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Response To

IFB No. 20-008

Temporary Information Technology (IT) Professional Services

Business Proposal

Prepared for:

WHERE LEARNING LEADS THE WAY
BEAUFORT
COUNTY SCHOOL DISTRICT

Beaufort County School District
2900 Mink Point Blvd
Beaufort, SC - 29902

Attn.: Ms. Kaylee Yinger
Chief Procurement Officer
Phone: 843-322-2349
Email: Kaylee.yinger@beaufort.k12.sc.us

Submitted by:

Powersolv Inc.
1801 Robert Fulton Dr., Suite 550
Reston, VA 20191
Phone: 703.230.5500 | Fax: 703.230.5501
www.powersolv.com

Due: September 12, 2019; 2:00 PM EST

This response to the Invitation for Bid includes data that shall not be disclosed outside the business address listed above and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to Powersolv as a result of—or in conjunction with—the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use the information contained in this data if it is obtained from another source without restriction.

Letter of Transmittal

September 12, 2019

Ms. Kaylee Yinger
Chief Procurement Officer
Beaufort County School District
2900 Mink Point Blvd
Beaufort, SC 29902

Reference: Temporary Information Technology (IT) Professional Services (IFB No. 20-008)

Dear Ms. Yinger,

Powersolv Inc. is pleased to respond to Beaufort County School District's (BCSD) Invitation for Bid (IFB # 20-008) titled 'Temporary Information Technology (IT) Professional Services' that requires IT vendors to provide technical staffing services on "as needed" basis.

Powersolv Inc. (www.powersolv.com) incorporated in 1995 is a Small, Women-owned and Minority-owned Business (SWaM) certified by the Virginia Department of Minority Business Enterprise (DMBE), a Minority Business Enterprise (MBE) in the City of Philadelphia, PA, a WMATA and MWAA certified Disadvantaged Business Enterprise (DBE), an MDOT certified Minority Owned Business Enterprise with the State of Maryland, and a certified Small Disadvantaged Business. We are a **CMMI SVC Level 3, ISO 27001:2013** and **ISO 9001:2015** certified IT Solutions and IT Staff Augmentation Services provider as well as **Microsoft Gold Partner** located in the Washington D.C. Metro region. We possess extensive experience in providing consulting & technical services to various County, State and Federal Government as well as Local and Not for Profit agencies.

We bring in twenty-four (24) years of capability in delivering and managing projects in a timely manner (often ahead of schedule). Our services, solutions, and methodologies are framed around leading technologies and industry best practices, enabling us to provide the best services and solutions to our clients. Our successful completion of wide range of IT projects with our clients provides a solid foundation for client-tailored services that match desired business processes and deliver targeted results.

Powersolv's IT Staff Augmentation Experience with various County Governments:

As a Prime Vendor, Powersolv has provided, and continues to provide IT Consulting and Technical Services across several projects, and initiatives to our following clients having similar scope of work and environment as solicited in the IFB.

Client	IT Staff Augmentation Service Areas (Partial List)
Baltimore County Public Schools (BCPS), MD	• ERP Infrastructure System Support
Montgomery County Government, MD	• Program & Project Management Services • Web and Mobile Application Development Services • Programming & Analytical Support for Data Warehousing & Business Intelligence • Database and Server Administration • Training Support for the Implementation of the Kronos Workforce Timekeeper

Client	IT Staff Augmentation Service Areas (Partial List)
	• Network Operations, IT Security, Operations, and Computer Resources Support Services
Arlington County Government, VA	• Project Management Support • Application Development Services • SharePoint Development Support • Windows Server Administration and Network Support • Technical Writing
Fairfax County Government, VA	• Web Application & System Development Services • SharePoint implementation Support • Database Administration Support
Prince George's County Government, MD	• Project Management Services • Enterprise Architecture Assistance • Web & Mobile Application Development • Mainframe Applications Maintenance • Database Maintenance & Administration • Helpdesk and Asset Management Services
Prince William County, VA	• Database Administration Support Services

Powersolv's IT Contract Vehicles:

The table below provides a partial list of IT Staff Augmentation contract vehicles held and primed by us.

Client	IT Contract Vehicle (Partial List)
Baltimore County Public Schools (BCPS), MD	• Information Technology Staffing Services
Montgomery County Government, MD	• Montgomery County Consulting and Technical Services 2 (MCCATS 2 - 1048901)
Harford County Government, MD	• Open End Information Technology Services
Prince William County Government, VA	• Applications Staff Augmentation
Arlington County Government, VA	• Provision of Information Technology Personnel • IT Expert Assistance
Fairfax County Government, VA	• Information Technology (IT) Staff Augmentation
New Castle County Government, DE	• Information Technology Services
City of Philadelphia, PA	• Information Technology Staff Augmentation
City of Alexandria, VA	• Information Technology Professional Services

Acknowledgment of IFB Addenda: Our acknowledgement to the receipt of IFB Addenda are as follows:

Addendum	Acknowledgement of Addendum
I	✓
II	✓
III	✓

We will ensure that BCSD is able to accomplish its staffing goals in a timely and cost-effective manner based on a no compromise policy for project quality.

Thank you,

[redacted]

Rahul Dhawan
President and CEO
Powersolv Inc.

Title Page

Summary:	Business Proposal Beaufort County School District's (BCSD) Invitation for Bid (IFB No 20-008) titled 'Temporary Information Technology (IT) Professional Services' that requires IT vendors to provide technical staffing services on "as needed" basis.
Company:	Powersolv Inc.
Address:	1801 Robert Fulton Drive, Suite 550, Reston, VA 20191 Main Tel: 703-230-5500, Fax: 703-230-5501 Toll Free: 1-800-PWRSOLV www.powersolv.com
Year Founded:	1995
Legal Status:	Small, Women-owned, and Minority-owned Business (SWaM) Virginia Disadvantaged Business Enterprise (DBE) MDOT certified Minority owned Business Enterprise (MBE) Minority Business Enterprise (MBE) with the City of Philadelphia, PA MWAA certified Local Disadvantaged Business Enterprise (LDBE) WMATA certified Disadvantaged Business Enterprise (DBE) Small Disadvantaged Business (SDB) Small Business Reserve (SBR) SWAM Certification: 5535 VA DBE: DBE 5535 MDOT MBE: 04-292 PA MBE: 111019 MWAA LDBE: LD2009-0026-2019 WMATA DBE: DBE0002367 Federal Tax ID: 54-1756944 DUNS #: 944795988
Organization Representatives:	Management and Account Representative Rahul Dhawan, President & CEO 703 230 5500 Ext. 17 rahul@powersolv.com Service Request (SR) Manager Simmy Goswami, Director – Business Development 703 230 5500 Ext. 19 simmy@powersolv.com
POC Email:	bcsd@powersolv.com

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1.0 INVITATION FOR BID

Please find below the duly completed IFB cover page and page 2 for Beaufort County School District (BCSD).

Beaufort County School District

	Solicitation Number:	20-008
Addendum 2	Date Printed:	August 15, 2019
	Date Issued:	September 4, 2019
	Procurement Officer:	Kaylee Yinger
	Phone:	843-322-2349
	Email:	Kaylee.yinger@beaufort.k12.sc.us

Invitation for Bid

DESCRIPTION: **Temporary Information Technology (IT) Professional Services**
SUBMIT OFFER BY (Opening Date & Time): **September 12, 2019; 2:00 PM**
QUESTIONS MUST BE RECEIVED BY: **August 30, 2019**
NUMBER OF COPIES TO BE SUBMITTED: **One (1) Original Signed Copy and One (1) Electronic Copy - Redacted**

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:
Beaufort County School District
Procurement Office
P.O. Drawer 309
Beaufort, SC 29901-0309

PHYSICAL ADDRESS:
Beaufort County School District
Procurement Office
2900 Mink Point Blvd
Beaufort, SC 29902

CONFERENCE TYPE: LOCATION:

DATE & TIME:

AWARDS & AMENDMENTS:
Award will be posted at the Physical Address stated above on or after September 12, 2019. The award, this solicitation, and any amendments will be posted at the following web address: http://beaufortschools.net.

You must submit a signed copy of this form with Your Offer. By submitting a proposal or bid, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date.

NAME OF OFFEROR: (Full legal name of business submitting the offer) ENTITY TYPE:

Powersolv Inc. Corporation

[redacted]

AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above)

Rahul Dhawan President & CEO
PRINTED NAME TITLE

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. An offer may be submitted by only one legal entity. The entity named as the Offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.

