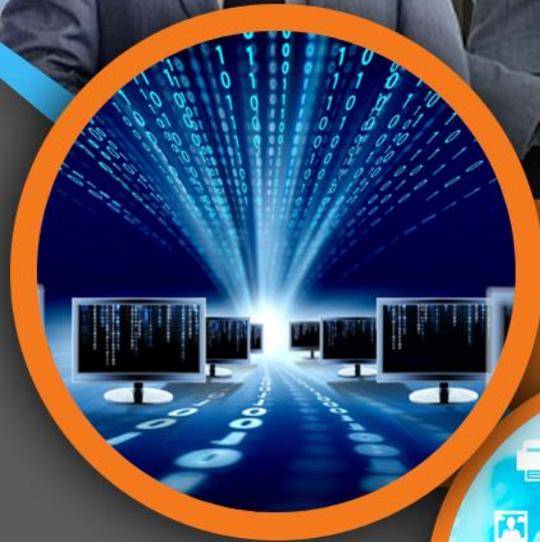




22nd Century Technologies, Inc.

CMMI Level 3 | ISO 27001 | ISO 20000 | ISO 9001



**Response to
Request for Proposal
RFP # 2023-069**

**Deliverables-Based Information Technology Services
Due Date and Time
September 22, 2023, at 2:00 PM CT**

**Submitted to:
North Central Texas Council of Governments**

Submitted by:

22nd Century Technologies, Inc.

Local Office: 2939 Irving Blvd, Suite 310, Dallas, TX 75247

HQ and Mailing Address: 8251 Greensboro Drive, Suite 900, McLean, VA 22102

Phone: 888-998-7284 | **Fax:** 732-537-0888

Email: sledproposals@tscti.com

22nd Century claims that information contained in our proposal is confidential and proprietary. We believe that the data contained in the proposal like contact information of proposed staff, technical and management approach, proposed subcontractor and price quote. Disclosure of these information can be used by our competitors to under-price us on future bids, reverse-engineer aspects of 22nd Century's approach, lure away subcontractors or key employees. Thereby we request the government to provide us the opportunity to provide a redacted copy of our response for FOIA and protecting the undue advantage of FIOA disclosure.



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Tab A Cover Sheet.



Cover Sheet

The cover to your proposal will consist of:

- 1. The completed page 1 of this solicitation document.



REQUEST FOR PROPOSALS
For
Deliverables-Based Information Technology Services
RFP # 2023-069

Sealed proposals will be accepted until 2:00 PM CT, Friday, September 15, 2023 and then publicly opened and read aloud thereafter.

22nd Century Technologies, Inc.

Legal Name of Proposing Firm

Yasamine Rafik

Administrator

Contact Person

Title

866-537-9191 Ext 2

sledproposals@tscti.com

Telephone Number

E-Mail Address

8251 Greensboro Drive, Suite 900,

McLean, VA

22102

Street Address of Principal Place of Business

City/State

Zip

8251 Greensboro Drive, Suite 900,

McLean, VA

22102

Complete Mailing Address

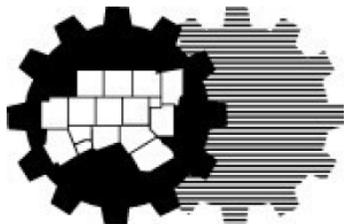
City/State

Zip

Acknowledgment of Addenda: #1 #2 #3 #4 #5

By signing below, you hereby certify that the information contained in this proposal and any attachments is true and correct, and may be viewed as an accurate representation of proposed services to be provided by this organization. You agree that failure to submit all requested information may result in rejection of your company's proposal as non-responsive. You certify that no employee, board member, or agent of the North Central Texas Council of Governments has assisted in the preparation of this proposal. You acknowledge that you have read and understand the requirements and provisions of this solicitation and that the organization will comply with the regulations and other applicable local, state, and federal regulations and directives in the implementation of this contract. And furthermore that I certify that I am legally authorized to sign this offer and to submit it to the North Central Texas Council of Governments, on behalf of said offeror by authority of its governing body.

Yasamine Rafik
Authorized Signature



**ADDENDUM TO THE
REQUEST FOR PROPOSALS
Deliverables Based Information Technology Services**

ADDENDUM NO. 1

DATE ISSUED: August 30, 2023

REQUEST FOR PROPOSALS NUMBER: 2023-069
ORIGINAL RFP SUBMISSION DATE: September 15, 2023
REVISED RFP SUBMISSION DATE: September 15, 2023 (no change)

RFP 2023-069, dated August 16, 2023, is hereby amended to incorporate in full text the following provisions:

Section 7: How to Submit your Proposal, Tab D Technical Proposal, Item 9.

Proposers should outline their cybersecurity strategy and provide evidence of 3rd-party attestation of compliance with any of the following certifications or standards:

- NIST 800-171, 800-53, CSF
- Texas CSF
- ISO27001
- SOC 2
- FedRAMP
- TX-RAMP
- Cloud Security Alliance STAR
- PCI-DSS
- HITRUST

In the absence of 3rd-party attestation of compliance with these certifications or standards, proposers should provide documentation around the following cybersecurity controls at a minimum:

- Cybersecurity strategy and governance
- Risk management framework
- 3rd-Party/Supply Chain risk management
- 3rd-Party penetration testing, including frequency
- Data security



- Encryption in transit and at rest
- Data access by support personnel
- Personnel screening
- Physical security
- Software development life cycle security
- Network access controls
- Privileged level access controls
- Disaster recovery and business continuity
- Software Development Framework

In addition, proposers should outline their Single-Sign-On capabilities, e.g. support for SAML and integration with identity providers such as Azure Active Directory.

Exhibit D: Pricing Proposal

Pricing information for the desired Bid Items of this RFP are referenced below.

Respondents are asked to identify which services they are proposing in Exhibit B, and to provide pricing information as specified below for each item separately. Vendors are encouraged to promote the pricing structure that most fits their business model for each of the items that they are responding. Respondents may use as many pages as necessary to convey their pricing models.

Depending on the type of service or product being offered, pricing may be hourly rate-card for employee time, flat-fee, catalog percentage discount (also known as list-less), or any method that the Respondent prefers to propose.

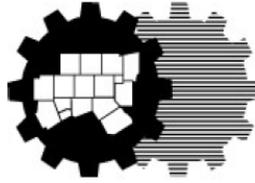
Craig Johnson
Senior Purchasing Manager

Proposers: Please acknowledge and return a copy of this Addendum with your proposal.

COMPANY NAME: 22nd Century Technologies, Inc.

SIGNATURE: *Yann Pule*

NOTE: Company name and signature must be the same as on the RFP documents.



**ADDENDUM TO THE
REQUEST FOR PROPOSALS
North Central Texas Council of Governments
Deliverables-Based Information Technology Services**

ADDENDUM NO. 1

DATE ISSUED: September 20, 2023

**REQUEST FOR PROPOSALS NUMBER: 2023-069
ORIGINAL RFP SUBMISSION DATE: September 15, 2023
REVISED RFP SUBMISSION DATE: September 22, 2023**

RFP 2023-069, dated August 16, 2023, is hereby amended to incorporate in full text the following provisions:

Proposal Due Date extended to September 22, 2023.

Questions and Answers

194 questions were submitted for this project. For the consideration of Respondent's need to traditionally otherwise attach a full consideration and acceptance of them to their proposal, we instead refer Respondents to Public Purchase where they are listed at: <https://www.publicpurchase.com/gems/bid/questions/questionsBid?bidId=176746>

Craig Johnson
Senior Purchasing Manager

Proposers: Please acknowledge and return a copy of this Addendum with your proposal.

COMPANY NAME: 22nd Century Technologies, Inc.

SIGNATURE: *Yanni Pule*

NOTE: Company name and signature must be the same as on the RFP documents.



Brief statement of the respondent’s understanding

With our management consulting roots tracing back to 1997 and delivering successful Deliverables-Based Information Technology Services for the past 26 years, we understand that the NCTCOG looking for vendors who can provide services to one or more service categories i.e. Application Development, Application Maintenance and Support, Data Management, Analytics, and Automation, Enterprise Architecture, Project Management, Technology Upgrade, Migration, and Transformation, Business Intelligence, Kentico Maintenance and Support, Laserfiche Maintenance and Support, Microsoft Maintenance and Support, Smartsheet Maintenance and Support, Geospatial Software and Data Support, Products, and Services Otherwise Not Anticipated in the RFP, and NCTCOG Agency/Department Specific Category under Deliverables-Based Information Technology Services (DBITS). Based on our more than 02 decades of experience, TSCTI has planned to bid on Application Development, Application Maintenance and Support, Data Management, Analytics, and Automation, Enterprise Architecture, Project Management, Technology Upgrade, Migration, Transformation, Business Intelligence, Microsoft Maintenance and Support, Geospatial Software and Data Support, Products and Services Otherwise Not Anticipated in the RFP. Below, TSCTI has demonstrated its brief qualification of all the categories in which we are bidding.

<p>Category #1: Application Development</p> <p>Brief Qualification: TSCTI is a pioneer in customized Application Development with over 26 years of experience and a satisfied customer base is proof of our excellent work. We are Microsoft and Oracle Certified Gold Partners and have established an alliance with market-leading firms like HP, Juniper, SolarWinds, Cisco, VMWare, Dell, Amazon, and IBM that allows us to access new technologies as well as preferred access to training and technical support. Our teams are expected to demonstrate expertise in designing, developing, and maintaining complex software applications tailored to clients' specific needs. Furthermore, TSCTI's qualifications may include adherence to industry best practices, security standards, and compliance with regulatory requirements such as CMMI Level 3, ISO, PMBOK, and ITIL standards, ensuring the delivery of high-quality and secure application development solutions to their clients. We are providing these services to various clients that include but are not limited to FL Department of Management Services, Orange County Public Schools, FL, San Diego Association of Governments, CA, Bi-State Development, MO, Washington Metropolitan Area Transit Authority, DC, Dallas Area Rapid Transit Authority, TX, Dallas Independent School District, TX, Baltimore County Public Schools (BCPS), MD and more.</p>
<p>Category #2: Application Maintenance and Support</p> <p>Brief Qualification: To offer such services, we utilize industry best practices such as CMMI Level 3, ISO, PMBOK, and ITIL standards. We are Microsoft and Oracle Certified Gold Partner and have established an alliance with market-leading firms like HP, Juniper, SolarWinds, Cisco, VMWare, Dell, Amazon, and IBM that allows us to access new technologies as well as preferred access to training and technical support. TSCTI has a team of a combination of skilled professionals with in-depth knowledge of various technologies, including software development, systems architecture, and database management. We have experience in application troubleshooting, bug fixing, performance optimization, and regular updates. Our qualification also involves a robust infrastructure for monitoring, ticketing, and issue resolution, ensuring clients receive dependable and responsive assistance to maintain and enhance their software applications effectively. We are providing these services to various clients that include but are not limited to FL Department of Management Services, Orange County Public Schools, FL, San Diego Association of Governments, CA, Bi-State Development, MO, Washington Metropolitan Area Transit Authority, DC, Dallas Area Rapid Transit Authority, TX, Dallas Independent School District, TX, Baltimore County Public Schools (BCPS), MD and more.</p>
<p>Category #3: Data Management, Analytics, and Automation</p> <p>Brief Qualification: TSCTI is a Microsoft and Oracle Certified Gold Partner and offers services based on DAMA Data Management Body of Knowledge (DMBOK). We leverage its extensive expertise in data science, technology, and business strategy. Our comprehensive suite of services encompasses data strategy, data governance, analytics, machine learning, robotic process automation, and more. Our commitment to innovation and excellence ensures we are at the forefront of helping clients unlock the full potential of their data assets. Clients such as Fire Department of New York, San Antonio Water System - TX, Palm Beach County – FL, Washington Metropolitan Area Transit Authority, City of Phoenix, Aviation Department Technology Division – AZ, United Nations Development Program, and many more.</p>
<p>Category #4: Enterprise Architecture</p> <p>Brief Qualification: TSCTI has a recognized track record in providing end-to-end Enterprise, Solution, Data, and Cloud Architecture services to various agencies. We offer such services based on ITIL and PMBoK standards. TSCTI has a proven track record of successfully guiding organizations through complex enterprise architecture initiatives, aligning technology with business objectives, optimizing processes, and ensuring scalability and sustainability. We are providing these services to various clients that include but are not limited to FL Department of Management Services, Orange County Public Schools, FL, San Diego Association of Governments, CA, Bi-State Development, MO, Washington Metropolitan Area Transit Authority, DC, Dallas Area Rapid Transit Authority, TX, Dallas Independent School District, TX, Baltimore County Public Schools (BCPS), MD and more.</p>
<p>Category #5: Project Management</p> <p>Brief Qualification: TSCTI provides IT Project Management Services through CMMI level 3 and PMBoK-based Standards to our Federal, State, and local government clients. Our project management services cover all stages of a project from concept to completion, encompassing planning, scheduling, and cost control through to design, construction, and commissioning. We provide tailored project management solutions to address our client’s needs on all projects, from innovative eco-friendly projects to high-end luxury developments. We are providing these services to various</p>



clients that include but are not limited to *Maryland, Department of Information Technology, City of Baltimore- Department of Finance- MD, Washington Metropolitan Area Transit Authority, DC, State of Colorado, Adams 12 - Five Star Schools, CO, Sound Transit, WA, and more.*

Category #6: Technology Upgrade, Migration, and Transformation

Brief Qualification: TSCTI has a proven track record in providing Technology Upgrade, Migration, and Transformation services. We have a robust portfolio of successful projects spanning various industries, showcasing their expertise in upgrading, migrating, and transforming technology infrastructures to meet evolving business needs. TSCTI maintains strategic partnerships with leading technology firms such as *HP, Juniper, SolarWinds, Cisco, VMWare, Dell, Amazon, and IBM*, allowing us access to the latest tools and solutions, further enhancing our capabilities in this area. We are a *Microsoft and Oracle Certified Gold Partner*. We are providing these services to various clients that include but are not limited to *FL Department of Management Services, Orange County Public Schools, FL, San Diego Association of Governments, CA, Bi-State Development, MO, Washington Metropolitan Area Transit Authority, DC, Dallas Area Rapid Transit Authority, TX, Dallas Independent School District, TX, Baltimore County Public Schools (BCPS), MD and more.*

Category #7: Business Intelligence

Brief Qualification: TSCTI offers Business Intelligence (BI) services that are based on *CMMI Level 3, ISO, PMBOK, and ITIL standards*. Our established alliance with market-leading firms like Microsoft, *IBM, Oracle, HP, Juniper, SolarWinds, Cisco, VMWare, Dell, and Amazon* allows us to stay updated with the latest trends and technologies in Business Intelligence that are crucial in providing high-quality services. We have a deep knowledge of data analytics, visualization, and strategic insights. We possess a comprehensive understanding of various industries and utilize cutting-edge technologies to extract meaningful insights from data. TSCTI's extensive network and access to a wide range of data sources enable us to deliver customized solutions that address the unique needs of each client. We are providing these services to various clients that include but are not limited to the *State of New Mexico, NM, City of Dayton, OH, University of New Mexico, Bi-State Development, MO, the State Of North Dakota, Fulton County Schools, GA, Washington Metropolitan Area Transit Authority, DC, Dallas Area Rapid Transit Authority, TX, Dallas Independent School District, TX, Baltimore County Public Schools (BCPS), MD and more.*

Category #10: Microsoft Maintenance and Support

Brief Qualification: TSCTI is a *Microsoft Certified Gold Partner* and holds expertise in providing Microsoft Maintenance and Support Services. Our Microsoft Maintenance and Support services offer a comprehensive and tailored approach to managing and optimizing various Microsoft technologies, including Azure, Microsoft/Office 365, SharePoint Online, Dynamics 365, Teams, Power Platform, and PowerApps. We are providing these services to various clients that include but are not limited to *Maryland, the Department of Information Technology, City of Baltimore- Department of Finance- MD, Washington Metropolitan Area Transit Authority – DC, State of Colorado-Adams 12 - Five Star Schools, Sound Transit – WA, State of New Jersey and more.*

Category #12: Geospatial Software and Data Support

Brief Qualification: TSCTI has more than 02 decades of experience in providing Geospatial Software and Data Support Services. Our qualification in this domain is underscored by a proven track record of delivering innovative solutions in geospatial technology, encompassing the integration of software applications and data management for spatial analysis, mapping, and visualization. Leveraging a multidisciplinary team of experts, TSCTI combines cutting-edge geospatial tools with deep industry insights to address complex challenges across various sectors such as urban planning, natural resource management, transportation, and more. We offer services by using common *GIS techniques and cartographic best practices*. TSCTI is currently providing GIS Analysts to *State of Texas - Department of Information Resources, TX, Maryland Health Benefit Exchange, MD, Lower Colorado River Authority, TX, City of Phoenix, Aviation Department Technology Division, AZ, City of Sunnyvale, CA and more.*

Category #13: Services Not Anticipated in the RFP (Network Support Service)

Brief Qualification: TSCTI has over 26 years of experience in providing Network Support Services to numerous State, federal, and commercial clients with enterprise-level systems & network solutions. Our services are based on proven life-cycle methodologies and best practices which are based on *ITIL, CMMI, and ISO 20000*. Our Network Support team comprises certified professionals with in-depth knowledge of networking technologies, protocols, and security measures. TSCTI has proficiency in designing, implementing, and maintaining complex network infrastructures for a diverse range of clients. Some of the clients where we have provided professionals are *Fire Department of New York, San Antonio Water System, TX, Palm Beach County, FL, Washington Metropolitan Area Transit Authority, City of Phoenix, Aviation Department Technology Division, AZ, City of Sunnyvale, CA and more.*

TSCTI is a matured Information Technology Services provider, appraised at CMMI Level 3 and certified as an *ISO 9001:2015, 20000-1:2018, 27001:2013* with 26+ years of experience in providing Information Technology Consulting Services to various government clients including 40+ educational clients across the nation. We have a presence in 50 States across the nation with a D&B Open rating score of **95**, we have been successfully serving a customer with a high level of customer satisfaction. TSCTI delivery is based on Certified Matured Processes including CMMI L3 Dev & SVC, ISO 20000-1:2018, ISO 27001:2013, & ISO 9001:2015 quality processes. With the necessary technical expertise, relevant experience, effective knowledge of business processes within both public and commercial organizations, and the commitment of its management, TSCTI is fully prepared and committed to providing the services of “Deliverables-Based Information Technology Services” by providing a qualified team to the NCTCOG in order to meet its requirements and associated deliverables in the set timeframe.

TSCTI acknowledges that our proposal remains valid for a minimum of 90 calendar days after the due date.



Tab B Executive Summary.



Executive Summary

Based on our more than 2 decades of experience in providing similar deliverable-based Information Technology Services, we understand that the NCTCOG looking for vendors who can provide services to one or more service categories i.e. Application Development, Application Maintenance and Support, Data Management, Analytics, and Automation, Enterprise Architecture, Project Management, Technology Upgrade, Migration, and Transformation, Business Intelligence, Kentico Maintenance and Support, Laserfiche Maintenance and Support, Microsoft Maintenance and Support, Smartsheet Maintenance and Support, Geospatial Software and Data Support, Products, and Services Otherwise Not Anticipated in the RFP, and NCTCOG Agency/Department Specific Category under Deliverables-Based Information Technology Services (DBITS).

With more than 26+ years of experience, TSCTI has planned to bid on Application Development, Application Maintenance and Support, Data Management, Analytics, and Automation, Enterprise Architecture, Project Management, Technology Upgrade, Migration, and Transformation, Business Intelligence, Microsoft Maintenance and Support, Geospatial Software and Data Support, Products and Services Otherwise Not Anticipated in the RFP. TSCTI is a Minority-Owned Business Enterprise (MBE) Certified firm certified by the North Central Texas Regional Certification Agency (NCTRCA). Our delivery is based on Certified Matured Processes including CMMI L3 Dev & SVC, ISO 20000-1:2018, ISO 27001:2013, & ISO 9001:2015 quality processes. To successfully manage the project for NCTCOG, an efficient and effective project management framework is needed to ensure all tasks and deliverables are performed on time, under budget, within scope, and with a high level of quality. TSCTI has an established Project Management Office (PMO) comprising Mr. Kashif R. Hashmi, Program Manager – IT, and Mr. Sandeep Singh, Project Director. Below TSCTI has demonstrated their qualification.

Table with 2 columns: Name/Title and Education/Certification. Row 1: Mr. Kashif R. Hashmi, Program Manager – IT. Row 2: Mr. Sandeep Singh, Project Director.

Our approach significantly enhances our ability to manage projects successfully and effectively with a continuous cycle of repeatable processes in contract management, program control, budgeting, transitioning, integration, subcontractor management, task planning, status review, risk management, and quality control based on fact-driven management and customer feedback coupled with fact-based performance measures such as staffing and costs, requirements, master schedule, and performance metrics that result in corrective action and continuous improvement approach. This approach will benefit NCTCOG through better communication lines with all personnel, maintenance, and enhancement of infrastructure, and higher quality completion of all project requirements. Our management approach ensures that we are fully aligned with contract objectives to ensure NCTCOG’s mission success and seamless continuity of operations. We will draw industry best practices such as CMMI Level 3, ISO, PMBOK, and ITIL standards to plan, coordinate, and manage the contract. To manage the overall project and individual equipment vendors, we will implement a streamlined management organization guided by structured processes, deploy experienced personnel, and give close attention to performance, timeliness, quality, and regular reporting on performance and cost. We will use scheduling, performance, and quality metrics generated from certified reporting tools, verify those metrics against the defined baselines, and conduct additional due diligence to account



for every element of the contract. TSCTI acknowledges that no alternatives have been proposed. We also indicate that there are no major requirements that we cannot meet.

We collaborate with our clients as partners and provide them extra value-added with a combination of our knowledge base, our technology vendors' partnership advantage, and our expert team of consultants who provide skilled support to our field consultants working at client sites without any extra cost. Through our company commitment & dedicated staff, TSCTI has a **99.99%** project success rate with all of our clients, including many state and county agencies.

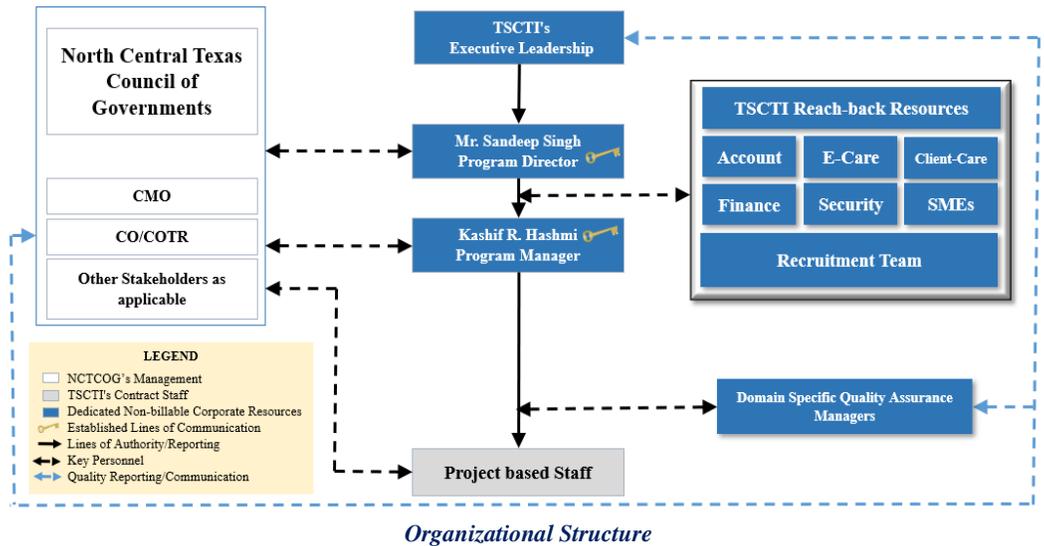


Tab C Key Personnel.



Key Personnel

TSCTI’s organizational structure is designed to provide the NCTCOG with easy and quick access to the capabilities and personnel to support the NCTCOG's services and mission. The organizational structure will provide and maintain clear, complete & interactive dialogue and accountability between the Government & TSCTI. As seen in the figure, TSCTI proposes the following organizational structure to meet the requirements of this solicitation demonstrating the TSCTI’s strengths to reach back to business units such as Security, Information Technology, Staffing Center, and Accounting to support this contract. The NCTCOG, as a part of PMO, is responsible for corporate oversight, reviews, and ongoing improvement of best practices.



Our Project Management Methodology is based on our firm commitment to and use of process and process improvement methods. Our project management practices incorporate the approach of the Project Management Institute (PMI) and ensure we effectively manage the task. Our focus on continuous improvement has led to a mature management model. We have applied our proven management approach to similar large contracts. TSCTI has an established Project Management Office (PMO) comprising **Mr. Kashif R. Hashmi, Program Manager – IT, and Mr. Sandeep Singh, Project Director**. Our Program Manager will have ultimate authority, responsibility, and accountability to manage all TSCTI resources; and meet the cost, schedule, and technical objectives of this contract.

The Program Manager will also be the sole authority on all aspects related to contract management, including communication, risk management, issue resolution, staffing, and quality management. Only issues that can’t be resolved at the Program Manager level will be escalated and resolved by the Executive Leadership. Our Program Manager will provide the leadership, resources, and inputs needed to run the program effectively to meet all Government initiatives and act as an escalation point to NCTCOG stakeholders on matters concerning program performance quality, deliverables, communication, accounting, risk, costs, and staffing. Our Program Manager will have primary responsibility and authority for the overall NCTCOG support contract. The Program Manager will interface directly with the NCTCOG CO/COR and other NCTCOG management for contract-level matters dealing with performance, funding, and overall direction. In addition, the Program Manager will directly interface and coordinate as appropriate with other NCTCOG POCs. The Program Manager provides a single point of accountability to the NCTCOG for the project deliverables, contractual matters, and customer satisfaction. TSCTI’s corporate team supports our Program Manager with assistance in management, contract administration, recruiting, security, and human resources support. The Program Manager also has a direct connection to TSCTI’s President to discuss and make decisions on areas that may require executive management support. The Program Manager has the independence to make all required decisions relating to the performance of this contract. The Program Manager has full authority to commit corporate resources of the TSCTI. All leads report directly to the Program Manager and the Program Manager is vested with total authority over the performance of this contract. The Program Manager is the contract principal decision maker who sets the direction of our team.

TSCTI will also assign multiple SME and Quality Assurance Managers to support each category. Our SME and Quality Assurance Managers pay special attention to the quality measures and follow-up procedures that are needed to drive efficiency. He will interface directly with the NCTCOG Program Manager/CO/COR and other management for contract-level matters dealing with performance, funding, and overall direction for this RFP. Mr. Kashif provides a single point of accountability to the NCTCOG for the project deliverables, contractual matters, and customer satisfaction. Mr. Kashif also has a direct connection to TSCTI Executive Leadership to discuss and make decisions on areas that may require executive



management support. TSCTI Executive Leadership will establish a direct line of communication with NCTCOG Management in case of rare escalation. Mr. Kashif has the independence to make all required decisions relating to the performance of this contract. He has full authority to commit corporate resources of the TSCTI. The Leads report directly to Mr. Kashif, and he is vested with total authority over the performance of this contract.

Upon award, the Program Manager will work with management to establish defined reporting procedures, deliverables oversight, schedules, points of integration, and escalation in line with the Communications Management Plan (CMP). Our approach provides program visibility to our management and still gives the freedom to our qualified team leads and team to provide independent, team-based, or proactive work based on NCTCOG support objectives. Our management structure is a map of the lines of authority, not a barrier to meeting NCTCOG needs.

POC Details are as follows.

- **Mr. Kashif R. Hashmi, Program Manager – IT**
Phone: 866-537-9191 Ext 2
Email: sledproposals@tscti.com
- **Mr. Sandeep Singh, Project Director – Business Development**
Phone: 866-537-9191 Ext 2
Email: sandeeps@tscti.com

TSCTI acknowledges that we are not utilizing any subcontractors or third-party services in performance to fulfill the needs of this RFP.



Tab D Technical Proposal.



This section should constitute the major portion of the submittal and must contain a narrative in specific response to items identified below and to all to the specifications outlined in Section 5.0 –Scope of Work and Exhibit A.

1. Description of the services for which the Proposer is able to provide. In responding, please use the categories identified in Exhibit A of this RFP.

TSCTI is pleased to bid on the following categories.

