Proposal Response to University

University of Central Florida

Temporary Labor Services

Solicitation# 2021-03TCSA

Due Date: January 13, 2022 at 02:00 PM EST

Submitted to:
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Elegant Enterprise Wide Solutions, Inc.
We make it happen

January 27, 2022

Attn: Trinh Nguyen
University of Central Florida

In reference to ***solicitation 2021-03TCSA for Temporary Labor Services***, Elegant Enterprise Wide Solutions, Inc. hereafter called "Elegant Solutions" is pleased to submit the response to University of Central Florida (UCF) and wishes to make a positive difference at UCF through our deep technical expertise, our attention to customer service and results-driven innovation based culture.

Our team promises to bring best value to *UCF* and wining trust by exceling. This response outlines capabilities of Elegant Solutions and directly addresses the requirements outlined in Request for Proposal (RFP). We hold the following accolades and certifications.

Experienced and established Prime Contractor (Over 35 Prime contracts with different State/ Local Government agencies)	Prime on DLA JETS J6 IDIQ, GSA Schedule 70, Seaport-e, eFast
ISO 9001:2015 certified Quality management system	DCAA approved Accounting System
ISO 27001:2013 certified Information Security system	Top Secret facility clearance
ISO 20000 certified International Organization for Standardization	ITIL, PMBOK based processes
Excellent experience as sub in Federal Government	VDOT/ MDOT certified MBE/ DBE Program

With this submission, we accept all terms and conditions defined in solicitation document, acknowledge to receipt of amendments and QAs issued and we look forward to opportunity to lend our expertise and bring our experience to *UCF*.

Sincerely,

Priyanka Arora
Sr. Program Manager
Elegant Enterprise-Wide Solutions, Inc.

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PROPOSAL RESPONSE TO UNIVERSITY

1   EXPERIENCE AND QUALIFICATIONS OF PROPOSER

1.1   Company's Qualification to Provide Temporary Labor Services

Elegant Solutions understands that UCF seeks qualified vendors who can provide temporary labor services in administrative, accounting, training, technical, Information technology Services and seeks consultant who has experience in these categories. Elegant Solutions is well positioned to address the requirement as specified in this RFP. As an IT and staffing firm with nationwide presence and experience for over 20+ years, we have delivered services like those sought under this RFP and are aware of the challenges faced and have solutions ready. Elegant Solutions specializes in providing a full range of IT and administrative services to various federal, state, local governments, and commercial clients.

> **Elegant Solutions' Highlights**
> - **Trusted partner:** Partnerships with world leaders in IT services and more than 20 years of experience with working with various Federal, State and local governments.
> - **Certifications:** ISO 27001:2013 certified Information Security system, ISO 9001:2015 certified Quality management system, ISO 20000-1:2018 certified ITSM.
> - **Effective collaboration**: Structured approach to communication helps us design, build and maintain effective multilevel collaboration.
> - **Visualization**: We visualize your IT needs at a high level and talk about how it can help you grow towards the company mission.

At Elegant Enterprise-Wide Solutions Inc. (hereafter Elegant Solutions), we've served our customers for nearly two decades, ensuring they can depend on us for the newest, most efficient IT and technology solutions. We believe that a technology services provider should take a holistic approach to IT consulting as well as provide an entire spectrum of services to its clients. For this to happen, right communication is the key. Our clients rely on us for providing various IT services as well as aligning with them as a technology partner.

We are being trusted upon by various small-sized businesses, medium-sized business and even federal, state and local government agencies for delivering services. We aim to drive businesses on the wheels of digitalization and keep you aligned with up-to-date technologies via our strong affinity for agile methodologies

Elegant Solutions possesses 20 years of **Temporary Labor Services** experience. We facilitate efficient and effective team resourcing and team built - ups realigning the organization's purpose, mission, process, and systems, with the needs of its most important asset - its people. Elegant Solutions' consultants on average have about 10 - 15 years of overall industry experience, with 20 years of hands on experience working on various assignments with government agencies. Not only are our resources at Elegant Solutions technically qualified and much superior to resources available in the market today but also our costs are significantly lower than the average provider of similar services.

With a highly skilled, reliable, and dedicated team of recruiters, Elegant Solutions is a leading finance and accounting recruiting firms. In a world full of average service providers, Alliance International proves its mettle with targeted recruitment strategies. With crystal clear understanding of client requirements and needs, we extend comprehensive placement support to esteemed clients. With deep skills and knowledge, including industry-leading expertise, Elegant Solutions focuses on understanding its client's business goals and requirements and then translating business and strategic objectives into requirements. We work closely with technology and your business organizations to create accounting and finance capabilities that not only meet today's needs to reduce cost but also address tomorrow's requirement for enhanced business and operational capabilities. Our staff of highly qualified professional consultants provide services and expertise that range from architectural design through implementation and maintenance of complex setups.

Through our deep technical expertise, our attention to customer service and results-driven culture, we quickly attained the recognition and trust of our customers. Customers engaged us on broader sets of activities that spanned software solution development and integration, program management, operations support and testing. Over the years, our core competencies expanded to better serve our diversified customer base, while retaining our core cultural pillars of innovation, customer-service and results-driven delivery. Elegant Solutions uses Project Management Body of Knowledge (PMBOK) and Information Technology Infrastructure Library (ITIL) standards. Elegant Solutions is an agile and dynamic company with relentless focus on customer mission success and delivering the best value to all our clients under all engagements.

Through our deep technical expertise, our attention to customer service and results-driven culture, we quickly attained the recognition and trust of our customers. They engaged us on broader sets of activities that spanned software solution development and integration, program management, operations support and testing. Over the years, our core competencies expanded to better serve our diversified customer base, while retaining our core cultural pillars of innovation, customer-service and results-driven delivery. Additionally, we expanded our Oracle practice from the State and local space to various new verticals including healthcare, energy and cloud implementations. Elegant Solutions provides our client with advisory services in areas of strategy, methodology, and process and competency assessment across the life cycle. Our Consultants help in identifying, adopting, and implementing leading industry practices in order to improve test effectiveness and productivity, while helping reduce cost that can come with quality. We offer thorough software test consulting services to clients that could help them enhance their software quality, help ensure user satisfaction, reduce time to market, and help increase testing ROIs.

Below matrix demonstrates our expertise and experience providing services in all major IT Professional Consultant areas required by the UCF:

	Administrative	Accounting	Training	Support Staff	Information Technology	Professionals	Technical
Maryland Transportation Authority (MDTA)	✓			✓			
Maryland Department of Labor, Licensing and Regulation (DLLR)					✓		
Corpus Christi Independent School District (CCISD), TX					✓		
Idaho Department of Health and Welfare (IDHW)					✓		
Montana Department of Environmental Quality (DEQ)					✓		
Minnesota Department of Public Safety (DPS)					✓		
New York City Employees' Retirement System (NYCERS)					✓		
Oklahoma Department of Career and Technology Education (ODCTE)					✓		
Philadelphia Water Department (PWD)			✓		✓		
US Department of Justice/ FBI	✓	✓		✓		✓	✓
US Department of Homeland Security			✓			✓	
US Department of Treasury	✓					✓	✓

Transportation Security Administration, DHS					✓		
Department of Navy	✓						
National Park Service	✓						
Richardson Independent School District (RISD), TX					✓		
Washington Metropolitan Area Transit Authority (WMATA)				✓	✓		✓
University of Maryland, National Foreign Language Center (NFLC)				✓			
California Public Employees' Retirement System (CalPERS)					✓		✓
Maryland Administrative Office of the Courts (AOC)	✓						✓
Oklahoma Administrative Office of the Courts (AOC)		✓					✓
Idaho Transportation Department (ITD)			✓		✓		
Orchestra Technologies						✓	
We-ThinkIT	✓			✓		✓	
DHA, Inc.					✓		
Web Professional Consultants	✓		✓				
BullzEyeGroup		✓		✓		✓	
Advanced Analytical Systems, Inc.	✓		✓			✓	
TechnoEdge Consultants		✓	✓				✓
Amerimatics						✓	
Systems Plus	✓		✓				✓
Applied Computing Technologies, Inc.				✓			
Ace Info Solutions							
TransTech	✓		✓			✓	
Creative Information Technology, Inc.		✓				✓	
Onyx Government Services						✓	
Celerity	✓	✓		✓	✓		

Our Key Features

Following are the reasons we offer the best value to the clients and partnering with us lowers the risk of UCF to minimum.

