anti-virus and endpoint security applications and remediating vulnerabilities, security violations, and incidents within designated time constraints. Diagnosing and troubleshooting desktop system, laptops and printers. Consulting and instructing users on hardware and software questions/issues. Collaborate with Infrastructure Systems Operations team. Install, maintain and upgrade equipment and its associated infrastructure. Runs diagnostic tests to isolate system problems and make recommendations for potential solutions for Operating Systems MacOS X, Windows 7 & 10, and MS Office software. Assist users with

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password resets, account related issues, and conference room technical issues. Responds to telephone calls, email and dispatched requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Installs, configure and maintain peripherals (local and network printers, scanners), and other end user equipment such as iPhones and iPads. Assist with systems administration, troubleshooting, and resolutions. Maintain appropriate levels of inventory for desktops, laptops, and peripherals. Back up, wipe, surplus image, and encrypt machine (PC & MAC).

FDIC (Agensys), Arlington, VA **07/2016 – 03/2017**
Desktop Support Specialist
Create images for desktops and laptops using Windows 7 using Swimage software. Established and maintained user accounts, profiles, file sharing, access privileges and security. Applied system firmware/software patches and installed/configured peripheral components. Setup and maintain Canon MFD's, setup of printer queues, and knowledge of TCP/IP. Responsible for installing, maintaining and repairing company and multi-vendor systems which include hardware, software, network products as well as OS. Install and optimized HW/SW/Network products and configuration. Perform Diagnostics and resolves product performance issues. Ensures customer satisfaction by preventative maintenance and configurations. Understand and have working knowledge of XP, Win 7, 8, 8.1 and 10 and MS Suites 7, 10 13 and Office 365. Responsible for imaging and configuring pc, IMAC's and Refresh projects. Performed configuration and Break/Fix pc, server configuration and setup environment. Processed daily tickets to meet and sometimes exceed SLA's.

Red Cross (Unisys), Washington, DC **12/2015 – 06/2016**
Customer Engineer 4
Deskside support engineer with 15+ years of experience providing desktop and laptop end user support including imaging, deployment, asset management, Windows XP, Windows 7, Windows 8.1, and windows 10, and MS Office 7, 11 and 13 as well as Office 365, with strong user interaction skills. Setup and maintain Bizhub MFD's, setup of printer queues, and knowledge of TCP/IP. Utilized Remedy/HEAT/Citrus and multiple types of asset management systems. Performed Tape Backup and cleaning of the unit for the agency using HP products. Responsible for installing, maintaining and repairing company and multi-vendor systems which includes hardware, software, network products as well as OS. Install and optimized HW/SW/Network products and configuration. Perform Diagnostics and resolves product performance issues. Ensures customer satisfaction by preventative maintenance and configurations. Understand and have working knowledge of XP, Win 7, 8, 8.1 and 10 and MS Suites 7, 10 13 and Office 365. Responsible for imaging and configuring pc, IMAC's and Refresh projects. Performed configuration and Break/Fix pc, server configuration and setup environment. Processed daily tickets to meet and sometimes exceed SLA's. Processed equipment for shipping to users, repair shops or other techs.

Robert Half Technology, Washington, DC **10/2013 – 06/2015**
P.G. Hospital, Prince Georges County, Cheverly, MD (Contract)
As Migration Tech copied Users Data, Bookmarks, email contacts. Migrated XP users to Win7. Replaced users data, bookmarks, email contacts. Upgraded software packages for Windows 7.

Compucom/Guggenheim Partners, Rockville, MD (Contract)
As Network Administrator, mounted switches, replaced CAT5 cables and diagram new connection to switch, installed VoIP phones, configure and test connections. Performed LAN server hardware and software upgrades and critical and security patching, setup and installation of physical server (rack and stack), developing understanding of network cabling topology through performing workstation connections and tracing connection problems, troubleshooting operating systems and related technology.

CDW-CLA, Washington, DC (Contract)
Racking and Stacking of System, installed Cisco Router and Server, Configured, tested and connected network.

Pro4ria/Brookfield Properties, Washington, DC (Contract)
Systems Installation/Deployment Support - Installed and configured iPads and iPhones, Configured Airwatch MDM Agent
Installed Word Now application, Installed Citrix Receiver application, Installed RSA SecurID on selected users.

Carter Information Systems Inc. (CISI), Washington, DC (Contract)

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Systems Installation Support - Installation of Cisco Switches, Routers and configuration. Patched switches to patch panels and test for connectivity with LAN jacks. Installation of APC and configuration. Test internet connection for work station connectivity.

Alexandria Redevelopment & Housing Authority, Alexandria, VA (Contract)
Help Desk Support - Support all PC users and troubleshoot problems. PC/Laptop troubleshooting, all environments (windows XP and windows 7). Printers & Scanners support and troubleshooting, local and network. Support all Microsoft Office applications (2007, 2010and 2013). Support Firewall and VPN connections. Served as a technical advisor on development, testing, implementation, evaluation, and maintenance of Windows OS (Windows 98, 2000, 2003, XP, Windows 7). Assisted with the monitoring and management of the enterprise anti-virus software (Symantec Antivirus). Prepared all endpoint systems for network, telephone and data communications. Create images for desktops and laptops using Windows 7. Established and maintained user accounts, profiles, file sharing, access privileges and security. Applied system firmware/software patches and installed/configured peripheral components. Built servers from hardware setup to software installation in testing and implementation to use on the network. Responsible for tape backups, researches, analyzes, monitors, troubleshoots and resolves server or data network problems. Responsible for research, ordering, configuration and disposal of enterprise equipment.

Prior experience as PC Technician and Helpdesk Support Team Leader (1997 – 2012) for Lockheed Martin, and Department of Health and Human Services.

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4.11.3 Topic 13 - Administrative and Operational Support Roles | READ-ONLY

Mr. Frank Biernacki – READ ONLY

Education, Training & Certifications

✓ Bachelors in Computer Engineering from University of Bridgeport, NJ.

- Global Reader – Can view all administrative features and settings in all admin centers.
- Message Center – Access to data privacy messages in Message Center, gets email notifications, has read-only access to users, groups, domains, and subscriptions.
- Privacy Reader Message Center Reader – Reads and shares regular messages in Message Centers, gets email notifications, has read-only access to users, groups, domains and subscriptions.
- Reports Reader – Reads usage reporting data from the reports dashboard, Power BI adoption content pack, sign-in reports and Microsoft Graph reporting API.
- Security Reader – Read-only access to security features, sign-in reports, and audit logs.

Mr. Biernacki has over 30 years of experience which includes Technology Services Delivery Lead specializing in Microsoft O365 and on-premises Messaging and collaboration solutions. His technical expertise lies in Microsoft Exchange Messaging Exchange online/2016/2013/2020/2007/2003. Microsoft Lync and Skype for Business Online/on premise, PowerShell scripting. As senior messaging and collaboration administrator for over 10 years at HPES, he performed the roles of a Global Reader, Privacy Reader, Reports Reader and Security Reader. Lead the client migration of newly acquired acquisition for 26k users from on premise to cloud. Provided senior level technical messaging consultant services for large client base supporting accounts with recurring project-based services including architecting solutions for emerging messaging technologies. Reduced on-premise Exchange footprint as client migrated to cloud solution. As Messaging Administrator at Trinity Health, he lead the process for large migration over 200k users to Office 365, while resolving daily ticket loads on migration issues, general Outlook mail issues and administrative issues for both on premise and tenant.

Employment History

Advanced Micro Computer Specialists / Trinity Health **1/2020 – 4/2020**
Messaging Administrator

Trinity Health contracted out to Advanced Micro for a Messaging Administrator to help with day to day Ticket Resolution. Trinity Health was in the process of a large migration (Some 200K users) to Office 365 and needed help in dealing with the daily tickets loads. Position involved resolving customer issues concerning Migration issues as well as general Outlook mail issues and administrative tasks (both On Premise and Tenant). Contract was for 6 months but was cut short due to decision to let go contractors due to pandemic.