PAGE TWO

(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for Offeror's home office/ Principal place of business):	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent):
1801, Robert Fulton Drive, Suite # 550, Reston, VA - 20191	1801, Robert Fulton Drive, Suite # 550, Reston, VA - 20191
PHONE NUMBER: 703-230-5500	
EMAIL ADDRESS: bcsd@powersolv.com	

PAYMENT ADDRESS (Address to which payments will be sent):	ORDER ADDRESS (Address to which all purchase orders will be sent):
☒ Payment Address Same as Home Office Address ☐ Payment Address Same as Home Notice Address (check one only)	☒ Payment Address Same as Home Office Address ☐ Payment Address Same as Notice Address (check one only)

ACKNOWLEDGEMENT OF AMENDMENTS:	Amendment Number	Amendment Issue Date
Offeror acknowledges receipt of amendments by indicating amendment number and its date of issue.	Amendment 1 Amendment 2 Amendment 3	Aug 22, 2019 Aug 29, 2019 Sep 04, 2019

MINORITY PARTICIPATION- Are you a Minority Business Enterprise: Yes [X] No [ ]
If yes, please include a copy of your certification.

2.0 EXECUTIVE SUMMARY

Powersolv Inc. is pleased to respond to the Beaufort County School District (BCSD), Invitation for Bid (IFB No. 20-008) titled 'Temporary Information Technology (IT) Professional Services' that requires qualified IT vendors to provide technology resources and qualified personnel as needed, with subject matter skills to supplement and support the BCSD's internal resources in all fourteen (14) service categories of the IFB. Powersolv has the capability to provide all the service categories at different levels of experience as shown in the table below:

Level	Years of experience
Entry	0 – 3
Intermediate	4 – 7
Advance	More than 8

Table 1: Levels of SCs provided by Powersolv

Powersolv has placed a number of consultants across variety of skill sets on all of the above service categories with its clients. Powersolv provides services on strategic initiatives and optimal Technology Solutions to County, State and Federal Government as well as Local and Not for Profit agencies clients through our CMMI Level 3, ISO 27001:2013 and ISO 9001:2015 certified processes, in the following verticals:



Figure 1:Powersolv's Core Competencies and Expertise

Our experience ranges from providing Networking Services, Web Development Services, Software Applications Development & Maintenance, Database Administration, Telecommunication services, Quality Assurance, IT Infrastructure Services, etc. Our people have worked in environments similar to that of the school and have skills and experience in providing support for projects whether large or small, complex or simple.

Powersolv has over twenty-four (24) years of extensive experience in managing and completing complex multi-vendor; multi-task order Information Technology (IT) contract vehicles as well as working on strategic IT roadmap, strategic initiatives and technologies. Powersolv has extensive experience in providing IT staff augmentation services on diverse technological platforms. We have managed Information Technology staffing projects of all sizes via our established and documented process suite that is compliant to CMMI and ISO processes.

3.0 SCOPE OF WORK

The purpose of this IFB is to acquire Temporary Information Technology (IT) Professional Services for BCSD. BCSD is interested in establishing a partnership with IT vendors who have qualified resources with subject matter skills to provide highly competent and immediate support as required. This is a Competitive Fixed Price Solicitation with a pre-set maximum price for every service category. The period of performance of the contract vehicle will be valid up to Aug. 2024.

The list of fourteen (14) service categories is mentioned in the table below:

S. No.	Service Category
1.	IT Laborer
2.	AV/IWB Installer
3.	Desktop Technician
4.	Systems Administrator
5.	Systems Engineer
6.	Network Administrator
7.	Network Engineer
8.	Database Administrator
9.	IT Security Engineer
10.	Technical Writer
11.	Business Analyst
12.	Training Specialist
13.	Telecommunications Administrator / Engineer
14.	Web Developer

Table 2: Service Categories

BCSD will release IT Professional Service Requests for the fulfillment of the requirements which will include, at a minimum, the position description, the required skill(s) for the project, a complete statement of work with expected deliverables, and a specific time period for the service.

The IT vendor is expected to respond to the service request within 72 hours of its release. The response must include, at a minimum, qualifications/resume of the available resource who meets the requested requirements and an hourly bill rate for the services not to exceed the maximum rate for the position category and commensurate with the level of expertise, experience, and education within the job position description.

BCSD may provide comments on the performance of the vendor, and it shall have the capability and provision to access these comments.

4.0 POWERSOLV'S IT EXPERIENCE/QUALIFICATIONS

4.1 Powersolv's IT Contract Vehicles

Powersolv Inc. brings in a combination of experienced consultants, specialized skills and industry expertise with exceptional value for fulfilling the requirements of this IFB. We have, since our inception, successfully acquired, managed and delivered a variety of Information Technology Projects and provided thousands of staff hours of resources in technical resource support services on diverse platforms to Government agencies. We have productively handled and completed projects and benefited the respective agencies by providing consultants with the skill sets as per their requirements.

The table below provides a list of all IT Staff Augmentation contract vehicles held and primed by us.

Client	IT Contract Vehicle
Montgomery County Government, MD	• Montgomery County Consulting and Technical Services 2 (MCCATS 2 - 1048901)
Harford County Government, MD	• Open End Information Technology Services
Baltimore County Public School (BCPS), MD	• Information Technology Staffing Services
Prince William County Government, VA	• Applications Staff Augmentation
Arlington County Government, VA	• Provision of Information Technology Personnel • IT Expert Assistance
Fairfax County Government, VA	• Information Technology (IT) Staff Augmentation
New Castle County Government, DE	• Information Technology Services
City of Philadelphia, PA	• Information Technology Staff Augmentation
Amtrak	• IT Staff Augmentation Services
Chicago Metra, IL	• Information Technology Consulting Services
Metropolitan Washington Airports Authority (MWAA)	• Enterprise Business Innovation Technical Services (eBITS)
Washington Metropolitan Area Transit Authority (WMATA)	• IT Staff Augmentation
Universal Service Administrative Company (USAC)	• IT Staff Augmentation
Washington Suburban Sanitary Commission (WSSC)	• Information Technology (IT) Basic Ordering Agreement (BOA) Technical Staff and Services • Information Technology (IT) Basic Ordering Agreement (BOA) Management Support and Services
DC Water	• Information Technology Professional Services
State of Florida	• Information Technology Staff Augmentation Services
State of Maryland	• Consulting and Technical Services + (CATS +)
Central Collection Unit (CCU), MD	• Project Human Resources
Maryland Health Benefit Exchange, (MHBE), MD	• IT Consulting and Technical Support Services Indefinite Delivery, Indefinite Quantity (IDIQ)
State of Delaware	• Information Technology Project Staffing
State of North Carolina	• Short Term IT Staffing/Open Enrollment
State of Rhode Island	• Computer Technical Support Services (MPA-230)

Table 3: Powersolv's IT Contract Vehicles

4.2 Powersolv's IT Staff Augmentation Experience

The below table enlists Powersolv's IT Staff Augmentation experience within the last five (5) years and the experience shown below is relevant to the specialized IT service categories required in the IFB.

Client	IT Staff Augmentation Service Area	Labor Categories (Partial List)
Montgomery County Government, MD	• Program & Project Management Services • Implementation of a NextGen Electronic Health Record Solution • .Net and Java Application Development Services • Computer resources support services, I Implementation services • Data warehousing/ Business intelligence services • Web and Mobile Application Development Services • Programming & Analytical Support for Data Warehousing & Business Intelligence • Database and Server Administration • Training Support for the Implementation of the Kronos Workforce Timekeeper • Oracle E-Business Suite Development, Functional and Training Support • Network Operations, IT Security, Operations, and Computer Resources Support Services	• Program Manager • IT Project Manager • Enterprise Architect • Solutions Architect • Subject Matter Expert • IT Staff, Expert • Senior Enterprise Systems Administrator • ERP Technical Specialist • ERP Functional Specialist • Applications Developer • BI Developer, Senior • Quality Assurance Analyst • Senior Trainer • Senior Systems Engineer • Network Security Engineer • Network Administrator • Desktop Support Engineer • FiberNet Technician • Incident Response Engineer • Enterprise Network Engineer
Baltimore County Public Schools (BCPS), MD	• ERP Infrastructure System Support	• Enterprise System Engineer
Arlington County Government, VA	• Project Management Support • Application Development Services • WordPress Plugin Services • Server administration • Networking Services • SharePoint Development Support • Windows Server Administration and Network Support • Technical Writing	• Project Manager • Web Application Developer • .Net Developer • SharePoint Developer • WordPress Plugin Developer • Senior Data Analyst • Network Analyst • Server Administrator • Technical Writer
Fairfax County Government, VA	• Web Application & System Development Services • SharePoint implementation Support • Database Administration Support	• Applications Developer • SharePoint Developer • Database Administrator
City of Alexandria, VA	• SharePoint Development and Administration Services • Web Application Development and Support Services • Technical Writing • Business Analysis	• SharePoint Analyst Developer • .Net Developer • Application Support Engineer • Technical Writer • Business Analyst
Prince George's County Government, MD	• Project Management Services • Enterprise Architecture Assistance • Change and Risk Management • Web & Mobile Application Development	• Program Manager • Project Manager • Software Architect • Applications Developer