- ➢ *Vast Prior Experiences with large government client base doing similar work:* Experienced prime with experience in staffing IT positions for multiple government sector clients. Our client base includes federal government, state and local government, municipal corporations, Quasi Government entities, small businesses to enterprise corporations, meeting multi-dimensional business needs. We have a deep understanding of our client requirements, and we provide them what best fits their business, timeline, and budget and always exceeding their expectations.
- ➢ *Resolute, Repeatable, Refined, and time-tested ISO 9001 Certified Recruiting process:* We add value to the recruiting process in terms of quality, delivery, integrity, and placement ratios. Critical differentiator factor of Elegant Solutions is the elevated level of predictability we bring to the process.
- ➢ *Strategic Vision:* Focuses on value innovation (aligning innovation with utility, price, and cost positions) that fits with the core competencies of each Client and the desires of its management and stakeholders.
- ➢ *Focus on Client Value and Return on Investment:* Elegant Solutions number one priority is client value creation. We measure our success as a business and individuals on the tangible value, we can generate for our clients and their level of satisfaction with our services. We focus on providing the best value to the client. Elegant Solutions brings significant value addition allowing management to

enhance their focus on the core competency of the organization, provide a stable platform for long-term growth, and improve competitiveness in their respective markets.

➢ *Heavy emphasis on local talent:* We strive to give our clients local talent. For continuity of service, affinity, and long-term commitment to developing each local market, Elegant Solutions seeks to maintain a high percentage of consultants local in the markets they serve and hence have local ties and responsibility provides a value-added advantage to our clients.

➢ *Huge Pre-existing database of qualified candidates built over last 20+ years:* We have a large pool of resume database for both Active and Passive candidates. Most are unique resumes as they are not active on any job boards. We are pro-active in creating a pool of candidates which are pre-screened ahead of time for anticipated requirements.

➢ *Qualified and Experienced Recruiters:* Experienced and Qualified recruiters who match the candidates from a 360 degree prospective including organizational fit and not just relying solely on a narrow technical standpoint. Our recruiters not only address technology but also discuss the people and processes.

➢ *Quality talent and completive prices:* Elegant Solutions adds value to organizations by providing the qualified resources at competitive rates with an on-going commitment to performance and continuity of operations.

➢ *Use of Innovative Techniques and industry's best practices to recruit and retain* Elegant Solutions combines industry best methods, innovative technologies, a high-quality workforce, and proven transition and training approaches to help our clients achieve their goal.

➢ *Focus on Emerging technologies and solutions to save money for our clients through modernization.*

➢ *Innovative Corporate Culture:* Elegant Solutions offers its clients the opportunity to re-assess their operational efficiency and identify innovative and exciting new methods to reduce cost while increasing productivity and often quality. The culture of Continuous improvement over a longer-term is proven to deliver values to our clients.

➢ *Intensive Pre-screening:* We prescreen candidates, so the client gets filtered and scrutinized.

➢ **Open Mind and Open-Door** Approach: We maintain open communication channels to inform any process problem with a solution and the required time as we firmly believe in a transparent relationship. We establish long-term, strategic relationships with our clients to gain a competitive edge of software outsourcing campaign for their business.

➢ **The flexibility of a small firm but muscle power of a large firm**: We offer agility of a small firm but offer recruitment capabilities of a large firm. This is demonstrated by excellent reference letters we have received which can be produced on request.

➢ *Background Verification:* We conduct in-depth background verification of experience, education, behavior, and motivation level of employees. This reduces the risk of workers with less than perfect background from stepping on the premises of our client.

➢ *Help in Business Alignment:* We help our clients to transform the IT functions with the ability to achieve operational excellence and right alignment with business strategy.

➢ *Ability to recruit and retain the best:* Proven expertise and extremely focused on recruiting and retaining the best.

➢ *Practical and proven continuous Feedback & follow-up Mechanism:* Elegant Solutions has a time-tested continuous feedback mechanism, which allows us to stay on top of things required for performance-based contracts. We remain in touch with our clients every week so we get status continuously & any issues are taken care of immediately.

➢ *Proactive Performance Management:* Elegant Solutions' approach is to keep our staff motivated by having performance-based awards and recognition which further ensures that effective services are delivered to support agencies' mission.

➢ *Useful Marketing Expertise:* We can mobilize business partners rapidly and to craft customized winning solutions at extremely competitive prices. With the help and guidance of its teammate and mentor, Elegant Solutions can market this contract at County and its agencies.

> - **Targeted and focused recruiting** ensures full staffing by the end of the transition and ongoing, timely recruitment, especially for critical positions.
> - **Leverage teammates'** full-time corporate recruiters to advertise, identify and hire for positions not filled by incumbent staff, build the pipeline of prospective candidates
> - *Effective Contract Administration:* We have a proven record of effective contract administration developed over two decades of participation in response to major GWAC, MAC, and IDIQ vehicles.
> - *Accounting Processes and procedures in place for in-*Time and accurate invoicing to avoid any hassle for the customer. Our Accounting and invoicing System is approved by Defense *Contract Audit Agency (DCAA) and* audited periodically which prohibits us from charging more than a certain percentage of profit, approved by DCAA or Federal Government.
> - *Financial Stability:* Elegant Solutions is debt free and financially stable firm. We have ample cash and unused lines of credit in place to execute the work proposed in this solicitation. Our debt to cash ratio is one of the best in the industry. Elegant Solutions has years of banking relationship with SunTrust and Wells Fargo Bank, which will allow us to open new lines of Business credit if needed. Besides this, owners are more than willing to invest more cash if needed. Elegant Solutions is also open to private funding if we ever need.

1.2   Overview and History of Company

Founded as S-Corporation in 2001, Elegant Solutions is headquartered in Chantilly, VA, has employed many IT Managements with clients across US. Elegant Solutions, certified small, disadvantaged minority owned business and ISO 9001:2015, ISO 27001:2013, ISO 20000 certified company provides innovation technology solutions and program management to public and private markets. In partnership with our customers, we use our profound technical expertise and decades of professional experience to organize, manage and maximize information and processes to improve business operations. Elegant Solutions specializes in providing our clients with high-quality administrative Services at the lowest rate the market will bear. Elegant Solutions consistently ranks in the top 10-15% of suppliers at our major customers. Our delivery model and recruiting technology are the main reasons for our success and client relationship is further differentiated by our:

- Dedicated account team structure
- Excellence in technology recruiting
- Established systems and processes
- Onsite, offsite, and offshore staffing

> *Elegant Solutions' Fast Facts*
> - Elegant offers best value to its clients.
> - ISO 9001:2015, ISO 20000, & ISO 27001 specific to Staffing.
> - Over 20 years of experience in staffing difficult positions working with Federal, State and local governments and have staffed many positions in those years' Experience managing Staffing Contracts/ Task orders/ Staff Augmentation.
> - Minimal Risk to Government.
> - Dedicated Account Manager for each account.
> - Programs in place to retain the best and motivate them to deliver and please customers.
> - Federal Agency Approved mentor protégé Agreement with a very large firm gives us excellent reach back capabilities, if ever needed.

Elegant Solutions has built an extensive track record of successfully enabling all our local, State, Federal and Commercial clients to reach their objectives by leveraging our industry expertise and aligning the right technology expertise with their initiatives and goals. We recognize that different recruitment methodologies are required for the specialized areas within the non-IT recruitment industry. And, as part of our vision to continually challenge our business activities, we have several dedicated consultants to ensure we focus on the exact need.

Our Service Methodology

Elegant Solutions is committed to using the latest ITIL set of best practices for IT Service Management. The Information Technology Infrastructure Library (ITIL) is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. We know ITIL is the most widely accepted approach to IT service management in the world. It provides a cohesive set of

best practice, drawn from the public and private sectors internationally. IT Service Management
(ITSM) derives enormous benefits from best practice approach. Because ITSM is driven both by technology and the huge range of organizational environments in which it operates, it is in a state of constant evolution. Best practice, based on expert advice and input from ITIL users is both current and practical, combining the latest thinking with sound, common sense guidance.