DXC Technology / HPES / HP **5/2008 - 3/2019**
Senior Messaging / Collaboration Administrator

Account Senior Exchange Administrator for global pharmaceutical company focusing on migration and operational support services of Microsoft Office 365 cloud tenant. Delivery role includes ownership of client relationship, technical consulting, technical escalation, management of on-shore and off-shore support team and recurring project-based services. Current experience includes:

- Management of multiple work streams that includes Technical lead for client migration of newly acquired acquisition for 26,000 users from on premise to Cloud.
- Installed, supported, and used Binary Tree migration tool.
- Technical lead for client migration of divestiture of 20,000 user to new company. Provided PowerShell scripts and support escalation.
- Day to Day senior support of Office 365 Exchange providing technical escalation for critical issues
- Client facing role working with all levels of technical and leadership teams – designing, reviewing and implementing projects.
- Mentoring junior support staff and key role in meeting SLAs for the client.
- Drives advance troubleshooting and resolution working directly with Microsoft and client, in addition, collaborating with other teams, such as Network, Mobility, and Active Directory.
- Designs and maintains complex PowerShell scripts to meet client and support staff requirements.
- Generates monthly and ad-hoc reports.
- Reviews Office 365 message center and to update client each month for possible impact.

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Senior level technical messaging consultant providing IT Outsourcing services for client base of large accounts. Support accounts with recurring project-based services, including architecting solutions for emerging messaging technologies. Experience includes:

- Implemented project to reduce On-Premise Exchange Footprint as client migrated to Cloud Solution
- Wrote and implemented PowerShell scripts to update all SMTP, SIP, and Proxy addresses for client base of 6000 users.
- Provided timely continual updates to client exchange servers on a rolling schedule.
- Implemented required Software and Security updates as required.
- Day to Day Operational Maintenance of Exchange/Lync On-Premise environment
- Escalation point for Customer issues.

Unilever **1993 – 2008**

Senior Messaging Specialist (IT Outsourced to HP)

- Day to Day operational support for a Worldwide environment, supporting 130K users on over 150 servers

Also supported OCS 2007, Lotus Notes, Blackberry, ISA, Entrust, Message Labs Spam Service, Live Meeting, and HP RISS Archiving.

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4.11.4 Topic 14 - Administrative and Operational Support Roles – OTHER

Mr. Arthur Woyah – Service Support Administrator

Education, Training & Certifications

- ✓ Bachelor of Science in Information Systems, Strayer University, DC
- ✓ Certifications and training in CompTIA A+, MCDST, Linux+. Network+, MCITP.
- ✓ IT Security Training & Certifications, Office of Inspector General, US DOT.

- Billing Admin – Makes purchases, manages subscriptions, manages service requests, and monitors service health.
- Service Support Admin – Creates service requests for Azure, Microsoft O365 and Office 365 services and monitors service health.

Mr. Woyah has over 20 years of experience in supporting various government agencies and leading IT organizations in all aspects of Information Technology including, Migrations, System Analysis, Testing, Desktop Support Engineering, Mainframe Operations, Data Center Support Engineering, Networks and various Network Cabling. He is recipient of several merit awards, including Air District of Washington Contracting Dept., Office of Inspector General, U.S. Dept. of Transportation, Lockheed Martin Space Team for exceeding customer expectations. He has expertise in a variety of Software/Applications testing with the Maryland Lottery, Lockheed Martin(GFSC), Office of the Comptroller of Currency and Office of Inspector General, US Dept. of Transportation. He has experience scripting in SQL Plus, SQL Server to extract data as required. He possesses sound understanding and working knowledge of Software/Hardware/Break/Fix, SDLC. He performed migrations using variety of MDT including, SCCM 2007/2012, Windows Easy Transfer, Manual, Ghost Imaging Software, USMT (Migtoolv1 script), LANDesk, VMware(Mirage), Altiris Deployment Server tool, HDs, Domain setting and Workstation-On-The-Wheel configuration during migration processing. He has in-depth knowledge of Operating Systems like Windows XP, Vista, 7, 8.1, 10, Unix/Linux, MS Office suites including Office 2016, 2007 – Office 365, Citrix and SharePoint. Trouble Ticketing Systems: Remedy, ITIL, Service-Now, Footprint, Tracker, SCDM, PVCS. Databases: Oracle PL/SQL, SQL Plus, SQL Server, MySQL, Access. Subsystems: Exchange; Active Directory; DNS; DHCP; TCP/IP; various network cables.

Employment History

AFDW-PK (Peridot Solutions LLC,) Andrews Air Force Base, MD **09/2019 - Present**
AFDW-PK (Vision Centric, Inc.,) Andrews Air Force Base, MD **11/2016 - 09/2019**
Senior IT Support Specialist

- As a Senior IT Support Specialist, the responsibilities include but not limited to: Working with various IT Vendors/Teams to ensure the End-users have the tools necessary to efficiently perform in their jobs, and to provide a deep layer of support with current IT systems
- Provide enhancement on all End-users' technical issues regarding malfunctioning hardware/software through the defined process
- Computer workstations setup, investigate, diagnosis, troubleshoot, resolution, installation, configure new hardware/software, and solving of software/hardware problems
- Take overall ownership of user's issues and services ensuring that they receive resolutions within a reasonable timeframe
- Innovate, create, make decisions and problems solving on a daily basis to push company growth and better support the growth
- Support of the following technologies: Remedy Trouble-ticketing system, Microsoft Product Office – Outlook, Word, Excel, Access, Internet Explorer, Windows 7, Windows 8, Windows 10, Server 2016, Desktops, Laptops, Network Printers, LAN/WAN connectivity and others as assigned
- In-depth understanding of the following sub-systems: PD2, Con-IT, CORT, EDA, iRAPT/WAWF, IAPS/BQ, ABSS, and DEAMS
- Recipient of eleven (11) "Bell Ringing Ceremonies", Emails, and other Recognition from the Air Force District of Washington Contracting Dept. for exceptional work, dedication, customer care and communication as well as superb analytical and problem-solving skills.

INOVA Health-Systems (Medix) **10/2015 – 07/2016**
IT Support Specialist

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- Managed and coordinated the day-to-day INOVA HEALTH-SYSTEMS Windows migrations involving: Scouting, and Windows XP upgrade to Windows 7 and Windows 10 machines respectively. Set-up workstation in a flexible manner and adhere to all safety regulations
- Face-to-face with the customers which heavily involved: Local travels to all supported service areas to provide front-line of IT support included: On-the-job training on Windows 7, Windows 10, Office 365, Outlook 2007-2010, mobile device configuration, and other support entities as needed and within SLA
- Communicated effectively with the end-users as part of follow-ups, and efficiently researched complex technical problems using the internet, literature, vendor support and colleagues
- Troubleshooting experience with following hardware: PC components (monitors, hard-drive, memory etc.), scanners, faxes, variety of printers etc.
- Troubleshooting experience with the following applications: Windows 7-10, Microsoft Office Suite 2007-2016, Office 365, Active Directory such as an account locked, password reset, domain setting, enable/disable inactive account etc.