Client	IT Staff Augmentation Service Area	Labor Categories (Partial List)
	• Mainframe Applications Maintenance • Quality Assurance/Testing Support • Documentation Management • Training Services • Database Maintenance & Administration • Help Desk & Asset Management Support	• Web Developer • Quality Assurance Tester • Trainer • Database Administrator • Help Desk Technician
City of Philadelphia, PA	• Information / Data Technology Support	• Natural Adabas Administrator
Metropolitan Washington Airport Authority (MWAA)	• Internet & Intranet Development / Data Warehouse/Business Intelligence (BI) Services • Oracle EBS Application Development Support • Application Development / Programming / Analytical Services • Web Administration • Server & Desktop Administration Support • Database Administration • ERP Help Desk Service Level Support	• Business Intelligence Architect • SharePoint Architect • SharePoint Developer • Content Manager • QA Analyst • Intranet Applications Specialist • Applications Developer • Web Administrator • Database Administrator • Server Engineer • Linux Administrator • System Administrator • IT Security Engineer • Infrastructure Support Engineer • Helpdesk Support Engineer
Amtrak - National Railroad Passenger Corporation, PA	• Office 365 Support Services • Business Analyst Support Services • ETL Development Services • Business Intelligence Services • Amazon Web Services (AWS) • Asset Management Services • SLA, Dashboard Analytical Support Services	• Office 365 Administrator • Lead Business Analyst • Senior ETL Developer • Technical Support Lead • Principal Technologist - AWS Development • Principal Technologist - Asset Management • Principal Technologist - Dashboard & Measurement
Washington Metropolitan Area Transit Authority (WMATA)	• Project Management Services • Business Analysis & Process Consulting Support Services • Application Development related to Rail Operations and Control projects • Quality Assurance Support • Networking Support Services on Active Directory integration for the Design, Development and Implementation • Technical Writing • Training Services • Help Desk Technicians Support Services	• Project Manager • Senior Business Analyst • ROCS Group Client/Server Consultant • Web / Mobile Application Developer • Quality Assurance Analyst • Active Directory Engineer • Technical Writer • Trainer • Senior Helpdesk Technician
Chicago Metra	• Microsoft Dynamics AX Inquiry and Reporting Services	• MS Reporting Analytics, SSRS Developer

Client	IT Staff Augmentation Service Area	Labor Categories (Partial List)
Washington Suburban Sanitary Commission (WSSC)	• Project Management Services • Oracle e-Business Suite Database Administration • Oracle Mobile Workforce Management (MWM) Software System Support • Master Data Management (MDM) Data Governance • Decommissioning of Legacy Systems and Deployment of Robust Enterprise Solutions • Customer Care & Billing (CC&B) Service • Enterprise BI & Reporting • Windows System Administration Services • IT Helpdesk Support Services	• IT Project Manager • Oracle EBS Database Administrator • Mobile Workforce Management (MWM) Consultant • Subject Matter Expert • Data Architect • Oracle Utilities / E-Business Suite Developer • Oracle CC&B Expert • Senior Software Developer • Senior Storage Engineer • Linux Administrator • Senior Helpdesk Technician
DC Water	• Quality Assurance and Testing Services	• Quality Assurance Analyst
Universal Service Administrative Company (USAC)	• Business Analysis Support Services • SharePoint Support Services • IT Application Development and Maintenance Support Services • Quality Assurance Services	• Business Analyst • SharePoint Developer • Applications Developer • Quality Assurance Analyst / Tester
Department of Labor, Licensing, & Regulation (DLLR), MD	• Subject Matter Expertise in analyzing Customer Off the Shelf (COTS) products and other existing Software Applications	• BPR Subject Matter Expert
Central Collection Unit (CCU), MD	• Application Development and Modernization Services • Quality Assurance Services	• Application Developer • Quality Assurance Analyst • Systems Architect / Analyst
Division of Motor Vehicles (DMV), State of Rhode Island	• Business Analysis Support	• Business Analyst
North Carolina	• Application Development Services	• Senior Java Developer

Table 4: Powersolv's IT Staff Augmentation Experience

4.3 Powersolv's Quality Certifications & Alliances

Quality Certifications	CMMI SVC /3 SM Exp. 2022-05-23 / Appraisal #3221  
Quality Charter	A recent **D&B** Open Ratings survey of Powersolv Inc. clients resulted in an overall rating of **ninety-six (96)** which documents and validates Powersolv's commitment to meeting and responding to the needs of our clients.

Awards and Recognitions	• **Client:** *Montgomery County Government, MD*: 2018 Technology Solutions award from the Public Technology Institute (PTI) for Criminal Justice Case Management System (CJCMS) in two (2) categories:
	  ○ Winner: Web Services, e-Government and Mobile Applications
	  ○ Significant Achievement: Public Safety and Emergency Management, Community Resiliency
	• **Client**: *Montgomery County Government, MD*: 2017 National Association of Counties (NACo) Award for the 'Licensing and Registration System' with the Department of Housing and Community Affairs
	• **Client**: *Montgomery County Government, MD*: 2017 National Association of Counties (NACo) Award for the 'Multifamily Loans Portfolio Management System' with the Department of Housing and Community Affairs
	• **Client**: *Prince George's County, MD*: Charter for Change Cost Savings Award: ePermits Web Application
	Client: *Prince George's County, MD*: Digital County Award: Budget Management Systems.

Alliances & Partnerships	Gold Microsoft Partner Microsoft 

Table 5: Powersolv's Certifications and Alliances

4.4 Powersolv's Financial Capability

Please find Powersolv's audited statements for the last three (3) years in a separately sealed envelope included with the response.

4.5 Subcontractor Identification

Powersolv has not identified any subcontractor for this IFB as we are a Maryland Department of Transportation (MDOT) Minority Business Enterprise (MBE) with the State of Maryland (find Certificate attached in Appendix 1) and possess the capability and expertise to fulfil the complete requirements stated in the IFB without any subcontractor assistance.

5.0 ATTACHMENTS

The attachments requested under this IFB comprises the following:

- Business Utilization Report and Statement of Intent.
- Exhibit B: The bid form that is to be used for submitting the bid.
- Exhibit C: Indicates the categories of service that the company can supply.

The above-mentioned attachments are provided in the sub-sections below.

5.1 Business Utilization Report & Statement of Intent

Business Utilization Report

In order to facilitate an effective monitoring system, each contractor, bidder or offeror must submit a completed and signed Utilization Report with the bid submission which lists the names, addresses and contact persons of the M/WBE and majority owned businesses, if any, to be used in the contract, the type of work each business will perform, the dollar value of the work and the scope of work. The Utilization Report submitted by the contractor shall be submitted as a part of the contract with BCSD. If the information contained in the Contractor's Utilization Report changes by the time the contract is executed, the Contractor shall amend the Utilization Report and such amended Utilization Report shall be incorporated into the contract.

Business Enterprise Utilization Report

List all vendors/subcontractors to be used on this project. All MBEs or WBEs proposed for utilization on this project must be certified by the Small and Minority Business Assistance Office through the State of South Carolina according to the criteria of the Beaufort County School District's Minority Business Enterprise Plan prior to utilization on this project.

In column 2 below, please specify ethnic/racial/gender group as follows:

- AABE – African-American Business Enterprise
- HBE – Hispanic Business Enterprise
- ABE – Asian-American Business Enterprise
- WBE – Woman Business Enterprise

Sub-Contractor Name	Gender Group	Address	Phone #	Other	E-Mail
NA	NA	NA	NA	NA	NA

IFB # 20-008 45
Temporary Information Technology (IT)
Professional Services

Statement of Intent

We, the undersigned have prepared and submitted all the documents required for this project. We have prepared these documents with a full understanding of the Beaufort County School District's goal to ensure equal opportunities in the proposed work to be undertaken in performance of this project. Specifically the BCSD seeks to encourage and promote on an inclusionary basis contracting opportunities without regard to the race, gender, national origin or ethnicity of the ownership or management of any business and that it is an equal opportunity employer and contracting entity. We certify that the representations contained in the Minority/Woman Business Enterprise (M/WBE) Utilization Report, which we have submitted with this solicitation, are true and correct as of this date. We commit to undertake this contract with the Minority/Woman Business utilization Report we have submitted, and to comply with all non-discrimination provisions of the Minority/Woman Business Enterprise Program in the performance of this contract.