Elegant Solutions selects exceptionally qualified personnel to perform in key positions surrounded by individuals with appropriate certifications, training, experience, and security clearances to provide exceptional support. Elegant Solutions has requisite knowledge and experience gained through for how to work in a secure environment. Our excellently planned technology offerings ascertain adaptability to client needs and bring out a unique solution for every business. Together with our persuasive team of software and application professionals we are gradually positioning ourselves at the horizon of the global IT community.
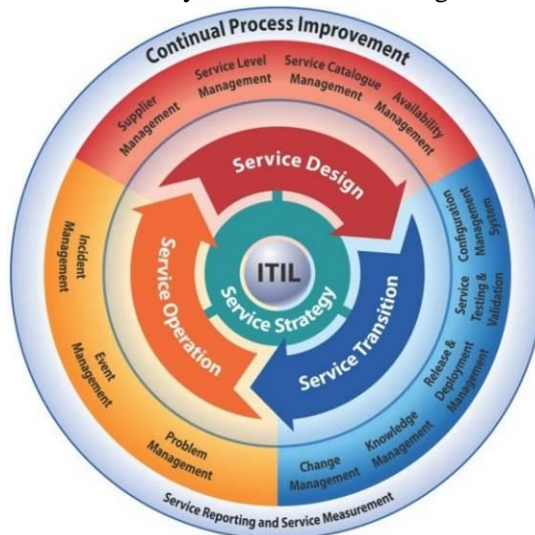
Our Key Differentiators & Value Statements

Parameter	Differentiator	Benefits to UCF
Coverage	Capability to address end-to-end Spectrum of Non-IT Services and ability to address IT Services Lifecycle need for enterprises from any industry vertical	One Partner who can help in building business/ industry vertical aligned Non-IT Services Framework
People	Large Pool of Non-IT Services Resources	Expertise on Tap, across the breadth of Non-IT Services domain. No need to retain costly security SMEs in the role
Innovation	Dedicated Elegant Solutions innovation center provides POC, technology refresh & optimization process	Lower investments on modern technology
Technology	Diversified technological partnerships with All Services vendors	Experience and Capability to manage complex multi-vendor & heterogeneous client environments
Cost	Elegant Solutions offers world class Admin Services to improve customer's ROI	Reduce operation cost, hassle free handling of domain experts, no effect of attrition, increase efficiency and profitability
Experience	Large enterprise clients for Admin Services	Experience through leadership and availability of large knowledge base
Process	Elegant Solutions follows a Defined & mature operational Processes	Customer can leverage Elegant Solutions' process consultants to define and continuously improve delivery processes

Experience working in State of FL

|	
Miami-Dade County Public Schools, FL	Information Technology Consultants
Pinellas County, FL	Information Technology (IT) Resources for Business Technology Services Department
Broward Sherif, FL	Library of IT Prof Services
Department of Management Services, FL	Information Technology Staff Augmentation Services 3rd Bid

Our Experience in Education Sector:

Corpus Christi Independent School District, TX	Pima County Community College District, AZ
Richardson Independent School District, TX	Denver Public Schools, CO
Plano Independent School District, TX	Seattle Public Schools, WA
Dallas Independent School District, TX	City Colleges of Chicago, IL
Oklahoma Department of Career and Technology Education	University of Mississippi Medical Centre
University of Oklahoma	University of Massachusetts
University of Maryland	University of Expand

Why Elegant Solutions?

1. We maintain open communication channels to inform any process problem with solution and required time as we strongly believe in transparent relationship. We establish long-term, strategic relationships with our clients to gain a competitive edge of software outsourcing campaign for their business.
2. Our company is driven by values, commitment, and dedication.
3. Business agility to quickly adapt and compete in a changing business environment.
4. Continuous improvement for longer-term value.
5. Elegant Solutions offers its clients the opportunity to re-assess their operational efficiency and identify innovative and exciting new methods to reduce cost while increasing efficiency and often quality as well.

Elegant Solutions brings significant value allowing management to enhance their focus on the core competency of the organization, provide a stable platform for long term growth, and improve competitiveness in their respective markets

Geographical Locations of Organization
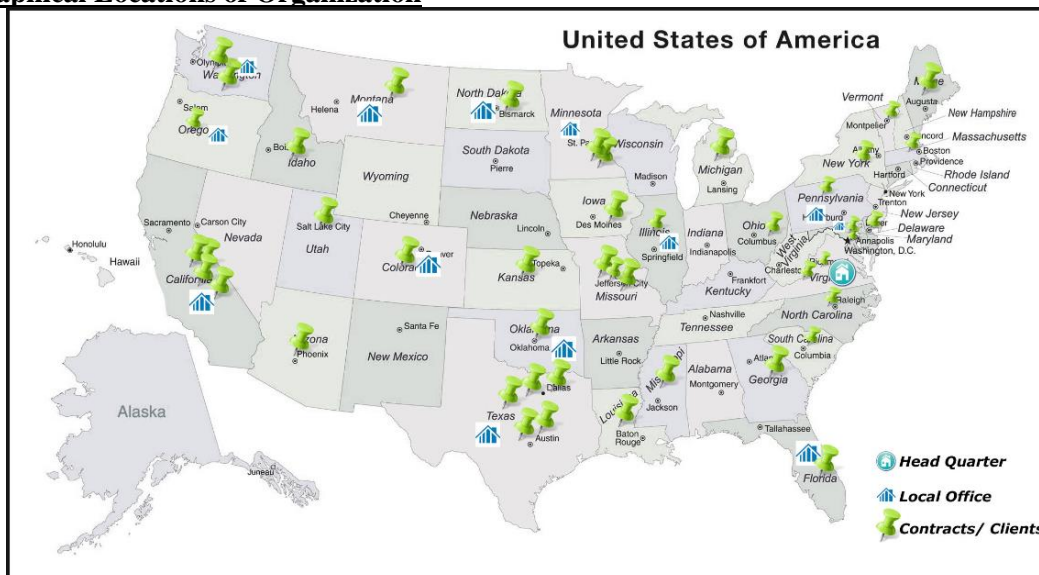
1.3 Information on Company Size, Industrial Track Record, Financial Stability, and Years in Business

1.3.1 Company Size

Elegant Solutions is an IT Organization with twelve employees – providing variety of consulting services to its clients across the nation, along with equal number of independent consultants and subcontractors. Elegant Solutions leverages its mature and certified processes to provide a variety of standard and customized solutions and programs to help clients optimize their supply chain and increase time to market the workforce requirements. Through 20+ years of experience, we have developed and refined every step of the full lifecycle for staffing fulfillment and consultant management practice. Elegant Solutions uses

latest technology and recruiting methods to source, onboard & manage qualified consultants and its subcontractors. Elegant Solutions workforce solutions help clients increase efficiency, accelerate project progress, cut costs, and enhance their competitive edge. Elegant Solutions leverages its service delivery model to source, screen, and place temporary/ permanent labor across general skillsets in well-populated as well as remote geographies

1.3.2 Industrial Track Record

Through our contract, contract-to-hire, and direct hire Temporary labor services, we leverage our vast pool of technical and skilled labor professionals to provide solutions for our clients' unique workforce needs. Elegant Solutions is holding similar contract for providing Temporary Labor Services since inception in year 2001, as depicted in table below.

Contracts

Client	Services/ Contract Title	Duration
Pima County Community College District	Information Technology Services and Consulting	Apr 2018 - Apr 2023
Eastern Municipal Water District	As Needed Computer Services IBM Maximo CMMS Database Administration Microsoft SharePoint Online Managed Services	Jul 2018 - Jun 2020
Superior Court of California, County of Orange	Temporary Staffing Services	Oct 2015 - Oct 2020
California Department of General Services (DGS)	Information Technology Consulting Services	Apr 2017 - Apr 2020
California Mass Agreement Schedule	IT Staff Augmentation	Jan 2016 - Jan 2021
Judicial Council of California	Technical Staff Augmentation Services	Jul 2016 - Jun 2019
City of Sunnyvale	Professional and Technical Information Technology and Contracting Services	Feb 2017 – Jan 2022
City and County of San Francisco Office of the Controller	Enterprise Resource Planning System Consulting Services	Apr 2017 - Apr 2021
CalPERS	Information Technology Consultants Spring-Fed Pool	Jun 2015 - Sep 2020
Denver Public Schools	Consulting Professional Development Services	Aug 2018 - Jun 2019
Washington Metropolitan Area Transit Authority	Staff Augmentation	Apr 2015 - Apr 2020
State of Delaware	Professional Services Information Technology Project Staffing	Nov 2016 - Oct 2019
Miami-Dade County Public Schools	Information Technology Consultants	Aug 2015 - Aug 2020
Pinellas County	Information Technology (IT) Resources for Business Technology Services Department	Mar 2017 - Mar 2022
State of Iowa	IT Managed Services	Jul 2016 - Jul 2022
State of ID	Statewide Information Technology Contracted Services	Jun 2015 - Jun 2019
Cook County	IT Consulting - Application Development	Nov 2018 - Jul 2019
City Colleges of Chicago	Technical Staff Augmentation Services	Jul 2016 - Jun 2018
Office of the Illinois State Treasurer	IT Infrastructure Improvement Services	Sep 2018 - Aug 2028
University of MA	IT Staff Augmentation	Mar 2016 - Feb 2019
Department of Information Technology	Consulting and Technical Services + (CATS+)	Apr 2013 - Apr 2028
Anne Arundel County	IT Professional Services Procurements	Nov 2017 - Jun 2024