Internal Revenue Service (Hewlett-Packard), MD **07/2013 - 01/2015**
Lead IT Support Specialist

- Actively worked and performed Windows migrations, and front-line technical IT support with the team in deployment of 100,000 + computers nation-wide with the US Dept. of Treasury, Internal Revenue Service (IRS)
- Responsible for but not limited to planning and performing remote and on-site trouble-free migrations involving, Windows XP and Windows 7 machines utilizing Altiris Deployment Server
- Pre-migration verification and cleanup over with users for CP Migratory data captures
- Posting with clients to justify migration successions and error-free deliveries
- Provided training/guidance, advised and recommended to the clients the best backup process to enable them recover data catastrophic
- Acted as central point of contact by greeting scheduled/walk-in customers through handling external/internal inquiries/concerns and aid resolutions
- Coordinated with different level of manager's/team members for successful data migration and process on same through an effective communication, including mentoring team members to evaluate, coordinate and provide errors free data migration solutions

Office of Inspector General, US Dept. of Transportation, Washington, DC **10/2009 – 10/2010**
IT Support Specialist (Contract)

- Exercised considerable initiative and judgment in planning and organizing work, carried out work process and modified plans to meet unexpected situations
- Primary point of contact for recording incident reports & closing of incident reports utilizing Footprint Trouble-Ticketing System - - expert at providing customer satisfaction
- Conveyed customers call in a reassuring manner and led them step-by-step to resolve problems
- Played a major role in deployment of over 5000 Dell Laptop computers utilizing SCCM 2007

IT Support Specialist, Disability Dept., DC Government, Washington, DC 10/2007 – 11/2008

- Junior Programmer – SQL/SQL Server experience; teamwork sharing knowledge; participated in meetings and work groups, and supported goals and objectives of the district and divisions heads
- Developed procedures on vouchers and Batch Processing activities under the purview of our office, and were routinely approved by supervisor without modification

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IT Support Specialist, CIO (Contract), US Dept. of Transportation, DC 04/2005 – 07/2006

- Responsibility included but not limited to coordinating and validating federal grants issues with the National Highway Traffic Safety Administration personnel. An increasing responsibility including escalating incident reports to the management to determine its quality and integrity, government Grant Tracking Systems (GTS), and Crystal Reports applications; developed, implemented, and enforced a policy requiring off-site personnel accounts, including strong and complex password utilizing Oracle 9i, TOAD, SQL, Excel, Access and Microsoft Office Suite

Senior Lead Satellite Systems Operator, Lockheed Martin Space Teams, GFSC (NASA), MD 03/1997 – 02/2005

- Provided 24x7x365 coverage including but not limited to managing all aspects of NASA Science Data on Ingests and Distributions subsystems including variety of Software/Application testing plus COTS
- Monitored, documented, reported system health status, devices, and maintained all assigned operational activities utilizing variety of Unix-Linux flavors including AIX, Solaris, HP-UX, Hat Linux, Open Linux, SuSe etc. Scripting experience in SQL Plus, Perl, and experience in JAVA, C++ etc.
- Assisted Lockheed Martin Managers in search of additional staff members for team-build-ups by attending job fairs with various
- Actively involved in supervising, training, mentoring of 15 operators on all Unix/Linux operational activities including Remedy, Tivoli, Oracle, Sybase, SQL, and other troubleshooting tools
- Liaised with other project areas to coordinate inter-dependencies and resolved issues
- Environments: NASA Satellite, TERRA, AURA, AQUA, HIRLDS, NOAA, MLS Satellite Mission

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4.12 Topic 15 - Microsoft Technical Architect(s)

Mr. Sachin Magon – Microsoft Technical Architects

Education, Training & Certifications

- ✓ Master of Business Administration, Sikkim Manipal University, India
- ✓ Bachelor of Computer Applications, IGNOU, Delhi, India
- ✓ Microsoft Certified in Designing and Developing Microsoft SharePoint 2010 (70-756).
- ✓ Microsoft Certified in Microsoft SharePoint 2010, Application Development (70-753).
- ✓ SAFe Agilist
- ✓ Sitecore Commerce Training
- ✓ Sitecore 8.1 Professional Developer Certification

- Does your Microsoft Technical Architect have at least 5+ years of experience with the Public Sector or Federal Government, and a proven track record of designing successful Microsoft/Office 365/Dynamics 365/Azure Cloud architecture solutions across enterprise IT programs/projects? If yes, please elaborate.
- Does your Microsoft Technical Architect have experience with developing/designing Microsoft/Office 365, SharePoint Online, Dynamics 365, and/or Azure architecture solutions? Please describe the techniques, security features, software, process, and architecture model/methodology that the Microsoft Technical Architect leveraged to develop/design an architecture solution for Microsoft within a Government Cloud environment. What was the business value and impact provided from those Microsoft Platform solutions?
- Were any of the deployed Microsoft Platform architecture models lift and shift (pre-existing solution to be modified for another customer)? If yes, can you please describe the approach that you took to deliver value to the customer to meet rapid delivery?
- Describe the Microsoft Technical Architect's experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of the Microsoft Platform solution(s).
- What were some of the Microsoft Technical Architect's successes and challenges during a Microsoft Platform deployment? What did the Microsoft Technical Architect do to resolve or overcome those challenges, and what was the outcome?

Mr. Magon has a Master's in Business Administration and Bachelor in Computer Applications. He is Microsoft Certified in Designing and Developing Microsoft SharePoint 2010 and Microsoft SharePoint 2010 Application Development. He is an accomplished software engineer with more than 16 years of experience in the web applications, financial and services. He has worked on the entire system life cycle including requirements gathering, development, testing, technical support, and maintenance. He has designed and developed various solutions for the world's leading bank, designed solutions for a leading business school and a multi-level marketing company. Mr. Magon has in-depth knowledge in in Dynamics 365 Customer Engagement and completed huge migration from Zendesk to Dynamics 365. He has expertise in in designing and building SharePoint solutions. He has worked on MOSS 2007, SharePoint 2010 and SharePoint 2013. He was involved in Fusion state and developed Yale School of Management Student Portal. He lead a team for Alticor's 'Global Web' solution, which uses MOSS 2007. He also worked in Unilever, John Deere, and Tesco where he delivered the high-level design documents and done capacity planning for SharePoint 2010. He has experience in the following technical skills: C#, .Net, ReactJS, JavaScript, HTML, Visual Basic, VID6.0, ASP, VB Script, Visual Interdev Enterprise Edition 6.0, Microsoft Visual SourceSafe, Java, Perl, VC++, HDML (Handheld Device Markup Language), Flash, **Sitecore, MOSS** 2007/**SharePoint** 2010/**2013**, MS Office 2007/2000/ Vpp3d, Harvard Graphics, Install Shield and Crystal Reports, TFS, JIRA, JENKINS, SharePoint Designer.

Employment History

Publicis Sapient Corporation, Miami, FL **03/2011 - Present**
Chief Architect – Microsoft Practice
Dynamics 365 CRM Architect – CRM implementation for customer Service. As an Architect, designed data templates and form designs. Migrated 10+ millions of data from legacy system to MS Dynamics 365. Integrated Outlook plug-in to manage dynamics cases from outlook. Implemented Power Automate and Forms Survey.

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Sitecore Architect – CMS for booking vacations. As an Architect, designed data templates and component designs. Integrated Sitecore with 3rd party services for booking a vacation package. Implemented Sitecore commerce catalog. Integrated Responsys API for sending emails

Sitecore Architect – GoCCL Carnival. As an Architect, created data templates and component designs. Integrated Sitecore with 3rd party services for booking engine. Provide technical expertise in identifying, evaluating, and developing effective procedures and systems requirements that meet business requirements.

Sitecore Architect – CMS for managing funds. As an Architect, created data templates and component designs. Integrated Sitecore with 3rd party services. Provide technical expertise in identifying, evaluating, and developing effective procedures and systems requirements that meet business requirements. Created a prototype of for various workflows.