[redacted]

Signature

September 12, 2019

Date

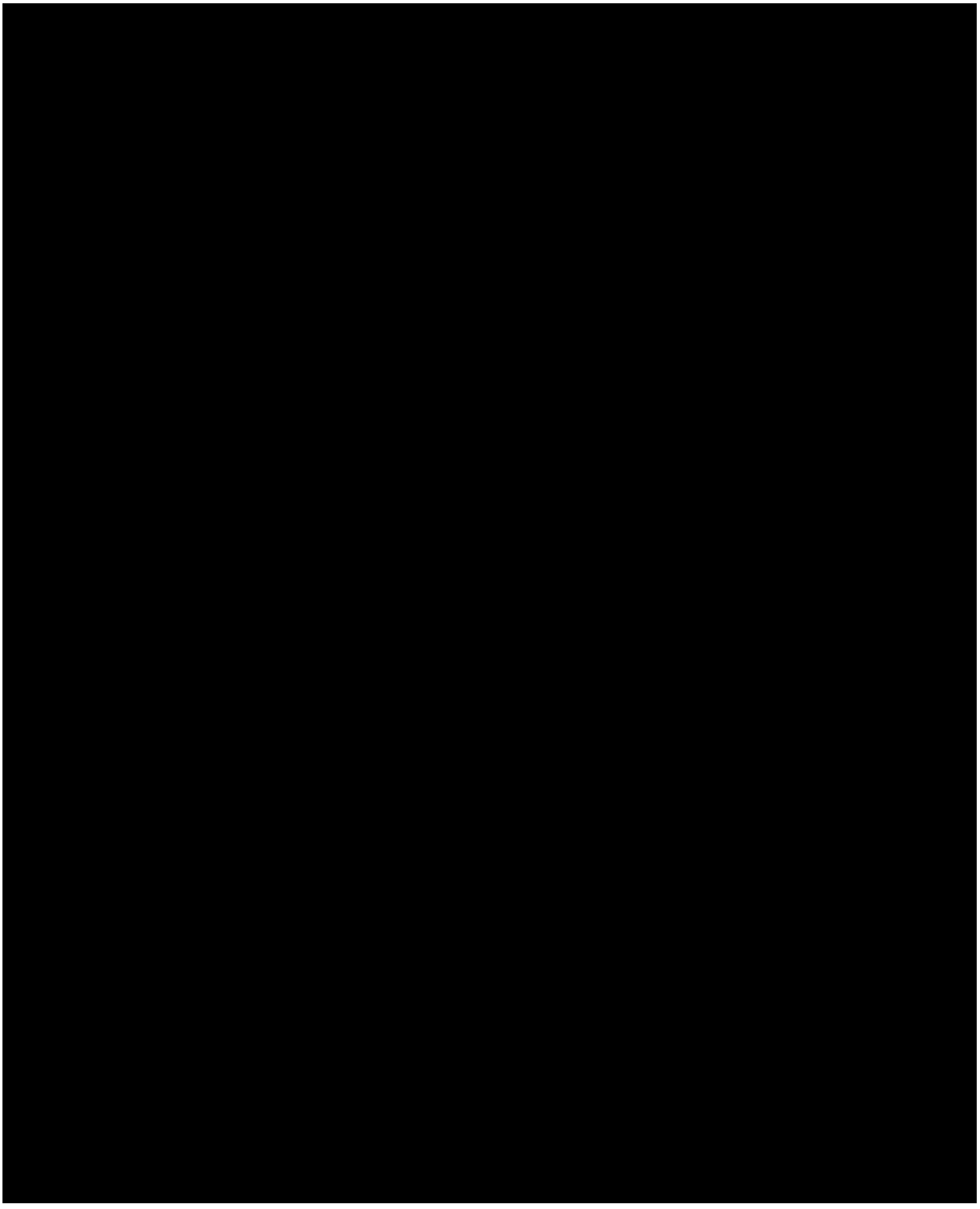
Name: Rahul Dhawan

Title: President & CEO

Project: Temporary Information Technology (IT) Professional Services

5.2 Exhibit B (References and Scope of Work)

Please find below three (3) references and their detailed scope of work respectively, performed by Powersolv Inc.



Reference 1: Baltimore County Public Schools, MD

Brief Description of the Work Performed:
Powersolv is engaged with Baltimore County Public School since 2018. Our major responsibilities include: Application Support: Extensive experience with the Kronos Application including archiving, mass scheduling modifications, configuration, and Employee Self Service. Experience with the document management and workflow system named MetaViewer Enterprise Application including integration with the CGI Advantage ERP Application Suite. Experience with CGI Advantage ERP Application Suite and Quest Auditor Windows Enterprise Environment: Understanding of basic networking concepts such as TCP/IP, SMTP, DNS, DHCP, FTP, firewalls and routing in a Windows environment as well as knowledge working with Active Directory. Experience creating and maintaining disaster recovery and business continuity plans. Excellent customer service skills to provide end-user support, in person and via phone or app share, for Windows 8 and 10 and Internet browsers. Server Support: Providing support for Windows Servers 2008, 2012, and 2016, monitoring and correcting performance issues and Operation System Patching, managing user access including creating shares and applying appropriate permissions, working with virtual servers such as VMware and installing, configuring and maintaining IIS as well as managing server backups. Powersolv's Consultants' Tools/Technologies/Skillset Expertise: MS Windows Server 2003 / 2008 / 2008R2 / 2012 / 2012R2 /2016, Red Hat Linux (Enterprise Linux 4/5/6), Cent OS 6, 7, Windows98/XP/Vista/7/8.1/10 and Mac, Shell, VB Script and PowerShell, Active Directory and LDAP, NAS (NFS), SAN and ISCSI.FC, Cloudian, MS-SQL Server 2000/2005/2008/2012/2014, Veritas NetBackup and Windows NT Backup, Rubrik, EMC Avamar, VEEAM, CommVault, Symantec Endpoint, Norton Antivirus 6.0 and McAfee 7.0, Cisco 25xx, 35xx Routers and 35xx Switches, TCP/IP, DHCP, HTTP, HTTPS, SSL, VPN, L2TP, DNS, NTP, WINS, FTP, SFTP, SSH, WinSCP and Telnet, Routing, NAT, Remote Desktop Services, VNC, Putty, Tera Term, Team Viewer and Terminal Services., Norton Ghosting, Microsoft Office 2000/2003/2007/2010/2013, MS Exchange Server 2010/2013 and MS Visio 2010/2013, Microsoft VSS, Quest Change Auditor, ASG-Zena. Length of time for the Engagement: July 2018 - Present

Reference 2: Montgomery County Government, MD

Brief Description of the Work Performed:
Powersolv Inc. has been associated with Montgomery County Government since 2009. Powersolv's team of consultants has provided and continues to provide critical IT support services across several projects, & initiatives at various departments in Montgomery County Government. Project Management: Powersolv Inc. is providing Countywide transition from the Criminal Justice Information System (CJIS) DB2 mainframe to the new Integrated Justice Information System (IJIS) Applications Development: Powersolv Inc. is providing application & web development support for the transition on the Integration Justice Information System (IJIS) & Department of Housing and Community Affairs. We provided Mobile Application Development services to the Department of Liquor Control at the County. SharePoint Development: Powersolv Inc provides SharePoint development working with DHHS in building, designing and implementing Microsoft SharePoint 2013. Web Application Development: Powersolv Inc is providing web application development and operational support to the Department of Housing and Community Affairs (DHCA). Computer Resources Support: Powersolv Inc has helped in the implementation of a 311 Call Center for Montgomery County in the state of Maryland. The 311 Call Center serves as the central point of call-intake for all constituent concerns utilizing Siebel's Public Sector 8.1 application. Powersolv has analyzed the current call center environment for the county with automated workflows; tracking system for inbound calls; public web portal for online service requests; access to frequently asked questions (FAQs) and management of business intelligence reporting. Quality Assurance Services: Powersolv Inc provides setup and systems administration support to HP Quality Center to follow the IJIS Testing process and maintains well organized record of test results and generates historical analysis of test results. IT Operations: Powersolv Inc. provides IT operations support to the County, working with Department of Permitting Services (DPS) IT and Business Unit Managers and staff to support daily operations. Server Management: Powersolv Inc is providing expert or senior-level technical staff to install, configure, modify, maintain, support and enhance DPS servers for production, test/development and disaster recovery servers. Payment Card Industry Data Security Standard (PCI DSS) Assessment: Powersolv Inc has provided assessment of payment processing systems for compliance with the latest Payment Card Industry Data Security Standard (PCI DSS) requirements and payment card security guidelines (e.g. Visa Payment Application Best Practices) to the Department of Finance. Enterprise Resource Planning Oracle Application Development: Powersolv Inc is aiding Montgomery County in replacing its core business legacy systems (Human Resources, Financials, Budgeting, Procurement) with Oracle e-Business to address human resource productivity, business, and data improvements and to enhance accountability and customer services.

Data Warehousing/ Business Intelligence: Powersolv Inc. provides programming and analytical support for the County's Data Warehousing project.

Network Operations: Powersolv Inc. supports operation of critical internetworking equipment serving Montgomery County Government Departments and County Agencies including MNCPPC.