- Category 1. Application Development
Category 2. Application Maintenance and Support
Category 3. Data Management, Analytics, and Automation
Category 4. Enterprise Architecture
Category 5. Project Management
Category 6. Technology Upgrade, Migration, and Transformation
Category 7. Business Intelligence
Category 10. Microsoft Maintenance and Support
Category 12. Geospatial Software and Data Support
Category 13. Products and Services Otherwise Not Anticipated in the RFP

Detailed Scope of Work: The response document should provide a comprehensive description of the project's scope of work, including but not limited to:

1. Background information about our organization, including our industry, size, and strategic objectives.

Established in 1997 in New Jersey, TSCTI is a matured Information Technology Services provider, appraised at CMMI Level 3 and certified as an ISO 9001:2015, 20000-1:2018, 27001:2013 with 26+ years of experience in providing Information Technology Services to various government clients across the nation. TSCTI is a Minority-Owned Business Enterprise (MBE) Certified firm certified by the North Central Texas Regional Certification Agency (NCTRCA). We have a presence in 50 States across the nation with a D&B Open rating score of 95, we have been successfully serving a customer with a high level of customer satisfaction. TSCTI delivery is based on Certified Matured Processes including CMMI L3 Dev & SVC, ISO 20000-1:2018, ISO 27001:2013, & ISO 9001:2015 quality processes. With 5,500+ internal employees, a trained team consisting of 270+ domain-specific technical experts and recruiters, and a huge pool of proprietary resumes of 5M+, TSCTI is capable of hiring the right professionals as per the technical requirements of the projects within the minimal timeline. Since inception, we have successfully acquired, managed, and delivered a variety of technical solutions of diverse platforms to both Government and Commercial agencies. TSCTI team ensures successful implementation of best practice solutions while minimizing disruption and maximizing return on investment for our clients. Our consultants' qualifications include 45% having a master's degree, 90% having a bachelor's degree, and 40% having certification in their key skills/ technologies. Most of the candidates offered by us are certified professionals in their respective fields. We are currently serving on 300+ contracts with various government agencies across the U.S. including 30+ clients in the State of Texas.



TSCTI's acumen includes the following awards.

- CIORReview – Most Promising Managed It Services Provider 2023
Most Promising Low Code No Code Platform Solutions Provider by CIO Review
Top 10 most promising SharePoint Solutions Providers by CIO Review magazine
Washington Technologies ranks TSCTI 12th fastest-growing Government Business
Rank # 86 in 2023 Solution Provider 500, Elite 150 of 2023 Managed Service Provider 500
Newsweek's - America's Greatest Workplaces for Diversity 2023
NVTech 100 Honoree
Received Certificate of Recognition for our outstanding work in supporting the State of Maryland
Inc. 500 ranks TSCTI 86th fastest-growing NJ company
Forbes Best Software company to work
SIA – 2023 Largest Staffing Firms in the US
CIORReview – Top 10 Most Promising Cloud Services Companies
CIORReview – Top 10 Managed IT Services Companies
AeroSpace & Defense Review – Top 10 Naval Tech USA Consulting/Services companies
Recognized by Forbes as one of America's Best Large Employers
Top Diversity Owned Business in the USA
3rd rank in NJ Fast 50
10-Time Inc. 500 Honor Roll Award
Top 500 diversity businesses in the nation
Top 500 Global Software Magazine award for the fastest growing company
1071 Rank on Inc. 5000 list of the fastest-growing private companies in America.
10-Time Inc. 5000 Honoree

Financial Qualification



Deliverables-Based Information Technology Services

TSCTI is a financially stable and growing company. In the year 2022, we were financially evaluated at \$395.85+ Million. We currently have a credit line of \$11 Million and have the required financial capacity to provide the services. TSCTI does not have any pending merger or financial liabilities that may affect this current contract. TSCTI states that it has never filed bankruptcy, pending litigation, planned office closures, or impending merger and possesses the necessary financial capacity, working capital, and other resources to carry out the capital, operating, planning, and future maintenance activities listed in the solicitation, without assistance from an external source. We don't have any short-term or long-term debts.

2. Specific project objectives, goals, and desired outcomes.

Below, TSCTI has demonstrated the project objectives, goals, and desired outcomes of each category.

Category 1. Application Development

TSCTI understands that for application development projects, it's crucial to define clear objectives, goals, and desired outcomes to ensure that the project stays on track and delivers value to stakeholders. Below, TSCTI has demonstrated project objectives, goals, and desired outcomes for an application development project:

<p>Project Objectives: The project aims to enhance the overall user experience by refining the application's usability and interface, ensuring a seamless and intuitive interaction for users. Additionally, it seeks to augment functionality by introducing features that cater to specific user needs, thereby adding substantial value to the application. Compatibility across multiple platforms is a priority to broaden the application's accessibility. Furthermore, optimizing performance for swift loading times and minimal downtime, along with robust security measures to safeguard user data and adhere to compliance standards, are integral aspects of this development endeavor. Lastly, the project will focus on scalability, ensuring that the application's architecture can seamlessly accommodate increased user loads without compromising performance.</p>
<p>Goals: Complete the development phase within the established timeline, accounting for potential revisions and testing. Stay within the allocated budget, ensuring efficient resource utilization and cost management throughout the project. Strive for a high user adoption rate by delivering an application that meets and exceeds user expectations. Aim for positive user feedback and reviews, indicating high satisfaction with the application's functionality and usability. Ensure a smooth deployment process with minimal post-launch issues by rigorously testing the application in various environments.</p>
<p>Desired Outcomes:</p> <ul style="list-style-type: none"> • Increased User Engagement: Measure an increase in user engagement metrics such as session duration, pageviews, and interactions within the application. • Higher Conversion Rates: Monitor and analyze conversion rates to assess the effectiveness of the application in achieving its intended goals (e.g., sign-ups, and purchases). • Improved Retention Rates: Track user retention and churn rates to ensure that the application maintains a loyal and active user base over time. • Positive Impact on Business Objectives: Evaluate how the application contributes to broader business objectives, such as revenue growth, customer acquisition, or brand awareness. • Adaptability to Feedback: Demonstrate the ability to incorporate user feedback and adapt the application to evolving user needs and market trends.

Category 2. Application Maintenance and Support

Application Maintenance and Support involves the ongoing management, enhancement, and troubleshooting of software applications to ensure their smooth operation and alignment with business needs. Below, TSCTI has demonstrated general project objectives, goals, and desired outcomes for an Application Maintenance and Support project:

<p>Project Objectives: Ensure that the application functions optimally, minimizing downtime and disruptions to business operations. Address and resolve bugs, errors, and performance issues to maintain a stable and reliable system. Ensure the application adheres to industry-specific standards, regulatory requirements, and security best practices. Continuously gather user feedback to identify areas for improvement and implement enhancements that enhance user experience. Manage and control the total cost of ownership (TCO) of the application by identifying and implementing cost-effective solutions.</p>
<p>Goals: Aim to decrease the time taken to identify and resolve application-related incidents and problems. Strive to maximize the uptime of the application, minimizing disruptions to end-users. Improve the application's speed, responsiveness, and overall performance to meet or exceed user expectations. Identify and proactively address potential vulnerabilities, security threats, and compliance issues. Efficiently allocate resources (both human and technological) to tasks and projects based on priority and criticality.</p>
<p>Desired Outcomes:</p> <ul style="list-style-type: none"> • Improved User Experience: Users should experience a smoother, more reliable, and faster application, leading to higher satisfaction and productivity. • Reduced Downtime: Minimized instances of application unavailability or slowdowns, ensuring uninterrupted business operations. • Mitigated Security Risks: A secure application environment with reduced vulnerabilities and a well-defined incident response plan. • Aligned with Business Objectives: The application should continually evolve to meet changing business requirements, contributing to organizational goals.



- **Transparent Reporting and Communication:** Clear and regular reporting on maintenance activities, performance metrics, and upcoming enhancements.
- **Cost-Effectiveness:** Achieve optimal use of resources while delivering high-quality support and maintenance services.
- **Compliance Adherence:** Ensure the application aligns with relevant industry standards, regulations, and compliance requirements.

Category 3. Data Management, Analytics, and Automation

Below, TSCTI has demonstrated general project objectives, goals, and desired outcomes for a Data Management, Analytics, and Automation project:

Project Objectives: Data Management, Analytics, and Automation project is to establish a robust framework for handling organizational data. This includes enhancing data quality by improving accuracy, completeness, and consistency across all sources and systems. Additionally, the project aims to ensure seamless data accessibility for relevant stakeholders, enabling them to retrieve the right information at the right time. Implementing effective data governance policies and processes is also a key objective, ensuring that data is managed in compliance with industry regulations. Furthermore, the project endeavors to empower teams with reliable, up-to-date data for informed decision-making, while optimizing data storage and retrieval processes to enhance overall efficiency. Lastly, automation of routine data tasks is set to be a central objective, allowing resources to be redirected towards more strategic initiatives. These objectives collectively pave the way for a more data-driven and efficient organizational ecosystem.

Goals: The project aims to achieve several key goals to enhance data management, analytics, and automation. These objectives include achieving a 98% data accuracy rate, reducing data processing time by 30%, increasing data accessibility to 90%, implementing robust data governance policies, and ensuring that 90% of relevant staff are proficient in using data analytics tools. These goals collectively target improvements in data quality, processing efficiency, accessibility, governance, and analytical capabilities. By attaining these milestones, the project endeavors to empower teams with reliable, timely data, streamline operations, and ultimately drive more informed decision-making processes across the organization.

Desired Outcomes:

- **Informed Decision Making:** Teams across the organization rely on accurate data to make timely, informed decisions.
- **Improved Operational Efficiency:** Automation of routine tasks leads to a more streamlined and efficient data management process.
- **Enhanced Data Security and Compliance:** Data governance policies ensure compliance with industry standards and regulations.
- **Predictive Analytics for Proactive Decision Making:** Utilize advanced analytics to forecast trends and make proactive decisions.
- **User-Friendly Dashboards:** Intuitive reporting and visualization tools promote better understanding and engagement with data.

Category 4. Enterprise Architecture

Enterprise Architecture (EA) is a strategic framework that aligns NCTCOG's business processes, technology infrastructure, and information assets with its overall mission and objectives. Below, TSCTI has demonstrated general project objectives, goals, and desired outcomes for an Enterprise Architecture initiative.

Project Objectives: To align the NCTCOG's enterprise architecture with its overarching business strategy, ensuring a seamless integration of technology and processes. This alignment aims to enhance operational efficiency, enabling the NCTCOG to swiftly adapt to evolving market dynamics. Additionally, the initiative seeks to optimize resource allocation by identifying and eliminating redundancies, ultimately maximizing the return on investments. A critical focus will be on mitigating risks associated with technology and compliance, bolstering the NCTCOG's resilience in an ever-changing business landscape. Ultimately, the project aims to empower decision-makers with timely, accurate information, fostering data-driven decision-making across the NCTCOG.

Goals: Develop a comprehensive understanding of the NCTCOG 's current state, future vision, and roadmap to bridge the gap. Establish and enforce standardized practices, architectures, and technologies to promote consistency and interoperability. Identify opportunities for cost reduction through rationalization of systems, licenses, and infrastructure. Foster an environment that supports innovation and the rapid adoption of emerging technologies that align with business goals. Ensure that the EA adheres to industry regulations, security standards, and internal governance policies.

Desired Outcomes:

- **Improved Business Agility:** The ability to adapt quickly to changing market conditions and customer demands.
- **Enhanced Customer Experience:** Deliver better products and services by leveraging technology to meet and exceed customer expectations.
- **Reduced IT Complexity:** Streamlined IT systems and processes, leading to simplified management and maintenance.
- **Optimized Resource Allocation:** Efficient use of resources, leading to cost savings and improved return on investment.
- **Increased Innovation and Competitive Advantage:** The NCTCOG is better positioned to innovate and gain a competitive edge in the market.
- **Stronger Governance and Compliance:** Improved adherence to regulatory requirements and internal policies, reducing legal and security risks.

Category 5. Project Management

Below, TSCTI has demonstrated general project objectives, goals, and desired outcomes for a Project Management initiative.

Project Objectives: Ensure the successful development, deployment, and maintenance of IT solutions that meet or exceed stakeholder expectations. Efficiently allocate and utilize resources (including time, budget, and manpower) to maximize productivity and minimize wastage. Identify, assess, and proactively address potential risks and issues to prevent disruptions and ensure project continuity. Ensure all project activities



adhere to relevant industry standards, regulations, and security protocols to safeguard sensitive information. Establish clear channels of communication to foster collaboration, provide regular updates, and address concerns promptly. Design the project framework to be flexible and scalable, enabling it to accommodate changes in scope, technology, or requirements.

Goals: Encompass ensuring on-time delivery, budget adherence, and quality assurance. It is imperative to complete all project phases and deliverables as per the agreed schedule while minimizing any potential delays. Furthermore, meticulous management of project costs within the allocated budget is crucial, requiring efficient resource allocation and stringent cost control measures.

Quality assurance remains paramount, with a focus on implementing rigorous testing and validation processes to guarantee the reliability, functionality, and performance of the IT solutions being developed. This commitment to quality extends to user satisfaction, where the project emphasizes prioritizing an exceptional user experience. This involves designing intuitive interfaces and ensuring that the solutions align seamlessly with the specific needs and preferences of end-users. Additionally, knowledge transfer and training are integral aspects of the project's success. To empower end-users and stakeholders, comprehensive training and detailed documentation are provided. This not only ensures effective utilization of the solutions but also facilitates their long-term maintenance and sustainability. These combined efforts contribute to the project's overall success and its alignment with broader NCTCOG objectives.

Desired Outcomes:

- **Successful Deployment:** Achieve a seamless and successful implementation of the IT solution(s) in the production environment.
- **Measurable Benefits:** Realize quantifiable improvements in operational efficiency, productivity, or other key performance indicators identified in the project's scope.
- **Long-Term Sustainability:** Ensure the solution's longevity by establishing maintenance protocols, support systems, and upgrade pathways.
- **Client Satisfaction:** Garner positive feedback and testimonials from stakeholders, demonstrating a high level of client satisfaction.
- **Knowledge Transfer and Skills Development:** Cultivate a more proficient and knowledgeable team by providing training and skills development opportunities throughout the project lifecycle.
- **Positive Impact on Business Objectives:** Align the project outcomes with broader NCTCOG goals, potentially contributing to revenue growth, cost savings, or market advantage.

Category 6. Technology Upgrade, Migration, and Transformation

Below, TSCTI has demonstrated general project objectives, goals, and desired outcomes for a Technology Upgrade, Migration, and Transformation project.

Project Objectives: Improve response times and handle increased user loads. Update outdated technologies to ensure long-term support and compatibility. Implement modern security measures to safeguard against cyber threats and ensure compliance with industry standards and regulations. Streamline operations and reduce maintenance overhead by leveraging more efficient technologies. Ensure smooth integration with existing and future systems, enabling data flow and interoperability.

Goals: Successfully migrate existing legacy applications to the new technology stack while maintaining or enhancing functionality. Ensure minimal impact on day-to-day operations during the transition phase. Safely migrate and validate data from legacy systems to the new platform, ensuring data integrity and accuracy. Provide necessary training and resources to help users adapt to the upgraded technology effectively. Conduct thorough testing and benchmarking to validate improved performance and scalability.

Desired Outcomes:

- **Increased System Reliability:** Achieve a significant reduction in system downtime and errors, resulting in enhanced reliability and availability.
- **Improved Performance Metrics:** Measure and document improvements in key performance indicators (KPIs) such as response times, processing speeds, and system uptime.
- **Enhanced Security Posture:** Achieve a higher level of data security, as demonstrated by a decrease in security incidents and vulnerabilities.
- **Cost Optimization:** Realize cost savings through the elimination of redundant systems, energy efficiency improvements, and the utilization of cloud services.
- **Satisfied Stakeholders:** Attain positive feedback from end-users, stakeholders, and customers regarding the improved technology experience and efficiency.
- **Future-Ready Technology Stack:** Establish a technology infrastructure capable of adapting to emerging trends and technologies, ensuring longevity and relevance.

Category 7. Business Intelligence

Below, TSCTI has demonstrated general project objectives, goals, and desired outcomes for a Business Intelligence project.

Project Objectives: Enhance the accessibility of data across the NCTCOG, ensuring that relevant stakeholders can easily access and utilize critical business information. Empower decision-makers with timely and accurate insights derived from data analysis, enabling them to make informed and strategic choices. Streamline operations by identifying inefficiencies, bottlenecks, and areas for improvement through data-driven analysis. Gain a competitive edge by leveraging BI to gain a deeper understanding of market trends, customer behavior, and emerging opportunities. Identify and address potential risks and challenges through proactive monitoring and analysis of key performance indicators (KPIs).

Goals: Select, deploy, and configure appropriate BI tools and technologies that align with NCTCOG requirements and budget constraints. Develop and implement robust data governance policies and procedures to ensure data accuracy, integrity, and security. Establish a centralized data repository that serves as the authoritative source for all NCTCOG data, reducing discrepancies and ensuring consistency. Offer comprehensive



training and ongoing support to users across different departments to effectively utilize BI tools and extract valuable insights. Empower end-users to generate their reports and dashboards, reducing dependency on IT and accelerating decision-making.

Desired Outcomes:

- **Improved Reporting and Visualization:** Deliver clear, insightful reports and visualizations that enable stakeholders to quickly understand and act upon data-driven insights.
- **Enhanced Forecasting and Planning:** Enable more accurate forecasting and planning processes by leveraging historical data and predictive analytics.
- **Increased Revenue and Profitability:** Identify new revenue streams, optimize pricing strategies, and reduce costs through data-driven initiatives.
- **Enhanced Customer Experience:** Understand customer behavior and preferences to tailor products, services, and marketing efforts for improved customer satisfaction and loyalty.
- **Compliance and Risk Management:** Ensure compliance with industry regulations and proactively manage risks through continuous monitoring and analysis.

Category 10. Microsoft Maintenance and Support

Below, TSCTI has demonstrated general project objectives, goals, and desired outcomes for a Microsoft Maintenance and Support project.

Project Objectives: Aim to significantly enhance the reliability of our systems. One of the primary objectives is to reduce unplanned downtime by 30%. This will be achieved through the implementation of proactive maintenance and vigilant monitoring practices. By identifying and rectifying potential issues before they escalate, we anticipate a substantial decrease in unscheduled outages. Additionally, we are striving to elevate our system uptime to an industry-leading 99.9%, aligning with recognized benchmarks. This ambitious goal underscores our commitment to providing a consistently stable and available environment for our operations. Through these efforts, we anticipate a marked improvement in our overall system performance and dependability.

Goals: Enhance system reliability by reducing unplanned downtime through proactive maintenance and monitoring, aiming for a 30% decrease. Strive to achieve a system uptime of 99.9% to meet industry standards. Furthermore, we aim to boost support team efficiency, aiming for a 90% first-contact issue resolution rate, and expedite problem resolution by reducing the average ticket resolution time by 20%. Security is a priority, with a goal of 100% compliance with security updates. To empower our workforce, we plan to provide training to 90% of end-users, optimizing software utilization. Finally, we seek to achieve a 15% cost savings in maintenance through cost-effective measures without compromising support quality.

Desired Outcomes:

- **Enhanced Productivity:** Users experience minimal disruptions, allowing them to focus on their tasks and responsibilities without being hindered by Microsoft system issues.
- **Improved Security:** Reduced vulnerabilities and timely patching result in a more secure Microsoft environment, minimizing the risk of data breaches and cyberattacks.
- **Optimal Performance:** Microsoft applications and infrastructure consistently perform at their best, contributing to a smoother workflow and improved user satisfaction.
- **Cost Savings:** The organization realizes significant cost savings by optimizing Microsoft maintenance and support processes, and making resources available for strategic initiatives.
- **Risk Mitigation:** Full compliance with industry and regulatory standards ensures that the organization is well-prepared to address legal requirements and potential risks associated with non-compliance.

Category 12. Geospatial Software and Data Support

Below, TSCTI has demonstrated general project objectives, goals, and desired outcomes for a Geospatial Software and Data Support project.

Project Objectives: Aim to enhance data accessibility by making geographic data easily retrievable and usable for relevant stakeholders. It also seeks to optimize Geospatial software usage through comprehensive training and support, ensuring efficient data analysis and visualization. Data quality assurance protocols will be established to maintain accuracy and compliance with industry standards. The project will improve spatial analysis efficiency by streamlining workflows, incorporating automation, and offering advanced analytical tools. Additionally, it aims to foster interdepartmental collaboration by facilitating data sharing, integration, and cooperative Geospatial projects across the organization.

Goals: Minimize data duplication and inconsistencies by implementing data integration strategies and establishing a centralized data repository. Increase the proficiency of employees in using Geospatial software through comprehensive training programs, workshops, and continuous learning resources. Improve the presentation of spatial information through the development of customized maps, dashboards, and visualizations that cater to specific departmental needs. Implement tools and techniques to streamline the process of collecting geospatial data, ensuring accuracy and consistency across projects. Develop capabilities for real-time data processing and analysis, enabling timely decision-making based on the most current information.

Desired Outcomes:

- **Increased Efficiency:** Streamlined GIS workflows resulting in a measurable increase in the speed and efficiency of data processing and analysis.



- **Enhanced Data Accuracy:** Noticeable improvement in the accuracy and reliability of spatial data due to robust quality control measures.
- **Improved Collaboration:** Evident increase in interdepartmental collaboration and knowledge-sharing facilitated by better data accessibility and integration.
- **Empowered Users:** Employees demonstrating a higher level of competency and confidence in utilizing GIS software for their respective tasks.
- **Cost Savings:** Tangible reduction in costs associated with data redundancy, as well as improved resource allocation through optimized Geospatial software usage.

Category 13. Products and Services Otherwise Not Anticipated in the RFP

Below, TSCTI has demonstrated general project objectives, goals, and desired outcomes for other services related to the Network Support Services project.

Project Objectives: Aim to deliver significant improvements across key domains. Firstly, users will benefit from faster and more reliable connections, enhancing productivity and overall satisfaction. Additionally, a fortified security posture will lead to a notable reduction in incidents and breaches, ensuring the safety of sensitive data and vital systems. The network will be designed to scale seamlessly with future growth and technological advancements, minimizing the need for disruptive overhauls. Through optimized resource allocation, we anticipate cost savings and heightened operational efficiency. Positive user feedback will serve as a tangible testament to the positive impact on their day-to-day operations, validating the project's success.

Goals: Aim to significantly enhance the network's performance and security. This will be achieved through a series of targeted measures. First, a 20% increase in network speed will be realized by upgrading hardware and optimizing configurations, resulting in faster data transfer rates and reduced latency. Additionally, an advanced firewall and intrusion detection system will be implemented to fortify network security, thwarting unauthorized access, and protecting against malware attacks. To accommodate increased traffic loads, core components including switches and routers will be upgraded, expanding network capacity by 30%. Regular network audits and assessments will be conducted to identify vulnerabilities, address performance bottlenecks, and ensure compliance with industry standards. Finally, proactive monitoring and rapid response protocols will be established to reduce network downtime by 15%, ensuring high availability for all users.

Desired Outcomes:

- **Improved Network Performance:** Users experience faster and more reliable network connections, leading to increased productivity and satisfaction.
- **Enhanced Security Posture:** Reduced security incidents and breaches, with robust measures in place to safeguard sensitive data and critical systems.
- **Scalable and Future-Ready Network:** The network infrastructure is equipped to handle growth and technological advancements without significant overhauls.
- **Optimized Resource Allocation:** Efficient use of network resources leads to cost savings and improved overall operational efficiency.
- **Positive User Feedback:** Users express satisfaction with the network's performance and reliability, indicating a positive impact on their day-to-day operations.



3. Detailed description of each service category and associated deliverables.

Below, TSCTI has demonstrated its ability to provide services for each service category and its associate deliverable.

Category 1. Application Development: TSCTI is a pioneer in customized Application Development with over 26 years of experience and a satisfied customer base is proof of our excellent work. We utilize best practices such as *CMMI Level 3, ISO, PMBOK and ITIL standards*. We are *Microsoft and Oracle Certified Gold Partners* and have established an alliance with market-leading firms like *HP, Juniper, SolarWinds, Cisco, VMWare, Dell, Amazon and IBM* that allows us to access new technologies as well as preferred access to training and technical support. We provide full-cycle application development services whether it is custom software engineering, software testing and quality assurance, system integration, technology consulting, or software support. We are providing these services to various clients that include but are not limited to *FL Department of Management Services, Orange County Public Schools, FL, San Diego Association of Governments, CA, Bi-State Development, MO, Washington Metropolitan Area Transit Authority, DC, Dallas Area Rapid Transit Authority, TX, Dallas Independent School District, TX, Baltimore County Public Schools (BCPS), MD and more.*

Our Application Development service is a comprehensive solution designed to address the unique software needs of businesses. The process begins with an in-depth requirement gathering and analysis phase. TSCTI's experts engage with stakeholders to gain a thorough understanding of business objectives and user requirements. This stage is crucial for establishing a clear roadmap for development. Following this, the design and architecture phase takes shape. TSCTI's team employs industry-leading practices and the latest technologies to craft a robust architectural framework. This encompasses database design, user interface layout, and overall system architecture. The emphasis is on creating a scalable and efficient foundation that aligns seamlessly with the client's operational environment. Once the design is finalized, the development phase commences. TSCTI's skilled developers leverage a diverse set of technologies and programming languages to bring the application to life. The development process is agile, allowing for iterative progress and regular feedback loops. Rigorous testing and quality assurance follow closely. TSCTI's team employs a battery of tests, including unit testing, integration testing, and user acceptance testing (UAT), to ensure that the application meets performance, security, and functionality requirements. This phase is instrumental in identifying and rectifying any potential issues before deployment.

Deployment and integration are executed with precision. TSCTI oversees the seamless integration of the application into the client's existing IT ecosystem. This process includes ensuring compatibility with other systems, databases, and platforms, ensuring that the application operates smoothly within the broader technology landscape. In tandem, training and user adoption programs are initiated. TSCTI provides tailored training sessions and materials to equip the client's team with the skills and knowledge needed to effectively utilize the application. This not only fosters smooth adoption but also maximizes the value derived from the software. Post-deployment, TSCTI's commitment extends to the maintenance and support of the application. This ongoing service ensures that the application remains dependable, up-to-date, and secure. The team at TSCTI conducts regular monitoring, and troubleshooting, and applies updates as needed. Additionally, the application is designed with scalability and performance optimization in mind. This means that as the client's business grows, the application can seamlessly adapt to the increased demands without compromising efficiency.

Associated Deliverables: The primary delivery of TSCTI's Application Development service is the fully functional, custom-built software application. This bespoke solution is designed to precisely meet the specific needs and objectives of the client's business. Alongside the application, TSCTI provides comprehensive technical documentation, including design specifications, architectural diagrams, code documentation, and user manuals. These documents serve as essential references for understanding and managing the application. Test reports and documentation, detailing results, issues, and resolutions, are delivered to ensure transparency and accountability in the testing process. Deployment documentation, providing step-by-step guidance for deploying the application, is also included. Moreover, TSCTI furnishes customized training materials such as user guides and tutorials to empower the client's team in effectively utilizing the application. Finally, a clear and detailed plan for ongoing support and maintenance, complete with service level agreements (SLAs) and response times, is provided to ensure the continued success and optimal performance of the application. With TSCTI's Application Development service, clients can expect a tailored, high-quality software solution complemented by comprehensive documentation and ongoing support to ensure its continued success.

Category 2. Application Maintenance and Support: TSCTI provides Applications Support Services that help our clients to maintain their complex applications and customize them as per specific needs. We utilize best practices such as *CMMI*

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Level 3, ISO, PMBOK and ITIL standards. We are **Microsoft and Oracle Certified Gold Partner** and have established an alliance with market-leading firms like **HP, Juniper, SolarWinds, Cisco, VMWare, Dell, Amazon, and IBM** that allows us to access new technologies as well as preferred access to training and technical support. We ensure that our clients' applications operate and manage seamlessly and provide a secure and high-performance platform. We are providing these services to various clients that include but are not limited to **FL Department of Management Services, Orange County Public Schools, FL, San Diego Association of Governments, CA, Bi-State Development, MO, Washington Metropolitan Area Transit Authority, DC, Dallas Area Rapid Transit Authority, TX, Dallas Independent School District, TX, Baltimore County Public Schools (BCPS), MD and more.** TSCTI has experience in offering customized, cost-effective, 24x7, ITIL-compliant, SLA-driven and best application support services. TSCTI's Application Maintenance and Support services are a comprehensive suite of offerings aimed at ensuring the seamless operation and continuous improvement of your software applications. With a team of seasoned experts, TSCTI provides around-the-clock support to address any technical challenges that may arise. This includes timely issue resolution, thorough troubleshooting, and technical guidance for end-users. Through proactive monitoring, TSCTI identifies and rectifies performance bottlenecks, guaranteeing that your applications operate at peak efficiency. This service encompasses the management of the software's entire lifecycle, from regular updates to patching, ensuring that your applications stay secure and up to date with the latest features and security measures.