Prior experience:
HCL Technologies – Technical Manager – 07/2010 – 02/2011
Sapient Corporation – Sr. Associate Technology – 08/2006 – 07/2010
NIIT Ltd., - Research Associate – 04/2004 – 08/2006

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4.13 Topic 16 - SharePoint Online Information Architect

Mr. Varun Mehrotra – SharePoint Online Information Architect

Education, Training & Certifications

- ✓ Bachelor of Technology, Electronics and Telecommunication
- ✓ Microsoft Certified Technology Specialist (MCTS): SharePoint 2010 – Application Development
- ✓ Microsoft Certified Technology Specialist (MCTS): SharePoint Server 2007 – Application Development
- ✓ OGPro 101: Certification in Oil and Gas Domain (Internal BP)

-Does your SharePoint Administrator hold any Microsoft certifications? If yes, please elaborate. -Does your SharePoint Administrator have at least 5+ years of Office 365 and SharePoint Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of SharePoint Online tools? If yes, please elaborate. -Of their experience, how much of the SharePoint Administrator's experience is associated with direct administration of SharePoint Online? -What were some of the SharePoint Administrator's successes and challenges during previous Office 365 Groups and SharePoint Online administration work? What did the SharePoint Administrator do to resolve or overcome those challenges, and what was the outcome? -What deliverables or techniques does your SharePoint Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?	Mr. Mehrotra has a Bachelor's degree in Electronics and Telecommunication and Microsoft Certifications in SharePoint. He has over 13 years of experience in SharePoint architecture design and implementation, administration, migration, search and platform support for applications with users around the globe. He has expertise in SharePoint .Net (C#), MVC development, SharePoint Server Object Model (SSOM), Client-Side Object Model (CSOM), JavaScript Object Model (JSOM), PowerShell, Agile software development methodology, and scrum process framework. Hands-on experience with analytics and reporting using Google Analytics, Cardiolog, Splunk. Expertise in application performance monitoring using AppDynamics, Splunk, Fiddler and Wireshark and migrations using ShareGate, SharePoint object model, Content Matrix (Metalogix). Hands-on with Office 365 including SharePoint Online, integrating SharePoint with Azure, along with knowledge of Azure Service Fabric. Developed and hosted Webhooks for SharePoint Online on Azure as Azure Functions with post processing in background using WebJobs in Azure, also implemented POCs connecting console applications in SharePoint with Azure. Hands-on experience in developing and supporting Angular applications integrated into SharePoint using REST APIs and SharePoint JSOM. Hands-on with developing mobile apps for Android and iOS using Xamarin (Visual Studio 2019). Diverse domain knowledge and hands-on experience in implementing governance models. His technical skills expertise includes: SharePoint, Microsoft .Net, C# .Net, Client side scripting, SharePoint Migration, Microsoft SQL Server, Fiddler, PowerShell, Agile, Metalogix Content Matrix, Team Leader, Wireshark, Scrum, Jira, AppDynamics, Angular, Splunk, Git, Office 365, Azure, ShareGate, Cardiolog, Xamarin,Google Analytics, Azure Service Fabric. Designed, developed and implemented Friendly URL architecture integrated into SharePoint which picked up usage rapidly with over 10K users using the platform in span of 2 months after its release and received a promising feedback. Designed, developed and implemented a Content Refresh process in SharePoint which helped in refreshing non-production environments with sanitized production content for applications hosted on MOSS 2007 and SharePoint 2013, this process helped QA and Business users perform testing on most recent production data in non-production environments which overall helped in improving our product and deliverables.

Employment History

IRIS Software Inc., **03/2014 – Present**

Client: KPMG – SharePoint Architect

Administered architecture and health of SharePoint platform and infrastructure, administering 24X7 global support providing direction to support teams for various applications (internal and external applications) hosted in the SharePoint farm with a user base of over 150K users around the globe. I extensively researched and implemented Search Ranking optimizations in SharePoint which enhanced search experience for users, developed Custom Search Ranking Models. Designed, developed and implemented Friendly URL architecture integrated into SharePoint

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which picked up usage rapidly with over 10K users using the platform in span of 2 months after its release and received a promising feedback. Designed, developed and implemented a Content Refresh process in SharePoint which helped in refreshing non-production environments with sanitized production content for applications hosted on MOSS 2007 and SharePoint 2013, this process helped QA and Business users perform testing on most recent production data in non-production environments which overall helped in improving our product and deliverables. Developed expertise in performance monitoring and analytical tools (AppDynamics, Splunk, Fiddler, Wireshark, Google Analytics, Cardiolog) which added lot of value to deliverables and I also trained my team on these tools. Implemented and lead many migrations including migrating MOSS 2007 platform from Windows 2003 OS to Windows 2008 R2 and later migrating from MOSS 2007 to SharePoint 2013 (Windows 2012 R2) along with migrating some applications from MOSS 2007 to SharePoint 2010. I also did some successful POCs recently migrating content from SharePoint 2013 to SharePoint 2019 and from SharePoint 2013 to SharePoint Online (Office 365). Over the years I performed migrations using ShareGate, Metalogix (content matrix), SharePoint Object Model (C#/PowerShell scripting). Developed SharePoint applications using C# .Net and PowerShell utilizing SharePoint Server Object Model (SSOM) and Client-Side Object Model (CSOM), developed and installed Provided Hosted Apps, Remote Event Receivers, Patterns and Practices, Custom Content Types, Custom Actions, List Templates, Workflows and other key features in SharePoint. Developed and supported Angular applications integrated into SharePoint using REST APIs and SharePoint Java Script Object Model (JSOM). We (my team) maintained customer confidence throughout my tenure at KPMG, because of strong customer approval rating we continued support and development for several applications along with migrating those applications over to newer technologies and platforms periodically which helped in our team's overall growth, I feel proud.

IRIS CompSoft LLP **11/2010 – 03/2014**
Clients: KPMG, TD Ameritrade, Royal Bank of Canada - SharePoint Administrator
KPMG
SharePoint Administration- administering health of SharePoint farm, ensuring application continuity and performance. SharePoint architecture (SharePoint farm set up, integrating with F5, DataPower for Internal and External Apps). Implemented Search Ranking enhancements in SharePoint, developed Custom Search Ranking Models. Production and Non-production environments maintenance, Content Refresh and data sanitization. DR environment setup for SharePoint farm. Deployed custom solutions (wsp). POCs on Office 365 and SharePoint 2019 architecture, development and migration. AppDynamics integration with SharePoint and non-SharePoint applications, along with AppDynamics integration with network components. Google analytics POCs with Office 365 and SharePoint 2013 and 2019. Cardiolog analytics integration with SharePoint 2013 and SharePoint 2019. Splunk custom reporting and logs analysis. Team lead, strategizing development and application components architecture. Agile development methodology. Scrum process framework. Developed SharePoint applications using SharePoint Server Object Model (SSOM), Client-Side Object Model (CSOM), JavaScript Object Model (JSOM), REST APIs. Developed and installed Provider Hosted Apps, Remote Event Receivers, Custom Content Types, Custom Actions, PNPs and other key features in SharePoint. Angular 8- developed and supported Angular applications integrated into SharePoint using REST APIs and SharePoint JSOM. Source control management (Git). InfoPath forms development. SharePoint Workflows development. Migrations using SharePoint object model, ShareGate, Metalogix (content matrix). SharePoint 2003/2007/2010/2013 hands on application development and support. Client-side scripting hands on with Angular JS, AJAX etc. SharePoint 2007 to SharePoint 2013 migrations. SharePoint 2013 to SharePoint 2019 migrations. SharePoint 2013 to Office 365 migrations.

TD Ameritrade
Project included development and maintenance of TDA's intranet SharePoint portal. The portal provides an enriched user-friendly environment to the users to navigate, search and collaborate. It is used by various departments such as HR, Retail distribution, Marketing etc. Agile development methodology. SharePoint 2010 custom solution deployments. Business continuity processes implementation. Governance model implementation. Content publishing automation. Cross site management. Custom workflows. InfoPath forms development. Code reviews strategize development.