Maryland Health Benefit Exchange	IT Consulting and Technical Services IDIQ	Jul 2018 - Jun 2021
Baltimore County Public School	Information Technology Staffing Services	July 2018 - July 2023
Prince George County	Consulting and Technical Services (CATS II)	May 2015 - May 2021
Montgomery College	1. Information Technology Contracting Services 2. IT System Management - Sr. Systems Engineer 5. Application Support & Software Engineering - Sr. Application Programmer	Jul 2018 - Jun 2019
State of MN	SITE Master Contract Program Application	Jun 2018 - Jun 2023
Hennepin County	2019_IT_Consulting_Services_Program	
City of Minneapolis	Staff Augmentation Consulting Service	Jan 2019 to Dec 2021
Office of States Courts Administrator	IT Temporary Services - Qualified Contractor List	Jul 01, 2018 - Jun 30, 2019
State of MO	Statewide Project Based IT Consulting services	Jun 2018 - Jun 2020
University of MO	Professional Consulting Services	Sep 2018 - Aug 2023
State of MT	Master Contract for IT Services – Addition to Existing Contract # SPB06-1263B	Jul 2013 - Jun 2021
State of NC	Short Term IT Staffing Open Enrollment	Nov 2017 - Nov 2021
State of ND	Information Technology Professional Services Contract - SharePoint Consulting services	Jun 2017 - Sep 2020/24 months extension option
Financial Information Services Agency and Office of Payroll Administration, NY	Information Technology and Other Consultant Services	Jul 2017 – Jun 2020
City of Cincinnati	Citywide IT Staff augmentation Services	Sep 2017 - Sep 2022
OHIO University	IT Employee Recruitment	May 2018 - Jun 2020
CMHA, OH	Contract Labor Services	Nov 2018 - Nov 2023
State of OK	Statewide contract that encompasses all spectrums of IT Services	Apr 2018 - Mar 2019
University of Oklahoma	IT Staffing and Consulting Services	Jul 2017 - Jun 2019
State of OR	Information Technology Consulting Services	Apr 2018 - Apr 2020
City of Philadelphia, PA	Information Technology Staff Augmentation	Nov 2015 - Oct 2019
State of TX	Information Technology Staff Augmentation	Aug 2016 - Aug 2020
City of Houston, TX	Enterprise Application Support Services	Sep 2018 – Aug 2023
Utah Transit Authority	IT Professional and Technical Services	May 2017 - Apr 2022
Virginia Retirement System	Pen Testing	May 2016 - Apr 2022
Community Transit, WA	On-Call IT Consulting Services Roster	May 2018 – Apr 2023
Seattle Public Schools, WA	Temporary Staffing Services	Sep 2018 - Aug 2021
King County, WA	ERP Systems Operations	Sep 2018 - Aug 2023
State of WA	ITPS	Currently going on

Projects

Client	Services Performed	Period of Performance
Corpus Christi Independent School District, TX	Programming services along with designing, developing and upgrading software programs	Sep 2012 – Aug 2018
Department of Labor, Licensing and Regulation, MD	MDOCS project - Technical staffing services to provide support for database, application and supporting applications	Apr 2015 – Dec 2022
Department of Labor, Licensing and Regulation, MD	ForeClosure project - Application Development Services	Mar 2017 – Feb 2020

Maryland Transportation Authority (MDTA)	Provide support, management and installations for web server systems and associated web services	Apr 2014 – Dec 2019
Maryland Department of Transportation (MDOT)	Subject Matter Expert	Oct 2016 – Apr 2017
Administrative Office of the Courts, MD	Application System support	Jul 2018 – May 2021
Department of Public Safety, MN	Scrum Development services	Aug 2015 – Oct 2019
Department of Health and Welfare, ID	Software Testing Services	Oct 2015 - Present
	Software Quality Assurance Analysis	
	Business Process Analysis	
	Data Warehouse Business Intelligent Specialist	
	Business Process Analyst	
NYCERS, NY	Project Management Services	May 2016 – Jun 2021
Supreme Court of OK	Database Administration Services	Apr 2018 – Jun 2021
City of Houston, TX	ServiceNow Consulting	Nov 2019 - Present
	Cyber Security Consulting	
	Project Management	
	Application Development Support	
	Database Administration Support	
Postal Regulatory Commission (PRC)	Paralegal Consulting	Oct 2018 – Sep 2021
Oklahoma Department of Career and Technology, OK	Project Management Services	Jan 2014 – Mar 2021
	Technical Writing Services	
	Database Administration Services	
California Public Employees' Retirement System, CA	Web Penetration Testing Services	Jan 2016 - Present
	Business Continuity Planning	
Washington Area Metropolitan Transit Authority	Sr. Helpdesk Technician	Sep 2017 – Jun 2021
	Trainer – Senior Level	
	Business Analyst	
MT Department of Environmental Quality	.Net Developer/ DBA/Architect	Jan 2017 – Jun 2019
City of Philadelphia, PA	Technology Trainer/ Database Programmer	Apr 2016 – Oct 2018
	Trainer	
	Administrative Assistant	
NY City Human Resources Administration (HRA) NY	.Net Developer and COGNOS Developer	Feb 2021 – Jan 2023
San Antonio Housing Authority (SAHA)	Technical Support Services	Jun 2018 – Feb 2019
TX Health and Human Services Commission (HHSC) Enterprise	Programmer/ Developer Analyst	Jan 2019 – Aug 2020
	Business Analyst	Oct 2018 – Aug 2020
MDEK12 – Mississippi Department of Education	SharePoint Administrator	Feb 2020 - Present
	Quality Assurance Analyst	Dec 2019 – Nov 2020
City of Cincinnati, OH	Software Programmer	Jan 2020 – Sep 2020
MS Department of Environmental Quality	.Net Programming Support	Aug 2020 - Present
National Institute of Health	SharePoint Development	Sep 2020 - Present

1.3.3 Financial Stability

Elegant Solutions is financially strong and stable firm with no unpaid debts from anyone. We have steady flow of revenue and income from existing 5 years contracts with many states, local and federal governments. Elegant Solutions has $2.1M at our disposal currently.

- ✓ $1.5M cash at hand (not pledged to anyone)
- ✓ Unused and open lines of credit: $85,000.00
- ✓ Company Management is willing to inject an additional $700,000.00 of their own personal financial, if needed.

Elegant Solutions has excellent existing relationship with Banks corporate funding firms and venture capitalists, so we can get additional funding beyond $2.1M when needed. We are more than willing to produce the bank statements if needed. We have been able to financially fulfill all the contracts in last 20+ years without any default. Elegant Solutions has been continuously profitable for the last 20+ years.

Years in Business

We have been providing Temporary Labor Services like those required under this solicitation over the past 20+ years.

1.4 List of Accounts

Reference #1

State of Maryland	
Company/ University Name and Address	**Name**: Maryland Department of Information Technology **Address:** 100 Community Pl, Crownsville, MD 21032
Point of contact name, title, e-mail, and telephone number	**Name**: Sini Jacob **Email:**catsplus.doit@maryland.gov **Telephone Number**: 410-697-9677
Contract Title	Consulting and Technical Services + (CATS+)
Contract Number	060B2490023
Length of Service	May 2013 – Apr 2028
Services Rendered	The Department of Information Technology (DoIT) intends to procure information technology (IT) consulting and technical services for the State of Maryland, giving State agencies with the flexibility of obtaining IT resources quickly and efficiently by issuing Task Order Requests for Proposals (TORFP) or Requests for Resumes (RFR) specific to its needs. DoIT awarded master contract to Elegant Solutions, and we are currently providing services on below task orders:
Task Orders Awarded	

Name of Department	Project Title	TO Number	Period of Performance	Project Value
Maryland Transit Agency	Information Technology (IT) Systems Operations, Maintenance and Support	J01B4400002	Jul 2014 - Jul 2019	$5.5M
Department of Labor, Licensing and Regulation	Maryland Overpayment Case Management System (MDOCS)	P00B5400040	Apr 2015 - Apr 2020	$3.15M
Department of Transportation	Inventory Asset - Subject Matter Expert	J01B6400037	Oct 2016 – Apr 2017	$73,000.00
Department of Labor, Licensing and Regulation	Foreclosure Systems Enhancement	P00B7400010	Mar 2017 – Feb 2020	$542,000.00

Reference #2

State of Idaho	
Company/ University Name and Address	Department of Administration, ID **Address:** 650 W State St, Boise, ID 83702
Point of contact name, title, e-mail, and telephone number	**Name**: Gregory Lindstrom **Email:** gregory.lindstrom@adm.Idaho.gov **Telephone Number**: 208-332-1609
Contract Title	Statewide IT Contracted Services
Contract Number	SBP015201082
Length of Service	Jun 2015 – Dec 2021
Services Rendered	To provide State and public agencies quality contracted information technology providers to assist State and public agencies with information technology needs per the described services of this solicitation.
Task Orders Awarded	Elegant Solutions is providing services on following Project Service Orders (PSO)