TSCTI's commitment to customization and enhancement is a key aspect of its support services. They work closely with your team to understand evolving business needs and tailor solutions accordingly. This could involve the development of bespoke features, workflows, or integrations to optimize the application's functionality. User training and support are integral to this service. TSCTI provides comprehensive training programs and documentation to empower your team to make the most out of the application. This includes onboarding for new users and ongoing assistance for existing ones, ensuring a seamless user experience. Additionally, TSCTI's expertise extends to integration management, ensuring that your application seamlessly interacts with other systems and technologies in your organization. This includes data integrations, API connections, and third-party software integrations, providing a cohesive ecosystem for your operations. Security and compliance are paramount in TSCTI's approach. They implement rigorous security measures to safeguard your application and its data. Moreover, TSCTI ensures that the application adheres to industry-specific regulations and standards, providing peace of mind for your compliance needs.

Associated Deliverables: TSCTI provides a range of deliverables as part of its Application Maintenance and Support services. Monthly performance reports offer detailed insights into the application's health, including response times, uptime statistics, and user satisfaction metrics. These reports serve as valuable tools for monitoring system performance and identifying areas for improvement. Customized enhancements and release notes are delivered to keep your team informed of any updates or modifications made to the application. This documentation includes details of changes and improvements, enabling transparency and facilitating effective change management.

To promote knowledge transfer and internal proficiency, TSCTI creates comprehensive documentation for the application. This includes user manuals, system architecture diagrams, and technical specifications. These resources empower your team to effectively utilize and manage the application. TSCTI also offers 24/7 support and emergency response, ensuring that critical issues are addressed promptly, even outside regular business hours. This guarantees uninterrupted operation and minimizes any potential business impact. Lastly, TSCTI actively seeks feedback from your organization to drive continuous improvement. They collaborate with you to identify opportunities for process enhancement and application optimization, ensuring that their services evolve in tandem with your business needs.

Category 3. Data Management, Analytics, and Automation: TSCTI is a **Microsoft and Oracle Certified Gold Partner** and offers services based on **DAMA Data Management Body of Knowledge (DMBOK)**. We have more than 02 decades of experience in delivering Data Management, Analytics, and Automation Services. We are working with various government clients such as **Fire Department of New York, San Antonio Water System - TX, Palm Beach County – FL, Washington Metropolitan Area Transit Authority, City of Phoenix, Aviation Department Technology Division – AZ, United Nations Development Program,** and many more. Our services constitute a comprehensive suite of solutions tailored to empower organizations with data-driven insights and operational efficiencies. Our seasoned experts collaborate closely with clients to develop and execute strategies that align with their unique business goals. This begins with crafting a robust data strategy and governance framework. Our team assists in defining policies, procedures, and best practices that ensure data quality,



security, and regulatory compliance. This foundational step lays the groundwork for the effective management of data assets. With a focus on data architecture and integration, we optimize the infrastructure to seamlessly aggregate and process data from diverse sources. This enables a unified view of information across the organization, fostering a holistic understanding of business operations. Furthermore, our data quality and master data management initiatives employ advanced techniques to cleanse, enrich, and maintain high-quality data. Through these efforts, we ensure that organizations operate with reliable, accurate, and consistent data, bolstering the foundation for informed decision-making.

Advanced analytics and business intelligence solutions are deployed to transform data into actionable insights. Leveraging cutting-edge platforms, we design customized analytics dashboards and reports that provide real-time visibility into key performance indicators. Predictive modeling, data visualization, and machine learning techniques are applied to extract valuable insights, enabling organizations to make proactive and strategic decisions. These capabilities empower clients to not only respond effectively to current challenges but also anticipate future trends and opportunities. TSCTI's expertise extends to big data and data lakes, where we assist in the design and implementation of scalable solutions capable of handling large volumes of structured and unstructured data. This infrastructure empowers organizations to conduct in-depth analyses and gain a competitive edge through a deeper understanding of customer behavior, market trends, and operational efficiencies. In line with technological advancements, our team specializes in artificial intelligence and machine learning applications. Through these advanced techniques, we enable organizations to unlock the full potential of their data. This includes predictive analytics, natural language processing, and image recognition, among others, to drive innovation, automation, and process optimization. Furthermore, our services encompass cybersecurity and data privacy, safeguarding sensitive information against potential threats and ensuring compliance with industry regulations. We implement robust security measures that protect data assets, provide clients with peace of mind and establish a secure foundation for their digital operations.

Associated Deliverables: Our engagement with clients includes the delivery of tangible outcomes that drive measurable value. This encompasses customized analytics dashboards and reports that offer real-time insights and actionable intelligence. Additionally, we provide comprehensive documentation of the data governance framework, including policies, procedures, and best practices. Regular data quality reports and metrics are furnished, highlighting progress and areas for further improvement. Advanced analytics models and algorithms are delivered, accompanied by documentation on their application and interpretation. To ensure sustainability and self-sufficiency, we offer training sessions that empower client teams in effectively utilizing the implemented solutions. Ongoing support and maintenance services are provided to ensure that solutions remain aligned with evolving business needs and technological advancements, thus safeguarding the long-term success of our collaborative efforts.

Category 4. Enterprise Architecture: TSCTI has a recognized track record in providing end-to-end Enterprise, Solution, Data, and Cloud Architecture services to various agencies. We offer such services based on *ITIL and PMBoK standards*. With consulting and technical proficiency necessary to provide best-of-breed services, our committed team promotes the use of various Architecture methodologies and tools. We are providing these services to various clients that include but are not limited to *FL Department of Management Services, Orange County Public Schools, FL, San Diego Association of Governments, CA, Bi-State Development, MO, Washington Metropolitan Area Transit Authority, DC, Dallas Area Rapid Transit Authority, TX, Dallas Independent School District, TX, Baltimore County Public Schools (BCPS), MD and more*. Our Enterprise Architecture practice stands as a comprehensive framework designed to harmonize an organization's strategic objectives with its technological and operational capacities. Beginning with a thorough comprehension of the organization's business strategy, TSCTI conducts stakeholder engagements, workshops, and analyses to discern how technology can best serve and propel these objectives.

A meticulous examination of the existing IT landscape follows, delving into systems, technologies, data flows, processes, and organizational structures. This assessment uncovers strengths, weaknesses, opportunities, and potential threats. Subsequently, TSCTI collaborates with the organization to envisage a future state that aligns seamlessly with business aspirations. This involves delineating target architectures, technology platforms, and processes that will underpin the strategic trajectory. An in-depth gap analysis follows, identifying disparities between the present and envisioned states. TSCTI formulates a roadmap that charts the course from the current state to the desired future state, complete with prioritized initiatives, timelines, and resource requisites. Recommendations on the optimal technology stack, platforms, and tools are provided, factoring in scalability, security, and interoperability. The data architecture is meticulously designed,

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encompassing data models, flows, storage, and governance to ensure effective data management in support of business processes and decision-making. Simultaneously, application architecture is defined, offering guidance on software applications, integration strategies, and lifecycle management to ensure seamless application alignment with business needs. Security and compliance considerations are woven into the architectural fabric, adhering rigorously to industry standards, regulatory demands, and cybersecurity best practices.

Associated Deliverables: Associated deliverables include an Enterprise Architecture Blueprint, an exhaustive document delineating current and future states alongside the roadmap, replete with architecture diagrams and technology stack recommendations. A Gap Analysis Report pinpoints disparities between current and future states, offering actionable recommendations. A structured Roadmap and Initiative Prioritization plan charts the sequence of endeavors, complete with timelines, resource allocations, and interdependencies, enabling the organization to focus efforts for maximum impact. A Data and Information Management Plan outlines the data architecture, governance framework, and management practices, affirming that data is treated as a strategic asset. An Application Portfolio Analysis assesses the existing application landscape, furnishing recommendations for retirement, modernization, or replacement to align with the envisioned future state. Lastly, a Security and Compliance Framework defines security policies, controls, and compliance measures to ensure that the architecture meets regulatory requirements and industry standards. TSCTI's Enterprise Architecture expertise empowers organizations to align technology investments with their business objectives, fostering innovation and sustaining competitive advantages. This approach allows organizations to adapt swiftly to evolving market conditions and emerging technologies, all while upholding operational excellence.

Category 5. Project Management: TSCTI provides IT Project Management Services through *CMMI level 3 and PMBoK*-based Standards to our Federal, State, and local government clients. Our project management services cover all stages of a project from concept to completion, encompassing planning, scheduling, and cost control through to design, construction, and commissioning. We provide tailored project management solutions to address our client's needs on all projects, from innovative ecofriendly projects to high-end luxury developments. We are providing these services to various clients that includes but not limited to *Maryland, Department of Information Technology, City of Baltimore- Department of Finance-MD, Washington Metropolitan Area Transit Authority – DC, State of Colorado-Adams 12 - Five Star Schools, Sound Transit – WA, State of New Jersey and more.*

At TSCTI, our Project Management services are characterized by a meticulous approach to every aspect of project delivery. We initiate projects with a keen focus on aligning them with the broader organizational strategy. This entails a thorough definition of project scope, objectives, and deliverables. Our expert project managers work closely with stakeholders to establish clear timelines, resource requirements, and dependencies. This strategic project planning phase serves as the foundation for the entire project lifecycle. As projects progress, our team conducts comprehensive risk assessments to identify potential challenges that may arise. These assessments encompass technical, operational, and external risks that could impact project success. We then develop robust mitigation strategies, ensuring that contingencies are in place to address unforeseen circumstances. This initiative-taking risk management approach is crucial in safeguarding project outcomes and maintaining project momentum. Resource allocation and management form the cornerstone of our Project Management services. We meticulously oversee the deployment of resources, be it personnel, technology, or budget. This ensures that all project activities proceed in alignment with the established plan. By optimizing resource utilization, we enable projects to operate efficiently and effectively, delivering value in a streamlined manner.

Stakeholder engagement and communication are fundamental to our approach. We recognize that effective communication is pivotal in project success. To this end, we develop tailored communication plans that outline the frequency, channels, and content of interactions with stakeholders. This ensures that all relevant parties are kept informed, engaged, and aligned with project progress. Whether through regular status updates or targeted communications, we ensure that stakeholders are empowered to make informed decisions throughout the project journey. Our commitment to budgeting and cost control is unwavering. We collaborate closely with clients to establish detailed budgets, considering all project-related expenses. Throughout project execution, we diligently monitor expenditures to ensure that they remain within approved financial parameters. By implementing rigorous cost-control measures, we provide clients with the confidence that their projects will be delivered on budget.

**Deliverables-Based Information Technology Services**

In parallel, we employ robust performance monitoring and reporting mechanisms. Key performance indicators (KPIs) and milestones are tracked meticulously, providing stakeholders with transparent insights into project progress. Regular reports offer detailed updates, allowing stakeholders to assess project health and make informed decisions. This transparency ensures that any deviations from the plan are addressed promptly, maintaining the project trajectory. Change management and adaptation are integral components of our service. We anticipate that projects may encounter shifts in circumstances or evolving priorities. Our approach allows projects to adapt seamlessly, ensuring that activities remain aligned with overarching goals. By facilitating agility in project execution, we empower organizations to navigate change effectively. Quality assurance and control are paramount to our service delivery. We institute rigorous processes to scrutinize project deliverables, ensuring they meet the highest standards. This includes regular audits, reviews, and testing procedures to validate the integrity and functionality of project outputs. Through this meticulous quality assurance process, we provide clients with the assurance that project outcomes will consistently meet or exceed expectations.

Associated Deliverables: Upon the conclusion of our Project Management services, clients receive a comprehensive set of deliverables that encapsulate the entire project journey. These include a well-documented project charter and plan, risk assessment and mitigation plans, resource allocation matrices, stakeholder communication plans, budget reports, expenditure tracking, performance dashboards and reports, as well as a lesson-learned document. Each deliverable serves as a tangible representation of the meticulous planning, execution, and monitoring that underpins our Project Management services, providing clients with a clear record of their project's success.

Category 6. Technology Upgrade, Migration, and Transformation: Being a *Microsoft Certified Gold Partner, Oracle Certified Gold Partner* and our alliance with market-leading firms like *HP, Juniper, SolarWinds, Cisco, VMWare, Dell, Amazon and IBM*, we are able to offer Technology Upgrade, Migration, and Transformation services by following ISO compliant processes. Our services encompass a comprehensive approach to modernizing and optimizing an organization's technology infrastructure. The journey begins with a thorough assessment of the current technology landscape, including hardware, software, and operational processes. Our experienced team collaborates closely with your organization to develop a tailored technology strategy aligned with your specific business objectives. This strategy defines the scope, timeline, and budget for the entire project, ensuring a clear roadmap to success. We are providing these services to various clients that include but are not limited to *FL Department of Management Services, Orange County Public Schools, FL, San Diego Association of Governments, CA, Bi-State Development, MO, Washington Metropolitan Area Transit Authority, DC, Dallas Area Rapid Transit Authority, TX, Dallas Independent School District, TX, Baltimore County Public Schools (BCPS), MD and more.*

During the upgrade and migration phase, TSCTI's experts meticulously manage the process of transitioning from legacy systems to modern platforms. We prioritize minimal disruption to your day-to-day operations by carefully planning and executing the migration in well-structured stages. Rigorous testing and quality assurance procedures are implemented to guarantee a seamless transition, safeguarding data integrity and system reliability. In parallel, we assess your infrastructure to identify opportunities for optimization, which may involve cloud adoption, virtualization, or other cost-saving measures. Our goal is to maximize the value of your technology investments while enhancing performance and scalability. Our services go beyond technology alone; we also delve into your business processes and workflows. TSCTI's team conducts a comprehensive evaluation to uncover inefficiencies and areas ripe for improvement. We then recommend and implement process reengineering strategies aimed at streamlining operations, reducing costs, and ultimately boosting productivity.

Interoperability is another key consideration. TSCTI ensures that the various systems and applications within your organization seamlessly integrate. We implement middleware solutions and APIs as needed to facilitate data flow and communication between different technology components. Change management and training are integral components of our services. We recognize that successful technology adoption requires the buy-in and competence of your team. To this end, we provide change management support, including communication strategies and employee engagement initiatives. Training programs and resources are also offered to ensure that your workforce can effectively leverage the upgraded systems and tools.

Associated Deliverables: TSCTI's deliverables include a detailed technology roadmap, migration plan, infrastructure documentation, process improvement recommendations, and a change management plan. Post-implementation support is a key feature, as our team remains available to address any issues or concerns that may arise after the upgrade and



transformation are complete. Additionally, we establish performance metrics and monitoring mechanisms to track the success of the transformation and provide ongoing optimization recommendations. In essence, TSCTI's Technology Upgrade, Migration, and Transformation services empower organizations with modern, efficient, and scalable technology solutions that drive growth and competitiveness in today's digital economy.

Category 7. Business Intelligence: TSCTI offers Business Intelligence (BI) services that are based on *CMMI Level 3, ISO, PMBOK, and ITIL standards*. Our established alliance with market-leading firms like Microsoft, *IBM, Oracle, HP, Juniper, SolarWinds, Cisco, VMWare, Dell, and Amazon* allows us to stay updated with the latest trends and technologies in Business Intelligence that are crucial in providing high-quality services. Our BI services are an integrated suite of solutions aimed at empowering organizations with actionable insights derived from their data. With a deep understanding of industry-specific challenges and a wealth of technological expertise, TSCTI offers a comprehensive range of services to address the unique needs of businesses. One key offering is its Data Strategy and Architecture service. We are providing these services to various clients that include but are not limited to the *State of New Mexico, NM, City of Dayton, OH, University of New Mexico, Bi-State Development, MO, State Of North Dakota, Fulton County Schools, GA, Washington Metropolitan Area Transit Authority, DC, Dallas Area Rapid Transit Authority, TX, Dallas Independent School District, TX, Baltimore County Public Schools (BCPS), MD and more.*

TSCTI works closely with clients to develop a robust data strategy that aligns with their business objectives. This involves defining data governance frameworks, selecting appropriate technologies, and designing scalable architectures to support data-driven decision-making. By providing a clear roadmap, TSCTI helps organizations leverage their data as a strategic asset. Another critical aspect of TSCTI's BI services lies in Data Integration and ETL Processes. TSCTI excels in seamlessly integrating disparate data sources, cleansing, and transforming data, and implementing robust Extract, Transform, Load (ETL) processes. This ensures that data is harmonized and prepared for meaningful analysis. Furthermore, the development of Data Warehousing and Data Lakes is a cornerstone of TSCTI's approach. These environments serve as the backbone for storing, organizing, and managing vast volumes of structured and unstructured data. With a well-designed data warehousing solution or data lake, organizations can efficiently access and utilize their data for analytics and reporting. TSCTI stands out in its proficiency in Advanced Analytics and Data Mining. Leveraging cutting-edge techniques such as machine learning and data mining, TSCTI uncovers hidden patterns, trends, and correlations within the data. This empowers organizations to engage in predictive and prescriptive analytics, enabling more informed decision-making. Additionally, TSCTI places a strong emphasis on the development of intuitive Dashboards and Visualizations. By utilizing leading BI tools like Tableau, Power BI, and Qlik, TSCTI crafts interactive interfaces that allow stakeholders to explore and understand complex datasets with ease. These user-friendly dashboards facilitate better comprehension and interpretation of critical business information.

Associated Deliverables: TSCTI provides a range of deliverables that solidify the value of its Business Intelligence services. One of the key outputs is a comprehensive BI Strategy Document. This document serves as a roadmap, outlining the recommended approach, technologies, and timelines for implementation. It provides a clear vision of how the BI initiatives align with the overall business strategy. Additionally, TSCTI delivers tangible assets such as Data Integration and ETL workflow. These documented workflows, integration mappings, and processes ensure transparency and repeatability in data processing, laying the foundation for effective analytics.

Moreover, TSCTI provides clients with well-defined Data Warehousing and Data Lake Architectures. These architectural diagrams and documentation serve as blueprints for creating robust data storage and management environments. They detail the structure, connections, and configurations necessary for optimal performance. Interactive Dashboards and Visualizations are another significant deliverable. These are tailored to specific business requirements, providing stakeholders with a clear and intuitive interface for accessing critical insights. Lastly, TSCTI offers comprehensive Data Governance Framework Documentation. This includes policies, procedures, and controls that ensure data quality, security, and compliance with regulatory requirements. It establishes a structured approach to data management, instilling confidence in data integrity and security. Furthermore, TSCTI conducts Training Workshops and provides detailed materials to equip users with the skills and knowledge needed to leverage the BI tools effectively. This empowers organizations to become self-sufficient in their BI endeavors, driving value and insights independently. With these deliverables, TSCTI equips organizations with the tools and knowledge to unlock the full potential of their data, enabling them to make informed decisions and gain a competitive edge in their respective industries.



Category 10. Microsoft Maintenance and Support: TSCTI is a *Microsoft Certified Gold Partner* and holds expertise in providing Microsoft Maintenance and Support Services. Our Microsoft Maintenance and Support services offer a comprehensive and tailored approach to managing and optimizing various Microsoft technologies, including Azure, Microsoft/Office 365, SharePoint Online, Dynamics 365, Teams, Power Platform, and PowerApps. We are providing these services to various clients that include but are not limited to *Maryland, Department of Information Technology, City of Baltimore- Department of Finance- MD, Washington Metropolitan Area Transit Authority – DC, State of Colorado- Adams 12 - Five Star Schools, Sound Transit – WA, State of New Jersey and more.*

For Azure, TSCTI takes charge of infrastructure management, ensuring its reliability and performance, while also prioritizing security and compliance through rigorous assessments and cost optimization strategies. In the realm of Microsoft/Office 365, the focus is on email and collaboration management, user administration, and license optimization to streamline operations and reduce costs. SharePoint Online is expertly managed by TSCTI, covering site and content management, customization, and user training to create an organized, secure, and user-friendly document repository. Dynamics 365 is seamlessly maintained to ensure efficient operation, customization to align with unique business processes and user training for proficiency. Microsoft Teams manages to foster seamless collaboration and communication, with an emphasis on integration with other apps to enhance productivity. The Power Platform and PowerApps are leveraged to develop custom applications and ensure governance, compliance, and security.

Associated Deliverables: Associated deliverables include detailed monthly reports, security and compliance audits, user training materials, custom solutions, and cost optimization recommendations. These deliverables provide organizations with actionable insights, enhanced security and compliance, improved user proficiency, and custom solutions that align precisely with their business objectives. TSCTI's support services empower organizations to maximize the benefits of Microsoft technologies while ensuring they are secure, efficient, and optimized for their unique needs.

Category 12. Geospatial Software and Data Support: Our Geospatial Software and Data Support Service offers a comprehensive solution designed to empower organizations with advanced geospatial capabilities. Leveraging state-of-the-art technology and a team of seasoned geospatial professionals, this service is tailored to meet the specific needs of businesses seeking accurate and insightful geospatial information. We offer services by using common *GIS techniques and cartographic best practices*. Our approach begins with a meticulous analysis of your organization's requirements and workflows. Based on this assessment, we develop and customize geospatial software solutions that seamlessly integrate with your existing systems and applications. TSCTI is currently providing GIS Analysts to *State of Texas - Department of Information Resources, TX, Maryland Health Benefit Exchange, MD, Lower Colorado River Authority, TX, City of Phoenix, Aviation Department Technology Division – AZ, City of Sunnyvale – CA and more.* One of the key strengths of our service lies in our data collection and processing capabilities. We employ a range of sources, including satellite imagery, UAVs, LiDAR, and GIS databases, to gather geospatial data. This data is then meticulously processed and validated to ensure the highest levels of accuracy and reliability. We understand the critical importance of clean and reliable data in making informed decisions, and our rigorous quality assurance protocols are applied to every facet of the geospatial process.

Our expertise extends to advanced geospatial analysis and modeling. We harness the power of spatial statistics, suitability analysis, terrain modeling, and predictive modeling to derive meaningful insights. These insights serve as the foundation for informed decision-making, allowing your organization to respond effectively to complex spatial challenges. As part of our commitment to empowering your team, we offer comprehensive training sessions and workshops. These sessions cover a range of topics, from software usage to spatial analysis techniques and best practices. By enhancing the geospatial capabilities of your team, we ensure that you can derive the maximum value from your geospatial investments.

Associated Deliverables: Through TSCTI's Geospatial Software and Data Support service, you can expect a range of valuable deliverables. These include customized geospatial software solutions that are tailored to meet your specific business needs. These solutions are designed to enhance efficiency and accuracy in data handling, ultimately driving more effective decision-making. Additionally, our service provides comprehensive geospatial reports. These reports are detailed documents containing analysis results, visualizations, and actionable insights derived from geospatial data. They serve as a powerful tool for communicating findings and driving strategic initiatives within your organization.



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Furthermore, we provide interactive maps and dashboards, allowing for dynamic exploration and interpretation of geospatial data. These visual representations not only enhance understanding but also facilitate effective communication of complex spatial information. To ensure ongoing success, we offer detailed documentation of your geodatabase. This includes information on the structure, schemas, and relationships within the database, enabling effective data management and scalability. Lastly, our service includes continuous support and maintenance. This ensures that any technical issues, updates, or enhancements related to the geospatial software and data environment are promptly addressed, allowing you to focus on leveraging the power of geospatial technology to drive your business forward. With TSCTI's Geospatial Software and Data Support service, you gain a strategic partner in harnessing the power of geospatial technology to drive informed decision-making and gain a competitive edge in your industry.

Category 13. Products and Services Otherwise Not Anticipated in the RFP (Network Support Services): TSCTI has over 26 years of experience in providing Network Support Services to numerous State, federal, and commercial clients with enterprise-level systems & network solutions. Our services are based on proven life-cycle methodologies and best practices which are based on *ITIL, CMMI and ISO 20000*. Our Network Support Services encompass a comprehensive suite of solutions designed to assist organizations in managing and optimizing their IT infrastructure. Some of the clients where we have provided professionals are *Fire Department of New York, San Antonio Water System - TX, Palm Beach County – FL, Washington Metropolitan Area Transit Authority, City of Phoenix, Aviation Department Technology Division – AZ, City of Sunnyvale – CA and more*. At the core of our services is a deep commitment to delivering secure, high-performance, and scalable network environments. TSCTI begins by collaborating with clients to understand their unique business requirements, conducting thorough network assessments, and crafting tailored network architecture and design plans. They excel in executing these designs, ensuring smooth network implementation and deployment.

Once the network is operational, TSCTI's team employs vigilant network monitoring and management to maintain peak performance and security. They utilize advanced tools and 24/7 monitoring capabilities to proactively detect and address issues, whether related to performance bottlenecks or potential security breaches. In the event of incidents, TSCTI's incident response services swiftly come into play, mitigating disruptions, and preventing future occurrences through meticulous post-incident analysis. Network security is a paramount focus, and TSCTI applies rigorous security measures, including firewalls, intrusion detection systems, and encryption, to protect sensitive data and guard against cyber threats. Furthermore, they ensure that the network aligns with relevant industry regulations and standards, providing compliance assurances. Capacity planning and scalability are also key components of their support, enabling clients to prepare for future growth and adapt their network infrastructure accordingly.

Associated Deliverables: TSCTI furnishes clients with comprehensive reports, including network assessments, security audits, and performance metrics. These reports serve as valuable roadmaps for improvements and optimizations. Network documentation, detailed diagrams, configurations, and asset inventories are meticulously maintained to facilitate troubleshooting and future planning. Customized training sessions and knowledge transfer initiatives ensure that internal teams are well-equipped to manage and maintain the network effectively.

TSCTI's Network Support Services are not just about keeping the network running; they are about optimizing network infrastructure to support the organization's strategic objectives, enhance security, and ensure scalability. Their expertise and commitment to delivering robust, secure, and compliant network solutions make them a trusted partner for organizations seeking to maximize the potential of their IT environments.

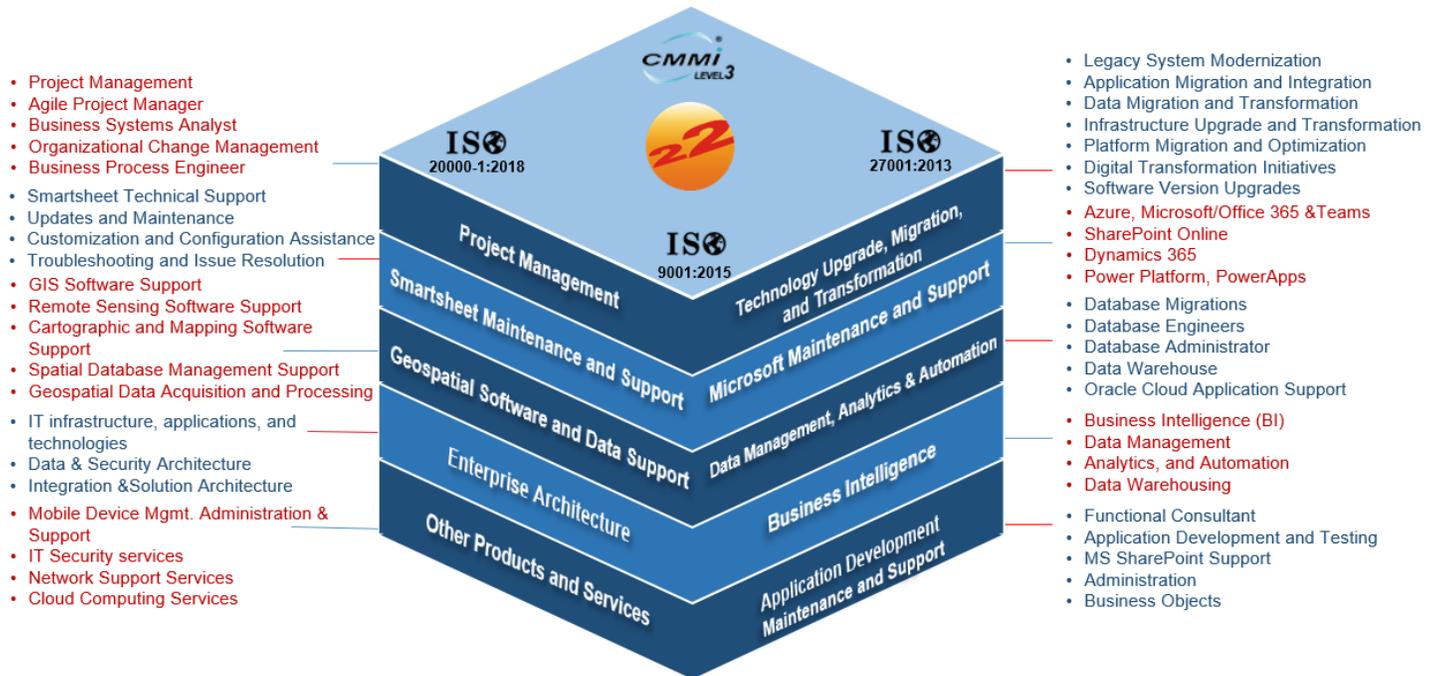


4. Required qualifications and experience of the vendor, including any certifications or specialized expertise.

Over the last 26 years, TSCTI has built a strong business model that is carefully constructed to deliver on multiple facets. We have extensive experience in completing services of similar size and scope with more than 50 clients including various State of Texas clients. We have evolved in-house methodology and processes to handle similar technical support services contracts. Since our inception, we have secured a number of similar service contracts with various State, County and local agencies. We have developed strategic partnerships with leading providers of open-standard software platforms, which have enabled us to provide premium-quality services to our clients through early access to new technologies as well as preferred access to training and technical support.