Royal Bank of Canada
Project is development and support of web-based technology platform which would centralize documentation and work functions and processes used by bankers and other members of Municipal Finance. These functions include initiating transactions, getting transactions reviewed and approved, handling revenue and expenses for transactions, maintaining on-going client engagements, closing and post-closing activities. The platform centralized activities

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of 26 offices throughout the United States. Agile development methodology, SharePoint 2010 custom solution deployments, Centralize documentation and work functions and processes of bankers and other members of Municipal Finance. Designed and developed entitlements. Item level security implementation. Metadata tagging features implementation. CSOM and SSOM SharePoint development methodologies

TATA Consultancy Services Limited **12/2009 –11/2010**
Clients: BP – SharePoint Administrator & Trainer
Project 1: Project caters to the day-to-day activities of the users at 12 Refineries for BP across the globe, including US, Europe, Australia. Integrating business applications like Laboratory applications (LIMS), PI servers (PI data), Documentum, MAXIMO, SAP etc. together into a MOSS 2007 system utilizing a 3rd Party product called mPro. Daily reporting for >600 operators across each refinery are managed using custom built InfoPath forms with data connections pointing to the SQL database utilizing the custom-built Web services built using .Net framework. A platform for launching and integrating data from different data sources and to maintain daily reporting of data.

Project 2: Application to enable the admins for a site in US to remotely logoff users with active sessions from a remote terminal server i.e. a citrix server. Application runs as a windows application which using impersonation fetches the details of the active sessions on the remote terminal server and enables the admin to select and log off the user sessions as needed. The application also provides admin with a functionality to lock all user accounts.

Tech Mahindra Limited **09/2007 – 12/2009**
Clients: BP
Project 1: Project was an enhancement project for a BP Refinery that enhanced an existing application built on MS Access to a web application using .Net Framework, Asp.Net. The application enabled the refinery to implement safety, training related procedures more efficiently and do the analysis of the same in the best manner. Various categories of users like administrators, users, observers etc. were provided with role-based access to the website. For easy and effective analysis of data application provided pdf reports and charts generated using Asp.Net technology.

Project 2: Project enabled 20 Units in BP to maintain and log in all their Key Performance Indicator's (KPI) related Information into SharePoint. It also provided a feature to migrate the data stored in excel files, MS Access and SQL into SharePoint utilizing an interface designed using Microsoft InfoPath tool. The data uploaded on SharePoint was utilized for generating trends in the form of Charts and Graphs for further analysis.

Project 3: Project captured the daily activities of the operators in the defined report templates (developed using Microsoft InfoPath 2003) published in a SharePoint Server Site for a refinery in BP. Solution backend would utilize a PI Database server and SQL Server 2005 to bind the data to the interface implemented using .Net Framework, SharePoint Server 2003 and Web Services developed on .Net 2005 and XML.
MOSS 2007 application development and support. Shared service Provider (SSP) implementation. Search scopes and site configuration management. User profile management. Mysites implementation. Security implementation techniques in MOSS 2007 and Audience targeting features. Remote log off implementation techniques. InfoPath 2007 development. mPro integration with MOSS 20007. Supported mPro database servers (Oracle) across 12 Global refineries of BP. Deployed mPro components (new Releases at mPro Application servers). SharePoint 2013 application development and support. InfoPath 2003 development.

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4.14 Topic 17- Microsoft Lead Platform Developers

Mr. Syed Hossain – Microsoft Lead Platform Developer	
Education, Training & Certifications ✓ Bachelor of Science, University of Michigan. ✓ Six Sigma Greenbelt Certified ✓ Six Sigma Lean Certified ✓ Project Management Certified Professional ✓ Microsoft Certified Systems Engineer (MCSE) ✓ ITIL Certified (Foundation) ✓ Cisco Certified Network Associate (CCNA) ✓ Microsoft Certified Database Administrator ✓ CAN 5(Novell Netware 5 Certified Admin) ✓ Citrix Certified Admin (CCA) ✓ Oracle 8i PL/SQL Certified ✓ Microsoft Certified Technology Specialist - Exchange 2008 - WSS 3.0 - SharePoint 2007 - Configuring Microsoft Desktop Optimization Pack Quest EMW/DMW Certified ✓ Microsoft Certifications - Designing AD Windows 2000 - Implementing & Administering MS Windows 2000 Network Infrastructure - Windows Server Support (NT & 2000) - Networking Essentials - SQL Server 7.0 - SMS 2.0 - Exchange 5.5 - Exchange 2007 Configuration - WSS 3.0 Configuration ✓ SharePoint Server 2007 Configuration	
- Does your Lead Microsoft Lead Platform Developer have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record of deploying Microsoft/Office 365 solutions across enterprise IT programs/projects? If yes, please elaborate. - Does your Lead Microsoft Platform Developer have expert proficiency with PowerShell, C+, and SPFx? - Does your Lead Microsoft Developer have experience with developing/deploying Microsoft Platform solutions? - Please describe the techniques, security features, software, process, and approach that the Lead Microsoft Platform Developer leveraged to develop/deploy these Microsoft/Office 365 solutions within a Government Cloud environment. What was the business value and impact provided from those Microsoft/Office 365 solutions? - Were any of the deployed Microsoft/Office 365 solutions lift and shift (pre-existing solution to be modified for another	Mr. Hossain has a Bachelor's degree and numerous Microsoft certifications in addition to Project Management Certifications. During 20 year career he supported County, State and Federal clients including North Texas Toll Authority, Montgomery County Courts, City of Las Vegas, State of Oregon, State of Alaska, State of Ohio, California Department of Justice, Community Health Services – TN, and the Environmental Protection Agency. As a Microsoft consultant he provided enterprise solutions by designing and implementing infrastructure services, technology leadership, compliance and audition. Some of his projects include PCI compliance, Directory Services and Messaging Migration Architecture, Infrastructure Migration and Architecture, SOX Compliance Engineering, Project Managing Infrastructure Migration, Architecting and Leading Directory Services and Messaging Migration, Identity and Access Management. He is well versed in Office 365, Azure, Active Directory (2000, 2003, 2008), Microsoft Windows Server (every version from NT4 to 2008), Microsoft Exchange Server (5.5, 2003, 2007), Windows SharePoint Services 3.0 and SharePoint Server 2003 & 2007, Microsoft Server 2008 Hyper-V, Microsoft System Center Operations Manager 2007, Microsoft System Center Configuration Manager 2007, Microsoft Virtual Machine Manager 2007, Microsoft SQL Server (2000, 2005, 2008), Microsoft Operations Framework processes, Novell NDS 4.x, 5.x, 6.x, 7.x, Novell GroupWise 6.x, 7.x, Lotus Notes 4.5, 4.6, 6.x,

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customer)? If yes, can you please describe the approach that you took to deliver value to the customer to meet rapid delivery? - Describe the Lead Microsoft Platform Developer's experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of the Microsoft/Office 365 solution(s). - What were some of the Lead Microsoft Platform Developer's successes and challenges during a Microsoft/Office 365 deployment? What did the Lead Microsoft Platform Developer do to resolve or overcome those challenges, and what was the outcome?	VMware ESX 3, ITIL processes, PMI Project management methodologies, Quest Migration Manager (QMM AD & Exchange). Quest Domain Migration Wizard (DMW), Quest Exchange Migration Wizard (EMW), Quest Reporter, Quest NDS Migrator, Quest GroupWise Migrator, Quest MessageStats, Quest Spotlight (on AD & Exchange), Quest Active Roles Server, Quest Recovery Manager (AD & Exchange) Quest Archive Manager, ScriptLogic Desktop Authority, ScriptLogic Security Explorer. Extensive documentation: Systems, environment, SOP, SOW, Project Planning, DFS Replication.

Employment History

Silverleaf Technologies LLC Cincinnati, OH **Apr 2015 – Present**
Enterprise Architect, Technology Leader

Silverleaf is a Corp-to-Corp vehicle I use for shorter term engagements focusing on infrastructure services and adoption of new technologies on the Microsoft platform. Worked with Providence Hospitals, Kore1, and St. Joseph Hospital on coexistence between their environments and partner organizations using Quest Collaboration Services, Active Roles Server, and Microsoft Exchange services (Exchange 2003, 2013, 2016, and Exchange Online). I also provide Dell/Quest professional services for at-risk projects with Silverleaf. Clients: Slalom Consulting – AIP buildout and SME on Office 365 integration. Office 365 DRM implementation leveraging security and compliance.