Name of Department	Project Title	PSO	Period of Performance	Project Value
Department of Health and Welfare	Software Quality Assurance Analyst 3 (SQAA3)	270-032416-58	Apr 2016 - Oct 2019	$346,052.00
Department of Health and Welfare	Business Process Analyst (BA)	270-033116-59.3	May 2016 – May 2017	$370,448.00
Department of Health and Welfare	Software Tester 3	270-091115-34.3	Oct 2015 – Apr 2018	$464,536.80
Idaho Transportation Department	Data Warehouse Business Intelligence Specialist	2017-DMVMOD-SSRS	Nov 2017 - Jun 2018	$45,000.00
Department of Health and Welfare	Software Engineer 3/ Java Developer	270-053118-140	Jul 2018 – Jan 2020	$212,160.00

Reference #3

Orchestra Technologies	
Company/ University Name and Address	Orchestra Technologies **Address:** 17740 Preston Rd Dallas, Texas 75252
Point of contact name, title, e-mail, and telephone number	**Name**: Neeraj Narang **Email:** nnarang@orchestratechnologies.com **Telephone Number**: 443-333-8177
Contract Title	Temporary Staffing Services
Contract Number	Jan 2015 – Dec 2020
Length of Service	To provide Temporary Staffing Services
Services Rendered	Elegant Solutions is providing services on following Task Orders

Project Title	Project ID	Period of Performance	Project Value
Application Development and Project Management	2014/04/EEWS/25-01	May 2015 – Dec 2015	$217,600.00
Technical Services	2014/04/EEWS/25-02	Jul 2016 – Dec 2017	$67,200.00
Financial Services	2014/04/EEWS/25-03	Mar 2017 – Feb 2018	$168,960.00
Content Manager	2014/04/EEWS/25-04	Aug 2018 – May 2020	$416,000.00
Product Manager	2014/04/EEWS/25-05	Sep 2019 – Jul 2020	$95,750.00

2 PROJECT STAFF QUALIFICATIONS/EXPERIENCE

2.1 List of Total Number of Employees – Job Titles and Experience

2.1.1 Number of Employees, Job Titles and Experience

For this project, Priyanka Arora will be the Single Point of Contact and the key management personnel assigned to the state accounts. She holds the responsibility to ensure that expectations are met in a timely manner. In the last 20 years, Ms. Arora has gained experience in management that stems from the execution of staff augmentation and vendor management services. The below matrix defines the qualifications, experience, certifications and responsibilities our key personnel:

Name	Qualifications and Experience in short	Certifications	Responsibilities
Priyanka Arora, Sr. Program Manager (Primary resource)	M.S. (Information systems) + 20 years of Management experience in Topmost organizations of the world including JP Morgan Chase, AT&T, etc.	PMI Certified PMP	• Single point of contact (SPOC) to manage the contract. • Regular meetings (tele-call/ in-person) with Center Contract/ Project Manager to monitor contract performance. • Ensuring and tracking contract requirements.
Vikas Arora, President (Backup resource)	Master's Degree in Computer Application and MBA (General Business Administration) and over 32 years of Experience in IT Industry	PMP from Project Management Institute (PMP) ITIL V3 Certified Oracle Certified Professional (OCP) Sun Certified in Java Technology (SCJP) CompTIA Security+ certified	• Single point of contact, in case of any escalations required. • Overall responsibility to deliver contract deliverables. • Regular communication with Center to understand contract performance. • Guidance and directions to Elegant Solutions' management team to accomplish contract requirements. • Serve as the point of contact for customers on contractual matters.

2.1.2 Resume

Name	Priyanka Arora
Proposed Role	**Sr. Program Manager**
Summary of Experience	

- Priyanka is a seasoned Management and Technical professional responsible for managing many of large-scale programs and responsible for the overall strategic direction of the company.
- Experience handling IT Staffing contracts with over 35+ state/ local government agencies. Hands on experience in soliciting business from current and new accounts.
- She manages huge portfolio of successfully managing numerous accounts (contracts) pertaining to Project based staffing and IT Staff augmentation with following State/ Federal Government key clients:
    - *Department of Information Resources, State of Texas*
    - *Department of Information Technology, State of Maryland*
    - *Washington Metropolitan Area Transit Authority*
    - *Department of Administration, State of Idaho*
    - *Department of Enterprise Services, State of Washington*
    - *State of Minnesota*
    - *State of California*

- o *City of Houston*
  - o *City of Philadelphia*
  - o *Corpus Christi Independent School District*
  - o *Richardson Independent School District*
  - o *Office of Management and Enterprise Services, State of Oklahoma*
  - o *US Department of Energy*
  - o *US Department of Interior*
  - o *US Department of Air Force*
  - o *US Department of Army*
  - o *National Institute of Health*

- Priyanka is PMI certified PMP, ITIL certified and holds Secret clearance from DOD
- She is responsible for ensuring customer satisfaction through consistent follow-up regarding any key concerns or priorities. She is part of Quality Control team at Elegant Solutions.
- Overseeing business activities to ensure a high standard of professional excellence is maintained among staff members. Providing project management services to manage overall contracts.
- Directing business functions including, approval of overall project plan, budgets, and work breakdown structure. Establishing and implementing short- and long-term strategies to deliver services to customers within reasonable schedules and budgets.
- Marketing and business development for the Regional Healthcare Practice, including visits to prospective clients, proposal development, and interviews
- Development of project work plans with fee and hour breakdowns for each phase and service discipline. Demonstrated experience in cross-functional, cross-disciplinary project management/project leadership
- Defines project scope and objectives based on business unit needs combined with a thorough clinical understanding of enterprise business systems and industry requirements
- Reviews the analytics and reporting of others within the department
- Provides data for leadership to make decisions of considerable impact and consequences involving quality operations. Lead teams of consulting personnel to deliver results on client projects
- Establishing and communicating goals and objectives, defines methodologies, tasks, and activities, and clearly describes roles and responsibilities for performing to personnel. Communicating broadly to help ensure overall coordination for cross-functional teams.
- She is managing sub-contracting business relationships with our strategic partners such as Advanced Analytical Systems, Inc., Orchestra Technologies, Techno Edge Consultants, Web Professional Consultants, Bullz Eye Group, We-Think It and DHA, Inc.
- Manage client engagements, ensuring delivery of solutions for complex IT, business, and client requirements, analysing Business & IT Challenges; applying Strategic Innovative Thinking for Insights; applying Strategic Risk Taking; managing Complex Business Outsourcing Contracts.
- Advise on Large or Complex Engagements; Coordinating project management activities to ascertain projects should complete on time and within budget.
- Dedicated focused individual who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals.
- Reviewing and administering contracts and modifications; preparing contracts for bidding & negotiations; prepared contract review records and obtained necessary management approvals.
- Negotiating major complicated contracts and contract changes with customers and contractors. Preparing and maintaining contract documentation and providing information to management team for status and budgetary control purposes
- Developed strong relationships and established rapport with clients by demonstrating her knowledge of their business and discretely working with them on their issues of concern.
- Successfully managed IT business contracts worth over $10M and negotiated the terms and conditions.
- Successfully led a year long, complex, high profile procurement study involving analysis of workload management, compliance with regulations, staffing issues and management reporting structure. Re-engineered the entire data call reporting process. Secured relationship engagement

at decision-maker level.
- Establish and communicate goals and objectives, defines methodologies, tasks, and activities, and clearly describes roles and responsibilities for performing to personnel.
- Manage client engagements, ensuring delivery of solutions for complex IT, business, and client requirements.
- Lead Development of Complex Deals/ Bids; and applying Risk Management Skills Part of the responsibility can include working with the opportunity identifier in the final stages of deal qualification or program content development.
- Stay abreast of change factors (such as economic conditions, financial performance, global competition, business strategy, mergers, acquisitions, and growth) that can influence programs.
- Extraordinary team leader, an astute businessperson, exhibit exceptional business insight, show executive/boardroom presence, outstanding judgment, and excellent executive level oral and written communications skills.
- Advise on Large or Complex Engagements with strong exposure in designing, developing & administering Data warehouses.
- Oracle Application server Administration [Both Production (24 X 7) and Development environment], Data modelling, Database design, Data Analysis and Data Migration.
- Designing Corporate Intranet Applications using Oracle Portal.
- Designing ETL strategies using PL/SQL, Informatica and Oracle warehouse builder.
- Exposure in Custom Application Software Development [Structured System Analysis & Design]
- Conforming to CMMI Level 3 & ISO 9001:2008.