TSCTI Services Specialty

Since its Inception, TSCTI has been providing Information Technology Services to various Federal, State, County, and local government agencies across the nation. Below below-mentioned Services Cube demonstrates some of the IT-related services areas.



Affiliation and Certified Partnerships

TSCTI has developed key partnerships to deliver the best-of-breed solution to its clients. We have alliances with several leading technology companies like *Microsoft, HP, Oracle, Juniper, SolarWinds, Cisco, VMWare, Dell, and IBM.* We are *Microsoft Certified Gold Partner, Oracle Certified Gold Partner* and have developed strategic partnerships with leading providers of open-standard software platforms, which have enabled us to provide premium-quality services to our clients through early access to new technologies as well as preferred access to training and technical support.



TSCTI practices are based on the leading technologies in the industry. We emphasize each practice member/ employee to obtain training and certifications on the relevant technology. TSCTI is a technology partner to various Industry leaders mentioned below. The partnership model enables our employees to keep abreast of new technology & certifications.

Company & Partnership Level		
• Microsoft (Gold Partner)	• Solarwinds (Registered Partner)	• Salesforce (Consulting Partner)
• Oracle (Gold Level)	• AWS (Registered Partner)	• ServiceNow (Registered Partner)



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<ul style="list-style-type: none"> • HP (Registered Partner) • Cisco (Registered Partner) • IBM (Registered Partner) • Lenovo (Authorized Lenovo Reseller) 	<ul style="list-style-type: none"> • Red Hat (RedHat Ready - Solution Provider partner) • UI Path (Consulting Partner) • Amazon AWS (Registered Partner) • Dell (Authorized Reseller) 	<ul style="list-style-type: none"> • Cherwell Software (License, Solutions and Professional Services) • Evolveware (Registered Partner) • CA (Registered Partner)
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TSCTI currently holds major industry business certifications focused on quality, security and repeatable processes including **ISO 9001, ISO 27001, ISO 20000, HDI, and more.**

Current certifications	Benefits to the client
ISO 20000-1:2018 IT Service Management	<ul style="list-style-type: none"> • Industry standards for service design, including service quality deployment, ensure TSCTI is the lowest risk provider for the NCTCOG contract. • Clear, prescribed service design, increasing government understanding and oversight of quality status and practices. • Expertise in planning, establishing, implementing, operating, monitoring, reviewing, maintaining and improving NCTCOG services. • Ensure operations are efficient. • Increase customer satisfaction
ISO 9001-2015 Quality Management System	<ul style="list-style-type: none"> • Industry standard for quality control programs and quality inspections, ensuring TSCTI has a low risk of poor-quality services for NCTCOG contract. • Prepared templates and repeatable, adaptable processes, increasing efficiency of the transition process into a contract, and new projects. • Clear roles & lines of communication, increasing government understanding & oversight of quality status & practices. • Established quality processes resulting in higher quality. • Higher cost savings and Reduced risks
ISO 27001:2013 Information Security Standard	<ul style="list-style-type: none"> • Framework that incorporates government security regulations & standards for hardened information security through best practices • Allows NCTCOG to achieve a more effective security posture for call center infrastructure. • Establish proven security processes. • Implementation of security controls using NIST-based RMF practices • Provide NCTCOG with confidence in the helpdesk measures put in place
CMMI Level 3 – Services & Development	<ul style="list-style-type: none"> • Industry-standard for service delivery, including quality practices, ensuring TSCTI is the lowest risk provider for the NCTCOG contract to NCTCOG Contract • Prepared templates and repeatable, adaptable processes, increasing the efficiency of the transition process into the contract and new projects. • Covers a wide variety of tasks and subject matter that can be leveraged to design and organize new services, increasing the likelihood of new project success. • Improve efficiency and effectiveness across multiple processes; Improve the time to deliver services to the field. • Improve the quality of the services delivered
HDI Best Practices	<ul style="list-style-type: none"> • Higher customer and staff productivity, efficiency, effectiveness, and satisfaction, • Reduced unit costs and user downtime; Increased ability to satisfy compliance requirements. • As a member, we gain access to tangible resources, tools, and case studies that can help provide practical, usable templates, such as: Service level agreements, staffing models, Call handling procedures & Customer satisfaction benchmarking reports
ITIL Best Practices	<ul style="list-style-type: none"> • Stronger alignment between NCTCOG and the business with complete visibility • Improved service delivery and customer satisfaction; Reduced costs through improved utilization of resources • Effective and efficient Service Level Management (SLA) across the tasks • Better management of business risk and service disruption/failure
PMI Best Practices	<ul style="list-style-type: none"> • Effective management of project resources throughout the project lifecycle • Alignment of projects to the strategic goals of the organization; Improved tracking and reporting on project status • Reduction in the time and cost spent on ensuring projects are brought to a successful conclusion

TSCTI’s Experience

Strong Presence in the State of Texas: TSCTI has a strong presence in the State of Texas as we are providing a range of services to more than 30 government agencies in the State by utilizing our 2 local offices located in Dallas, TX and Georgetown, TX. Below, TSCTI has provided a list of its local clients followed by some of our detailed experience that demonstrates our variety of experience within the State.



Deliverables-Based Information Technology Services

- Dallas County, TX
- City of Dallas, TX (2 contracts)
- Texas Department of Motor Vehicles
- Capital Metropolitan Transportation Authority
- Dallas Area Rapid Transit, TX (2 contracts)
- Fort Worth Water Department
- City of Houston, TX
- Teacher Retirement System of Texas (2 contracts)
- Dallas Independent School District, TX (2 contracts)
- Department of Information Resources, TX
- Gulf Coast Community Services Associations, TX
- San Antonio Water System (SAWS), TX
- San Jacinto Community College District
- Special Education Web Based Management Systems – ESC
- Texas - Department of Information Resources, TX
- Housing Authority of El Paso, TX
- El Paso Water Utilities, TX
- Fort Bend Independent School District, TX (3 contracts)
- Richardson independent school district, TX
- Texas Comptroller of Public Accounts, TX
- Arlington Independent School District, TX
- Harris County Toll Road Authority, TX
- Frisco Independent School District, TX
- Houston Airports System, TX
- Houston Independent School District, TX
- Lower Colorado River Authority, TX
- The Houston-Galveston Area Council
- Travis County Healthcare District d/b/a Central Health
- Choice Partners
- Buy Board Purchasing Cooperative
- Allied States Cooperative Region 19
- Education Service Center Region 14
- Education Service Center Region 19
- Education Service Center Region 20
- Education Service Center Region 8
- TX Goodbuy Purchasing Cooperative
- Workforce Solutions Borderplex, Inc, TX

Experience with some of our major clients across the U.S.

- Captain James A. Lovell, Federal Health Care Center
- Department of Defense Medical Examination Review Board
- Alabama CARES
- Defense Health Agency
- California Correctional Health Care Services
- US Air Force 10th Medical Group
- Fort Belvoir Community Hospital (FBCH)
- Naval Hospital Camp Pendleton
- Brooke Army Medical Center
- Naval Hospital Twenty-nine Palms
- Tripler Army Medical Center
- Air Force 633D Medical Group
- Naval Medical Center San Diego
- National Institute of Nursing Research
- National Center for Complementary and Integrated Health
- State of OR-Department of Human Services
- State of RI, Department of Health UHIP
- National Institute of Drug Abuse (NIDA)
- Air Force 633D Medical Group
- State of NC Department of Health and Human Services, NC-MIPS
- National Institute of Health
- Health Resources and Services Administration (HRSA)
- State of MA Center for Health Information and Analysis, APCD
- State of Minnesota, MNSure
- State of Texas (DIR)
- University of Texas –Medical Branch
- State of MA
- Clemson University - State of South Carolina
- Dept. of Transportation WA
- State of Alabama
- Palm Beach County FL
- City of Phoenix AZ
- United Nations Development Program
- Washington Metropolitan Area Transit Authority
- State of North Carolina
- Defense Language Institute Foreign Language Center

Experiences similar to the overall categories required in this Scope of Services

TSCTI holds a proven track record of providing similar services to the public sector since 1997. Based on our successful experience, we have secured 50+ contracts with Federal State and local agencies. Below, TSCTI has described its recent experience in providing IT services:

Category
<p>Application Development</p> <p>Experience</p> <p>Client #1: City of Phoenix, AZ</p> <p>TSCTI provides application development services in collaboration with the City on various facets of application development, encompassing mobile and web applications. Our roles entail the enhancement of the City's apps through the utilization of Kotlin and Swift, along with the expansion and upkeep of the mobile app platform's API library. TSCTI adeptly addresses defects in the applications, translates intricate business requirements into precise development specifications, and actively engages in Scrum Team design and technical review meetings. Furthermore, TSCTI actively participates in code reviews and training initiatives, ensuring the team's continuous growth, and meticulously maintains automated deployment and mobile app distribution procedures to facilitate efficient project delivery. For this, we use various tools like HTTP, AJAX, HTML5, ASP.Net Web forms, ASP.NET MVC, MVVM, JavaScript/jQuery, and CSS3. TSCTI handles assignments in Microsoft.Net (C#), WCF, complementary business layer, and front-end technologies extending to the scope of Business Intelligence and Data Analysis too.</p> <p>Client #2: Oklahoma State University (OSU)</p> <p>TSCTI offers comprehensive application development support to OSU, and these services encompass coding, design, application management, troubleshooting, monitoring for updates and security threats, as well as end-user assistance. We actively contribute to diverse projects, ranging from the identification and design of proof of concepts, sandboxes, and new products to the development of services, software, prototypes, XR technologies, digital twins, RPA (Robotic Process Automation), robotics, application development, wireframes, presentations, data models, data science, analytics, AI (Artificial Intelligence), and IoT (Internet of Things) solutions. Our wide array of expertise ensures that OSU receives</p>



comprehensive and tailored support in the field of software application development, empowering them to achieve their goals efficiently and effectively. TSCTI employs a variety of Integrated Development Environments (IDEs), including Visual Studio, Eclipse, and Xcode. Additionally, we utilize various Version Control tools such as Git, GitHub, and GitLab. Our toolbox also incorporates Database Management tools like MySQL, PostgreSQL, MongoDB, and SQLite.

Client #3: The Chicago Transit Authority (CTA)

TSCTI is actively engaged in supporting and overseeing the entire lifecycle of Social Services application databases. This encompasses strategic planning, database design, administration, day-to-day operations, and ongoing maintenance. Moreover, we play a pivotal role in providing crucial database-related support to application development teams. This support is geared towards facilitating application enhancements that are strategically planned to accommodate new program requirements and business requests. Additionally, we focus on optimizing scalability and ensuring the stability of these applications. Through our expertise in database management and development, we contribute significantly to the overall effectiveness and performance of the Social Services applications, ensuring that they can adapt to evolving needs and maintain a robust and reliable infrastructure. TSCTI utilizes a diverse range of Integrated Development Environments (IDEs), encompassing Visual Studio, Eclipse, and Xcode. Furthermore, we harness a variety of Version Control tools, including Git, GitHub, and GitLab. Our toolkit also integrates Database Management solutions such as MySQL, PostgreSQL, MongoDB, and SQLite. To facilitate Testing and Debugging tasks, TSCTI leverages tools such as JUnit, Selenium, Postman, and the Eclipse Debugger.

Application Maintenance and Support

Experience

Client #1: City of Houston, TX

TSCTI provides Application Maintenance and Support services to the City of Houston, encompassing a wide array of functional areas. These areas include ABAP Development, ESS, MSS, and/or other Portal Development, SAP Mobile Application Development, SAP Gateway/Fiori Administration, SAP Basis Administration, SAP Security Administration, SAP Strategy Management services, SAP HCM, Payroll, FI, CO, MMM, SAP Architect roles in Basis, Migration, Security, Interface, and any other roles as required. Additionally, TSCTI implements its vast expertise in SAP Functional and Configuration, ensuring a comprehensive suite of ability offerings to meet the City of Houston's needs.

Client #2: The Houston-Galveston Area Council (H-GAC)

TSCTI offers a range of Application Maintenance and Support services pertaining to the management of open tickets submitted through an incident management system to the H-GAC. We troubleshoot and escalate unresolved alerts to the relevant department, as well as prioritize and address service requests and incidents. TSCTI actively works on progressing issues and supplies essential information for troubleshooting or clarification purposes. Additionally, we play a role in identifying opportunities for process enhancement and contribute to departmental initiatives. Notably, we are involved in enhancing and documenting technical processes for application support using Confluence. Collaborating closely with Account Managers, TSCTI manages change requests, issue resolution, and priority setting. Furthermore, we provide essential late-night and weekend emergency support and resolve system issues during non-business hours when necessary. TSCTI ensures the daily health checks of applications, scripts, and infrastructure are also within their scope, along with the installation, configuration, and administration of application servers.

Client #3: State of Kansas

TSCTI is currently providing Application Maintenance and Support to the State of Kansas. We perform analyses on software application functionality and suggest improvements, ensuring effective front-end and back-end functionality of applications. We work with the software development team, internal users, and clients to improve application performance. TSCTI manages code migration across environments to ensure continued and synchronized functionality. We establish the root causes of application errors and escalate serious concerns to the Senior Engineer. We keep a record of configuration changes, schedule application updates, document processes, and monitor application performance metrics. We also provide front-end support to clients and colleagues in other departments.

Data Management, Analytics, and Automation

Experience

Client #1: Board of Education of the City of Chicago, IL

TSCTI provides data management, analytics, and automation to the Board of Education of the City of Chicago, IL. We lead ERP implementations and optimizations, particularly in HR and Finance domains. We automate processes, improve data accuracy, and ensure smooth ERP deployment, utilizing tools like PeopleSoft, People Tools, Taleo, and Salesforce. We manage student data with Follet Aspen and Maximus Tienet software. TSCTI also employs full-stack developers skilled in web development, using technologies like JavaScript, SQL, Git, and more. We offer our excellent ability in Social Media Integration and Content Management Systems. We focus on data analysis with SQL, SAS, and tools like Microsoft PowerBI. ETL Developers specialize in Microsoft SSIS packages and data warehousing. This encompasses data collection, preprocessing, insights generation, and data quality. TSCTI's multifaceted expertise spans a spectrum of technologies and services, tailored to meet diverse business requirements efficiently.

Client #2: The County of Sacramento, CA

TSCTI serves The County of Sacramento, CA, and implements new features, rectifies defects, and addresses change requests in line with designated design specifications. We also undertake tasks involving technical design, development, and component testing for repository modifications, ETL Solutions, reports, and dashboards. Maintenance of the existing Analytics schema, metadata, ETL code, and documentation is



part of our duties, including the execution of ETL runs to ensure timely data loading. TSCTI offers support for ETL changes and maintenance, participates in the analysis, design, and utilization of ETL Tools, and contributes to establishing an audit and validation framework for ETL processes. We also develop lineage reports illustrating the transformation of source data to its target state and take charge of creating, revising, and managing system documentation. Additionally, we manage special technology projects and initiatives as assigned.

Client #3: City of Cleveland, OH

TSCTI takes charge of supervising and aiding in the implementation of the Data Warehouse using Agile development practices for the City of Cleveland, OH. We manage a diverse range of data sources across multiple databases and servers, incorporating ETL, API, and Data Mart components. We extend the building of the data warehouse platform based on identified sources to fulfill reporting needs. TSCTI leverages its expertise to ensure data cleanliness, proper formatting, validation, reorganization, summarization, and supplementation, establishing a consistent method for reporting and data analysis from a unified repository containing integrated data from various identified sources like CAD, LERMS, IA-Pro, and Personnel databases. Our efforts result in a well-organized and enhanced dataset, ready for reporting and analysis purposes.

Enterprise Architecture

Experience

Client #1: Clark County, NV

TSCTI defines, implements, and manages processes related to Enterprise Architecture for Clark County. This includes updating key deliverables and establishing connections with business units and information system programs to understand business activities, requirements, and solutions. We provide architectural leadership for resolving cross-program and cross-project issues and communicate the Enterprise Architecture within the information community and among business units. Additionally, we research and assess new analysis approaches for potential enterprise use. TSCTI coordinates all local and global Enterprise Architecture activities, develops Architecture Plans, aligns business initiatives with Enterprise Architecture, audits compliance with standards, and advises senior management on integration strategies for business and information. TSCTI ensures that Clark County's enterprise architecture remains effective, agile, and aligned with organizational objectives.

Client #2: Montgomery County

TSCTI is currently assisting Montgomery County by performing various crucial tasks. We defined, designed, developed, documented, implemented, and maintained enterprise architecture plans, strategies, inventories, and recommendations. These efforts are focused on supporting enterprise architecture (EA) initiatives at both the County and Department levels. Furthermore, TSCTI provides valuable EA engineering support to enable seamless system integration in compliance with architectural standards and common infrastructures. We are offering recommendations concerning systems development, acquisition, and operations to enhance the effective utilization of common infrastructures across diverse agency missions and services. At Montgomery County TSCTI covers a broad spectrum of IT system environments, ranging from simple personal computer and workstation applications to complex setups, including local area networks (LANs), wide area networks (WANs), distributed processing systems, web-based interactive systems, and intricate mainframe database and file management systems. TSCTI's services are instrumental in optimizing the County's IT landscape for improved efficiency and effectiveness.

Client #3: State of Texas DIR

TSCTI provides Enterprise Architecture services and is involved in creating a holistic view of the organization's strategy, processes, information, and technology alignment for the State of Texas DIR. We establish standards, encourage uniform approaches, and streamline information flow. TSCTI develops comprehensive IT standards and oversees the Business, Data, Applications, Security, and Technology domains within the enterprise architecture. We lead the transition from the current to the future architecture while adhering to strategic goals and legal requirements. Reporting to the client ISO and Director of Enterprise Architecture, TSCTI manages IT standards, architecture, and roadmaps, identifying and mitigating risks. TSCTI offers analysis and advice to agency leadership on technology matters and contributes to planning, policy development, and budget discussions. TSCTI provides its expertise in IT service management, project management, monitoring, and risk mitigation.

Project Management

Experience

Client #1: State of Texas DIR

TSCTI handles project management and plays a pivotal role in assisting the State of Texas in various critical aspects, including planning, scheduling, defining functional requirements, designing, and conducting testing for conversions, interfaces, and workflow to ensure a seamless and successful transition. Our contribution is particularly vital to the state's financial operations, ensuring timely provider payments. Furthermore, we oversee a wide range of functions, including Accounts Payable, Procurement, General Ledger, Asset Management, Accounts Receivable, Billing, Revenue, Cash, Treasury, Project Accounting, Indirect Tax, and Enterprise Performance Management, which encompasses Consolidation, Management Reporting, Budgeting Planning, and Forecasting. In addition to our conversion-related responsibilities, TSCTI also assists with addressing production support issues, specifically pertaining to Accounts Payable and General Ledger matters in relation to the upgrade to the latest version of PeopleSoft 9.2. TSCTI's expertise ensures a smooth transition and continued operational efficiency for the State of Texas.

Client #2: City of Houston, TX

TSCTI provides services encompassing Project Management and Application Management to the Houston Information Technology Department (HITS), focusing on Enterprise Application Services and the Enterprise Project Management Office. Our support extends to various key areas, including but not restricted to SAP, INFOR IPS, SharePoint, OnBase, and ServiceNow. TSCTI's expertise plays a vital role in ensuring the efficient



operation and management of these essential systems and services within HITS. We provide comprehensive support and enhance the overall effectiveness and functionality of these critical IT components.

Client #3: Broward County Transit (BCT), FL

TSCTI brings hands-on IT leadership, management, and supervision to various projects, assuming multiple roles at Broward County Transit (BCT), FL. We oversee technical teams and provide expertise in organizing, planning, and executing project management tasks for in-house software and vendor integration projects. TSCTI establishes and implements project management processes and methodologies within the IT community to ensure on-time, budget-compliant, high-quality project deliveries aligned with customer expectations. TSCTI creates project plans, assigns tasks, monitors daily work, identifies resource needs, conducts quality assessments, and addresses issues promptly. Furthermore, TSCTI tracks critical project milestones and makes necessary adjustments to meet customer requirements. TSCTI facilitates communication across the enterprise, including executive levels, to manage scope, budget, risk, and resources effectively.

Technology Upgrade, Migration, and Transformation

Experience

Client #1: State Of North Dakota

TSCTI plays a pivotal role in organizing meetings, creating, and meticulously documenting business process models for the State of North Dakota. These models serve as visual representations of business operations, fostering mutual comprehension and effective communication. We craft models depicting the current state of business processes, propose improvements, and envision future states. Additionally, we manage the process of transitioning to these improved states, conducting workshops to redesign processes. Our leadership and guidance are instrumental in the successful execution of various process enhancement initiatives. We take on the responsibility of educating business users responsible for overseeing these processes, ensuring they have the knowledge and tools needed for efficient operations. Furthermore, we diligently monitor, assess, and provide valuable feedback on process performance. As part of our role, TSCTI validates essential requirements and aids businesses in formulating requests for proposals, contributing to the overall enhancement of operational efficiency.

Client #2: City of Baltimore, MD

TSCTI encompassing technology upgrades, migration, and the provision of technical knowledge and expertise in relation to existing systems. This includes taking the lead in data mapping endeavors and transitioning data from legacy systems to Workday. Collaborating closely with Client functional leads and SMEs, we develop data migration programs specifically tailored to migrate data from legacy systems. Furthermore, TSCTI assumes a central role in directing data validation activities and overseeing teams involved in tasks such as identifying technical requirements, designing, testing, providing training, and defining support procedures. Our expertise spans various dimensions, encompassing ETL, P/L-SQL, T-SQL, Stored Procedures, Views, C#, Java, C++, SOAP and REST APIs, XML, XSD, XSLT, JSON, and more.

Client#3: State of Ohio, OH

TSCTI providing Technology Upgrade/Migration, which is necessary to enhance business functionality, revamp business processes, and stay aligned with vendor upgrades or updates to existing technology. Moreover, we undertake Technology Transformation efforts, involving the conversion or migration of legacy applications to new technology, either with or without the addition of new business features, and the introduction of innovative technology solutions into the enterprise. Our services cover various aspects, including evaluating the current application portfolio, assessing technology assets before embarking on transformation initiatives, and crafting Business Cases for project justifications. Additionally, we execute technology transformations with considerations for Return on Investment (ROI), benchmarks, milestones, and a spectrum of activities encompassing planning, analysis, proof of concept, deployment, integration, remediation, data migration, documentation, application development, support services, and training support.

Business Intelligence

Experience

Client #1: State Universities Retirement System (SURS), IL

TSCTI assumes responsibility at SURS for the complete lifecycle management, development, implementation, production support, and performance optimization of the Enterprise Data Warehouse, Data Mart, and Business Intelligence Reporting environments. TSCTI also integrates these systems with other applications to ensure seamless functionality. TSCTI designs and implements reporting and analytical solutions. This encompasses the creation of table structures and the development of data-population processes from both internal and external data sources. The data delivered by TSCTI plays a crucial role in empowering business teams to enhance key performance metrics, elevate customer experiences, and drive improved business outcomes. Furthermore, we collaborate with diverse stakeholders, including development teams, project managers, internal and external customers, senior management, and external vendors, to facilitate effective data-driven decision-making and support the achievement of business objectives.

Client #2: Dallas Area Rapid Transit Authority (DART)

TSCTI bridges the gap between business requirements and technical solutions for DART, translating the former into precise technical specifications. We design, construct, and implement BI solutions, including reporting tools, while also providing ongoing maintenance and support for data analytics platforms such as MicroStrategy. TSCTI crafts tools for data storage, including OLAP cubes, and excels in unit testing and troubleshooting. We evaluate and enhance existing BI systems and actively collaborate with cross-functional teams to ensure seamless system integration. This includes the development and execution of database queries and the conduct of in-depth analyses. Moreover, TSCTI creates visualizations and reports



tailored to specific project requirements, contributing to informed decision-making. We also diligently develop and update comprehensive technical documentation to support the effective operation and maintenance of BI systems.

Client #3: Seattle Public Schools, WA

In collaboration with Seattle Public Schools, WA, TSCTI undertakes a pivotal role, translating intricate business needs into precise technical specifications and ensuring alignment between objectives. We design, construct, and deploy Business Intelligence (BI) solutions, including robust reporting tools, facilitating data analysis and informed decision-making. TSCTI crafts efficient data storage tools, such as OLAP cubes, and conducts rigorous unit testing and troubleshooting to uphold BI system integrity. We evaluate and enhance existing BI systems and collaborate with cross-functional teams to seamlessly integrate systems, optimize efficiency, and data flow. Strong database query development and data analysis skills enable TSCTI to provide valuable insights, while tailored visualizations and reports support project-specific requirements. We maintain an up-to-date repository of comprehensive technical documentation, ensuring BI systems' longevity and effectiveness.

Microsoft Maintenance and Support

Experience

Client #1: Baltimore County Public Schools (BCPS), MD

TSCTI delivers IT Support services to BCPS, engaging with diverse stakeholders, including administrators, staff, and students. TSCTI encompasses the installation and support of various devices, such as computers, tablets, projectors, and document cameras, including the configuration of operating systems and relevant software. Routine diagnostics and maintenance across multiple operating systems are also part of our tasks. We promptly address hardware and software issues while offering valuable low-level consultation and training to teachers, staff, and students on the operation of technology equipment and software. In cases where a technician can't resolve issues, we ensure timely escalation. Furthermore, we assist teachers in resolving device-related problems and contribute to determining the technical requirements of supported systems, collaborating with vendors as needed. Our participation in both small and large projects is essential, and we diligently record activities in the work order system while keeping system documentation up to date.

Client #2: Gulf Coast Community Services Associations, TX

TSCTI takes on the crucial role of ensuring the effective deployment, testing, training, and troubleshooting of agency software, guaranteeing its readiness for purchase and implementation, and providing maintenance and support to the Gulf Coast Community Services Associations, TX. Acting as a technical bridge between vendors and internal and external stakeholders, we gather and analyze implementation requirements and orchestrate the software implementation process, fostering connectivity among multiple vendors and end-users. Managing user expectations and delivering training, we track outcomes and produce essential testing and training documentation. TSCTI provides ongoing status reports on software implementation, supports issue resolution, contributes to various business process projects, and aids in the agency's disaster recovery plan. We also assist with the agency's WASP Inventory software and other IT operations functions as needed. Our expertise extends to implementing diverse business software packages and delivering training support, utilizing tools like Windows and Microsoft Office suite products, including MS Outlook, MS Word, MS Excel, MS PowerPoint, and MS Access.