LeadThem Consulting, OR (100% Remote) **Dec 2019 – Present**
Office 365 Migration Architect/SME

Worked on multiple O365 migration engagements on a C2C basis for LeadThem Consulting a Quest Gold Partner. Engagements included:

Drinker Briddle & Reath – A law firm moving to Office 365 that required integration and collaboration between their various Exchange platforms (online & in the cloud). I also provided compliance guidance for Legal Hold and eDiscovery as well as email policies. Additionally; I implemented an Identity management, migration, and provision solution on the Quest platfrom. Finally; provided Exchange to Exchange migration services.

Athene – A financial services organization to whom I provided Active Directory Consolidation (via Quest Migration Manager/AD), Exchange Migration (via QMM/Exchange), and mobile device enrollment and management (via InTune)

Time Warner/HBO/Warner Bros – A media company that is consolidating their various brands under one Office 365 Tenant. I provided Identity management and integration between their different brands (Using QMM/AD and Quest On Demand Migrator). Additional services provided include: Exchange Tenant-to-Tenant migrations using Quest ODM, OneDrive migrations using ODM, Microsoft Teams Migrations (ODM), SharePoint migrations (via Metalogix Essentials), and mobile device management (changing from AirWatch to InTune).

BNY Mellon Pittsburg, PA (100% Remote) **Mar 2019 – Dec 2019**
Office 365 Migration Architect/SME

Office 365 migration prep. Windows File System to OneDrive for Business migration architecture, POC build out, and validation of process (using the Metalogix and ShareGate migration products). Migration of SharePoint and OneDrive for Business. Scripting and reporting against Azure & OneDrive utilization metrics. Database and PowerBI analysis of employee data profiles – for migration planning.

NTT Data Canada & Illinois (100% Remote) **Aug 2018 – Mar 2019**
Office 365 Architect

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Office 365 migration prep. InTune Architect, Azure Information Protection Architect for a hospital. SCCM Engineer. Architected hybrid build, AADConnect Identity Sync to Azure AD, and Exchange on-prem preparation for mailbox moves. InTune MDM design, configuration, and management (in preparation to move from IBM MaaS360 to InTune). Policy and security creation/management for Azure Information Protection (AIP) and Office 365 DLP. Mobile platforms included iPhone, iPad, Android, and VDI. Pre-sales support for O365 service sales (managed via InTune). Clients: Bombardier Aerospace (Canada), Independent Health (IL), LifeCare Health Partners

Kaiser Permanente CA (100% Remote) **Feb 2017 – Aug 2018**
Software Architect
Data center transformation and Cloud Architect (actual job title is "Software Architect"). Working with Kaiser (KP.ORG) to transform their infrastructure to use all Office 365 and Azure services including: Exchange Online, Office 365 DLP, OneDrive for Business, Azure Active Directory, SharePoint Online, ProofPoint to EOP migration, Azure mobile device management (O365 InTune and then transition to Azure InTune), Azure PaaS provisioning and enablement, BitTitan migration of User data to Office 365 OneDrive Migration using skyhook, AWS PaaS solution assessment, Quest Migrator for Notes to Exchange, Quest ActiveRoles Server, Migration and integration of salesforce.com with Exchange Online, Integration with ProofPoint (on-premise). Focus has been on business transformation and compliance guidance with heavy scripting and solutions selection. Worked directly with CTO office and Cloud Service Director to enable cloud and infrastructure service integration.

Honda Mfg North America Ohio (100% Remote) **Jun 2015 – Oct 2016**
Office 365 Migration Architect
Office 365 Migration Architect for global Honda tenant. Worked with Microsoft Japan, EU, EMEA, MEX, US, and Canada to design, architect, build, test, and execution migration of messaging and collaboration services from on-prem Active Directory and Lotus Notes to Office 365 and Azure AD. Office 365 Migrations (Notes, Exchange, and tenant-to-tenant migrations) (Quest/Dell solutions, Metalogix SharePoint migration, ShareGate SharePoint Migrator). AirWatch to InTune migration (for iOS, Android, and VM). ProofPoint to EOP migration. Established coexistence between Honda Global entities messaging platforms, tenants, and Lotus Notes. Azure AD synchronizations and migrations. Active Directory. SCCM (System Center Configuration Manager) – for Office ProPlus rollout.

Slalom, LLC Seattle, WA (100% Remote) **June 2011 – June 2015**
Senior Solutions Architect
At Slalom, a premier Microsoft Partner, work as an architect to help lead organizations in their implementations of enterprise level Microsoft Solutions (specifically Exchange, SharePoint, Active Directory, and Cloud Services).
Guided technical leadership and recommendations during pre-sales efforts.

North Arbor Las Vegas, NV (100% Remote) **Jan 2005 – Mar 2009**
Engagement Manager/Practice Manager – Project Lead
North Arbor was a project entity that focused on migration services – primarily with Quest Software. We specialized in infrastructure migrations, Microsoft technology architecture, and Exchange Messaging services. We did short term narrow scope projects for small to medium sized business. In 2007 North Arbor merged with Janalent. Janalent North America is a Gold Partner with Microsoft and Quest Software. As Engagement Manager with this organization, was responsible for architecting, managing, and implementing technology transformation projects for our clients.

IBM Global Services NY (100% Remote) **Aug 2005 – Jun 2006**
Senior Application Migration Architect
As an Application Migration Architect for IBM: worked with client (DOW Chemical) to plan and move their physical systems to a virtualized ESX environment in a new data center. Performed capacity planning on the ESX hardware, application requirements analysis, load management, and P2V planning.

Prior experience as Senior Technical Consultant, Project Manager and Active Directory Architect (03/2000 t0 08/2005) for Orchestra, Valassis, Unisys, and E&Y.

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5 SUPPLEMENTAL INFORMATION (RFP Section D)

5.1 References

5.1.1 South Carolina Department of Health and Environmental Control (SCDHEC)

Name of Contract	EPA - SCDHEC Compliance Monitoring Data Portal and SDWIS Prime Implementation
Contract Number	Contract EP-BPA-16-H-0016 / EP-BPA-16-H-001
Contract Type	Firm Fixed Price (FFP)
Total Contract Value	$148,875.00
Customer Point of Contact	POC: Ms. Trang Le Telephone: (202) 564-1572, Email: le.trang@epa.gov
Contract dates	2/19/2019 – Present
Description of Work Performed	

EPA has developed a new system, called SDWIS Prime, in order to standardize processes and data and to reduce cost for water quality reporting as mandated by the Safe Drinking Water Act (SDWA). In the first phase of its rollout, the EPA developed the Compliance Monitoring Data Portal (CMDP). This enables drinking water utilities and laboratories to report water sample data electronically to primacy agencies through services hosted by the EPA.

South Carolina Department of Health and Environmental Control previously has implemented SDWIS State system to accept and manage the water samples from State and privately owned laboratories across the state.

Peridot has been engaged by SCDHEC to transition the SDWIS State system to CMDP online reporting system maintained by the EPA. The plan included a first phase which is to configure various components like DSE to transfer the laboratory samples, legal entities, sampling sites and other types to CMDP. The first phase also includes extending the current SDWIS state database to include CMDP fields and any extra data fields that SCDHEC wants to integrate. The additional extra data fields depend on the various programs that the SCDHEC is involved with.

The next phase of this project is to integrate the system with SDWIS Prime. This portion of the project depends on EPA to release SDWIS Prime to production in a timely manner. We are working with EPA to monitor the progress of the Prime development and any developmental or operational changes that may require us to be ready for it when Prime gets released.