Education

- Master's Degree in Computer Information Systems from Strayer University in Washington, DC
- Advanced Post Graduate Diploma in Computer Applications from DOEACC [A Grade], 1997
- Bachelor's degree from Delhi University 1996.
- PMI Certified PMP

Chronological Relevant Work History

Elegant Enterprise-Wide Solutions, Inc. – Sr. Program/ Project Manager (Apr 2004 – Present)

JP Morgan Chase Vastera, Inc. – Project Manager (Apr 1999 – Apr 2004)

AT & T (Data Warehouse to Support Customer Intelligence Group) – Data Warehouse Developer Mar 1998 – Apr 1999

JML Ltd. New Delhi, India – Technical Lead/Sr. Analyst (Jul 1995 – Mar 1998)

2.2 Available Staff Skill Sets

2.2.1 Skill Set

Position	Experience
Cost Accountant	**Education**: Bachelor's Degree from an accredited college or university in Economics, Business, Accounting, Finance, or related discipline. A Master's degree and CPA are preferred. **General Experience**: A minimum of eight (8) years relevant experience as a cost analyst or involved in analysis in business-related subject areas such as accounting, finance or economics. **Specialized Experience**: At least five (5) years of experience in financial cost accounting with demonstrated success in analyzing information systems.
Systems Administrator	**Education**: An Associate's degree from an accredited college or university in Computer Science, Information Systems, Business or other related technical discipline. A Bachelor's Degree in one of the above disciplines equals one-year specialized and two (2) years general experience. An additional year of specialized experience may be substituted for the required education. **General Experience**: Two (2) years of experience in a computer-related field. **Specialized Experience**: One (1) year of experience administering multi user, shared processor systems and data communications networks.

Computer Software/Integration Analyst	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. **General Experience**: Must have eight (8) years of progressive working experience as a computer specialist or a computer systems analyst. **Specialized Experience**: At least five (5) years of experience as a Computer Systems Analysts
Computer Systems Analyst	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. **General Experience**: Must have eight (8) years of computer experience working independently or under general direction on complex application problems involving all phases of systems analysis. **Specialized Experience**: At least five (5) years of experience in analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, to include experience in Database Management Systems (DBMS), and use of programming languages. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs
Financial Analyst	**Education**: Bachelor's Degree from an accredited college or university in Economics, Business, Accounting, Finance, or related discipline. A Master's degree and CPA are preferred. **General Experience**: At least eight (8) years progressive experience as an analyst or involved in analyst type functions in a business related subject area such as accounting, finance or economics. **Specialized Experience**: At least five (5) years of financial management experience with demonstrated ability in analyzing information systems.
Application Developer	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or five (5) years of equivalent experience in a related field. A Master's Degree is preferred. **General Experience**: Must have three (3) years of computer experience in at least two of the following disciplines: system analysis, system programming, application programming, and equipment analysis. **Specialized Experience**: At least one (1) year of experience developing applications using advanced technologies, including Internet protocols or web-based technology. Technologies include HTML, CGI applications, PERL or JavaScript, and Java
Applications Development Expert	**Education**: Preference for a Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field or equivalent work experience. **General Experience**: At least seven (7) years of IT and business/industry work experience. **Specialized Experience**: At least three (3) years as Technical expert in IT organization. Coaches and mentors more junior technical staff. Provides technical input into the most complex and high impact IT decisions. Accountable for the most complex enterprise-wide applications and issues, translating highly complex concepts for peers and customers.
Applications Programmer	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

	General Experience: Must have five (5) years of computer experience in information systems design. **Specialized Experience**: At least three (3) years of experience as an application programmer on large-scale DBMS, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives.
Application Architect	**Education**: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Mathematics or other related scientific or technical discipline. Master's degree preferred. **General Experience**: At least 10 years of experience planning, designing, building, and implementing IT application systems. Must have led or been chief architect in a major IT applications implementation effort. Must have a strong background in software engineering principles and techniques. **Specialized Experience**: At least six (6) years of experience in designing medium to large-scale sites and management of at least five Internet projects.
Internet/Web Architect	**Education**: Preference for a Bachelor's Degree in Computer Science, Information Systems, or other related field or equivalent work experience. **General Experience**: At least five (5) years of IT work experience. **Specialized Experience**: Has worked independently or as a part of a team under general supervision and coached more junior technical staff. Technical expert in IT organization. Provides input into highly complex and high impacting decisions as it relates to area of expertise.
Audit Manager	**Experience**: At least four (4) years of telecommunications billing audit experience. Such experience must have included the supervision of other auditors engaged in the telecommunications billing audit process.
Audit Supervisor	**Experience**: At least two (2) years of telecommunications billing audit experience. Such experience must have included the supervision of other auditors engaged in the telecommunications billing audit process
IT Auditor	**Education**: CPA required. Bachelor's Degree from an accredited college or university in Accounting, Finance, Business, Computer Science, Information Systems, or related field. **General Experience**: At least 10 years auditing experience. **Specialized Experience**: At least seven (7) years of experience in IT audits. Proficient in generally accepted IT standards, statements and practices and IT security and control practices.
Computer Graphics Illustrator	**Education**: High school diploma or equivalent. An additional year of specialized experience may be substituted for the required education. **Total Experience**: Three (3) years of experience in creating and generating graphics using computer graphics software
Computer Operations Center Specialist	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. **General Experience**: This position requires a minimum of five (5) years of experience. **Specialized Experience**: At least three (3) years of specialized experience working in a computer operations center. Ability to function in a multi-system and/or multi-application environment. Ability to operate and monitor multiple terminals. Knowledge of data processing operations, equipment, procedures, and workflow. Knowledge of environmental requirements of mainframes, servers and other hardware. Knowledge of emergency security procedures for a computer operations center.
Computer Programmer	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

	General Experience: Must have eight (8) years of programming experience in software development or maintenance. **Specialized Experience**: At least five (5) years of experience in IT systems analysis and programming.
Computer Specialist	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. **General Experience**: Must have eight (8) years of computer experience in at least two of the following disciplines: system analysis, system programming, application programming, and equipment analysis. **Specialized Experience**: At least five (5) years of experience either as a computer hardware or systems software specialist or as a systems analyst with duties relating to the evaluation of third and fourth generation of current state-of-the-art computer hardware and software and its ability to support specific requirements for hardware and software evaluation, system management, or large-scale system development and maintenance.
Database Management Specialist	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. **General Experience**: Must have six (6) years of experience in DBMS systems analysis and programming. **Specialized Experience**: At least three (3) years of experience in using current DBMS technologies, application design utilizing various database management systems and experience with DBMS internals.
Database Manager	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. **General Experience**: Must have seven (7) years of experience in the development and maintenance of database systems. **Specialized Experience**: At least five (5) years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.
Information Engineer	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. **General Experience**: Must have eight (8) years of experience in managing the implementation of information engineering projects and experience in systems analysis, design and programming using CASE and IE tools and methods. **Specialized Experience**: At least five (5) years of experience in information systems development, functional and data requirement analysis, systems analysis and design, programming, program design, and documentation preparation.
Network Engineer	**Education**: A Bachelor's degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering or other related scientific or technical discipline. If applicable, shall be certified as network engineer for the specific network operating system as defined in the State task request. The certification criteria are determined by the network operating system vendor. **General Experience**: Nine (9) years of experience in a computer-related field. **Specialized Experience**: Seven (7) years of progressive experience in planning, designing, implementation, and analyzing data or telecommunications networks. Must have experience with network analysis/management tools and

	techniques and be familiar with Personal Computers (PCs) in a client/server environment. Must be familiar with IT technology and long distance and local carrier management.
Network Security Engineer	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree in one of the above disciplines equals one-year specialized and two years general experience. An additional year of specialized experience may be substituted for the required education. **General Experience**: This position requires a minimum of eight (8) years of computer-related experience. **Specialized Experience**: At least five (5) years of specialized experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and security management.
Systems Engineer	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. **General Experience**: Must have six (6) years of experience in systems engineering. **Specialized Experience**: At least three (3) years of experience in the supervision of system engineers, and demonstrated use of interactive, interpretative systems with on-line, real-time acquisition capabilities.
Geographic Information Systems Specialist	**Education**: 1) A Bachelor's Degree from an accredited college or university in Geography, GIS Technology, Cartography, Computer Science, or related field with at least nine (9) credit hours in courses specifically related to GIS operation/management. **Experience**: Two (2) years of professional experience is required in GIS, cartography, CADD, or a related field without the appropriate college degree.
Help Desk Specialist	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. **General Experience**: This position requires a minimum of seven (7) years of experience in a business IT environment with emphasis on PC computer hardware and applications. General experience includes, but is not limited to: information systems development, work in the client/server field, or related fields. **Specialized Experience**: At least five (5) years comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as work on a help desk. Demonstrated ability to effectively communicate orally and in writing and to have a positive customer service attitude.
Internet/Intranet Site Developer	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. **General Experience**: Must have five (5) years of web development experience using current Web development and graphic tools, as well as, Web Server and database administration. **Specialized Experience**: At least three (3) years of experience designing, developing and deploying Web sites and/or Web applications, including product selection, configuration, installation, maintenance, and site specific Web development languages and relational databases.
Network Administrator	**Education and other Requirements**: An Associate's degree from an accredited college or university in Computer Science, Information Systems, Engineering or a related field, or two (2) years of college or university study in Computer Science, Information Systems, Engineering or a related field. If applicable,