Powersolv's Consultants' Tools/Technologies/Skillset Expertise: Java, J2EE, J Boss AS, Apache, Web Sphere, Oracle, AS, Web Sphere MQ, Oracle 11g! 109! 9i, SQL Server 200017, Informix, Sybase, MVC5, Entity Framework, Code First approach, C#, VB .Net, MS SQL Server and LINQ, ASP.NET , DevExpress suites, bootstrap, custom jQuery, GIT, Team Foundation Server, Visual Source Safe and Serena, SQL Server Reporting Services , Crystal Reports AJAX, jQuery, KnockoutJS, JavaScript, VBScript, .Net 4.0, C#.Net, Web Services, ADO.Net, XML, Ajax, Java Script, SharePoint Designer 2010, Visual Studio 2010, Office 365, SharePoint Server 2010 (MOSS 2003/2007/2010) with Windows SharePoint Services 3.0 (WSS 2.0/3.0) and SharePoint Designer 2010, Content Management System , Visual Source Safe, SVN, TFS and WinCVS, SQL- Server 2000/2005/2008, Oracle PL/SQL, Stored Procedures, Triggers and Views, DotnetNuke Framework (DNN), Documentum, Project Management, law enforcement, courts, criminal justice, Public Safety, cybersecurity, incident response, windows administration, Modem/Hubs, Cisco router/switches/ASA Firewall Security/LAN Controllers, networking, network administration, Technical Support ,Training, ERP , Oracle EBS, Oracle Applications, Testing, Quality Assurance, Audit. NACHA, PCI, Business Intelligence.

Length of time for the Engagement: July 2009 - Present

Reference 3: Arlington County Government, VA

Brief Description of the Work Performed:
Powersolv Inc. is working with various divisions of the Department of Technology Services (DTS), Arlington County Government. We provide technical leadership for e-governance projects and project management, application development and maintenance services for projects across several divisions. Our responsibilities include: Project Management: Powersolv Inc Consultants have worked with various departments within the Arlington County Government to provide technical leadership for e-governance projects and project management, application development and maintenance services for projects across several divisions. SharePoint Development: Powersolv Inc helped in shaping and implementing the County's SharePoint strategy and technology to deliver an integrated enterprise solution. Applications Development: Powersolv Inc has provided and continues to provide Application Development Support covering the entire life cycle of projects. An example of work with the Water Pollution Control BCSD at the County: • *Forms Automation*: Powersolv Inc. is involved in developing Landing Pages and the InfoPath forms that are compatible on windows tablets with offline support. We developed Custom Notification & Alerting System. • *MOC Redesign*: Our team was involved in developing the Out of Box Workflows, web parts, custom workflows, and custom solutions and developing better User Interface to access the documents on the document libraries. • *WPCB Documentation*: Powersolv Inc. was involved in developing the Document Routing process workflows, configuring the BLOB Storage, Notification system, etc. Additionally, the team has worked on an internal project to develop a Time Tracking System for all the employees. Server Administration: Powersolv Inc has worked on Microsoft architectural principles, operating systems and server management practices, migrations of existing LOB applications to a Virtual Environment and in-depth migrations of Physical Systems to Virtual Systems. Data Analysis: Powersolv Inc. is currently assisting the County to develop and implement a data analytics program roadmap including a 3 to 5-year vision, milestones, internal and external stakeholder roles and responsibilities and to define the metrics and progress measurement procedures. Our consultant is responsible to establish and champion the adoption of a well-defined and scalable data governance policy and associated standards and procedures covering data sources, management, quality, security and usability. Data Warehousing/ Business Intelligence: Powersolv Inc. provides programming and analytical support for the County's Data Warehousing project. WordPress Development: Powersolv Inc has provided WordPress Plugin Development Support Services to the county by assisting the County in creating functionality for a network of large-scale, public-facing sites in WordPress Plugin, optimizing the code for performance and resource usage.

Powersolv's Consultants' Tools/Technologies/Skillset Expertise: Project Management. Agile, Scrum, architecture, MVC5, Entity Framework, Code First approach, C#, VB .Net, MS SQL Server and LINQ, ASP.NET, DevExpress suites, bootstrap, custom jQuery, GIT, Team Foundation Server, Visual Source Safe and Serena, SQL Server Reporting Services , Crystal Reports AJAX, jQuery, KnockoutJS, JavaScript, VBScript, .Net 4.0, ADO.Net, XML, Ajax, Java Script, SharePoint Designer 2010, Visual Studio 2010, SharePoint Server 2010 (MOSS 2003/2007/2010) with Windows SharePoint Services 3.0 (WSS 2.0/3.0) and SharePoint Designer 2010, Content Management System, Visual Source Safe, SVN, TFS and WinCVS, SQL-Server 2000/2005/2008, Oracle PL/SQL, Stored Procedures, Triggers and Views, DotnetNuke Framework (DNN), Documentum, Project Management, courts, criminal justice, Public Safety, windows administration, Cisco router/switches/ASA Firewall Security/LAN Controllers, networking, network administration, Technical Support, Mobile device management, Office 365,Training, ERP, Oracle EBS, Oracle Applications, Testing, Quality Assurance.

Length of time for the Engagement: September 2011 - Present

5.3 Exhibit C – Bid Form

The Exhibit C required under the IFB is given below:

EXHIBIT C

BID FORM TEMPORARY IT PROFESSIONAL SERVICES

Indicate the categories of service that your company can supply by checking the appropriate line items below. By checking the appropriate category, the supplier affirms that their company has at least one qualified individual in the checked category who can provide on-site services to BCSD.
Note: Labor rate on Exhibit A must include all travel and additional costs.

Percentage discount from established pre-set maximum Fixed Price, (if offered):
___[redacted]___%

CATEGORY	Level	Bidding	Not Bidding	Hourly Rate
IT Laborer	Entry	X		$15.00
	Intermediate	X		$20.00
	Advanced	X		$25.00
AV/IWB Installer	Entry	X		$15.00
	Intermediate	X		$45.00
Desktop Technician	Entry	X		$25.00
	Intermediate	X		$45.00
	Advanced	X		$65.00
Systems Administrator	Entry	X		$50.00
	Intermediate	X		$75.00
	Advanced	X		$100.00
Systems Engineer	Entry	X		$125.00
	Intermediate	X		$200.00
	Advanced	X		$300.00
Network Administrator	Entry	X		$50.00
	Intermediate	X		$75.00
	Advanced	X		$100.00
Network Engineer	Entry	X		$125.00
	Intermediate	X		$200.00
	Advanced	X		$300.00
Database Administrator	Entry	X		$100.00
	Intermediate	X		$175.00
	Advanced	X		$250.00
IT Security Engineer	Entry	X		$100.00
	Intermediate	X		$200.00
	Advanced	X		$275.00

IFB # 20-008 48 Firm's Name: Powersolv Inc.
Temporary Information Technology (IT) Professional Services
Authorized Signature: [redacted]
September 06, 2019

Technical Writer	Entry	X		$75.00
	Intermediate	X		$100.00
	Advanced	X		$125.00
Business Analyst	Entry	X		$100.00
	Intermediate	X		$150.00
	Advanced	X		$200.00
Training Specialist	Entry	X		$75.00
	Intermediate	X		$100.00
	Advanced	X		$125.00
Telecommunications Administrator / Engineer	Entry	X		$125.00
	Intermediate	X		$165.00
	Advanced	X		$200.00
Web Developer	Entry	X		$50.00
	Intermediate	X		$75.00
	Advanced	X		$100.00

Powersolv Inc — September 06, 2019
Firm's Name — Date
bcsd@powersolv.com
Mailing Address
(703) / 230-5500
Phone/FAX #'s
[redacted]
Authorized Signature: _____
Printed Name: Rahul Dhawan

6.0 ACKNOWLEDGEMENT OF CERTIFICATES

The IFB requires the vendors to abide by and acknowledge certain certifications that must be adhered to by the vendors in order for the contract vehicle to be awarded. Powersolv Inc. has an impeccable record to maintain the decorum of the workplace and use no ill means to our benefit. The certificates under the IFB are as follows:

6.1 Drug Free Work Place Certification

Powersolv Inc. warrants and acknowledges The Drug-Free Workplace Act, Title 44, Chapter 107 of the South Carolina Code of Laws.

6.2 Certification of Independent Price Determination

Powersolv Inc. warrants and acknowledges Certificate of Independent Price Determination under Section 16-9-10 of the South Carolina Code of Laws.

6.3 Certificate regarding Debarment and other Responsibility Matters

Powersolv Inc. acknowledges that we have not presently been debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any state or federal agency, and have not, within a three (3) year period preceding this offer, been convicted of or had a civil judgment rendered against them. We have not, within a three (3) year period preceding this offer, had one or more contracts terminated for default by any public (Federal, state, or local) entity.

6.4 Ethics Certification

Powersolv Inc. acknowledges all the Ethics Certificates under Title 8, Chapter 13 of the South Carolina Code of Laws.