5.1.2 New Hampshire Department of Environmental Sciences Drinking Water and Ground Water Bureau (NHDES DWGB)

Name of Contract	NHDES DWGB - Transition Planning, Data Mapping & Data Migration SDWIS
Contract Number	EP-BPA-16-H-0016
Contract Type	Firm Fixed Price (FFP)
Total Contract Value	$149,303.28
Customer Point of Contact	POC: Ms. Trang Le Telephone: (202) 564-1572, Email: le.trang@epa.gov
Contract dates	4/28/2017 – 6/28/2019
Description of Work Performed	

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EPA has developed a new system, called SDWIS Prime, in order to standardize processes and data and to reduce cost for water quality reporting as mandated by the Safe Drinking Water Act (SDWA). In the first phase of its rollout, the EPA developed the Compliance Monitoring Data Portal (CMDP). This enables drinking water utilities and laboratories to report water sample data electronically to primacy agencies through services hosted by the EPA.

The New Hampshire Department of Environmental Services' Drinking Water and Groundwater Bureau (NHDES DWGB) previously has implemented an Electronic Data Transfer (EDT) program for this data. SDWA data is transferred from a certified laboratory to the State using an XML based schema called e-DWR. Data is inserted and stored into a data warehouse, as well as a legacy database (WSEB) maintained by the state. These databases also contain data for other non-drinking water programs, such as Water Use, Well Completion, Certified Operators and Design Review.

Peridot has been engaged by NHDES to develop and execute a plan for the migration of the EDT and e-DWR to SDWIS Prime / CMDP and to develop tools to support NHDES Drinking Water and Groundwater Bureau (DWGB) in retrieving data from SDWIS Prime in order to maintain internal synchronicity and reporting. Specific objectives that we are supporting NHDES currently are to:

7. Create a plan that details the transition process to SDWIS Prime/CMDP.
8. Map data from NH WSEB/Warehouse to SDWIS/CMDP schemas.
9. Configure the Data synchronization engine to integrate with the current database
    a. Changed the data structure to match with DES data source structure
    b. Used DSE to upload only the meta data like Legal Entities, Water Systems, Sampling points, facilities
10. Created a new service to upload (daily) new samples to CMDP using CMDP APIs
11. Created a new service to download approved samples from CMDP using the APIs and push the samples to the NH current systems
12. Modified the current NH system to change the functionality so that it matched with the CMDP sample approval/refection rules.

5.1.3 Virginia Education Wizard - Virginia Community Colleges Systems

Name of Contract	Virginia Education Wizard Upgrade
Contract Number	N/A
Contract Type	Fixed Price
Total Contract Value	$380,000
Customer Point of Contact	Name: Dinakar Kramuri (President/CEO) Telephone: (630) 235-8456, E-mail: dinkar@senryo.com
Contract dates	11/13/2014 – 11/12/2015, plus 4 successive 1 year renewal options
Description of Work Performed	

Peridot has supported Virginia Community Colleges Systems (VCCS) and provided design, build, and implement services to update the Virginia Education Wizard in five months.

- ✓ **Relevance of past performance and how it related to the RFQ SOW**
- ✓ Created Datamart like system that compiled data from different systems
- ✓ Created Reports based on the data in the Datamart

Virginia Community Colleges (VCC) wanted to redesign Education Wizard and add additional features and change the look of the website to a more modern and contemporary one. VCC chose Team Senryo that includes Senryo Technologies and Peridot Solutions to accomplish this ambitious task and wanted to accomplish this in just 5 months. We put together a design and

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development team and supported them with a world class Project Management Office (PMO) team. The PMO team managed the development and design team deliverables, worked with end users in gathering the requirements and created business requirement definition (BRD) documents and passed them over to design team. Design team created visual designs, wire frames and HTML markups and passed them to Development Team. Dev Team created Java Script for features such Datamart with a dynamic search capability. Dev Team also enabled a content management server (CMS) for the web site content. PMO team created test scripts and test plans for the delivered content and provided feedback to the relevant teams based on their findings. PMO team also worked closely with stakeholders in executing test plans and test scripts. PMO team also created training material and conducted training based on 'Train the Trainer' approach.

The strict timeline imposed by the client required a great discipline amongst all the teams to work closely in an Agile fashion to accomplish this task. The project manager (PM) assigned to this created a detailed project plan and monitored project progress closely. Any issues identified were properly logged and prioritized using JIRA and were discussed periodically to get them resolved. Change control board was created to review and analyze any change requests (CR) and were thoroughly reviewed before being approved or rejected or deferred. Issue log was created to capture all the issues and risks were registered. The development team worked closely with VCC technical lead and managed to get access issues to databases, SharePoint and other version control systems promptly and started using these using these systems in a collaborative fashion. Frequent touch points were set up between Design, Development and PMO team to address issues and resolve them quickly through daily stand up calls.

5.1.4 LearnersEDGE Implementation – Edina Public Schools

Name of Contract	Learners Edge Implementation
Contract Number	N/A
Contract Type	Fixed Price
Total Contract Value	$150,000
Customer Point of Contact	Name: Donna Roper (Director of Research and Evaluation) Telephone: (612) 408-7834, E-mail: Donna.roper@edinaschools.org
Contract dates	08/1/2018 – 05/31/2019
Description of Work Performed	

Designed and deployed "LearnersEDGE" an application where students can document and view their experiences, develop new understandings, grow their expertise and evolve into a more empathic, knowledgeable and competent global citizen; where teachers can document and view their students readiness, target and introduce appropriate instructions, engage and motivate based on interests and passions, monitor growth over time and promote a curious creative critical thinking; and where parents can partner with teachers to see the achievements, interests, goals and accomplishments of their child or children over a period of time.

- ✓ **Relevance of past performance and how it related to the RFQ SOW**
- ✓ LearnersEDGE serves as a data warehouse for the school district
- ✓ Created data pipelines (ETL) from various sources like
  - SQL Database (used SSIS for ETL)
  - API (used custom application to read the data from API)
  - Csv files (used custom services to load the data)

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- SFTP (used SFTP client and SSIS to load the data)

✓ Created Reports based on the data
- Reports built using JavaScript and High-Charts (open source library)
- Reports build using Microsoft PowerBI for more advanced users

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5.2 Additional Representative Candidates