Client #3: Long Island Power Authority (LIPA), NY

TSCTI is actively engaged in providing maintenance and support services to LIPA. Our services encompass daily desktop support and software rollouts, considering the existing Office 365/Azure environment. We streamline workstation imaging and deployment processes using Microsoft Intune, facilitating physical rollouts and addressing hardware and configuration issues. TSCTI responds to technical assistance requests through various channels, tracking and documenting help desk inquiries, and managing desktop patches through a patch management solution. TSCTI plans and implements Windows, Office 365, and potentially other business applications while ensuring security standards for Windows workstation images. We handle troubleshooting for both desktop and mobile platforms, asset management system migration, RFID tagging of assets, and administration of Azure, Office 365, Active Directory, Azure AD, and Windows Group Policy. Automation and scripting, including PowerShell, as well as the utilization of Microsoft MDOP tools like MDT, MBAM, DART, Intune, and SCCM, are integral to our responsibilities, which encompass desktop imaging, patch management, and software distribution.

Geospatial Software and Data Support

Experience

Client #1: State of Louisiana, LA

TSCTI delivers Geospatial Software and Data Support services to the State of Louisiana (LA), where our duties encompass the supervision of geographic software systems, data management, reporting, and assistance to data users. Our role involves offering specialized expertise in geographic software and spatial data, performing administrative database functions such as database design, data extraction, data transformation, and loading, overseeing database modifications to facilitate the integration and implementation of geographic software systems solutions, and executing data solutions while assessing technological GIS requirements. Additionally, we formulate, schedule, and execute plans for database maintenance to ensure the smooth operation of the geospatial system.

Client #2: State of Vermont, VT

TSCTI provides a comprehensive range of geospatial services to the State of Vermont, encompassing the integration, storage, editing, analysis, and presentation of geographically referenced information in both client/server and web-based environments. Our services include implementing and supporting Enterprise GIS services within enterprise IT ecosystems, conducting cost-benefit analyses for integrating existing databases with



GIS, performing systems analysis, design, and spatial database development, ensuring spatial referencing for diverse data types, integrating spatially referenced data across organizational functions, maintaining GIS systems and upholding data quality standards, collecting and managing digital spatial data, creating maps for various purposes, linking data with maps through geocoding, configuring and maintaining GIS solutions, manipulating geographical data, and developing custom GIS applications for standalone and web-based deployment while interfacing disparate GIS data sets. These services collectively empower organizations to harness the full potential of geospatial information for informed decision-making and efficient operations.

Client #3: Pima County, AZ

TSCTI encompasses the management of extensive GIS projects in Pima County, involving assessing needs, facilitating clear communication, data creation and migration, process optimization, quality assurance, maintenance, and information dissemination. Our Data Analysis and Cartography experts, also known as GIS professionals, are tasked with developing data processing scripts and mapping interfaces. This includes updating legacy programming code with modern languages like Python, JavaScript, C#, and .NET. We oversee various aspects of GIS data, including spatial data, attribute databases, data conversion, digital orthophotography, remote sensing data, scanned documents, and metadata. TSCTI collaborates directly with clients to translate their requirements into specific GIS products and services, conducting geospatial data analysis and advanced cartographic design using a range of GIS tools, both desktop and web-based. Furthermore, we design, implement, and maintain web maps using Esri ArcGIS Server tools. Our expertise extends to employing Geocortex, creating enterprise-level ArcGIS Geodatabases, migrating legacy GIS data to Geodatabases, and utilizing Microsoft SQL Server for database design, implementation, and maintenance, particularly for geospatial and non-geospatial data. We also administer Microsoft SQL Server to support ESRI's ArcGIS Geodatabase geospatial data storage format and ArcGIS Server mapping and geoprocessing functions.

Network Support Service

Experience

Client #1: Long Island Power Authority (LIPA), NY

TSCTI provides network design and architecture services, firewall installation and support, network monitoring, voice-related systems, and network convergence to LIPA. We serve as invaluable subject matter experts for data and telecommunications projects. TSCTI intricately crafts high-level designs for systems, applications, and network processes. This expertise is applied across a spectrum of technologies, including Cisco, Juniper, Barracuda, and Wireshark. Furthermore, TSCTI manages firewalls, switches, routers, network-monitored software, intrusion detection, data leakage protection software, voice/phone systems, and select audio-visual technologies. TSCTI plays a central role in guiding network design decisions and influencing the operational efficiency of data centers.

Client #2: The New York State Office of Information Technology Services

TSCTI provides its assistance in network transmission principles, customer applications, and adept troubleshooting techniques to the New York State Office of Information Technology Services. We implement our extensive experience encompassing technologies such as Frame Relay, TDM T1, Ethernet switching, TCP/IP, SNMP, MPLS (including OSPF & BGP), and DWDM, including expertise in Single-mode and Multimode (62.5 and 50-micron) fiber technologies. TSCTI provides advanced troubleshooting, swiftly identifying and restoring network issues, including aiding in disaster recovery. We are accountable for ensuring customer satisfaction, managing service reliability, provisioning, troubleshooting, and enhancing customer perception of ITS operations. TSCTI diligently monitors network environments using various ITS monitoring systems like OpenNMS, Zenoss, Cisco Prime, IBM Tivoli, Microsoft Systems Center Operations Manager (SCOM), SPLUNK, and other ITS tools. Our ability to interpret ITS Networks practices, diagrams, specifications, drawings, and service orders ensures seamless network operations.

Client #3: State of Minnesota

TSCTI provides profound expertise across various specialized fields within the enterprise-level IT infrastructure to the State of Minnesota. We implement network design and architecture, firewall installation and support, network monitoring, voice-related systems, and network convergence. We serve as indispensable subject matter experts for data and telecommunications projects, contributing our extensive knowledge. Furthermore, TSCTI develops intricate and high-level designs for systems, applications, and network processes. We hone our skills while working with a range of technologies, including Cisco, Juniper, Barracuda, and Wireshark. TSCTI is also actively engaged with firewalls, switches, routers, network monitoring software, intrusion detection, data leakage protection software, voice/phone systems, and select audio-visual technologies. Our expertise makes us the focal point for critical network design decisions and influences the efficiency of all data centers.

5. Specifications for the hardware, software, and technologies to be utilized.

Technologies to be utilized by TSCTI to serve the NCTCOG are as follows:

- **SharePoint-based and ISO / CMMI appraised Performance Management Dashboard:** TSCTI proposes a SharePoint-based solution for enhancing or updating existing in-house systems, leveraging our successful track record in federal and commercial sectors, including contracts with DCMA, PFPA, WMATA, DOT, USPTO, USMC FSB, and DLI. Our approach identifies and integrates dependencies across assignments, ensuring adherence to schedule, cost, and quality metrics. We utilize a certified process for real-time tracking and performance measurement through our proprietary SharePoint-based management dashboard, "Impressions". This tool aggregates project data, including schedules, milestone dates, status reports, risk and issue logs, and links to external systems. It provides streamlined



Deliverables-Based Information Technology Services

visibility into cost, schedule, and performance, while also managing project documents and enabling reporting on process, status, and risk. Impressions ensure collaborative, knowledge-sharing, and deliverable management, fully customizable to IT services program reporting needs. This portal grants oversight to both TSCTI and NCTCOG management, allowing real-time assessment of all services and projects under the contract. Access is restricted to authorized users for information security.

Project: DMLES-00-001

22nd Century Technologies Inc. Line Process Project Support Reports Communication Original Support Help About

Project Health

- Overall Status
- Milestones
- Defects
- Change Request
- Status Report
- Cost

Project Document Lib

Planned

Name	Start Date	Finish Date	Start Date	Finish Date	Page	Allocated	Hours Used	Hours Remaining	Project % Complete	Health	Cost	Scope	Active Risks	Active Issue	Comments
DMLES-00-001	09/30/2020	09/29/2020	09/30/2020		0	50,000	15,800	34,200	32.00%	!	✓	✓	2	1	Working on DMLES Contract Dashboard
DMLES-00-002	12/05/2020	08/05/2020	12/05/2020		0	50,000	5,800	44,200	12.00%	!	✓	✓	2	1	Working on DMLES Contract Dashboard
DMLES-00-003	02/03/2020	08/02/2020	02/03/2020		0	7,000	2,500	4,500	38.00%	!	✓	✗	2	2	Working on DMLES Contract Dashboard

Project Metrics

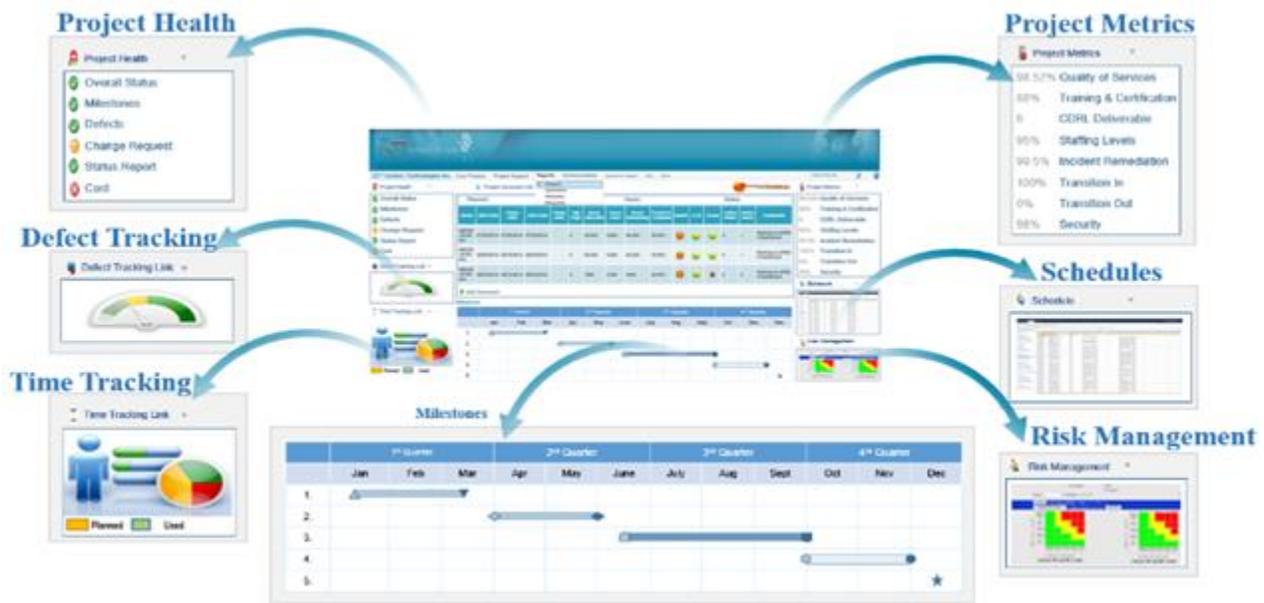
- 98.52% Quality of Services
- 88% Training & Certification
- 6 CDRL Deliverable
- 95% Staffing Levels
- 99.5% Incident Remediation
- 100% Transition In
- 0% Transition Out
- 98% Security

Defect Tracking Link

Time Tracking Link

Milestones

	1 st Quarter			2 nd Quarter			3 rd Quarter			4 th Quarter		
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1.	[Progress Bar]											
2.				[Progress Bar]								
3.						[Progress Bar]						
4.									[Progress Bar]			
5.											[Progress Bar]	



- Accounting, Integrated Financial and Time Management System:** DCAA audited and approved cost accounting and time management systems such as ERPKick to control and report costs at the program and project levels. Government-approved and compliant web-based time and expense system with financial functions and artifacts supporting detailed analysis. Integrated with the management dashboard to help monitor and control costs against the baseline. Enables our PM to extract data for budget analysis from staff web-based timesheets, to compare labor effort to scheduled milestones, and to calculate financial metrics (SPI, CPI, Actual, or Planned). TSCTI will produce



Deliverables-Based Information Technology Services

integrated metrics on cost and schedule to evaluate the health of the contract and plan for improving performance. Our PM and corporate leadership will analyze the data to determine potential schedule, and cost drivers, and establish effective mitigation strategies to prevent delays or overruns. This tool will help in anticipating problems early with budget and schedule so action can be taken to ensure no setbacks and cost overruns.

- **Microsoft Project:** Comprised of the IMS per project and functional area that rolls up into the program IMS. Includes the WBS per project. The tool provides logical breakdowns of tasks, resources, milestones, and schedules laying the groundwork for proper and most efficient planning for program resources, schedules, and budgets. The tool provides several key project management tools such as a Risk Log, WBS, IMS, individual Project Scheduler, and document libraries to store project artifacts. This tool is used by TSCTI’s management professionals to help create and represent measurable criteria providing accountability, traceability, and visibility to NCTCOG stakeholders.
- **Risk Management Tool (RMT):** Automated dashboard to track risks across the contract. Tracks acceptance of risk and requests for exception to a policy providing a single system tracking approving official decision. Also supports assessing risks and identifying potential mitigations to meet all requirements. It provides data for the estimated probability of the risk event to occur, the severity of the possible impact of the risk, and the anticipated frequency for early mitigation.

6. Project timeline, milestones, and dependencies.

The project timelines, milestones, and dependencies can vary significantly based on the project's nature, industry, and client requirements. We will apply our proactive Project Management practices that resulted in improved efficiency, increased capacity, resource management, visibility, scalability, and collaboration between teams to reduce costs, improve quality, and bringing continuous delivery to the entire lifecycle of the IT infrastructure. We will apply our extensive experience to support NCTCOG with IT Services. We will effectively implement this in 5 step process in coordination with NCTCOG that encompasses the following.

1) Planning:	We will identify the unique needs of NCTCOG to define necessary technical specifications, design systems architecture, various technology solutions, and equipment to meet the needs and generate a project timeline.
2) Deployment:	Installing and implementing the components of IT infrastructure.
3) Planning and Executing System Integration:	how and when- will be an essential part of the process.
4) Management & Operations:	In addition to systems support, maintenance and measurement, this phase will focus on the automation of procedures to ensure continuous delivery using NCTCOG-approved tools. This will also include testing and assessment of uptime/downtime to ensure ideal performance.
5) IT Asset Management (ITAM):	This will include complete lifecycle ownership from IT procurement and tracking, through a refresh, replacement, and disposition services.

To successfully implementing and executing contract management of NCTCOG requirements and resources requires an efficient and effective Contract Management Plan (CMP) and control processes, assuring management visibility and effective coordination from Day One, making certain cost-effective delivery and performance of high-quality services, tasks, and deliverables are on-time, under budget, within scope, and with the highest levels of security, quality, compliance, and adherence to all HIPAA, FISMA, NIST, CRF, CHFS, MAR-E, stakeholder, and other customer directives.

TSCTI core management and control processes are aligned with our organizational certified processes and industry best practices, methodologies, and standards [e.g., *Capability Maturity Model Integration (CMMI) Level 3, International Organization for Standardization (ISO), Information Technology Infrastructure Library (ITIL) Version 3 (V3) Foundation, Project Management Institute’s (PMI) Project Management Body of Knowledge (PMBOK), and Lean Six Sigma*], where appropriate, through our management’s expert judgment. Our commitment to PMI’s PMBoK standards provides a proven, predictable, and repeatable methodology and ensures that all project processes are identified, documented, and tracked for consistency and reproducibility for continuous evaluation and monitoring as well as for timeliness and quality. We measure our success against key constraints of our core management and control processes, providing a basis for ensuring our services are properly controlled, reported on, and managed in accordance with NCTCOG requirements as documented within our CMP.

Based on our years of experience, TSCTI has outlined a generic framework for project management.



Phase	Timeline	Activities and Deliverables
Initiation Phase	Week 1-2	<ul style="list-style-type: none"> Hold project kick-off meeting with stakeholders. Define the project charter, including scope and objectives. Identify and engage key stakeholders. Conduct initial client interviews and gather requirements. Establish a communication plan and frequency. Develop initial risk assessment and mitigation plan. Draft preliminary project plan with high-level tasks
Planning Phase	Week 3-4	<ul style="list-style-type: none"> Conduct in-depth analysis of client requirements. Develop a detailed project plan with specific tasks, resources, dependencies, and timelines. Finalize risk assessment and mitigation strategies. Define roles, responsibilities, and reporting structure. Obtain client approval on the detailed project plan. Establish a change management and communication plan
Execution Phase	Week 5-12	<ul style="list-style-type: none"> Begin data collection, analysis, and validation] Develop and refine client-specific strategy recommendations. Conduct regular client meetings for progress updates. Deliver interim reports and presentations for feedback. Implement approved strategies and monitor progress. Continuously communicate with stakeholders and adjust strategies as necessary
Monitoring and Controlling Phase	Week 13-16	<ul style="list-style-type: none"> Track project progress against the detailed plan Monitor identified risks and implement mitigation strategies. Conduct quality assurance checks on project deliverables Gather and incorporate client feedback for adjustments. Ensure compliance with the established change management plan. Escalate and address any emerging issues or roadblocks
Closure Phase	Week 17	<ul style="list-style-type: none"> Finalize and deliver comprehensive project reports, recommendations, and any other agreed-upon deliverables. Conduct formal project closure meetings with clients. Evaluate project performance against initial objectives. Prepare and present a lesson-learned report. Ensure all project documentation is archived and accessible. Collect feedback from the project team and stakeholders

Milestones	Timeline	Activities
Project Kick-off	End of Week 1	<ul style="list-style-type: none"> Formal introduction of the project team to the client Presentation of project scope and objectives
Project Plan Approval	End of Week 4	<ul style="list-style-type: none"> Client approval of detailed project plan Including schedule, resource allocation, dependencies, and risk mitigation
Interim Report Delivery	End of Week 8	<ul style="list-style-type: none"> Presentation of initial findings and progress to the client
Final Deliverable Submission	End of Week 16	<ul style="list-style-type: none"> Presentation of final recommendations, reports, and any other agreed-upon deliverables
Project Closure	End of Week 17	<ul style="list-style-type: none"> Formal closing meeting with client Review project outcomes and achievements

Dependencies	Notes
Client Feedback	Timely and accurate feedback from the client is crucial for making necessary adjustments and ensuring project alignment with expectations
Resource Availability	Availability of team members, both from TSCTI and the client side, for interviews, meetings, and data collection is essential for project progress
Data Access and Quality	Timely access to relevant data and its quality can significantly impact the pace and accuracy of the project
Risk Mitigation	Effective risk management and mitigation strategies need to be in place to address any unforeseen challenges that may arise during the project
Client Approvals	Client approvals at various stages, especially for the project plan, are critical to ensure alignment with client expectations and to move forward with the project



7. Reporting requirements and communication protocols.

Reporting requirements: We will maintain our proactive, team-centered approach to communicate with all stakeholders. Our Program Manager will provide NCTCOG with periodic reports to track risks and monitor quality. We will also establish regular communication mechanisms for the entire project team to facilitate open dialogue and immediate resolution of risks and issues. All reporting mechanisms are recorded and viewed in real-time in our proprietary SharePoint dashboard called 'Impression'. Through this portal, both our management and NCTCOG management will have full oversight of critical program activities. Our management can track tasks from initial requirements to close-out while providing comprehensive reporting and metrics. Reports are electronically delivered to NCTCOG and stored in the ERP Kick Portal. Our Program Manager coordinates, plans, assists, and attends meetings, conferences, reviews, and creates all required documentation.

Furthermore, our Program Manager will implement regular reporting procedures and conduct monthly program management reviews. They will track tasks from initial requirements to close-out, providing reports and performance metrics to gauge our progress. Monthly reports will be submitted to NCTCOG to track progress, identify risks, and address any problem areas while ensuring high-quality standards. At a fundamental level, our contract management data reporting will offer alerts regarding contract status, due dates, and other significant contract milestones. This reporting system enables us to better manage the process, reducing labor costs, preventing mistakes, averting lost business opportunities due to contract delays, and ultimately enhancing our relationships with both customers and vendors.

We will provide the COR with a weekly project status report providing progress at the program level.

Schedule and Cost Management Reporting - We carefully monitor all deliverables, due dates, and dependencies, and control costs and schedules using our DCAA-compliant accounting and cost management software. The PM maintains a weekly status report and provides the COR with the latest status during the weekly and monthly meetings.
Quality Management Reporting - Quality Assurance is built into the planning and execution of each task, and our staff is empowered to take corrective action when required. The PM keeps the COR informed of issues and corrective actions during the weekly and monthly meetings. Informal discussion is conducted as per COR's availability and request.
Risk Management Reporting - For each problem or risk identified, we: a) Clearly define the potential problem area; b) Analyze the probability and impact of the risk; c) Determine the appropriate mitigation or resolution actions; d) Implement the mitigation approach; e) Provide ongoing monitoring and reporting of the risks. The PM maintains a log of each open or closed risk on a weekly basis. The risks are communicated to the COR during the weekly status meetings and the mitigation strategies are addressed and discussed.
Action Item Reporting - We record meeting notes for each of the aforementioned reports. We track the status of action items employed at each reporting interval to add further accountability and quality control of program execution. We maintain an action item log for each weekly/monthly meeting with the COR and other business stakeholders and upload it to the Impression to track progress until closure

Communication Protocols: Our Communication Management Plan (CMP) ensures that we maintain a clear, complete, and interactive dialog with our support team and NCTCOG. The CMP is implemented to ensure no degradation of services of any kind. We collaboratively develop a documented communications plan within our Program Management Plan to establish open lines of communication between all applicable parties. Regular communication includes daily tag-ups, scheduled meetings, regular status reports, one-on-one meetings, etc. Throughout the term of the contract, and particularly during the implementation period, effective and reliable communication with the involved NCTCOG entities is critical. TSCTI formalizes a communication plan with NCTCOG as soon as possible after the contract signing. In addition to formal communication, this plan recognizes the value of unscheduled, informal communications as well. We are committed to the continual flow of information with our state customers. Our communication plan covers the following TSCTI "must-do" protocols for communication with the NCTCOG and, as appropriate, Department staff:

- Have regularly scheduled status meetings.
- Established reporting relationships with NCTCOG staff.
- Produce and deliver regular status reports.
- Establish options for continual contact between NCTCOG and TSCTI project management.

Our management approach implements an effective method, process, and schedule for communications between TSCTI and NCTCOG stakeholders and designated personnel. This includes the establishment of a standard open communications protocol with defined roles and responsibilities that allow for the smooth flow of information within our organization, specifically with government leadership. We will accomplish this through the development of a CMP, validating the content and format with NCTCOG leadership during project planning. The CMP will serve as a guide for communications throughout the life of the NCTCOG and will be updated as communication requirements change. The CMP uses structured



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360-degree communication mechanisms such as defined communication channels, daily standup meetings, informal meetings, scheduled weekly and monthly status and evaluation meetings with the NCTCOG team, regular status reporting (daily as needed, weekly, monthly, quarterly, annually), and ad hoc reporting as needed. TSCTI’s proposed CMP includes but is not limited to:

- 1) A published directory and Registry of all stakeholders, including escalation points. This includes contact information for our staff, NCTCOG counterparts, vendors, and third parties.
- 2) Documented reporting cycles, and meeting cycles, and defined communication channels, and integration points.
- 3) Defined escalation points in case of emergencies, issues, or ad hoc events.
- 4) Approved communication mechanisms such as MS Outlook, phone, email, Skype, and collaboration tools like MS Teams.
- 5) Archiving of all performance reports for reference and improvement. We will include feedback mechanisms to evaluate whether our communications activities are delivering the right message to the right people.

Planned communications for efficient and comprehensive status reporting are provided in below:

TSCTI Proposed Communication Items	
Communications Method	Description
Daily Stand-up Meetings	Occurs with NCTCOG personnel, PM, and leads to discuss action items, milestones, issues/risks, challenges/obstacles, and any pertinent matter.
Technical Exchange Meeting	Bi-monthly meeting with leads and PM and NCTCOG team to discuss issues, plans, and upcoming changes if any
Communications Plan	Submitted by the PM (as and when required by the NCTCOG) documenting all items pertinent to successful communications as outlined above (5 points).
Weekly & Monthly Performance Report/Meeting	Starts during the transition and continues throughout the contract to discuss weekly and monthly performance, action items, risks/issues, and plans of action to meet, mitigate, and improve these items.
Internal Stand-Up	The PM will discuss daily (in-person or via conference call) the status of all ITOS operations with designated leads/managers with routine inspections.

Communication items assure the successful flow of open communications for status reporting.

Our CMP also provides support for unplanned communications, including crises, issues, incidents, emergencies, etc., through 1) Defined points of contact within the NCTCOG organizational hierarchy. 2) A structured issue escalation process and chain of command. 3) Designated and published backup points of contact for all management and leads. 4) A government-approved COOP/DR plan with routine exercises and written SOPs for crises, disasters, or emergencies. TSCTI's Program Manager ensures constant communication with NCTCOG throughout all phases of the task's orders through a single primary point of contact and communication. TSCTI communicates with NCTCOG in an effective, continuous, clear, and accurate manner to identify, recognize, react to, report, and escalate issues if needed, and resolve them. Our Program Manager provides detailed Contract and Status Reports, as well as Issue Logs weekly.

From	To	Function	Frequency
Program Manager	All Project Team Members	Intergroup Coordination	Weekly All Hands Meeting (Telephonic/on-site/video Conf.)
Program Manager / Order Project Manager	Stakeholders	Milestone Review Program-wide Status Reporting to the business and process senior managers about the health of the project. Share information on risks and escalate issues.	Monthly (Telephonic/on-site/video Conf.)
Program Manager	In-Process Group Review	Milestone Review Program-wide Status Reporting to the business and process senior managers about the health of the project. Share information on risks and escalate issues.	Monthly (Telephonic/on-site/video Conf.)
Contracts Manager	COTR	Expenditure Report	Monthly (Telephonic/on-site/video Conf.)

Our Program Manager serves as the prime communicator for project communication and the account management team. We ensure that all key personnel are available for project communication and that all communication channels are open from 08:30 AM (CST) to 06:00 PM (CST). TSCTI also has a 24x7 team of program executives to provide after-hours support and ensure that SLAs are met without exceptions.

8. Evaluation criteria and weightage for vendor selection.

TSCTI acknowledges and complies with the Evaluation Criteria defined in the solicitation.



9. Budget and pricing structure, including any additional costs or contingencies.

TSCTI has provided its pricing structure in Tab F.

10. Terms and conditions, including intellectual property rights, liability, and confidentiality.

None

2. Description of the Proposer’s process for responding to an order for product.

TSCTI's process for responding to an order for a product is a structured and client-centric approach aimed at delivering high-quality solutions. It begins with a thorough understanding of the NCTCOG's needs, where a dedicated team engages in comprehensive discussions to clarify objectives, scope, and desired outcomes. TSCTI's defined Product/Service Order/Task Order Response (TOR) management methodology provides NCTCOG with a low-risk and high-quality service. To plan and implement this process, the Program Manager will develop and follow our detailed, standard TOR-PMP. The TOR-PMP is based on standard management processes tailored to the requirements of the TOR.

Components of our Task Order Project Management Plan	
Component	General Description of TOR-PMP Content
Task Order Plan	<ul style="list-style-type: none"> Means to achieve objectives – quality reviews, organization, staffing, task management, etc. Task order scope of administrative activities and processes based on the NCTCOG requirement. Process for problem/issue tracking, resolution, escalation, and lessons learned
Deliverable Management	<ul style="list-style-type: none"> Contents, format, recipients of the Monthly/Periodic Status Reports and Progress reports Schedule of Leave/Training and Replacement/Substitution of staff as per Submission Timeframe Task order activity definition, estimation, schedule development, change control
Risk Management	<ul style="list-style-type: none"> List, analysis, and tracking of TOR risk, implications, and impact. Risk severity and likelihood; elimination, mitigation, strategies; contingency plans
Quality Management	<ul style="list-style-type: none"> Project Team QC responsibilities; a defined role for non-billable Corporate Quality Manager Plan for QC processes, peer reviews, audits, and client feedback mechanism
Performance Management	<ul style="list-style-type: none"> Collection and tracking of key parameters to monitor TOR work performance; measure and evaluate results. Minimum performance threshold; performance reporting requirements
Staffing & Training	<ul style="list-style-type: none"> TOR staffing goals, processes, workflow, methods, and responsibilities Tracking and continuous improvement of staff performance on the contract Planning for staff accession, retention, professional growth, training
Communication	<ul style="list-style-type: none"> Lines of communication with our Program Manager and Leads, NCTCOG management, Project Team members

Task Order Project Management Plan. Helps in successfully achieving NCTCOG objectives within budget.

The TOR-PMP will govern all task activities and specify organization, roles, and responsibilities for all tasks. It will be updated regularly to reflect changes in requirements or improvements in our processes. The Program Manager is responsible for tracking the implementation of all activities specified in the TOR-PMP, including milestones and activities supporting TOR technical requirements.