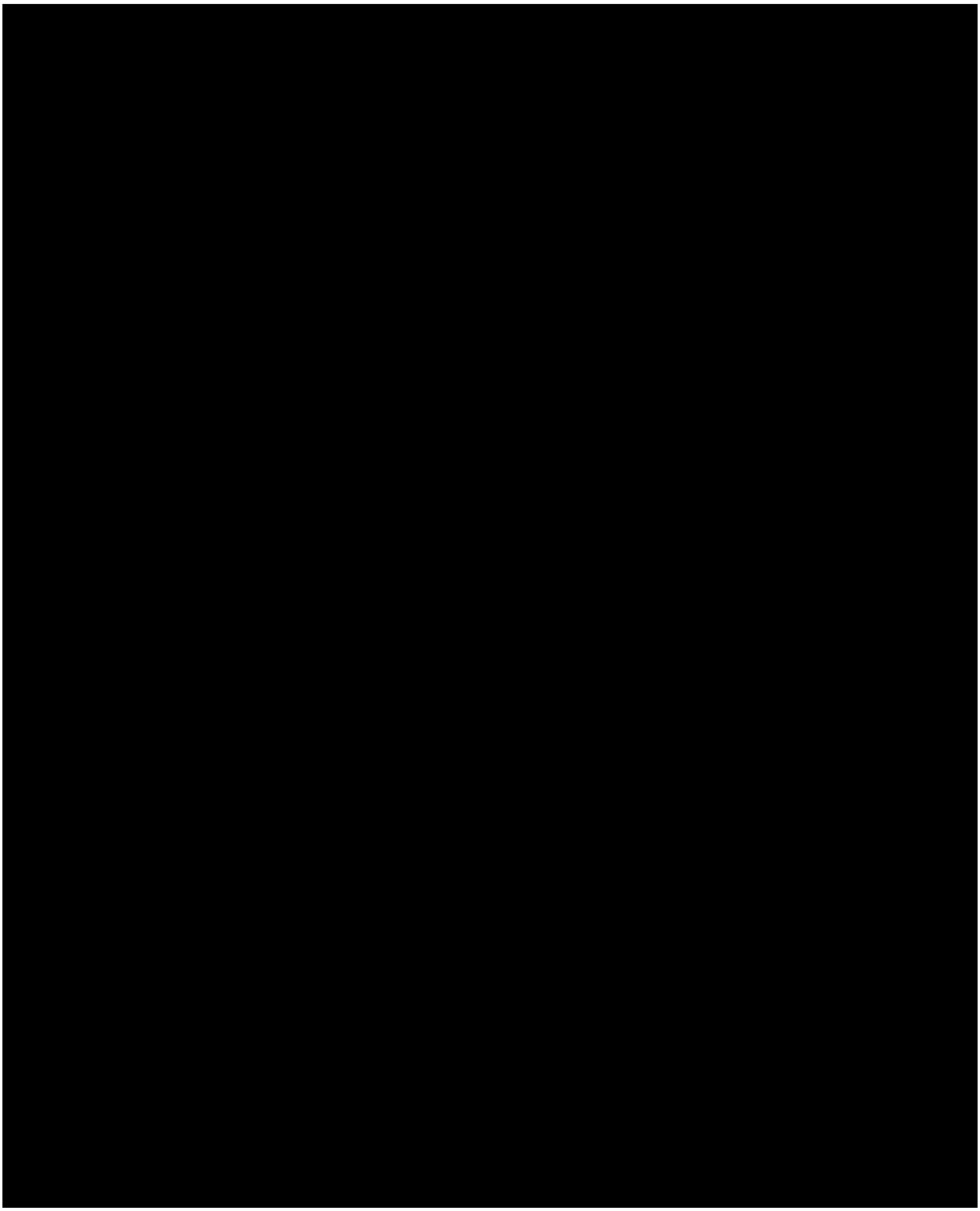
7.0 DISCLOSURE OF CONFLICTS OF INTEREST

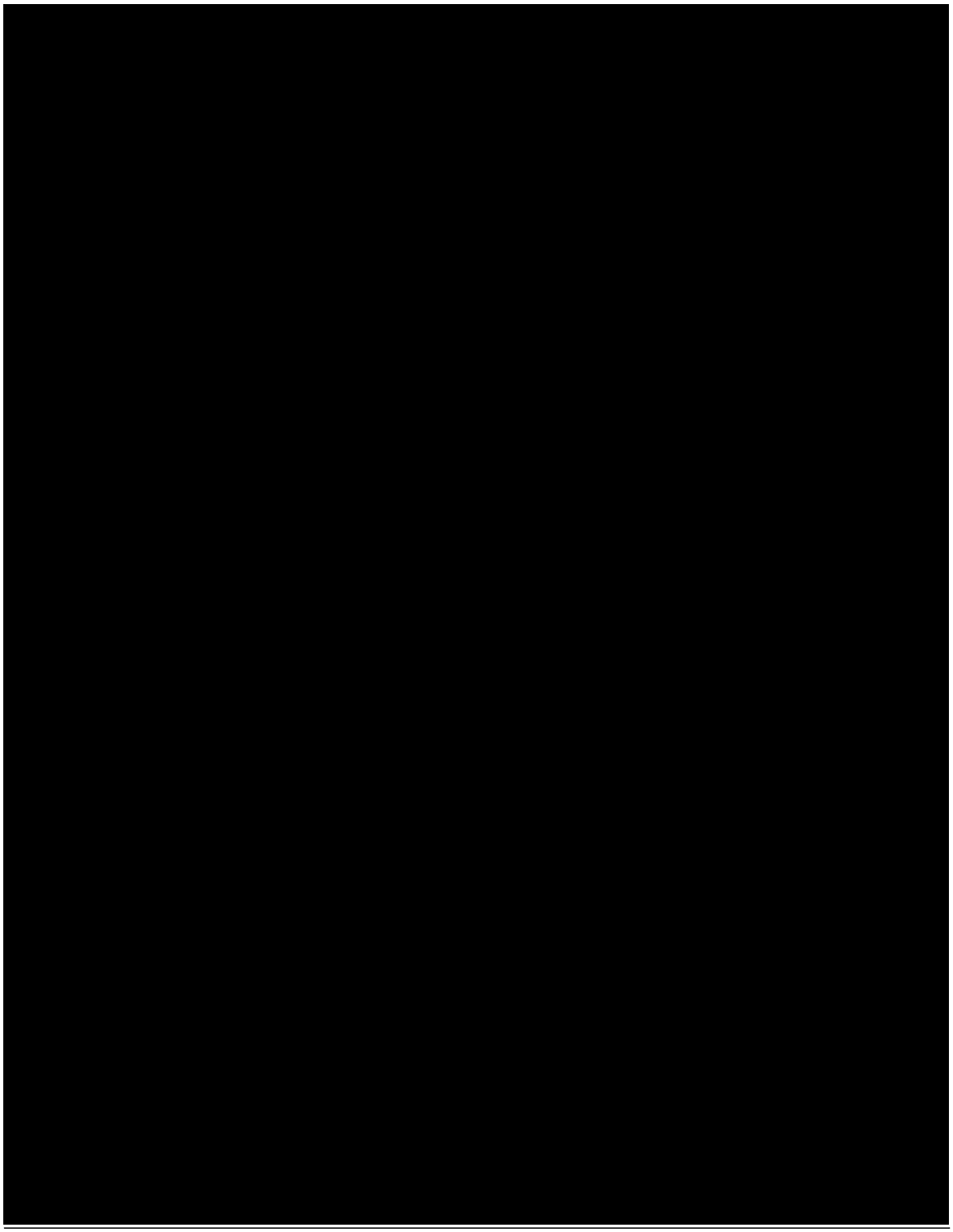
Powersolv Inc. does not have any potential Conflicts of Interest as described in the Section 2.0.12 – Instructions to Offerors - General Instructions of the IFB document.

8.0 EXCEPTIONS

Powersolv does not take any exceptions to any of the specified services and requirements in the IFB.

9.0 APPENDIX A : CERTIFICATION OF MBE - MDOT





10.0 APPENDIX B : POWERSOLV'S STAFFING APPROACH

10.1 Powersolv's Staffing Management Plan

Powersolv's well-defined recruitment process aims to attract the best talent available at competitive rates so that we are able to provide highly qualified personnel on time, in budget - for our clients. Through experience, we have in place a detailed and proven process to select and manage employees / consultants and ensure the selection of the best resources with proven experience and a history of client satisfaction.