Additional Representative Candidates
Pamela Blake – Project Manager (RFP Labor Category) **Experience:** Over 20 years of experience as in the IT industry as Infrastructure Project Manager, Systems Engineer, Administrator and database Administrator supporting US Census Bureau, Royal Caribbean Cruises, Carnival Cruise and the United States Courts. Technical expertise in O365, Skype for Business, SharePoint, Azure, Exchange, Active Directory, PowerShell, Outlook, and OneDrive. **Education & Certifications:** Bachelor 's degree in Information Technology Computer Operations.
Venu Kalangi – M365&CS Business Analyst (RFP Labor Category) **Experience:** Over 16 years of experience in Information Technology with focus on Business Systems Analysis, Data Analysis, Development, Validation, Quality Assurance, and UAT. Expertise in Data Governance, Data Privacy, Digital Transformation, Data Center Migration, Microsoft Azure, Office 365, Enterprise Cloud, Dynamics 365, JIRA, Salesforce CPQ. Extensive experience working CRM's including Salesforce, Siebel, Microsoft Dynamics AX, and Dynamics 365. Extensive experience in Use Cases, Business and Functional Requirements. **Education & Certifications:** Bachelor of Technology, JNTU, India. Certified Scrum Product Owner (CSPO), Certified Six Sigma Black Belt (CSSBB), Certified Scrum Master (CSM).
Charles Omiyale – Microsoft O365 Global Administrator (RFP Labor Category) **Experience:** Cloud Engineer with over 10 years of experience in Microsoft applications, Windows, O365 and cloud technology. Core competencies include Microsoft Azure, IaaS, PasS, SaaS, O365, Active Directory, Exchange and Windows Server, VM Migrations, VNets, Traffic Manager, Azure Cloud Services, SQL Azure, ExpressRoute, PowerShell, OMS Security Center, Intune, SCCM, ServiceBus, blob storages. **Education & Certifications:** Master of Science in Computer Information System, University of Houston, Victoria, TX. Bachelor of Computer Engineering, Obafemi Awolowo University, Ile Lfe, Nigeria. ITIL Certified, Microsoft Certified Azure Architect – AZ300.
Nicholas Rollins – Compliance Administrator (RFP Labor Category) **Experience:** Five years of experience in IT Security Administration and IT Engineering and Support. Core competencies include IT security and Compliance, Data Analysis & Privacy, Process Automation, Sarbanes-Oxley, GDPR/CCPA, Mobile Devices, Virtualization, VPN management, Project management, Cloud Computing, Network Administration, MS Office 365, Azure, and SharePoint 2013/2016. **Education & Certifications:** Master's Degree in IT Management & Cyber Security, Southern New Hampshire University. Systems Security Certified Professional (SSCP).
Lucas Quinones – Exchange Administrator (RFP Labor Category) **Experience:** Over 10 years of experience in IT Systems administration with a focus on Exchange and Microsoft O365 Administration. Experience includes enterprise setting with over 18000 users. Excel in leading large scale projects, resolving problems and driving overall operational improvements consistently saving costs and increasing efficiency. Technical skills expertise in O365 solutions, O365 tenant management, Microsoft Exchange Server, PowerShell Scripts, Active Directory, Microsoft Visio and Office. **Education & Certifications:** Associate of Applied Science in Computer Systems Administration, Hudson Valley Community College, Troy, NY. Certified Microsoft Office Outlook Specialist.
Louis M. Capodilupo – Groups Administrator (RFP Labor Category) **Experience:** Over 20 years of experience in IT Systems administration hardware and software troubleshooting, and network management with a vast knowledge of client and server applications, comprehension of assorted operating systems, computer security, and numerous applications across mixed platforms. Technology skills expertise in Windows 2008/2012 Server, Active Directory, Windows 7/8/10, MS Office, Barracuda Cloud Control, CommVault Backup, F5 & Fortinet VPN, Exchange 365 Administration, Groups Administration, Google Apps Administration, MS Skype, VMware vSphere, Symantec Backup Exec, Adobe Creative Suite, Cisco C170 Email Security, RSA SecurID/Authentication Manager, Real VNC Client/Server, Exchange ActiveSync, Mobile Iron, Good Server Administration, Toshiba Smart Data Encryption, Sophos Enterprise & McAfee Antivirus, Fortinet Firewall. **Education & Certifications:** Bachelor of Science in Economics from Northeastern University, Boston, MA. Certificate in Computer Graphics from Northeastern University, Boston, MA.

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Jonathan Jenkins – SharePoint Administrator (RFP Labor Category)
Experience: Mr. Jenkins has over 20 years of experience in the IT industry in various capacities including SharePoint Administrator, Systems Administrator and Network Engineer. His experience includes Application Services Engineering focusing on internal SharePoint 2013 on-prem environment with strong focus on migrating a variety of daily processes from differing teams into singular SharePoint processes using both OOTB SharePoint forms/workflows and Nintex forms/workflows. His technical skills expertise includes SharePoint, Nintex Forms/workflows, PowerShell, Active Directory, Windows Server, IIS, SQL Server, TFS, Microsoft PowerApps and Flow, SharePoint Migrations 2007 to 2019 versions, SharePoint training, Octopus Deployment support, ServiceNow Integration Support.

Nancy Emerick – SharePoint Administrator (RFP Labor Catergory)
Experience: Ms.Emerick has a Master's degree in Applied Management and Microsoft Certifications with over 10 years of experience in the IT industry including as SharePoint and O365 Engineer with experience at global technology leaders in cloud service, healthcare, security, defense and training solutions. She worked as Systems Engineer at Hanscom AFB, ACS Defense, and the Pentagon. She provided exceptional user and infrastructure support through expertise with all SharePoint versions promoting robust user adoption by identifying user priorities, providing clear instructions and documenting procedures. Her core competencies include Data Governance, Content Management, User Access and Security, System Usage Monitoring and SharePoint Administration. Her technical expertise includes: Server Apps: SharePoint O365/2016/2013/2010/2007/2003, IIS 6/7, SQL 2012/2008/2005, PowerShell, Active Directory, VMWare vSphere. Operating Systems: Win2012/2008/2003/2000/NT4.0 Server, Win7, WinXP, Win98/95, MS-DOS. Collaboration Tools: ShareGate, Microsoft Teams, Lync/Skype. Software Tools: O365, Office 2013/2010/2007/2003/2000, Lotus Mail, MS Project, Visio, Publisher, Access, Ghost, Remedy (ITSM).
Education: Master of Science, Applied Management, Lesley University, Cambridge, MA. Bachelor of Science, Business Education, Salem State University, Salem, MA. Microsoft Certified Systems Engineer (MCSE 4.0) Microsoft Certified Professional (MCP 2000). Trained in O365 Administration, SharePoint 2013/2020/2007/2003 Admin, SharePoint Designer, SQL 2005 Admin.

Daniel J. Bedore – Device Administrator (RFP Labor Category)
Experience: 20+ years of experience working as Systems Engineer / Administrator with strong multi-domain, multi-site Active Directory management and deployment skills, Microsoft WSUS/SCCM, Group Policy Management, GPO creation, PowerShell scripting, internet security monitoring, spam/spyware/grayware filtration, technical writing, network infrastructure maintenance and upgrades, server upgrades and maintenance, DNS, DHCP, WINS, O365, Azure planning and implementation, end0user administration and support.
Education & Certifications: Computer and Networking Technology Diploma. MCP Certified in Workstation and Servers. Training in MCSE and Netplus, CCNA, and Business Management.

Mohamed Kamara – Collaborative Administrator (RFP Labor Category)
Experience: 5+ years of experience as Systems Administrator with Windows Active Directory, Exchange, O365 Administration and Migration. Completed ADFS & ADFS Proxy Deployments, ADFS Claim Based Rules, Publishing of ADFS with TMG 2010, Single & Multiple Domain Federation of ADFS with Microsoft Office 365 Cloud, Dir Synchronization, Exchange email migration using Cutover, Staged and Hybrid Deployment and POP3 and IMAP email clients Migration. Excellent understanding of Exchange Online Configuration and Email migration, FIM synchronization. Experience in implementing office 365 to Apple, Android devices using Microsoft Intune, Active sync.
Education & Certifications: Master of Science in Information Systems, Strayer University. Bachelor's degree in Electronics and Electrical Engineering, Fourah Bay College.

Akhilesh Ayyagari – Billing Admin / Service Support Administrator (RFP Labor Category)
Experience: 12+ years of experience working as Systems Administrator with Windows, Linux, and Security, Active Directory, Cisco, VMware, SCCM, UCS. Expertise in managing Active Directory including setting up user accounts, user management, group policy, adding/removing machines, deploying and managing printers, Windows 2003/2008 AD, IIS, ADLDS, ADFS, PK.
Education & Certifications: Master of Science – Information, Network and Computer Security from New York Institute of Technology, NY. Bachelor of Science – Computer Science Engineering from Magadh University, India. Certifications in Project Management, CompTIA Security+, CISA. Training in CCNA. Diploma in Electronics and Hardware Engineering.

Elias VarVarezis – Microsoft Technical Architect (RFP Labor Category)

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Experience: Mr. VarVarezis has over 20 years of experience architecting IT solutions aligning IT roadmaps with corporate vision to achieve critical business goals. He has expertise in understanding Microsoft architecture from Active Directory and Messaging to O365 and Azure. He provided executive level leadership and technical expertise to Chicago Public Schools, NOAA, TSA, Federal Reserve Bank, Nuclear Regulatory Commission in addition to many corporate clients.

Education & Certifications: Bachelor of Science, Associate of Science in Computer Engineering. Microsoft certified Architect (MCA), Microsoft certified Master (MCM), Microsoft Certified Systems Engineer (MCSE), Information Technology Infrastructure Library (ITIL) Foundations Certified, Certified Novell Administrator (CAN) Netware 4.11, Citrix WinFrame Administrator (CWA) 1.6.

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