Communication and Monitoring Process: Our communications approach will ensure that we maintain a clear, complete, and interactive dialog with the NCTCOG Management team. Our Program Manager, Kashif R. Hashmi, will be the sole point of contact for all types of communication with the NCTCOG. We understand that proper communication plays an important role in the successful implementation and execution of any project. We are focused on taking care of NCTCOG's best interest and ensuring that we are delivering the most effective level of service, and innovative solutions that bring value to NCTCOG, billing them properly and timely only then will all the other stuff (profits, cash flow and anything else) will automatically fall into place. TSCTI’s Program Management team focuses on providing only the best quality support and the right solution that meets NCTCOG's needs.

We have a well-defined communication and evaluation process in place with substantial flexibility in implementing, evaluating, reporting and coordinating to meet all NCTCOG requirements for the purpose. We vigorously follow up on all projects to ensure client/consultant compatibility and satisfaction and we monitor progress to ensure successful completion of each assignment. Continual detailed feedback from both employees and clients ensures that we are meeting our goals and helps us to improve our consultant benefits and service offerings.



Evaluate Performance: TSCTI will maximize the use of performance monitoring, trend analysis, monthly progress reporting, and resource management to communicate effectively contract-related information to NCTCOG staff to support their strategic planning and decision-making activities. These performance monitoring, trend analysis, and resource management processes will be continuous, and detect potential and actual problem areas, which allow the Program Manager to have maximum lead time to reallocate resources and re-establish priorities to resolve issues on time.

We use regular reporting mechanisms to ensure that there is a two-way flow of information for effective personnel management. The communication process will consist of weekly/monthly status reports, project status meetings, and periodic face-to-face project reviews. Our Program Executives follow up with our consultants regularly to obtain the required information. Performance will be measured at the individual, task, and project levels. Practices and performance levels are defined as either management – measures performed by the Program Manager to oversee and coordinate work – and measures performed by TSCTI Staff. TSCTI measures service quality using defined quantitative and qualitative methods established with, and agreed to by the customer, and monitored and managed using automated and manual tools that provide TSCTI management and real-time visibility into our processes and ongoing work.

Collect and Manage Time and Attendance: TSCTI uses ERPKick, a premier accounting and timekeeping software to record financial transactions and Time and Expense to collect and record time and attendance information. The accounting and timesheet systems are reviewed on an annual basis by our auditors, as part of our annual audit. ERPKick allows project-based accounting which includes segregation of costs by project and indirect pool. The system separates and collects direct and indirect costs. Through the use of the ERPKick, contracts are assigned individual project codes where direct costs are accumulated. Indirect costs are identified and then allocated to the appropriate cost pool. Indirect costs are then distributed to final cost objectives based on the procedures approved by the DCMA. The accounting system allows monthly project status reports to be provided to the Program Manager to effectively manage their contract or contracts.

Enforce Work and Quality Standards: Our Program Manager will also serve in the capacity of Quality Manager. The Program Manager will continuously monitor project progress and service-level goals. All project deliverables, including monthly reports, will be read and approved by the Program Manager and issues arising in the quality of deliverables will be monitored and proactively resolved by the Program Manager.

TSCTI will maximize the use of performance monitoring, trend analysis, monthly progress reporting, and resource management to communicate effectively contract-related information to NCTCOG staff to support their strategic planning and decision-making activities. These performance monitoring, trend analysis, and resource management processes will be ongoing; detect potential and actual problem areas; and allow the Program Manager maximum lead time to reallocate resources and re-establish priorities to resolve issues in a timely manner. These processes also affect financial contract performance, work completed, work in progress, challenges, and overall project progress. All these project components play a role in NCTCOG's strategic planning and decision-making. The processes that TSCTI will implement will provide the real-time data needed for effective, efficient, and timely planning and decision-making.

TSCTI recognizes that the key to the management of quality services begins with clear articulation and development of quality processes and procedures for project execution. TSCTI is an ISO 9001, 20000 & 27001 quality-certified organization and is currently maintaining Standard Operating Procedures (SOPs) for the management and update of their regional office policies and procedures. TSCTI has the expertise to develop and maintain quality SOPs. At task order inception, we will begin developing and maintaining quality SOPs to guide task order execution. When changes occur, documentation will be updated throughout the organization and appropriate notification will be issued to impacted parties. The benefits associated with our approach to documentation management include:

- Increased efficiency through faster identification of potential solutions, thereby increasing the problem-solving capacity of resources
- Allowing reuse of existing knowledge and solutions
- Enabling self-service for easy-to-access solutions to end users via the Web
- Accelerating ramp-up time for new hires through delivery of web-based training methodologies and standardization of help desk policies and procedures
- Controlling costs by using the information in the knowledge database to standardize and develop repeatable processes to ensure accuracy



Risk Management: TSCTI views risk management as an ongoing, embedded part of our defined program management and execution process. Risk management is an ongoing part of our contract activity; it is continuous (e.g., weekly risk sessions, weekly COR meetings), not episodic. We will build risk management into our program management to provide NCTCOG with low-risk solutions. We will implement risk management in all task areas defined in TOR – not only to respond to actualized risks but also to reduce the likelihood of their occurrence. Our Program Manager will gather input on risks from Team members and follow our four-step risk management process:

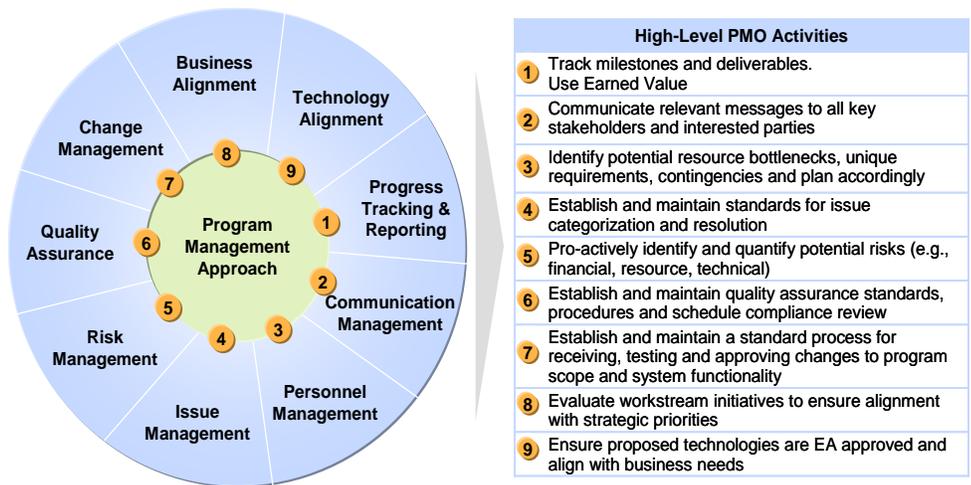
1) Risk Identification:	Develop, maintain, and document a current risk list at the task order level
2) Risk Analysis & Prioritization:	Assess likelihood that risk will occur and severity of impact; assign composite risk score; determine priority
3) Risk Strategies:	Develop mitigation strategies to eliminate, mitigate, or manage risks; develop contingency plans, triggers for action, and risk closure criteria
4) Risk Monitoring:	Conduct weekly risk status review; implement mitigation strategies as necessary; update risk plan as needed

TSCTI understands that there are potential risks and problem areas involved whenever a new project/program is implemented by a new contractor, and we have plans to mitigate and/or neutralize these risks and problems. TSCTI has plans to avoid, neutralize, and mitigate these potential risks and problem areas. Our risk management plan gathers and analyzes task risk, possible implications, and impact potential.

3. Description of the Proposer’s process for delivering orders to respective clients.

TSCTI has an ISO-compliant process and a well-defined management plan for delivering orders to respective clients. Our Project management practices incorporate the approach of the Project Management Institute (PMI) and ensure the task will be effectively managed and delivered to the client. Our Project Management Methodology is based on our strong commitment to and use of process and process improvement. Our project management practices incorporate the approach of the Project Management Institute (PMI) and ensure the task will be effectively managed. Our focus on continuous improvement has led to a mature management model. We have applied our proven management approach on large similar contracts, including our work in the State of Colorado, State of New Jersey, State of Delaware, and more.

TSCTI achieves the technical vision by deploying comprehensive project life cycle process support in a manner consistent with the client's existing procedures, the Project Management Body of Knowledge, and other industry best practices. Our project management efforts will yield high-quality deliverables, successful milestone exits, Authority to Operate (ATO), and final transition to Exchange support on time, on budget, and the scope while ensuring effective communications, managing risk, and ensuring quality.



Project Management Approach and Activities

Our Program Managers maintain close supervision of the ongoing process of assignment and careful selection of the person best suited and qualified to meet the NCTCOG’s mission and expectations. The success of our management team in providing high-quality, on-schedule service delivery is borne out by our high Customer Satisfaction scores (averaging over 95%) and the fact that our contracts have been renewed/extended on options years by various clients. Our team has the capability and experience to deliver quality work on time and within budget. TSCTI has assisted similar state-wide projects in developing a PMO structure that coordinates across projects to identify integration opportunities, manage the portfolio of solutions, manage costs, and mitigate program risks.



We have developed a comprehensive yet flexible IT Project Management Framework based on industry standards (e.g., PMBOK) and our years of management experience with federal and commercial clients. The framework provides processes, tools, measures and lessons learned for the coordinated management of projects to achieve mission goals and objectives. In addition to this framework, TSCTI offers seasoned, certified staff who understand methods to apply project management processes in the “real world” to achieve results. Our Staff has gained expertise through our Systems Development and Project Management Center of Excellence (CoE), which includes intellectual capital on program governance, key performance indicators (i.e. cost, schedule, management controls), and benefits management. Additionally, TSCTI is familiar with a suite of tools for project management. The use and customization of the suite of tools, templates, and processes inform clarity to project control levers and ensure a robust reporting capability.



Project Management Tools

Post Implementation

TSCTI post-implementation will use detailed reporting mechanisms to ensure that there is a two-way flow of information for effective personnel management. The communication process will consist of weekly status reports, weekly project status meetings, and periodic face-to-face project reviews. Also, our Program Director will follow up with our consultants regularly to obtain the required information. A Communications Matrix is provided below for NCTCOG’s reference.

Type	Objective of Communication	Mode	Frequency	Deliverable
Weekly Meetings	• Report on the status of the project to management.	In-person/Telephonic	Weekly	• Project Status Report
Monthly reviews	• Report the status of the project including activities, progress, costs and issues.	Email/ In-person/ Telephonic	Monthly	• Project Status Report

To manage and track our contract performance, we will utilize these strategies to assess how well we are meeting NCTCOG’s requirements.

- **Key Performance Indicators:** At project onset, we work with the clients to define performance objectives and develop meaningful ways for clients to track our results. We keep an open line of communication with the clients to verify we are meeting the expectations, address any issues proactively, and discuss continuous improvement options to increase efficiency. Our key performance indicators are provided at no additional cost in an easy-to-use, flexible, and understandable format:

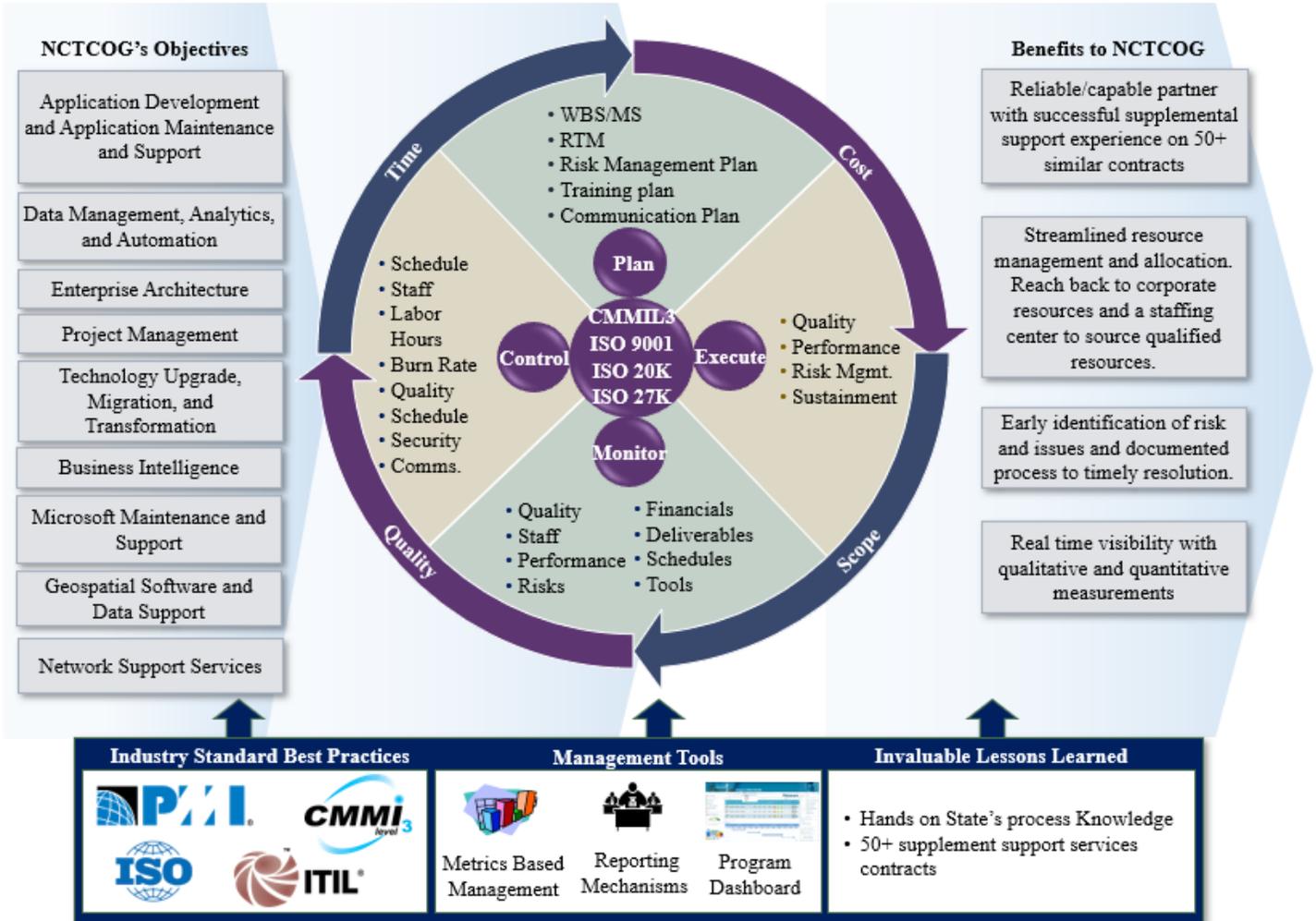
KPI	Measures
Delivery %	Ability to deliver the number of employees requested
Unfilled Order %	Orders TSCTI was unable to fill
Canceled Order %	Orders canceled by the client
First Day Punctuality %	Employees who arrived on time on the 1st day
No Call/No Show %	Employees who did not report to work on the 1st day
Replacement %	Orders that required a replacement employee
On-Time Delivery %	Placements filled by the agreed-upon start date
Satisfactory Performance %	Customer satisfaction with an employee’s performance
Turnover %	Ability to manage turnover and drive performance
Turnover & Satisfactory Performance Detail	Reasons why orders closed and client feedback on employee performance

- **Customer Satisfaction Assessment Report:** Client-care team at TSCTI gets in regular touch with the client’s project supervisor to get the status of employee performance during and after the assignments. We regularly send a Customer Satisfaction Assessment Report to our clients on a regular interval of time for getting it signed by them which describes our employees’ performance at the client site.
- **Business Reviews:** Provide us with a regular opportunity to review our mutual expectations and performance, resolve problems, exchange information, identify opportunities for improvement, and explore new facets of our business relationship. Business reviews are conducted by our Program Manager at an interval as determined by the client.



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Project Execution Lifecycle: TSCTI’s Concept of Operation is designed to facilitate NCTCOG tasks through tailored program/project lifecycle phases of Planning, Execution, Monitoring and Control, and Close-out. Within each phase – activities, responsibilities, deliverables, and reviews are defined, assigned, scheduled, established, reported on, and refined (as needed). Each NCTCOG requirement is aligned with Critical Success Factors (CSFs) of— Time/Schedules, Cost, Scope, and Quality which are key to maintaining and improving NCTCOG performance standards and output.



An Overview of TSCTI’s Lifecycle Project Execution

TSCTI will maximize the use of performance monitoring, trend analysis, monthly progress reporting, and resource management to communicate effectively contract-related information to NCTCOG. Our program management execution methodology ensures contract success through repeatable methods, transparent operations, and continuous collaboration with NCTCOG’s stakeholders. The above-mentioned figure describes our project lifecycle execution and control as consistent with the four phases from the Project Management Institute (PMI) Project Management Book of Knowledge (PMBOK) and aligned with the NCTCOG’s requirements.

TSCTI uses the rigor of PMBOK in Planning and initiation, Management and Control, Human Resources Management, QA, Risk, and Procurement to enhance the specific goals of ISO processes. We employ tools to enable application maintenance framework and enhance our best practices. Following is our process to accomplish the project work.

- **Initiation:** During the Initiation phase, we determine the nature and scope of the project. If this stage is not performed well, it is unlikely that the project will be successful in meeting the NCTCOG needs. Our management approach is proactive. We conduct needs assessments to assess the business environment to ensure that all necessary controls are incorporated into the project. TSCTI analyzes the business needs/requirements in measurable goals; reviews the



current operations; and analyzes the costs and benefits, which includes creating a detailed project budget. Wherever appropriate, TSCTI utilizes web-based meetings and training tools to save on travel and meeting costs.

➤ **Planning and Design:** After Initiation, we plan the project to an appropriate level of detail. The main purpose is to plan time, cost, and resources adequately to estimate the work needed and to effectively manage risk during project execution. As with the Initiation process, a failure to adequately plan greatly reduces TSCTI’s ability to plan and accomplish our goals. As we plan any project, we maintain our commitment to quality and our commitment to developing an approach that is based on the most current industry standards. Our planning consists of the following steps:

- Determining how to plan (e.g., by the level of detail or rolling wave).
- Developing the scope statement.
- Selecting the planning team.
- Identifying deliverables and creating the work breakdown structure.
- Identifying the activities needed to complete those deliverables and networking the activities in their logical sequence.
- Estimating the resource requirements for the activities.
- Estimating time and cost for activities.
- Developing the schedule.
- Developing the budget.
- Risk planning.
- Gaining formal approval to begin work.

➤ **Execution and Production:** TSCTI’s Execution and Production phase stage is where we implement our plan to accomplish the project’s requirements. The execution process involves coordinating people and resources, as well as **integrating** and performing the activities of the project in accordance with the project management plan. We utilize our team members and subcontractors who have offices nationwide to help bolster our ability to provide capacity for any given contract. We have the ability to multitask and manage multiple contracts due to our proven process that allows us to have the capacity and remain cost-effective in our delivery of service. We constantly evaluate our plan during the execution phase and make changes as necessary to afford the most effective plan that embraces efficiency and cost savings. TSCTI’s recruitment and placement ensure low turn-over, which ensures cost savings for our client.

- First, we recruit potential employees from industry-specific sites and job boards.
- Second, once candidates have been identified, their skills are thoroughly measured against our customers’ needs. Testing is conducted to evaluate skill levels, interests, and aptitudes. TSCTI utilizes various web-based testing tools that provide a comprehensive employee assessment and evaluation. Personality assessments are performed and three references are contacted.
- Third, TSCTI conducts criminal background checks and drug screenings. Results of tests and assessments are then carefully evaluated against customer criteria. Fourth, once an applicant has been screened, interviewed, tested, referenced, and is eligible for hire, the applicant is then eligible to be matched and assigned to a job order.
- Last, TSCTI works with applicants as they receive job offers and provide orientation including sexual harassment and other required training. We want to ensure the employee receives the highest quality of care and attention at the beginning of his/her placement and beyond. Likewise, it is our mission to provide a seamless transition as the employee begins work.

➤ **Monitoring and Controlling:** TSCTI monitors and controls all processes performed to observe project execution so that potential problems can be identified in a timely manner and corrective action can be taken, when necessary, to control the execution of the project. Our process includes:

- Measuring the ongoing project activities (where we are).
- Monitoring the project variables (cost, effort, scope, etc.) against the project management plan and the project performance baseline (where we should be).
- Identifying corrective actions to address issues and risks properly (How can we get on track again).
- Influencing the factors that could circumvent integrated change control so only approved changes are implemented.
- Project Maintenance is an ongoing process, and it includes Continuing support of end-users; Correction of errors; Updates of the software over time.
- In multi-phase projects, the monitoring and controlling process also provides feedback between project phases, in order to implement corrective or preventive actions to bring the project into compliance with the project management plan.

A significant element in ensuring accuracy, consistency, and quality is the built-in Quality Assurance (QA) reviews that are performed on all deliverables to our clients. In our management approach, we have incorporated internal reviews and reviews with the customer. This mechanism ensures that quality is built into every product we deliver. Agreed-on reviews will be scheduled as milestones in the task plan for each task order. We recognize that the reconciliation of cost and schedule information on the monthly progress report is both complex and critical to accuracy. As a result, we have incorporated several QA reviews in our process for generating this report to ensure accuracy, completeness, currency, and quality. Our Program Manager (PM) and the QA analyst will provide a second review to ensure that all changes have



been incorporated and that the report is complete, accurate, and consistent. The QA analyst will sign off on the report and deliver it to the PM for signature and submission to the NCTCOG.

Type of Review	Purpose
Task Planning Review	• Verifies that proposed tasking is within the scope of work and that deliverables and schedules comply with the NCTCOG or TSCTI Team standards and work product definitions; includes a review of work product definitions, the draft SOW, staff and resources assigned, deliverables, and schedule; and helps avoid duplication of effort.
Task Inception Review	• Confirms task scope, staff commitment, and resource commitment; allocates budget and schedule; conducts a risk assessment; determines technical approach; commits to work breakdown structure, milestones, and earned value allocations.
Peer Reviews	• Ensure compliance with task SOW and ensure consistency and accuracy of the deliverable.
QA Analyst Review	• Ensures that peer review comments have been properly incorporated and that all comments have been addressed.
Final QA Analyst Review	• Ensures that customer comments have been properly incorporated and that all comments have been addressed. Indicates this by signoff before sending the deliverable to the AM for submission to the NCTCOG.
In-process Review	• Conducted at the 50 and 75 percent task completion points to ensure adequate resources remain for successful completion.
Program Review	• Conducted monthly before submission of monthly progress report to determine performance issues and discuss task status and quality reviews.
Task Completion Review	• Reviews task lessons learned for incorporation in the lessons learned database for continuous improvement; provides input to procedure revisions as required.
Customer Satisfaction Assessment	• Obtains feedback from the NCTCOG; incorporates results into quality procedures and lessons learned database; results in revised procedures as required.

➤ **Closing Process:** TSCTI’s closing process includes the formal acceptance of the project and the ending thereof. We archive all activities and document lessons learned. This phase consists of:

- **Project close:** Finalize all activities across all the process groups to formally close the project or a project phase.
- **Contract closure:** Complete and settle each contract (including the resolution of any open items) and close each contract applicable to the project or project phase.

4. Description of the Proposer’s customer satisfaction services, to include any warranty and/or repair capabilities.

TSCTI is known for providing top-notch services to all our clients with **100%** customer satisfaction, this has been proven by receiving a renewal of multiple government contracts. TSCTI has experienced staff that can provide a high level of customer service whether it is related to a consultant, timesheet, consultant replacement, or any issues, our team could resolve any issues within **24 hours** depending upon the issues raised by the NCTCOG. TSCTI has received numerous awards from our clients for our contributions to their work programs. In addition, as reported in the latest Dun & Bradstreet Open Ratings report our Overall Performance Rating stands at 95%. All our scores on each of the nine factors were 90% or higher. No individual item of feedback received was negative: they were mainly positive, mixed with a small number of neutral ratings. Three pertinent ratings are as follows:

- Customer Support: **95%**
- Business Relations (Ease of doing business): **94%**
- Personnel (Satisfaction with attitude, courtesy, and professionalism of staff): **93%**

TSCTI’s value addition to NCTCOG in providing Customer Service:

- **High Retention:** TSCTI has continued to maintain a team of Trainers and Techno-Functional experts for the last four years with **zero turnovers**.
- **Financial Management:** TSCTI worked closely with the Program Manager to ensure continuity of mission-critical resources on a low budget.
- **Customer Focus:** We have always given precedence to our client's success over company profitability.
- **Higher Skilled Labor:** TSCTI’s resources have been more qualified than the mandatory requirements.
- **Turnaround Time:** Resource replacements, whenever required, were provided within 24 hours.
- **Training:** We have provided Training on CMMI processes, and new technologies and achieved Certifications.
- **High Availability:** TSCTI has ensured 24x7 availability of the client interfacing team.



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Simply put, we take pride in what we do, and complete customer satisfaction is our top priority. There are numerous examples of successful engagements with similar clients, where TSCTI has ensured outstanding customer support. Our successful delivery of services has been recognized by our clients through renewals of the contracts that were due for expiration. The table below shows some of our major repeat clients where our contracts got renewed multiple times.

Clients	Title	Duration	Renewals (Till Date)
State of Montana	Professional Services	Oct 2008 to Present	3
City of Phoenix, AZ	Professional Service	Dec 2008 to Present	3
State of Colorado	Professional Personnel Services	July 2008 to Present	3
Washington State Department of Transportation	Professional Staff Augmentation Services	Apr 2008 to Present	3
Washington Metropolitan Area Transit Authority	IT Consulting Services	Jun 2011 to Present	2
Montgomery College, MD	IT Contracting Services	Jul 2013 to Present	2
Maryland Health Benefit Exchange	Consulting & Technical Support	Jul 2011 to Present	2
State of Ohio – Dept. of Administrative Services	Professional Services	Jan 2009 to Present	2
State of Florida	Consulting Services	Sep 2009 to Present	2
State of Wyoming	Employment Services	Nov 2010 to Present	2
United Nations Development Programme, NY	Professional Services	Jun 2009 to Present	2
The County of Ventura, CA	Professional Services	Apr 2018 to Present	1
Orange County, CA	Temporary Professionals Services	Dec 2012 to Present	1

Performance Guarantee: TSCTI's warranty for IT services is a tailored assurance mechanism designed to fit each client's unique requirements. It encompasses defined metrics and benchmarks to assess the success of the engagement. Should TSCTI fall short of agreed-upon performance levels within specified parameters, the warranty activates, prompting corrective actions. This assurance also outlines client responsibilities, exceptions, reporting mechanisms, and dispute resolution procedures. It is a dynamic framework designed to ensure transparency, accountability, and the successful delivery of high-quality IT services. Specific terms and conditions are detailed in the client engagement contract.

Some of our sample letters are attached that demonstrate our higher level of services.



Reference Form for RFP #L191701, Temporary Employment Services

22nd Century Technologies, Inc. certifies that The Arizona Board of Regents (ABOR) is authorized to check our company's previous performance and contact references.

Reference Details		
Company Name:	UNICEF	
Company Address:	Rm 1053-1, 3 UN Plaza, New York, NY 10017	
Contact Person:	Lani Manansala	
Email Address:	[REDACTED]	
Phone Number:	[REDACTED]	

Performance Questionnaire		
Customer Satisfaction/ Ratings	YES	NO
Did 22nd Century complete all deliverables agreed upon in the Scope of Work?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Were deadlines strictly met?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is this vendor still on your approved staff augmentation vendor list?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Signature of Reference

Title of Reference SUP. OPERATIONS ASST. (LTH MANAGER)

Customer or Agency name	Department of Transportation, State of Washington				
Evaluator's Name	Rosa Chui				
Evaluator's Title	Project Manager				
Evaluator's Phone Number	[REDACTED]				
Evaluator's Email Address	[REDACTED]				
Work Performed by Contractor	IT Services				
Address	310 Maple Park Ave SE, Olympia, WA				
Evaluator's Signature					

Evaluation Definitions

EXCEPTIONAL Performance **EXCEEDS MOST** contractual requirements. The performance of areas being assessed was accomplished with few minor issues or concerns.

VERY GOOD Performance **EXCEEDS SOME** contractual requirements. The performance of areas being assessed was accomplished with few minor issues or concerns, for which the Contractor's corrective actions were highly effective.

SATISFACTORY Performance **MEETS SOME** contractual requirements. The performance of the areas being assessed contains minor issues or concerns, for which corrective actions taken by the Contractor were effective.