	should be certified as a network administrator for a specific network operating system as defined in the State task request. Certification criteria is determined by the network operating system vendor. Two (2) additional years of specialized experience may be substituted for the required education. **General Experience**: Two (2) years of experience in a computer-related field. **Specialized Experience**: One (1) year of experience in one or more of the following areas: data communications engineering, data communications hardware or software analysis, network administration or management, data communications equipment installation and maintenance, or computer systems administration and management.
Program Manager	**Education**: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, and Information Systems, Business or other related discipline. Master's degree and/or project management certification is preferred. **General Experience**: At least 12 years of experience in program or project management. **Specialized Experience**: At least eight (8) years of experience in supervision or oversight of IT related programs or projects.
Project Manager	**Education**: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, and Information Systems, Business or other related discipline. Master's degree or project management certification is preferred. **General Experience**: At least five (5) years of experience in project management. **Specialized Experience**: At least five (5) years of experience in managing IT related projects and must demonstrate a leadership role in at least three successful projects that were delivered on time and on budget.
Quality Assurance Consultant	**Education**: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems or other related discipline. A Master's degree preferred. **General Experience**: At least eight (8) years information systems quality assurance experience. **Specialized Experience**: At least five (5) years of experience working with statistical methods and quality standards. Must have good QA/process knowledge and possess superior written and verbal communication skills.
Subject Matter Expert	**Education**: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. **General Experience**: Must have seven (7) years of experience in the IT field. **Specialized Experience**: At least five (5) years of combined new and related older technical experience in the IT field directly related to the required area of expertise.
Technical Writer/Editor	**Education**: Associate's Degree in related field. A Bachelor's degree is preferred. **General Experience**: A minimum of five (5) years of experience in this area. **Specialized Experience**: At least two (2) years of experience in preparing and editing documents, including technical documents. Also includes researching for applicable standards.

2.2.2 Quality of Staff over the Term of the Agreement

Elegant Solutions have a well-documented and proven methodologies and processes to handle recruitment, hiring, on-boarding, retaining, promotion, attrition and all the areas involved in the recruitment process. Based on knowledge of the requirements, of UCF, our account management team, led by our account manager will quickly fill your staffing needs from our large pool of pre-qualified candidates. In addition, Elegant Solutions will customize its recruitment and matching processes according to your projected staffing requirements.

We ensure quality through an extensive interview process that is periodically revisited and evaluated for effectiveness. Elegant Solutions will conduct competency assessments of personnel for program, project, and task order execution by examining the potential of the employee and understanding their background, education level, skills being brought to the project, and experience from previous performances/projects. Through our extensive workforce and requirements analysis and assessment, Elegant Solutions is able to successfully match the right individuals with your most challenging project requirements.

Plan for Absences and Back-Up Coverage

We have built an absence tracking process that is easy to maintain. This approach requires us to take advantage of digital tools, so that our team can collaborate with your team members. A spreadsheet is a possible choice along with proper resource management tools: apps for absence tracking are often

equipped with reporting features or a vacation request workflow. Our approach to deal with absence from work and the back up support is described through the figure above.
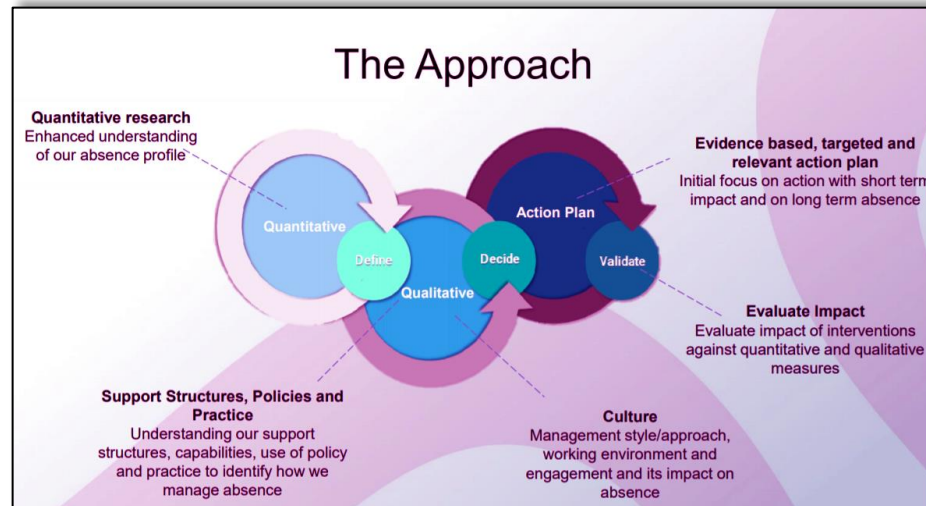
Elegant Solutions Personnel Replacement process fully automates the function of replacing an absent/ non-performing consultant with another equally or better experienced and skilled consultant. The order of events would occur as follow:

In case of Absence Notification:
1. Our consultants will be using Employee Absence Notification system to register an absence.
2. Personnel Replacement automatically determines a list of suitable replacement staff.
3. The system automatically contacts the most appropriate employee or contractor from the list and provides information about the shift and location.
4. The selected employee may then accept the shift or indicate why they cannot accept it.
5. Administrators and supervisors using the Personnel Replacement system can verify and change absence information, review voice messages from the absence, and access full reporting and export procedures, which allows absence information to be shared with other software products.

Upon receiving an absence notification, Personnel Replacement will automatically:
- Update the Absence Database to reflect the employee's absence
- Call the most suitable set of replacement or contract workers in preferential order (based on your business rules)
- Record the replacement information in the Absence Database
- Provide manual override through our on-demand secure portal for authorization of over-time
- Provide on-demand reports for tracking of paid leave accruals

In case of Non-Performing Consultants:
Upon receiving notification from client about non-performing consultant, Elegant Solutions concerned Account Manager will be active and look into this matter. He/ She will discuss with the consultant to understand the reason of non-performance. These may be resolved by giving project related trainings. Our SMEs will be available all the time to discuss the problems with our consultants to clear their doubts.

In case, consultant still not able to give best, we will provide replacement within days' time so that project timelines of our client may not suffer. Our Personnel Replacement process is a fully automated system that takes care of locating and contacting suitable personnel, as depicted below:
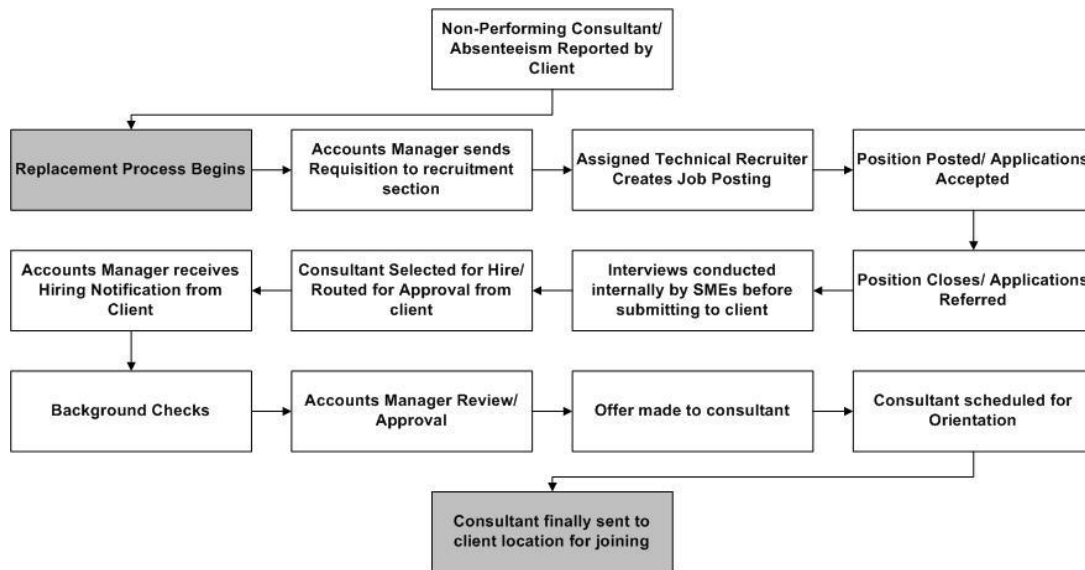
Automated Personnel Replacement Process

Background Checks and Staff Monitoring

Elegant Solutions has worked with numerous government and public agencies for numerous years and understands the importance security requirements pertaining to working for them. We perform thorough background investigations on all new employee candidates prior to assignment with our clients. During our background check a social security number check, motor vehicle search, a criminal history search, national criminal database search, credit history check, credit history check, County Superior Court search, and nationwide Federal Court search is mandate. Elegant Solutions works with a 3rd party vendor that provides criminal history background check, drug screening and alcohol checks that help organizations efficiently implement, manage and control employment screening programs. Elegant Solutions has the ability to investigate the following information about each applicant as needed.