10.1.1 Recruitment Process

Powersolv has been a pioneer in devising recruitment and retention practices that ensure availability of sufficient number of people on BCSD with the right mix of knowledge and competencies. Our responsive and flexible technical recruiting strategy has evolved based on our extensive recruitment and hiring experience. We depend on our people to contribute knowledge, create knowledge, and put knowledge to practical use. In essence, we strive to provide our clients with the right people, at the right time, with the right skills - with optimum utilization of the client's budget. Powersolv has a team of experienced consultants available for supplementing the client's needs and as shown below a proven strong and effective process for recruiting; from identification of a candidate through screening and qualifying a candidate for a specific position.



Figure 2: Powersolv's Recruitment Process

Through our rigorous screening processes, we carefully evaluate and select the right candidates – for a position as well as for the organization

Powersolv full-service Talent Acquisition Team (TAT) comprises:

- Technical Recruiters (across levels & domains) with a mix of IT and Resourcing background (1-7 years of experience)
- Resourcing Managers with a mix of Talent Acquisition, IT and Managerial background (7-12 years of experience)
- HR Managers with a mix of HR, Talent Acquisition, IT and Managerial background (7-12 years of experience)
- Account Managers with a mix of IT, Account Management & Service Delivery background (10-15 years of experience)
- A panel of Technical Screening Experts (Technical Leads / Project / Program Managers) Over the last few years, the TAT has maintained a highly effective conversion rate

Sourcing Methods: To fulfill resource requirements and provide the best candidates by ensuring maximum possible conformance to our clients' set of requirements, we:

(a) **Utilize the pool of our existing employees / consultants:** The advantage with our existing employees / consultants is that they are reliable, pre-screened, and proven performers. In the event of a client requirement matching resource availability within the pool, our Managers thoroughly check for suitability and fitment by following the internal screening guidelines, before proposing candidates to the BCSD.

(b) **Utilize the incumbent staff (if applicable & required):** In case, the BCSD prefers retaining the incumbent staff because of their knowledge on the BCSD's environment/ customized applications and/or high-performance levels, we have a proactive hiring policy in place to cater to incumbent staff that will ensure uninterrupted services to the BCSD. Powersolv will utilize a multi-pronged strategy to retain incumbents through methods such as:

- Documented transition procedures tailored to the BCSD's needs
- Regular communications, with face-to-face sessions to ensure that incumbent personnel understand Powersolv and their continued role in the contract
- Incentive programs, compensation and benefits, career advancement, and professional development opportunities
- A well-defined strategy and clearly communicated organizational values
- Recognition and reward for high-quality work

In the event when the incumbent staff does not wish to transition to Powersolv, we offer a short-term consultant agreement so that the incumbent staff may work with Powersolv's proposed staff during the transition period to ensure knowledge retention in critical areas.

Successful contract transition requires stakeholders to view the transition as a project itself. Using tools and best practices such as a (transition-focused) Project Management Plan and a Responsibility Assignment Matrix with clearly defined lines of communication, we will drive upfront review and decisions on requirements, roles and performance measurements.

(c) **Utilize Powersolv's internal tools:** Powersolv has an intranet portal called eRecruiter which is powered by an exhaustive database of resumes, on varied skill sets and experience levels, that has continuously evolved over the last twenty (20) years. The portal database is regularly updated and maintained in line with our current and medium to long-range forecast of resource requirements. The portal also contains a database of labor categories that is based on industry standard salary surveys appropriate to the areas in which we operate. The requirements from various clients we have serviced also contribute to the labor category database.

(d) **Source talent from varied external sources:** Our recruiting staff employs various electronic resume bulletin BCSDs such as Monster, Dice, Corp to Corp, LinkedIn, Indeed, and CareerBuilder. In addition to job portals, our recruitment team actively pursues talent identification via networking / referencing and industry / domain / skills–specific forums. From time to time, we also participate in Job Fairs.

(e) **Utilize a set of pre-qualified subcontractors:** Powersolv has independently provided numerous resources for various technologies to several County, Local, State and Federal Government agencies. However, on occasions, we rely on our partners (sub-contractors) to augment our staffing capabilities. We follow a tiered approach for segmenting our partners: Tier 1 – Technology Partners, Tier 2 – Staffing Partners, Tier 3 - Prospective Partners. The subcontractors that are included in Tier 1 & 2 are those that have over a sustained period – proven their expertise and reliability in supporting our staffing / tech support requirements.

Screening Methodology:

Powersolv has developed an in-house process for the screening and background check in order to provide quality candidates equipped with the latest technology knowledge to the BCSD. The flow-diagram for the screening process in shown in the below figure:



Figure 3: Powersolv's Screening Process

The first step in our interview methodology is short-listing of qualified resumes by Technical Recruiters. At this stage, the Technical Recruiters conduct first level Technical Screening by juxtaposing a Job Description with our exhaustive Question Bank. The Powersolv proprietary Question Bank includes thousands of questions across technologies, skill-set and domains. It is also the duty of a Technical Recruiter to verify the contents of a resume for authenticity by conducting reference checks and a thorough HR evaluation by virtue of an interview.

Following this, a Resourcing Manager conducts resume and candidate assessment. Depending on the skill-set and level of experience, he calls upon the Technical Screening Experts to conduct a thorough Technical Interview of the candidates in line with our understanding of a client requirement. Once a candidate is cleared by the Technical Screening Experts, the Resourcing Manager conducts a final round of discussion with the candidate before forwarding his resume to the Account Manager.

The Account Manager then conducts his/her own assessment of the candidate's fitment vis-à-vis a client requirement - taking into consideration the feedback (which is documented in prescribed formats – at all levels) he/she receives from the Technical Recruiter, Resourcing Manager, and the Technical Screening Expert.

It is only once the Account Manager is completely satisfied with a resume that it is presented to the client. A sample candidate evaluation (internal screening) is depicted in the figure below:



Figure 4: Sample Candidate Evaluation Table

Reference & Background Checks:

After we select a candidate, we always inform the candidate about his reference check. We have a list of reference check questions essential to examine the authenticity of the candidate. Our reference check process comprises the below listed steps:

- Verification of information such as dates, places of employment and other relevant information on the candidate's work history, is a valuable indicator of future performance
- Reference calls not limited to references listed by the candidate. We always call the current employer or the last employer, whether that person or entity is listed as a reference or not
- Documentation of the responses from the references and retention of such documentation with the rest of the recruitment packet
- Conducting reference checks before and/or after the interviews
- Ensuring that a similar number of reference checks are conducted on each candidate.

After we select a candidate, we conduct a thorough background check on the candidate's education, work experience, skill set / certification and criminal record. In addition to our thorough screening as described above, we also reply upon third party vendors (Cluso Investigation) to perform checks against public databases. Through our rigorous screening processes, we carefully evaluate and select the right candidates – for a position as well as for the organization.

Candidate Placement: The steps for candidate placement with our clients are as below:

- Once the client communicates the candidate's approval to Powersolv's Account manager the candidate's Start Date (Date on which candidate starts working with the client) will either be immediately confirmed or after the background check process is over
- Our Account manager sends appropriate documents to candidate/candidate's employer based on mode of hiring
- Client sends a Master Service Agreement (MSA) and Statement of Work (SOW) which we forward to the candidate's employer for their signature. The employer signs it and sends it back to the Account manager. In case there are changes requested by the candidate's employer, our contracts team takes the responsibility and resolves them
- If the candidate is hired full time/permanent, our HR team sends the offer letter, hand book, W-4, I- 9, Insurance enrollment from, Benefit summary, Payroll guidelines, Insurance guidelines, etc.
- If the candidate will work as a contractor with our client, our HR team sends the client related documents like BGC, DRUG Test, Contract work rules, etc.
- Our Account manager informs the HR Team and Finance Team about the status of the candidate
- Candidate joins post the completion of all formalities with the client.

10.1.2 Powersolv's Staffing Model

Powersolv's Staffing Capacity Model is guided by CMMI principals and ensures that we have strong visibility on talent availability in the Industry. This model serves as a tool for effective Resourcing and Resource Management. We will employ this model to ensure steady availability of talent for the BCSD. We revisit this model quarterly and the below model is based on requirements similar to those of the BCSD based on historical and current data assimilated over the years, this model provides us with details pertaining to market availability, turn-around time & maximum capacity of various labor categories. This in turn assists Powersolv's Talent Acquisition team to prioritize the requirements and will enable us to meet or exceed the BCSD's requirements in a timely manner. Below is a partial list of labor categories with details based on our extensive database.



Figure 5: Powersolv's Staffing Model

- Turnaround Time (in hours) = Time in which Resume was obtained - Time at which request for resume was made,
- Market Availability = Ease with which we can find a resource (1 being easiest to find),
- Average Capacity = Resumes in one day,
- Average Weekly Capacity = Resumes in a week (Average Capacity *5), and
- Maximum Weekly Capacity = Maximum resumes possible in a week (Based on historical data analysis).