MARGINAL Performance **MEETS SOME** contractual requirements. The performance of the areas being assessed includes significant problems, issues, or concerns for which corrective actions taken by the Contractor were only somewhat effective.

UNSATISFACTORY Performance **DOES NOT MEET** contractual requirement. The performance of the areas being assessed includes serious problems, issues, or concerns for which the Contractor's corrective actions were ineffective.

Ratings	Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
What is your assessment of the Contractor's ability to meet your requirements?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate how the contractor completed tasks/milestones/deliverable within the contract requirements.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is your overall rating of Contractor's performance (requirements, schedule, and price) on contract being assessed?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the ability of 22nd Century to recruit and maintain workforce that understand the nature of work and the required disciplines to accomplish the work.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments:



Deliverables-Based Information Technology Services

Name of Vendor	Washington Metropolitan Area Transit Authority					
Name of individual providing reference	[Redacted]					
Title / Position	[Redacted]					
Contact Information	(Phone)	(e-mail)				
	[Redacted]	[Redacted]				
Name of Company / Organization / Firm providing reference						
22nd Century Technologies, Inc.						
Vendor provided service	(From)	(To)				
	April 2010	June 2022				
Please complete all questions below by scoring this vendor between zero (0) and five (5) where zero indicates a poor experience or dissatisfaction and five indicates a good experience and satisfaction.						
Please rate your experience in having this Vendor provide you with quality skilled contractors	0	1	2	3	4	5
Please rate your experience working with this Vendor in establishing deliverables	0	1	2	3	4	5
Please rate your experience working with this Vendor in monitoring their work and deliverables	0	1	2	3	4	5
Please rate your experience working with this Vendor in monitoring the overall performance of contractors they provided.	0	1	2	3	4	5
Would you engage this vendor again?	0	1	2	3	4	5

AAA 12/13/18

Customer or Agency name	Orange County Public Schools, ICTS Student Systems
Evaluator's Name	Ulysses Vazquez
Evaluator's Title	Assistant Director
Evaluator's Phone Number	[Redacted]
Evaluator's Email Address	[Redacted]
Work Performed by Contractor	IT Services
Address	445 W Amelia St, Orlando, FL 32801
Evaluator's Signature	<i>Ulysses Vazquez</i>

Evaluation Definitions

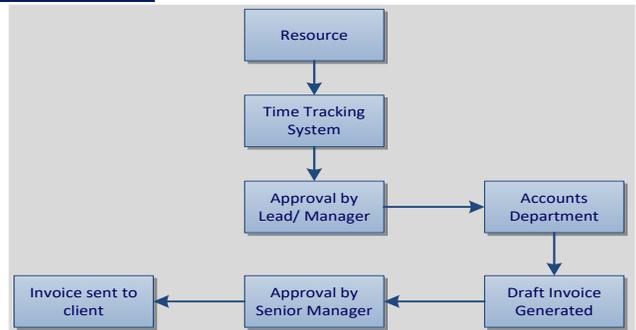
EXCEPTIONAL	Performance EXCEEDS MOST contractual requirements. The performance of areas being assessed was accomplished with few minor issues or concerns.
VERY GOOD	Performance EXCEEDS SOME contractual requirements. The performance of areas being assessed was accomplished with few minor issues or concerns, for which the Contractor's corrective actions were highly effective.
SATISFACTORY	Performance MEETS contractual requirements. The performance of the areas being assessed contains minor issues or concerns, for which corrective actions taken by the Contractor were effective.
MARGINAL	Performance MEETS SOME contractual requirements. The performance of the areas being assessed includes significant problems, issues, or concerns for which corrective actions taken by the Contractor were only somewhat effective.
UNSATISFACTORY	Performance DOES NOT MEET contractual requirement. The performance of the areas being assessed includes serious problems, issues, or concerns for which the Contractor's corrective actions were ineffective.

Ratings

	Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
What is your assessment of the Contractor's ability to meet your requirements?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate how the contractor completed tasks/milestones/deliverable within the contract requirements.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is your overall rating of Contractor's performance (requirements, schedule, and price) on contract being assessed?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the ability of 22nd Century to recruit and maintain workforce that understand the nature of work and the required disciplines to accomplish the work.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Description of the Proposer's invoicing process used by the Proposer.

Invoice will be generated by our online and proprietary accounting tool called ERPKick. Our system "ERPKick" identifies labor hours/costs charged as either direct or indirect for each work. ERPKick allows project-based accounting which includes segregation of costs by project and indirect pool. By ERPKick, contracts are assigned an individual project code where direct costs are accumulated. Indirect costs are identified and then allocated to the appropriate cost pool. Indirect costs are then distributed to final cost objectives based on the procedures approved by the DCAA. The accounting system allows for monthly project status reports to be provided to the Program Manager to effectively manage their contract/(s). The timekeeping system groups Project Tasks as Resources to implement controls that ensure the resources are charged to only those projects for which they are assigned. In addition, TSCTI delineates direct labor charges from overhead and Paid Time Off.



Ensuring billing accuracy: TSCTI aims for 100% accuracy in all our invoice transactions. Our process for achieving this metric includes:

- Dedicated TSCTI Billing Specialist to manage all NCTCOG's billing processes.
- Extensive quality control performed before release (i.e., adherence to unique requirements, etc.)
- Time and hours match performed to ensure invoicing accuracy.
- Review of overtime authorization
- Daily audit of invoices to check for rejects and re-issuance of a corrected version, if necessary
- Review to ensure all applicable discounts are applied at the appropriate times.

We understand that timely payment to the staff is a very important factor in our employees' satisfaction. TSCTI has never missed out on the decided dates or time frames to make payments to our valuable employees and all the TSCTI employees are aware of these arrangements. ERPKick allows our employees to fill out their timesheets as well as offers a dedicated portal for our clients to approve or reject the timesheet. The timesheet detail is segregated by NCTCOG as per their requirement. By default, our timesheet consists of the purchase order number, line item, and resources; this allows us to generate an invoice with as much detail and summarization as specified by each client for each Purchase Order. TSCTI is generating the weekly invoices and directly emailing them to NCTCOG's email account. The payment is made through automatic transfer to the employee's account, details of which are taken at the time of hiring. The amount is calculated based on the timesheet sent to the company duly signed by the manager on the client side.



The steps involved in generating invoices are described as under:

- Invoices for services rendered will be submitted every month in which the services have been provided.
- Two types of Invoices will be submitted as under:
 - One consolidated Invoice containing a consolidated summary of all consultants indicating the number of hours worked by each of the consultants, discount, after-hours worked, expenses, etc. in case of multiple consultants working on Work Order.
 - One Detailed Invoice for each of the consultants indicating the number of hours worked by the consultant, discount, after-hours worked, expenses, etc.
- The invoice includes, at the minimum, complete details like
 - Project Title; Invoice number; Start and End dates of the Project; Hours billed; Each Position Title; Period covered and Invoice total.
- The following documents will be attached with the detailed invoice.
 - Weekly signed copy of the timesheet.
 - After-hours' approval form.
 - Tour approval form.
 - Expenses statement.
 - Scanned copies of all receipts.
 - Proof of distance traveled (miles) with the printout from mapquest.com between destinations traveled.
 - Invoices will be submitted to the address specified within the purchase order.
 - An annual summary of billing will also be provided if requested by the NCTCOG.
 - If required, TSCTI can raise the invoice on the NCTCOG's Invoice voucher.
 - A final invoice is raised after the project.
 - Each expense and/or disbursement is specifically identified on the invoice.
 - Payment is expected to be made within the agreed time after the invoice is submitted to the NCTCOG.

Because our system is DCAA-approved and we use standardized processes built on the latest technology, our invoice discrepancy rate is less than 0.01%. Still, TSCTI has a team of professionals to handle invoice and timesheet issues and provide timely resolution. We understand that there may be overpayments or underpayments due to incorrect invoices or any other reason, such as the NCTCOG is not in agreement with the invoice submitted by TSCTI. For realized overpayments, we credit the difference amount to a government account within 10 days. If the NCTCOG and TSCTI disagree over the invoice or payment made, we follow NCTCOG rules and regulations for the invoice issue resolution.

6. Any assumptions made in responding to the requirements.

No assumptions have been made.

7. Any exceptions to the requirements. If there are no exceptions, Proposer shall explicitly state that no exceptions are taken to any part of this RFP. Offer must be in compliance with stated term and conditions unless NCTCOG accepts identified exceptions of the Proposer.

No exceptions are taken to any part of this RFP.

8. Any special features or services the Proposer is proposing in response to the requirements that are included within the pricing provided.

None

9. Proposers should outline their cybersecurity strategy and provide evidence of 3rd-party attestation of compliance with any of the following certifications or standards:

TSCTI is ISO 27001:2013 certified and has a Top-Secret facility clearance from DoD and DHS. ISO 27001:2013 is designed to ensure the selection of adequate and proportionate security controls that protect information assets and give confidence to interested parties. TSCTI is serving on over 30 defense contracts involving classified and sensitive information. Therefore, cybersecurity is paramount for us. Our scalable cybersecurity program services include Data Governance and Data Classification, Policy and Procedure Review and Development, Security Awareness Training and Network



Architecture Review TSCTI develops a customized cybersecurity program specific to the client's requirement using the framework appropriate. This includes, but is not limited to, the following:

- NIST Cybersecurity Framework (NIST CSF)
- NIST Special Publication 800-53 (NIST 800-53)
- NIST Special Publication 800-171 (NIST 800-171)
- North American Electric Reliability Corporation critical infrastructure protection (NERC CIP)
- Cybersecurity Capability Maturity Model
- ISO/IEC 27001:2013 (ISO 27001)

TSCTI's cybersecurity strategy is comprehensive and dynamic, aimed at safeguarding its clients from evolving digital threats. It encompasses proactive risk assessment, where a team of experts identifies vulnerabilities and assesses potential risks to client systems and data. The strategy prioritizes robust access controls, encryption, and continuous monitoring to ensure the integrity and confidentiality of sensitive information. TSCTI also emphasizes employee education and training to foster a security-conscious culture. Furthermore, they remain at the forefront of emerging technologies and threat intelligence, enabling them to adapt and respond swiftly to evolving cyber threats. Through a combination of advanced technology, industry expertise, and vigilant monitoring, TSCTI's cybersecurity strategy provides clients with a robust defense against cyber risks.

A copy of ISO 27001 is attached below.





TSCTI has provided a complete written response to items indicated in this section demonstrating its ability to provide the requested product, service, or function. TSCTI has designated specific contact person(s) for the following phases:

1) ***Bid Process.***

Mr. Sandeep Singh, Project Director – Business Development

2) ***Contracting process***

Mr. Sandeep Singh, Project Director – Business Development

3) ***Contract administration (primary point of contact for receiving orders from Participating Entities).***

Mr. Kashif R. Hashmi, Program Manager



Tab E References.



Reference #1

Organization's Name	City of Dallas, TX
Address	1500 Marilla St. Room 5 D South Dallas, Texas 75201
Contact Person	Janice L. Peters, Business Manager III
Phone Number	O: (214) 670-4559 C: (214) 701-2402
Email Address	janice.peters@dallascityhall.com
Description of Services: Through this RFP, the City of Dallas, TX (City) was seeking qualified vendors to submit proposals to provide IT services for the City. TSCTI won this contract in Nov 2020 and is responsible for providing services for various services that include but are not limited to Application Development, and Maintenance, Data Management, Architecture, Project Management, Technology Upgrade, Migration, Transformation, BI Services, Microsoft Maintenance and Support, GIS and Network Support services.	

Reference #2

Organization's Name	City of Houston, TX
Address	901 Bagby Houston, TX 77002
Contact Person	Kim Keel, HAS Technology Service Desk Manager, Houston Airports
Phone Number	281-233-1509
Email Address	Kim.Keel@houstontx.gov
Description of Services: TSCTI provides Project Management and Application Management Services, in several areas for the Houston Information Technology Department (HITS); Enterprise Application Services, and Enterprise Project Management Office. TSCTI provides Project Management and Application Management Services, in several areas for the Houston Information Technology Department (HITS); Enterprise Application Services, and Enterprise Project Management Office. TSCTI provides support includes but is not limited to, SAP, INFOR IPS, SharePoint, OnBase, BI Services, Application Development, and Maintenance, Data Management, Architecture, Project Management, Upgrade, Migration, and Transformation of Technology, Microsoft support services, GIS Support and Network Support services, etc.	

Reference #3

Organization's Name	California State Teachers' Retirement System (CalSTRS)
Address	100 Waterfront Pl, West Sacramento, CA 95605
Contact Person	Kei (Kay) Hirabayashi, Business Test Lead, Pension Solution Project
Phone Number	916-414-1148
Email Address	KHirabayashi@CalSTRS.com
Description of Services: TSCTI has been awarded the contract with the CalSTRS to provide technology support services for various categories that include but are not limited to, Application Development and Maintenance, Quality Assurance (QA), Technology Upgrade/Migration and Transformation, Project Management, Data Management, Architecture, Microsoft services, GIS Support and Network Support services, etc. TSCTI is helping the CalSTRS to implement a standardized approach to acquiring IT services within defined technology categories that facilitates CalSTRS to services and reduces cycle time between a request for service and fulfillment of the same.	

Experience

TSCTI holds a proven track record of providing similar services to the public sector since its inception. Based on our successful experience, we have secured 100+ technology services contracts with Federal State, and local agencies including with *State of New York, the Administrative Office of Courts NJ, the United Nations, the State of CT, the State of Maryland, the Department of Education, the Bureau of Indian Affairs, House of Representatives, Department of Information and Innovation, California Prison Health Care Services, City of Memphis, City of Phoenix Aviation Department and many more.* The following table describes our experience with some of our prestigious Federal, State, and local government agencies where we are providing similar services:

Functional areas	Description of Work Performed	Clients
Category 1. Application Development	<ul style="list-style-type: none"> Full life cycle software engineering support to a wide variety of mission essential systems and applications that support the day-to-day business functions. 	<ul style="list-style-type: none"> States of MD, WA, TX, NJ, NY, AZ Beaufort County School District Charleston County School District, SC



Deliverables-Based Information Technology Services

	<ul style="list-style-type: none"> Develop innovative solutions using cutting-edge technologies to completely automate the build process and reduce the time from build to deployment. Responsible for SQL programming and handling relational databases. Manage client-server and/or web development environment; Maintain /enhance applications. Develop custom web parts, workflows, and InfoPath forms using Visual Studio, C#, and InfoPath Designer; Develop web applications in HTML, classic ASP, and .NET using C#, Visual Basic, and SQL. 	<ul style="list-style-type: none"> WA Suburban Sanitary Commission, MD State of Washington US Navy Medical Center State of CA Wayne County Detroit MI United Nations Development Programme Administrative Office of the Courts, CA Massachusetts Port Authority City of Phoenix Aviation Department, AZ Fire Department of the City of New York, NY The Port Authority of New York & New Jersey Orange County Public Schools, FL
<p>Category 2. Application Maintenance and Support</p>	<ul style="list-style-type: none"> Identifying and resolving software defects or bugs reported by users or discovered through testing. Applying patches and updates to fix vulnerabilities and improve performance. Monitoring the application's performance to identify bottlenecks and areas for improvement. Implementing optimizations to enhance response times and overall efficiency. Applying security patches and updates to protect against known vulnerabilities and potential threats. Conducting security assessments and audits to identify and address potential security risks. Managing configurations, settings, and parameters to ensure the application functions according to specified requirements. Backing up and restoring data to prevent data loss in case of system failures. Managing databases, including data migration, indexing, and ensuring data integrity. Managing integrations with other systems, including APIs, third-party services, and external data sources. Implementing and managing changes to the application, including updates, enhancements, and new features. 	<ul style="list-style-type: none"> Department of Labor & Industries, WA Defense Language Institute (DLI), Monterey CA Air Force, Langley AFB United Nations Development Programme City of Phoenix, AZ SRA International, MD Bureau of Indian Affairs, NM New York State Office of Information Technology Services City of Phoenix Aviation Department, AZ Fire Department of the City of New York, NY
<p>Category 3. Data Management, Analytics, and Automation</p>	<ul style="list-style-type: none"> Perform business requirements analysis by interviewing users and translating requirements. Develop logical data model & physical data, model. Responsible for Data architecture artifacts, standards & compliance. Manage Physical Relational and Multidimensional Database Modeling Create design documents for proposed fact and dimension tables and star schema redesign. Summarizing historical data to provide insights into past trends and patterns. Analyzing data to understand the reasons behind certain outcomes or trends. Recommending actions to optimize outcomes based on data analysis. Creating visual representations of data to facilitate understanding and decision-making. Developing dashboards and reports to monitor key performance indicators (KPIs). Designing and implementing workflows to automate repetitive tasks (e.g., ETL processes). Integrating various data sources and systems to ensure seamless data flow. Setting up alerts for specific events or thresholds in the data. Automating routine tasks like data updates, backups, and reporting on a predefined schedule. 	<ul style="list-style-type: none"> Defense Language Institute (DLI), Monterey CA Board of Broadcasting Governors DC Palm Beach County City of Phoenix States of NY, MD, WA, TX, NJ, AZ Beaufort County School District Fire Department of the City of New York, NY The Port Authority of New York & New Jersey New York State Office of Information Technology Services Metropolitan Transit Authority, NY Orange County Public Schools, FL City of Phoenix, Aviation Department, AZ
<p>Category 4. Enterprise Architecture</p>	<ul style="list-style-type: none"> Providing Enterprise, Solution, Data, and Cloud Architecture services to various agencies. Work with the enterprise architecture team and various technology and business stakeholders to establish and manage an enterprise architecture asset repository. Attends and represents the enterprise at conferences, workshops, and networking events with industry peers and solution providers. Manages the development, design/architecture, installation, analysis, and ongoing improvement of the information technology infrastructure. 	<ul style="list-style-type: none"> Department of Transportation, WA Office of State Aid Road Construction, MS California Prison Health Care Services, CA US Department of Interior, VA State of Washington Bureau of Indian Affairs, NM Fire Department of the City of New York, NY The Port Authority of New York & New Jersey



Deliverables-Based Information Technology Services

	<ul style="list-style-type: none"> Enabled real-time monitoring and analysis of 200 applications from 50 lines of business by creating an architecture-based enterprise platform with greater scalability and reliability. Used AWS to architect, design, develop, test, and deploy cloud-based applications for data visualization—increasing the efficiency and effectiveness of data processing. Provided ongoing product support. Develop and maintain Enterprise Data Models for Enterprise Class Data Initiatives 	<ul style="list-style-type: none"> New York State Office of Information Technology Services Metropolitan Transit Authority, NY Orange County Public Schools, FL City of Phoenix, Aviation Department, AZ
Category 5. Project Management	<ul style="list-style-type: none"> Developing Project Charter, project plan, and schedule. Project status meetings and reporting Managing project scope and deliverable requirements Improve vendor relations, identify ways to get more profit out of a vendor relationship, and work with company management to audit vendor contracts. Resource planning. Performance and Quality Management. Management of Risk, Budget & Resource Vendor Relationship Management, and Contract Negotiations Development, implementation, and support of process improvements Develop and execute communication and training plans, Scheduling, assignment, review of project work, scope & change management, and schedule extensions. 	<ul style="list-style-type: none"> States of TX, NY, NJ, NH, RI, MD, NC, FL State of Vermont Public Service Department US Department of Interior, VA State of Washington Bureau of Indian Affairs, NM Department of Education, MD Oakland County, MI Department of Transportation, WA United Nations Development Programme Administration Office of Courts, CA Clemson University, SC Palm Beach County, FL
Category 6. Technology Upgrade, Migration, and Transformation	<ul style="list-style-type: none"> Conduct thorough assessments of existing technology systems and infrastructure. Develop comprehensive upgrade, migration, and transformation strategies based on business objectives and requirements. Evaluate and select appropriate technologies, platforms, and tools for the upgrade, migration, and transformation initiatives. Create detailed project plans, including resource allocation, task assignments, and risk management strategies. Lead and oversee the execution of technology upgrades, migrations, and transformations, ensuring minimal disruption to operations. Monitor and manage project progress, identifying and addressing any issues or roadblocks that arise during implementation. Provide training and support to end-users and stakeholders to facilitate a smooth transition to the new technology environment. Establish key performance indicators (KPIs) and metrics to measure the success and impact of the upgrade, migration, and transformation efforts. Document all aspects of the upgraded technology environment, including configurations, settings, and procedures. Collaborate with cybersecurity experts to ensure that security protocols and measures are in place and compliant with industry standards. 	<ul style="list-style-type: none"> States of TX, NY, NJ, NH, RI, MD, NC, FL, SC, MI, IL, MS, MT, OR, WA, CA, AZ United Nations Development Programme NY Texas Office of the Attorney General, TX The Houston-Galveston Area Council, TX Administration Office of Courts, NJ & CA Department of Labor & Industries, WA Comptroller of Public Accounts, TX City of Phoenix, AZ SRA International, MD Administration Office of Courts, CA Bureau of Indian Affairs, NM Palm Beach County, FL Maryland Transit Administration, MD Fire Department of the City of New York, NY The Port Authority of New York & New Jersey Orange County Public Schools, FL City of Phoenix, Aviation Department, AZ
Category 7. Business Intelligence	<ul style="list-style-type: none"> Gather data from various sources including databases, spreadsheets, APIs, and external systems. Clean and preprocess data to remove errors, duplicates, and inconsistencies. Develop data models for analysis and reporting. Design and maintain data warehouses for long-term storage. Optimize data structures for efficient retrieval and analysis. Transform data into a format suitable for reporting and analysis. Create interactive dashboards and reports using BI tools (e.g., Tableau, Power BI). Train end-users on BI tools and reporting systems. Translate data findings into actionable business insights. Define and track key performance indicators (KPIs) to measure business success. Monitor performance against targets and benchmarks. Utilize statistical models and machine learning algorithms for predictive analytics. Maintain a repository of BI-related documentation. Manage BI projects from conception to implementation. 	<ul style="list-style-type: none"> States of TX, NY, NJ, NH, RI, MD, NC, FL Texas Office of the Attorney General, TX The Houston-Galveston Area Council, TX Administration Office of Courts, NJ & CA Department of Labor & Industries, WA Defense Language Institute (DLI), Monterey CA Naval Fleet Intelligence Training Center Fire Department of the City of New York, NY The Port Authority of New York & New Jersey New York State Office of Information Technology Services Metropolitan Transit Authority, NY Orange County Public Schools, FL City of Phoenix, Aviation Department, AZ
Category 10. Microsoft Maintenance and Support	<ul style="list-style-type: none"> Installing and configuring Microsoft products, including operating systems, servers, and software applications. 	<ul style="list-style-type: none"> States of TX, NY, NJ, NH, RI, MD, NC, FL Texas Office of the Attorney General, TX Department of Education, MD Oakland County, MI



Deliverables-Based Information Technology Services

	<ul style="list-style-type: none"> • Applying updates, patches, and service packs to ensure systems are up-to-date and secure. Identifying and resolving issues related to Microsoft products, which may include diagnosing hardware and software problems. • Implementing and managing backup and recovery solutions to safeguard data and ensure business continuity. • Implementing security measures such as firewalls, antivirus software, and access controls to protect systems and data. • Providing technical support to end-users for Microsoft applications and systems. Monitoring system performance, analyzing logs, and making adjustments to optimize performance. • Developing scripts or utilizing automation tools to streamline repetitive tasks and improve efficiency. • Creating reports on system performance, maintenance activities, and any issues encountered. 	<ul style="list-style-type: none"> • Department of Transportation, WA • Office of State Aid Road Construction, MS • California Prison Health Care Services, CA • SRA International, MD • Department of Human Services, MI & OR • Fire Department of the City of New York, NY • New York State Office of Information Technology Services • Metropolitan Transit Authority, NY • Orange County Public Schools, FL • City of Phoenix, Aviation Department, AZ
<p>Category 12. Geospatial Software and Data Support</p>	<ul style="list-style-type: none"> • Analyzing spatial data through the use of mapping software. Discovering patterns and trends through spatial mapping of data. • Designing digital maps with geographic data and other data sources. • Creating "shapefiles" to merge topographical data with external data by layering external data over a topographical map. • Producing maps showing the spatial distribution of various kinds of data, including crime statistics and hospital locations. • Converting physical maps into a digital form for computer usage. • Developing mapping applications and tools. Performing data munging and cleaning to convert data into its desired form. • Produce reports on geographic data utilizing data visualizations. Managing a digital library of geographic maps in various file types. 	<ul style="list-style-type: none"> • Department of Education, MD • Oakland County, MI • Department of Transportation, WA • Office of State Aid Road Construction, MS • California Prison Health Care Services, CA • SRA International, MD • Department of Human Services, MI & OR
<p>Category 13. Network Support Services</p>	<ul style="list-style-type: none"> • Responsible for network Cabling, dressing, labeling, and troubleshooting various network drops onsite. • Design and execution of installation and configuration of VPN/IVPN, LAN/WAN as per organizational requirements. • Configuring, Monitoring, and Troubleshooting Cisco's ASA 5500/PIX security appliance, Failover DMZ zoning & configuring VLANs/routing/NATing with the firewalls as per the design • Work on network topologies and configurations • Create and manage SAN, Windows servers, switches, firewalls, routers, VPN, SQL, and VMware • Troubleshoot complex issues regarding network connectivity, web server, and database permissions and access. • Responsible for hardware maintenance, software maintenance, data replication, and backup process • Troubleshoot conference issues by logging into the video systems to diagnose potential connection/quality issues. • Responsible for setting up customer conferences at scheduled times. 	<ul style="list-style-type: none"> • United Nations Development Programme NY • Texas Office of the Attorney General, TX • National Institute of Health • States of TX, NY, NJ, NH, RI, MD, NC, FL • Texas Office of the Attorney General, TX • The Houston-Galveston Area Council, TX • Administration Office of Courts, NJ & CA • Department of Labor & Industries, WA • Defense Language Institute (DLI), CA • Naval Fleet Intelligence Training Center • Fire Department of the City of New York, NY • The Port Authority of New York & New Jersey • New York State Office of Information Technology Services • Metropolitan Transit Authority, NY • Orange County Public Schools, FL • City of Phoenix, Aviation Department, AZ



Tab F Proposal Pricing.



Proposal Pricing

Respondents should furnish a proposal that specifies a pricing model(s) that will apply to all orders placed under this contract. The pricing models(s) can be based on quantity or a flat percentage discount across the board. Please provide a current suggested list pricing (rate card) for the products and services that you intend to provide in your proposal.

TSCTI has provided a rate card for each category covering some positions/titles.

Pricing Models		Hourly Rate Range	
Category #1	Application Development	Min	Max
	Software Developer	\$75.00	\$99.00
	Full-Stack Developer	\$80.00	\$100.00
	Mobile App Developer	\$70.00	\$90.00
	Web Developer	\$70.00	\$90.00
	DevOps Engineer	\$75.00	\$102.00
	Front-End Developer	\$80.00	\$100.00
	Back-End Developer	\$80.00	\$100.00
	User Interface (UI) Designer	\$65.00	\$80.00
Category #2	Application Maintenance and Support	Min	Max
	Application Support Specialist	\$60.00	\$80.00
	Helpdesk Support Analyst	\$30.00	\$45.00
	Systems Administrator	\$60.00	\$90.00
	Technical Support Engineer	\$55.00	\$70.00
	IT Operations Manager	\$70.00	\$95.00
	Service Desk Technician	\$40.00	\$40.00
Category #3	Data Management, Analytics, and Automation	Min	Max
	Data Analyst	\$65.00	\$98.00
	Data Scientist	\$75.00	\$105.00
	Business Intelligence Analyst	\$75.00	\$100.00
	Machine Learning Engineer	\$70.00	\$85.00
	Data Engineer	\$75.00	\$100.00
	Data Warehouse Architect	\$90.00	\$130.00
	Automation Specialist	\$65.00	\$90.00
Category #4	Enterprise Architecture	Min	Max
	Enterprise Architect	\$90.00	\$130.00
	Solutions Architect	\$90.00	\$132.00
	Infrastructure Architect	\$90.00	\$130.00
	Security Architect	\$90.00	\$140.00
	Business Architect	\$90.00	\$125.00
	Cloud Architect	\$90.00	\$135.00
	Integration Architect	\$90.00	\$130.00
	Application Architect	\$90.00	\$130.00
Category #5	Project Management	Min	Max
	Project Manager	\$80.00	\$125.00
	Program Manager	\$85.00	\$130.00
	Scrum Master	\$70.00	\$95.00
	Agile Coach	\$70.00	\$95.00
	Portfolio Manager	\$75.00	\$99.00
	Project Coordinator	\$60.00	\$80.00
Category #6	Technology Upgrade, Migration, and Transformation	Min	Max
	IT Transformation Manager	\$70.00	\$85.00
	Migration Specialist	\$70.00	\$90.00
	Change Management Consultant	\$75.00	\$95.00



	Cloud Migration Engineer	\$80.00	\$124.00
	Legacy System Migration Analyst	\$70.00	\$90.00
	IT Infrastructure Manager	\$80.00	\$120.00
	Digital Transformation Lead	\$75.00	\$99.00
	Technology Integration Specialist	\$70.00	\$90.00
Category #7	Business Intelligence	Min	Max
	BI Developer	\$70.00	\$95.00
	BI Analyst	\$70.00	\$90.00
	BI Consultant	\$65.00	\$85.00
	Data Visualization Specialist	\$60.00	\$85.00
	BI Project Manager	\$80.00	\$125.00
	Data Analyst	\$68.00	\$88.00
	BI Solution Architect	\$90.00	\$130.00
Category #10	Microsoft Maintenance and Support	Min	Max
	Microsoft System Administrator	\$65.00	\$90.00
	Microsoft Exchange Administrator	\$65.00	\$90.00
	Office 365 Support Specialist	\$60.00	\$87.00
	SharePoint Administrator	\$70.00	\$95.00
	Azure Cloud Engineer	\$80.00	\$120.00
	Windows Server Administrator	\$60.00	\$85.00
	Active Directory Administrator	\$60.00	\$85.00
	Microsoft SQL Server DBA	\$70.00	\$90.00
Category #12	Geospatial Software and Data Support	Min	Max
	GIS Analyst	\$60.00	\$85.00
	Geospatial Data Scientist	\$65.00	\$90.00
	Geospatial Technician	\$60.00	\$85.00
	Remote Sensing Specialist	\$60.00	\$85.00
	Geospatial Software Developer	\$65.00	\$90.00
	GIS Project Manager	\$80.00	\$115.00
	GPS Technician	\$60.00	\$80.00
Category #13	Services Not Anticipated in the RFP (Network Support Service)	Min	Max
	Network Engineer	\$70.00	\$98.00
	Network Administrator	\$60.00	\$85.00
	Network Security Analyst	\$70.00	\$99.00
	Wireless Network Specialist	\$60.00	\$85.00
	Network Operations Center (NOC) Technician	\$60.00	\$80.00
	Network Support Specialist	\$60.00	\$80.00
	VoIP Engineer	\$60.00	\$80.00
	Network Architect	\$85.00	\$120.00



Tab G Required Attachments.



Required Attachment Checklist

REQUIRED ATTACHMENT CHECKLIST

Please utilize this checklist to ensure that all required attachments are included with your proposal. IF AN ATTACHMENT DOES NOT APPLY, PLEASE MARK AS “**NOT APPLICABLE**” AND SUBMIT WITH THE PROPOSAL. FAILURE TO SUBMIT **ALL REQUIRED DOCUMENTS** MAY NEGATIVELY IMPACT YOUR EVALUATION SCORE.

- Page 1 - Cover Sheet
- Page 20 - Attachment I: Instructions for Proposals Compliance and Submittal
- Page 21 - Attachment II: Certification of Offeror
- Page 22 - Attachment III: Certification Regarding Debarment
- Page 23 - Attachment IV: Restrictions on Lobbying
- Page 25 - Attachment V: Drug-Free Workplace Certification
- Page 26 - Attachment VI: Certification Regarding Disclosure of Conflict of Interest
- Page 28 - Attachment VII: Certification of Fair Business Practices
- Page 29 - Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification
- Page 30 - Attachment IX: Historically Underutilized Businesses, Minority Or Women-Owned Or Disadvantaged Business Enterprises
- Page 31 - Attachment X: Federal and State of Texas Required Procurement Provisions
- Page 34 - Exhibit A: Description of Desired Product Categories to be Priced
- Page 35 - Exhibit B: Service Questionnaire
- Page 44 – Exhibit C: Service Area Designation Forms
- Respondent recognizes that all proposals must be submitted electronically through Public Purchase by the RFP due date and time. All other forms of submissions will be deemed nonresponsive and will not be opened or considered.



Attachment I: Instructions for Proposals Compliance and Submittal

ATTACHMENT I: INSTRUCTIONS FOR PROPOSALS COMPLIANCE AND SUBMITTAL

Compliance with the Solicitation

Submissions must be in strict compliance with this solicitation. Failure to comply with all provisions of the solicitation may result in disqualification.

Acknowledgment of Insurance Requirements

By signing its submission, Offeror acknowledges that it has read and understands the insurance requirements for the submission. Offeror also understands that the evidence of required insurance may be requested to be submitted within ten (10) working days following notification of its offer being accepted; otherwise, NCTCOG may rescind its acceptance of the Offeror's proposals. The insurance requirements are outlined in Section 6.04.

Name of Organization/Contractor(s):

22nd Century Technologies, Inc.

Signature of Authorized Representative:

Yann Pule

Date: 9/8/2023



Attachment II: Certification of Offeror

**ATTACHMENT II:
CERTIFICATIONS OF OFFEROR**

Name of Organization/Contractor(s):

22nd Century Technologies, Inc.

Signature of Authorized Representative:

Yann Pule

Date: 9/8/2023



Attachment III: Certification Regarding Debarment

ATTACHMENT III:
CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

This certification is required by the Federal Regulations Implementing Executive Order 12549, Debarment and Suspension, 45 CFR Part 93, Government-wide Debarment and Suspension, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668, 682), Department of Health and Human Services (45 CFR Part 76).

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

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
2. Have not within a three-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or Local) transaction or contract under a public transaction, violation of federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false Proposals, or receiving stolen property;
3. Are not presently indicated for or otherwise criminally or civilly charged by a government entity with commission of any of the offense enumerated in Paragraph (2) of this certification; and,
4. Have not within a three-year period preceding this contract had one or more public transactions terminated for cause or default.

Where the prospective recipient of federal assistance funds is unable to certify to any of the qualifications in this certification, such prospective recipient shall attach an explanation to this certification form.

Name of Organization/Contractor(s):

22nd Century Technologies, Inc.

Signature of Authorized Representative:

Yann Pule

Date: 9/8/2023



Attachment IV: Restrictions on Lobbying

ATTACHMENT IV: RESTRICTIONS ON LOBBYING

Section 319 of Public Law 101-121 prohibits recipients of federal contracts, grants, and loans exceeding \$100,000 at any tier under a federal contract from using appropriated funds for lobbying the Executive or Legislative Branches of the federal government in connection with a specific contract, grant, or loan. Section 319 also requires each person who requests or receives a federal contract or grant in excess of \$100,000 to disclose lobbying.

No appropriated funds may be expended by the recipient of a federal contract, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any federal executive department or agency as well as any independent regulatory commission or government corporation, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any of the following covered federal actions: the awarding of any federal contract, the making of any federal grant, the making of any federal loan the entering into of any cooperative agreement and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

As a recipient of a federal grant exceeding \$100,000, NCTCOG requires its subcontractors of that grant to file a certification, set forth in Appendix B.1, that neither the agency nor its employees have made, or will make, any payment prohibited by the preceding paragraph.

Subcontractors are also required to file with NCTCOG a disclosure form, set forth in Appendix B.2, if the subcontractor or its employees have made or have agreed to make any payment using nonappropriated funds (to include profits from any federal action), which would be prohibited if paid for with appropriated funds.



**LOBBYING CERTIFICATION
FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS**

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

1. No federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an officer or employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal loan, the entering into of any cooperative Contract, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative contract; and
2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, and or cooperative contract, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying”, in accordance with the instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers and that all sub-recipients shall certify accordingly.

Name of Organization/Contractor(s):

22nd Century Technologies, Inc.

Signature of Authorized Representative:

Yann Pule

Date: 9/8/2023



Attachment V: Drug-Free Workplace Certification

ATTACHMENT V:
DRUG-FREE WORKPLACE CERTIFICATION

The 22nd Century Technologies, Inc. (company name) will provide a Drug Free Work Place in compliance with the Drug Free Work Place Act of 1988. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited on the premises of the 22nd Century Technologies, Inc. (company name) or any of its facilities. Any employee who violates this prohibition will be subject to disciplinary action up to and including termination. All employees, as a condition of employment, will comply with this policy.

CERTIFICATION REGARDING DRUG-FREE WORKPLACE

This certification is required by the Federal Regulations Implementing Sections 5151-5160 of the Drug-Free Workplace Act, 41 U.S.C. 701, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Parts 85, 668 and 682), Department of Health and Human Services (45 CFR Part 76).

The undersigned subcontractor certifies it will provide a drug-free workplace by:

Publishing a policy Proposal notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the consequences of any such action by an employee;

Establishing an ongoing drug-free awareness program to inform employees of the dangers of drug abuse in the workplace, the subcontractor’s policy of maintaining a drug-free workplace, the availability of counseling, rehabilitation and employee assistance programs, and the penalties that may be imposed on employees for drug violations in the workplace;

Providing each employee with a copy of the subcontractor’s policy Proposal;

Notifying the employees in the subcontractor’s policy Proposal that as a condition of employment under this subcontract, employees shall abide by the terms of the policy Proposal and notifying the subcontractor in writing within five days after any conviction for a violation by the employee of a criminal drug abuse statute in the workplace;

Notifying the Board within ten (10) days of the subcontractor’s receipt of a notice of a conviction of any employee; and,

Taking appropriate personnel action against an employee convicted of violating a criminal drug statute or requires such employee to participate in a drug abuse assistance or rehabilitation program.

Name of Organization/Contractor(s):

22nd Century Technologies, Inc.

Signature of Authorized Representative:

Yann Pule

Date: 9/8/2023



Attachment VI: Certification Regarding Disclosure of Conflict of Interest

ATTACHMENT VI: CERTIFICATION REGARDING DISCLOSURE OF CONFLICT OF INTEREST

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

“No employee of the contractor, no member of the contractor’s governing board or body, and no person who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of this contract shall participate in any decision relating to this contract which affects his/her personal pecuniary interest.

Executives and employees of contractor shall be particularly aware of the varying degrees of influence that can be exerted by personal friends and associates and, in administering the contract, shall exercise due diligence to avoid situations which give rise to an assertion that favorable treatment is being granted to friends and associates. When it is in the public interest for the contractor to conduct business with a friend or associate of an executive or employee of the contractor, an elected official in the area or a member of the North Central Texas Council of Governments, a permanent record of the transaction shall be retained.

Any executive or employee of the contractor, an elected official in the area or a member of the NCTCOG, shall not solicit or accept money or any other consideration from a third person, for the performance of an act reimbursed in whole or part by contractor or Department. Supplies, tools, materials, equipment or services purchased with contract funds shall be used solely for purposes allowed under this contract. No member of the NCTCOG shall cast a vote on the provision of services by that member (or any organization which that member represents) or vote on any matter which would provide a direct or indirect financial benefit to the member or any business or organization which the member directly represents”.

No officer, employee or paid consultant of the contractor is a member of the NCTCOG.

No officer, manager or paid consultant of the contractor is married to a member of the NCTCOG.

No member of NCTCOG directly owns, controls or has interest in the contractor.

The contractor has disclosed any interest, fact, or circumstance that does or may present a potential conflict of interest.

No member of the NCTCOG receives compensation from the contractor for lobbying activities as defined in Chapter 305 of the Texas Government Code.

Should the contractor fail to abide by the foregoing covenants and affirmations regarding conflict of interest, the contractor shall not be entitled to the recovery of any costs or expenses incurred in relation to the contract and shall immediately refund to the North Central Texas Council of Governments any fees or expenses that may have been paid under this contract and shall further be liable for any other costs incurred or damages sustained by the NCTCOG as it relates to this contract.

Name of Organization/Contractor(s):

22nd Century Technologies, Inc.

Signature of Authorized Representative:

Yann Pule

Date: 9/8/2023



CONFLICT OF INTEREST QUESTIONNAIRE For vendor doing business with local governmental entity		FORM CIQ
<p>This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.</p> <p>This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</p> <p>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</p>	OFFICE USE ONLY Date Received	
1 Name of vendor who has a business relationship with local governmental entity. <div style="text-align: center; color: blue; font-size: 1.2em;">N/A</div>		
2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)		
3 Name of local government officer about whom the information is being disclosed. <div style="text-align: center; color: blue; font-size: 1.2em;">N/A</div> <div style="text-align: center; margin-top: 10px;"> _____ Name of Officer </div>		
4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary. <div style="text-align: center; color: blue; font-size: 1.2em; margin-bottom: 20px;">N/A</div> <p>A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		
5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more. <div style="text-align: center; color: blue; font-size: 1.2em;">N/A</div>		
6 <input type="checkbox"/> Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).		
7 <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> _____ Signature of vendor doing business with the governmental entity </div> <div style="text-align: center;"> <div style="color: blue; font-size: 1.2em; margin-bottom: 5px;">9/8/2023</div> _____ Date </div> </div>		

Form provided by Texas Ethics Commission

www.ethics.state.tx.us

Revised 1/1/2021



Attachment VII: Certification of Fair Business Practices

**ATTACHMENT VII:
CERTIFICATION OF FAIR BUSINESS PRACTICES**

That the submitter has not been found guilty of unfair business practices in a judicial or state agency administrative proceeding during the preceding year. The submitter further affirms that no officer of the submitter has served as an officer of any company found guilty of unfair business practices in a judicial or state agency administrative during the preceding year.

Name of Organization/Contractor(s):

22nd Century Technologies, Inc.

Signature of Authorized Representative:

Yann Pule

Date: 9/8/2023



Attachment VIII: Certification of Good Standing Texas Corporate Franchise Tax Certification

ATTACHMENT VIII:
CERTIFICATION OF GOOD STANDING
TEXAS CORPORATE FRANCHISE TAX CERTIFICATION

Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments. The following certification that the corporation entering into this offer is current in its franchise taxes must be signed by the individual authorized on Form 2031, Corporate Board of Directors Resolution, to sign the contract for the corporation.

The undersigned authorized representative of the corporation making the offer herein certified that the following indicated Proposal is true and correct and that the undersigned understands that making a false Proposal is a material breach of contract and is grounds for contract cancellation.

Indicate the certification that applies to your corporation:

[checked] The Corporation is a for-profit corporation and certifies that it is not delinquent in its franchise tax payments to the State of Texas.

[] The Corporation is a non-profit corporation or is otherwise not subject to payment of franchise taxes to the State of Texas.

- Type of Business (if not corporation): [] Sole Proprietor [] Partnership [] Other

Pursuant to Article 2.45, Texas Business Corporation Act, the North Central Texas Council of Governments reserves the right to request information regarding state franchise tax payments.

22nd Century Technologies, Inc.
(Printed/Typed Name and Title of Authorized Representative)

[Signature]

Date: 9/8/2023



Attachment IX: Historically Underutilized Businesses, Minority Or Women-Owned Or Disadvantaged Business Enterprises

ATTACHMENT IX: HISTORICALLY UNDERUTILIZED BUSINESSES, MINORITY OR WOMEN-OWNED OR DISADVANTAGED BUSINESS ENTERPRISES

Historically Underutilized Businesses (HUBs), minority or women-owned or disadvantaged businesses enterprises (M/W/DBE) are encouraged to participate in the solicitation process. Representatives from HUB companies should identify themselves and submit a copy of their certification.

NCTCOG recognizes the certifications of both the State of Texas Program and the North Central Texas Regional Certification Agency. Companies seeking information concerning HUB certification are urged to contact:

State of Texas HUB Program
Texas Comptroller of Public Accounts
Lyndon B. Johnson State Office Building
111 East 17th Street
Austin, Texas 78774
(512) 463-6958
http://www.window.state.tx.us/procurement/prog/hub/

Local businesses seeking M/W/DBE certification should contact:

North Central Texas Regional Certification Agency
624 Six Flags Drive, Suite 100
Arlington, TX 76011
(817) 640-0606
http://www.nctrca.org/certification.html

Submitter must include a copy of its minority certification documentation as part of this solicitation. If your company is already certified, attach a copy of your certification to this form and return with your proposal.

Indicate all that apply:
[checked] Minority-Owned Business Enterprise
[] Women-Owned Business Enterprise
[] Disadvantaged Business Enterprise

ATTEST TO Attachments of Certification:

[Signature]
Authorized Signature

Yasamine Rafik 9/13/2023
Typed Name Date

Subscribed and sworn to before me this 13 day of Sept. (month), 2023 in

McLean (city), Fairfax (county), Virginia (state).

[Signature: Michel Bright]

SEAL

Michel Bright
NOTARY PUBLIC
REG. # 7939108
COMMONWEALTH OF VIRGINIA
MY COMMISSION EXPIRES February 28, 2025

Notary Public in and for Fairfax (County),
State of Virginia Commission expires: 2/28/25



Minority Business Enterprise (MBE)
22nd Century Technologies, Inc.

22nd Century Technologies, Inc.

has filed with the Agency an Affidavit as defined by NCTRCA Minority Business Enterprise (MBE) Policies & Procedures and is hereby certified to provide service(s) in the following areas:

- NAICS 423430: COMPUTER AND COMPUTER PERIPHERAL EQUIPMENT AND SOFTWARE MERCHANT WHOLESALE
- NAICS 541512: COMPUTER SYSTEMS DESIGN SERVICES
- NAICS 541513: COMPUTER FACILITIES MANAGEMENT SERVICES
- NAICS 541519: OTHER COMPUTER RELATED SERVICES
- NAICS 541611: ADMINISTRATIVE MANAGEMENT AND GENERAL MANAGEMENT CONSULTING SERVICES
- NAICS 561320: TEMPORARY STAFFING SERVICES

This Certification commences October 5, 2022 and supersedes any registration or listing previously issued. This certification must be updated every two years by submission of an Annual Update Affidavit. At any time there is a change in ownership, control of the firm or operation, notification must be made immediately to the North Central Texas Regional Certification Agency for eligibility evaluation.

Certification Expiration: October 31, 2024
Issued Date: October 5, 2022
CERTIFICATION NO. PMMB98013N1024

Certification Administrator



Attachment X: Federal and State of Texas Required Procurement Provisions

ATTACHMENT X
NCTCOG FEDERAL AND STATE OF TEXAS REQUIRED PROCUREMENT PROVISIONS

The following provisions are mandated by Federal and/or State of Texas law. Failure to certify to the following will result in disqualification of consideration for contract. Entities or agencies that are not able to comply with the following will be ineligible for consideration of contract award.

PROHIBITED TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT CERTIFICATION

This Contract is subject to the Public Law 115-232, Section 889, and 2 Code of Federal Regulations (CFR) Part 200, including §200.216 and §200.471, for prohibition on certain telecommunications and video surveillance or equipment. Public Law 115-232, Section 889, identifies that restricted telecommunications and video surveillance equipment or services (e.g., phones, internet, video surveillance, cloud servers) include the following:

- A) Telecommunications equipment that is produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliates of such entities).
B) Video surveillance and telecommunications equipment produced by Hytera Communications Corporations, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliates of such entities).
C) Telecommunications or video surveillance services used by such entities or using such equipment.
D) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, Director of the National Intelligence, or the Director of the Federal Bureau of Investigation reasonably believes to be an entity owned or controlled by the government of a covered foreign country. The entity identified below, through its authorized representative, hereby certifies that no funds under this Contract will be obligated or expended to procure or obtain telecommunication or video surveillance services or equipment or systems that use covered telecommunications equipment or services as a substantial or essential component of any system, or as a critical technology as part of any system prohibited by 2 CFR §200.216 and §200.471, or applicable provisions in Public Law 115-232 Section 889.

[X] The Contractor or Subrecipient hereby certifies that it does comply with the requirements of 2 CFR §200.216 and §200.471, or applicable regulations in Public Law 115-232 Section 889.

SIGNATURE OF AUTHORIZED PERSON: [Handwritten Signature]
NAME OF AUTHORIZED PERSON: Yasamine Rafik, Administrator
NAME OF COMPANY: 22nd Century Technologies, Inc.
DATE: 9/8/2023

-OR-

[] The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of 2 CFR §200.216 and §200.471, or applicable regulations in Public Law 115-232 Section 889.

SIGNATURE OF AUTHORIZED PERSON: _____
NAME OF AUTHORIZED PERSON: _____
NAME OF COMPANY: _____
DATE: _____



DISCRIMINATION AGAINST FIREARMS ENTITIES OR FIREARMS TRADE ASSOCIATIONS

This contract is subject to the Texas Local Government Code chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who discriminate against firearm and ammunition industries.

TLGC chapter 2274, Subtitle F, Title 10, identifies that "discrimination against a firearm entity or firearm trade association" includes the following:

A) means, with respect to the entity or association, to:

- I. refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association; and
II. refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or
III. terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association.

B) An exception to this provision excludes the following:

- I. contracts with a sole-source provider; or
II. the government entity does not receive bids from companies who can provide written verification.
The entity identified below, through its authorized representative, hereby certifies that they have no practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association; and that they will not discriminate during the term of the contract against a firearm entity or firearm trade association as prohibited by Chapter 2274, Subtitle F, Title 10 of the Texas Local Government Code.

[X] The Contractor or Subrecipient hereby certifies that it does comply with the requirements of Chapter 2274, Subtitle F, Title 10.

SIGNATURE OF AUTHORIZED PERSON:

Yasamine Rafik

NAME OF AUTHORIZED PERSON:

Yasamine Rafik, Administrator

NAME OF COMPANY:

22nd Century Technologies, Inc.

DATE:

9/8/2023

-OR-

[] The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of Chapter 2274, Subtitle F, Title 10.

SIGNATURE OF AUTHORIZED PERSON:

NAME OF AUTHORIZED PERSON:

NAME OF COMPANY:

DATE:



BOYCOTTING OF CERTAIN ENERGY COMPANIES

This contract is subject to the Texas Local Government Code chapter 809, Subtitle A, Title 8, prohibiting contracts with companies who boycott certain energy companies.

TLGC chapter Code chapter 809, Subtitle A, Title 8, identifies that “boycott energy company” means, without an ordinary business purpose, refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations with a company because the company:

- I. engages in the exploration, production, utilization, transportation, sale, or manufacturing of fossil fuel-based energy and does not commit or pledge to meet environmental standards beyond applicable federal and state law; and
- II. does business with a company described by paragraph (I).

The entity identified below, through its authorized representative, hereby certifies that they do not boycott energy companies, and that they will not boycott energy companies during the term of the contract as prohibited by Chapter 809, Subtitle A, Title 8 of the Texas Local Government Code.

The Contractor or Subrecipient hereby certifies that it does comply with the requirements of Chapter 809, Subtitle A, Title 8.

SIGNATURE OF AUTHORIZED PERSON: Yasamine Rafik

NAME OF AUTHORIZED PERSON: Yasamine Rafik, Administrator

NAME OF COMPANY: 22nd Century Technologies, Inc.

DATE: 9/8/2023

-OR-

The Contractor or Subrecipient hereby certifies that it cannot comply with the requirements of Chapter 809, Subtitle A, Title 8.

SIGNATURE OF AUTHORIZED PERSON: _____

NAME OF AUTHORIZED PERSON: _____

NAME OF COMPANY: _____

DATE: _____



Exhibit A: Description of Desired Product Categories to be Priced

TSCTI has addressed all the requested information in “**TAB D – Technical Proposal**” and Pricing is mentioned in “**Tab F – Proposal Pricing**”.



Exhibit B: Service Questionnaire

EXHIBIT B
Service Questionnaire

Indicate the services you are able to provide:

SERVICE	YES	NO
Bid Item #1	✓	
Bid Item #2	✓	
Bid Item #3	✓	
Bid Item #4	✓	
Bid Item #5	✓	
Bid Item #6	✓	
Bid Item #7	✓	
Bid Item #8		✓
Bid Item #9		✓
Bid Item #10	✓	
Bid Item #11		✓
Bid Item #12	✓	
Bid Item #13	✓	
Bit Item #14		✓

Respondents should address the following items in Tab D: Technical Proposal if they are applicable for the service(s) being proposed.

- Respondents are asked to identify services that they are able to provide.
- Respondents are not required to be able to respond to all services in order to provide a proposal to this RFP.
- Those Respondents that are capable of providing more than a single service, indicate which in the table above, and provide an individual narrative relating to the needs of each Bid Item as described in Exhibit A.
- Responses should consist of detailed descriptions of what a Respondent's firm is capable of providing to the TXSHARE Public Purchasing Cooperative. The bulleted points in each Bid Item must be addressed, but Respondents are encouraged to provide additional detail about their operation and capabilities.

Note: Respondent is not required to complete any questions that are not applicable to the services you are bidding.

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TSCTI has addressed the services categories in Tab D.



Exhibit C: Service Area Designation Forms

EXHIBIT C
 Service Designation Forms

RFP 2023-069	Texas Service Area Designation or Identification		
Proposer Name:	22nd Century Technologies, Inc.		
Notes:	Indicate in the appropriate box whether you are proposing to service the entire State of Texas		
	Will service the entire State of Texas	Will not service the entire State of Texas	
	✓		
	If you are not proposing to service the entire State of Texas, designate on the form below the regions that you are proposing to provide goods and/or services to. By designating a region or regions, you are certifying that you are willing and able to provide the proposed goods and services.		
Item	Region	Metropolitan Statistical Areas	Designated Service Area
1.	North Central Texas	16 counties in the Dallas-Fort Worth Metropolitan area	
2.	High Plains	Amarillo Lubbock	
3.	Northwest	Abilene Wichita Falls	
4.	Upper East	Longview Texarkana, TX-AR Metro Area Tyler	
5.	Southeast	Beaumont-Port Arthur	
6.	Gulf Coast	Houston-The Woodlands-Sugar Land	
7.	Central Texas	College Station-Bryan Killeen-Temple Waco	
8.	Capital Texas	Austin-Round Rock	
9.	Alamo	San Antonio-New Braunfels Victoria	
10.	South Texas	Brownsville-Harlingen Corpus Christi Laredo McAllen-Edinburg-Mission	
11.	West Texas	Midland Odessa San Angelo	
12.	Upper Rio Grande	El Paso	

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RFP 2023-069	Nationwide Service Area Designation or Identification Form						
Proposer Name:	22nd Century Technologies, Inc.						
Notes:	<p>Indicate in the appropriate box whether you are proposing to provide service to all Fifty (50) States.</p> <table border="1"> <tr> <td>Will service all Fifty (50) States</td> <td>Will not service Fifty (50) States</td> </tr> <tr> <td style="text-align: center;">✓</td> <td></td> </tr> </table> <p>If you are not proposing to service to all Fifty (50) States, then designate on the form below the States that you will provide service to. By designating a State or States, you are certifying that you are willing and able to provide the proposed goods and services in those States.</p> <p>If you are only proposing to service a specific region, metropolitan statistical area (MSA), or city in a State, then indicate as such in the appropriate column box.</p>			Will service all Fifty (50) States	Will not service Fifty (50) States	✓	
Will service all Fifty (50) States	Will not service Fifty (50) States						
✓							
Item	State	Region/MSA/City	Designated as a Service Area				
1.	Alabama						
2.	Alaska						
3.	Arizona						
4.	Arkansas						
5.	California						
6.	Colorado						
7.	Connecticut						
8.	Delaware						
9.	Florida						
10.	Georgia						
11.	Hawaii						
12.	Idaho						
13.	Illinois						
14.	Indiana						
15.	Iowa						
16.	Kansas						
17.	Kentucky						
18.	Louisiana						
19.	Maine						
20.	Maryland						
21.	Massachusetts						

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22.	Michigan		
23.	Minnesota		
24.	Mississippi		
25.	Missouri		
26.	Montana		
27.	Nebraska		
28.	Nevada		
29.	New Hampshire		
30.	New Jersey		
31.	New Mexico		
32.	New York		
33.	North Carolina		
34.	North Dakota		
35.	Ohio		
36.	Oregon		
37.	Oklahoma		
38.	Pennsylvania		
39.	Rhode Island		
40.	South Carolina		
41.	South Dakota		
42.	Tennessee		
43.	Texas		
44.	Utah		
45.	Vermont		
46.	Virginia		
47.	Washington		
48.	West Virginia		
49.	Wisconsin		
50.	Wyoming		