10.1.3 Powersolv's Remediation Approach

Powersolv provides end-to-end personnel management processes, delivered with minimal risk and controlled costs to include: Sourcing, Recruiting, Selection, and Onboarding. Our approach to recruiting helps us to quickly identify the best talent available and provide access to first-choice candidates. We have in place required personnel policies and procedures, classification and compensation, performance management, and benefits for our consultants. Some of the resulting benefits to our clients include:

- Increased Productivity
- Ability and Adaptability
- Improved Connection between Individual Efforts and Company Objectives
- Continued Commitment from Employees
- Decreased Turnover Rates
- Increased Workforce Strength.
- Better Compatibility between Employees' Tasks and their Skills

The diagram below defines Powersolv's complete Personnel Management Process.



Figure 6: Powersolv's Personnel Management Process

Remediation of Personnel Issues

Powersolv has in place streamlined remediation process, tools and templates for issues related to our consultants. Our remediation process targets to get the communication right with our consultants, focus on positive behaviors and outcomes, anticipate problems, take a positive, problem-solving approach, and recommend solutions to promote and maintain job efficiency. Below is a list of some of the common personnel issues that require attention and prompt remedial action:

- Major Injury, Illness, or Other Physical Condition Associative with Employees
- Employees' Low Job Satisfaction
- Job Mismatch
- Unqualified for the Position
- Non-Productive Employee
- Unable to fully Perform the Job Duties due to Full or Partial Incapacity or Extraordinary Personal Circumstances
- Disruptive Nature
- Committed a Major Infraction(s) of Law, Agency, or Contract Requirements
- Pregnant Employees
- Relocation of Partner or Spouse
- Poor Ineffective Leadership or Management
- Conflicts with Company Mission, Values or Managers.

Powersolv assures the BCSD that if at any time post the award of TO(s), the CO/COTR identifies performance discrepancy/ies or problem(s) with a Powersolv resource placed at on-site or off-site location and notifies of such a personnel issue(s), we will address the issue(s) within 24 hours of notification by the CO/COTR with an appropriate remedial action.

Remediation Plan

The BCSD's CO/COTR will give written notice of any personnel performance issues to Powersolv TO Manager, describing the problem and delineating the remediation requirement(s). We will provide a written Remediation Plan within forty-eight (48) hours of the date of the notice and implement the remediation plan immediately upon written acceptance by the CO/COTR. The remediation plan will include one or more of the following:

- Establish Clear Expectations/Standards and Policies/Procedures from the Employee
- Engage the Employee
- Motivate Employee to Focus
- Create a Performance Improvement Plan (PIP) and Observe Employee Performance
- Prompt, Regular and Constructive Feedback
- Continual Training, Coaching and Reinforcement
- Promoting a Work Environment that Fosters Personal and Professional Growth and Promotes Harmony and Encouragement at all Levels
- Disciplinary Action - Including Verbal Warnings, Written Warnings, Demotions and Suspensions for irremediable deficiencies.

If the CO/COTR rejects the Remediation Plan, we shall revise and resubmit the plan within forty-eight (48) hours, or in the timeframe set forth by the CO/COTR in writing. If performance issues persist despite the approved Remediation Plan, the CO/COTR will give written notice of the continuing performance issues

and either request a new Remediation Plan within a specified time limit or direct the substitution of personnel, whose performance is at issue with a qualified substitute, including requiring the immediate removal of the staff at issue. In case a replacement becomes imminent, we shall provide a replacement of demonstrated similar quality, experience and knowledge with a minimum of delay.

Replacement of Staff

Powersolv substitute or replace its staff placed through TOs on the BCSD's project(s) under various circumstances:

- Voluntary Replacement
- Replacement due to Vacancy or an Indeterminate Absence
- Directed Personnel Replacement - unqualified, non-productive, unable to fully perform the job duties due to full or partial incapacity or extraordinary personal circumstance, disruptive nature, committed a major infraction(s) of law, agency, or contract requirements.

Powersolv ensures that it would address procedures for the timely replacement of staff if there is a case of unsatisfactory work performance, disruptive behavior in the work environment, ill health, unsuitable work profile for the assigned tasks and for any other reasons involved to terminate the assigned staff. Our replacement policy comprises *Buffer Policy, Bench Policy and Pool of Talents.* We provide the following procedure for replacement of staff which may occur over the period of a TO due to attrition or removal for cause.

- In case of voluntary personnel replacement, we will provide the CO/COTR with a substitution request that shall include a detailed explanation of the reason(s) for the substitution request, resume of the proposed substitute personnel, signed by the substituting individual and his/her formal supervisor, the official resume of the current personnel for comparison purposes; and evidence of any required credentials.
- In case of directed personnel replacement, we will provide a suitable replacement for approval within forty-eight (48) hours of the notification of the need for removal by the CO/COTR.
- We will replace staff whenever any vacancy occurs due to the sudden termination, resignation, leave of absence due to an extraordinary personal circumstance, incapacitating injury, illness or physical condition, or death of such personnel over the period of a TO.
- We will identify a suitable replacement and provide the same information or items required within forty-eight (48) hours of the actual vacancy occurrence.
- If any staff has been absent from his/her job for a period of ten (10) days due to injury, illness, or other physical condition, leave of absence under a family medical leave, or an extraordinary personal circumstance and it is not known or reasonably anticipated that the individual will be returning to work within the next twenty (20) days to fully resume all job duties, before the 25th day of continuous absence, we will identify a suitable replacement with staff of comparable skills and experience levels within forty-eight (48) hours.
- We will demonstrate to the CO/COTR's satisfaction that the proposed substitute has qualifications at least equal to those of the staff for whom the replacement is requested.

If the existing staff is available to return to work and fully perform all job duties before a replacement has been authorized by the CO/COTR's, at the option and sole discretion of the CO, the original personnel may continue to work under the contract, or the replacement personnel will be authorized to replace the original personnel.

10.1.4 Powersolv's Bench Strength

The objective for the Powersolv staffing practice is to deliver the right resources, at the right place, and at the right time - with optimum utilization of the client's budget. We have the ability to provide multiple alternate resources for a given assignment. In case a replacement is needed, a replacement of demonstrated similar quality, experience and knowledge can be provided with a minimum of delay.

As described in the sub sections above, we have a strong and very responsive Recruitment process. Our track record for onboarding new talent with even two (2) weeks of planning lead time is stellar. In most situations, we find that our planning lead-time tends to be significantly higher than two (2) weeks. Typically, new requirements arise on the basis of competitive TOs, or in the expansion of our current engagements with our clients. In the latter case, since our TO Managers are constantly in touch with our clients, and are in fact our clients' trusted partners, we know about any plans they have while they are still in the formative stage. This allows us to proactively find the right people for the job, ahead of time, and create critical - talent pipeline on the chance that their plans may come to fruition.

We have an established and proven strategy on "Resourcing and Subcontractor Management" which enables us to meet the contingency in an appropriate manner. We classify our resource partners into three tiers:

- Tier 1 - First Tier Contractors
- Tier 2 - Current Subcontractors
- Tier 3 - Our Technology Partners.



Figure 7: Powersolv's Resourcing and Subcontractor Management Process

Our relationships with our Resource Partners give us access to a wide variety of consultants skilled in various platforms and technologies. Based on our partnerships and our resource base, we have bench strength of over 5,000 over the past one (1) year.

10.1.5 Powersolv's Retention Plan

Powersolv's staffing policy adheres to methods that have proven most successful in attracting and maintaining a qualified and stable workforce. These policies address various compensation components. One important element that ensures a stable and qualified workforce is technical and professional training. Our Team training programs afford our staff the opportunity to enhance skills and obtain multiple professional certifications.

These staff development programs, when combined with a level of pay and benefits offered by us, have contributed to a stable workforce with an employee turnover rate significantly less than the industry average. We will apply these proven methods to the proposed workforce supporting this task thereby reducing any risk of staff turnover.

Powersolv's extensive past experience with these, and similar projects, has solidified the key to effective performance, which is a fully qualified, stable workforce. The method of recruiting and retaining such a workforce is a combination of competitive salaries, benefits, and individual recognition for the contribution to mission success. Our approach to personnel management has resulted in significantly lower voluntary turnover rates than the industry average. Our proven recruiting and new hire processes will focus on retaining appropriate incumbent personnel while identifying qualified candidates as new hires to augment staffing needs as required. Our approach to workload surges or short notice staffing requirements leverages our flexible framework for anticipating workload and a robust strategy for an effective, timely response.



Figure 8: Powersolv's Personnel Capture & Retention

Our Project Manager will manage a resume repository of qualified personnel with the appropriate experience, certifications, training, and security clearance necessary to meet TO requirements. If there is a surge or replacement requirement, we will ensure that domain knowledge is transferred without loss to continuity of operations. The following is a list of the other primary methods employed to retain staff members followed by a brief description of each of these items. Management focuses on these areas to promote overall staff retention:

- Providing a supportive management
- Individual career development
- Competitive salaries
- Competitive benefits package
- State-of-the-art work environment.