We perform criminal background checks on all our resources before they begin work at client site. A background screening can also include bankruptcy, credit history, etc., depending upon client's requirement. Also, we investigate all candidates thoroughly. All candidates are qualified using internal procedures. Furthermore, we utilize third-party reporting to gather additional background information. As a result, the organizations we work with are able to avoid the cost of a bad hire.

After the candidate is selected, we perform a series of background checks and drug screenings. Elegant Solutions conduct reference checks, pre-employment background checks and drug screens at a cost-effective rate prior to on boarding every employee at client sites. Reference checks are also performed to confirm the candidates' ability to perform adequately in regard to the position.

3   SCOPE/PROJECT APPROACH

3.1   Special Projects Staffed and Membership in Professional Organizations, if any

None

3.2   Company's Capacity in Providing Services

3.2.1.1 Non-Management Services

Elegant Solutions has an impressive history of providing administrative and Clerical resources to public and private sector organizations across the country. We pre-screen the resources thoroughly so that our customer gets the best fit and the most reliable resource. We have skill matrix tests to measure the capability and determine the skill of each candidate. We provide necessary trainings to ensure enhancement of skill level from time to time and according to the requirements of our client. We place administrative and office support resources ad per our customer needs which varies from temporary hiring, direct hiring, and contractual based hiring (long and short term). As an experienced staffing agency, we know that needs change during business cycles and because of a constantly changing economy. Demand for employees can rise unexpectedly due to factors such as special projects, seasonal peaks, or the unexpected departure of a valued employee. Posting jobs, weeding through resumes, and interviewing can cause a strain on existing resources, costing a business valuable productivity. Our local administrative staffing services relieve that burden and help ensure that that our clients remain efficient, even in times of staff transition.

Whether part-time, full-time, temporary, temp-to-hire or direct-hire, we help fill a wide range of administrative, office and clerical positions, including:

- Administrative assistants
- Executive assistants
- Personal assistants
- Office managers
- Receptionists
- Clerks

Our goal is to go beyond recruitment and job placement services and become partners with our clients. We do this by building close relationships and developing a spirit of collaboration to understand specific company needs and culture. This helps improve efficiency, especially when needs change and positions need to be filled. In addition, by allowing us to manage the staffing process and related services, businesses can focus on what they do best. Elegant Solutions thoroughly evaluates our candidates to provide our clients with the competent and knowledgeable administrative staff they need. We conduct comprehensive assessments to ensure that candidates and companies are a good match on all levels. Elegant Solutions is comfortable working with small, mid-sized and large corporations. As our clients' businesses change and grow, we adjust our staffing services based on their requirements.

Experience

Client	Services Provided
Department of Navy	Elegant Solutions provided Senior Administrative Assistant and Senior Finance Manager resource to Department of Navy. Our resources helped in providing finance, contracting, policy, administrative, facilities, and procurement technician support services. Our hired Senior Administrative Assistant resource helped in: • Prepared briefings and reports on program activities • Supported program management functions, researched and analyzed new and emerging trends and data and recommended new programs or enhancements to existing programs

	• Conducted research, analyzed data and prepared reports and white papers using a variety of data gathering methods (online searches, interviews, surveys, questionnaires, polls, historical research, etc.). and analyzed, compiled and presented the acquired data • Developed briefings and meeting documentation, projections, memoranda, letters, reports, instructional guides, job aids, training material, charts, diagrams, and graphics and other management requested documentation • Assisted during meetings with note taking, document editing and presenting, and general meeting coordination efforts • Monitored timelines, milestone charts, assignments and deadlines • Assisted with the development of topics and agendas and execution of meetings, conference calls and/or training sessions • Used clear and professional communication and provided a high quality of customer service when drafting documents and interacting with Government personnel and the public • Compiled, reviewed and analyzed information and data to draft various reports, guidance documents and templates and to respond to various data calls
National Park Service	Elegant Solutions provided **Senior Administrative Assistant** resource to National Park Service's Washington Area Support Office-Washington Contracting Office (WASO-WCO). Our Resource helped in providing contracting, policy, administrative, facilities, and procurement technician support services.
Orchestra Technologies	• Elegant Solutions created a virtual admin team to expand the organization with a flexible service, without the necessary overhead costs, office space, or supplies. • Focus was on core business and to have confidence in back-office processes are being effectively managed
DHA, Inc.	• Elegant Solutions was hired for editing and creating office documents and correspondence using office automation software, i.e., graphic programs, databases, spreadsheets, and words processing programs. • We participated in receiving and analyzing incoming mail incoming mail in accordance with agency procedures, while conducting quality review on all outgoing mail and correspondence. • We managed individual case files, accounting for movement of files to various locations and channel them through the correct work process. • We also prescreened various envelopes, sort, collate, scan, and stamp all incoming mail, processed incorrect return mail, and pick up files in internal bins to mail out to recipient.
Bullz Eye Group	• We participated in managing day to day operation and establishing policy and procedure, work rules, performance, and productivity standards and by evaluating the efficiency and effectiveness of operations. • We participated in planning for and ensuring the professional development of subordinate supervisors; conducting effective meetings with staff and others in the judicial system community and analyzes and prepares written justification for requests for staff, furniture, and equipment. • We were also involved in resolving and assisting subordinates in resolving, the most unusual and complex systems, personnel, and customer service problems as they occur and prepared correspondence, studies, management reports and related reports on district and other related activities and issues.

3.2.1.2 Management Services

Our experienced Professional/Project Management team provides complete design, implementation, and IT process administration. We guide clients through critical decisions around their infrastructure, including matters of procurement and coordination, IT capital investment, and cost reduction. Our team of experts are on hand to support firms throughout their journey, and to ensure their IT strategy is aligned with overall company objectives and goals. We act on behalf of our clients to lead teams of consultants, stakeholders, contractors, and suppliers to intelligently implement the project brief whilst overcoming risks and constraints present in every software projects. We draw on our extensive delivery experience, industry-wide network, and best practice management systems to represent our clients' best interests, mitigate risks and plan the most proficient path towards project success.

Benefits of having Elegant Solutions as your Management Partner:
- Assurance on achieving the desired result
- Gain a fresh perspective on your project, and how it fits with your business strategy
- Prioritizing business' resources and ensuring their efficient use
- Setting the scope, schedule, and budget accurately from the start
- Stay on schedule and keep costs and resources to budget
- Improved productivity and quality of work
- Consistent communications among staff, suppliers, and clients
- Most satisfied stakeholders
- Gain a competitive advantage and boost your bottom line
- Gain complete transparency and visibility fostering growth and proper development of the product
- Final Delivery of a product that would add immense value to your business
- Our diverse experience gives us a notch above the rest

Experience

Client	Services Provided
New York City Employees Retirement System (NYCERS)	We provided project management services to work on assigned projects within the Legacy System Replacement Program. Our responsibilities are given below: • Lead the planning and implementation of medium to large projects from end to end. • Facilitate the definition of project scope, goals, and deliverables. • Define project tasks and resource requirements (specify goals, schedule tasks, identify risks, plan contingencies). • Provide direction and support to project team.

	• Work to understand scope of new projects and identify preliminary impacts for estimation. • Translate business needs into actionable documentation/specifications, including use case scenarios, models, and conceptual design diagrams to support iterative development. • Communicate clear information to ensure project teams understand project plans and requirements. • Conduct internal project status meetings cross-functional, integrated teams. • Prepare project status, meeting notes, and resource reports; keeps management and others informed of project status. • Generates innovative ideas to resolve problems. • Achieving all defined target goals and milestone dates for the project to ensure its overall success. • Participate in QA led test prep and planning activities, as well as defect triage to ensure projects are on track.

Richardson Independent School District, TX	• Developed documentation of criteria by which the special education data and business processes was acquired and evaluated.
	 • Developed Documentation of sufficient core SPED processes (current AS-IS) with established metrics. Also assisted in the following SPED services:
	   • Mandated by Federal and State legislature
	   • Given the complexity in terms of:
	     • the most students served,
	     • expansion across the district and
	     • the most District resources utilized to generate SPED services to students
	   • SPED services that generate the most revenue for the district
	 • Aligned with requirements/specifications to fit the IEP module within the SIS system.
	 • Served as liaison between the Special Student Services department and the selected vendor.

State of Idaho (Department of Health and Welfare)	• Analyzes business requirements, design documents for completeness and testability. Develops test plans, test scenarios, test cases, test data and test scripts for different types of testing activities • Performs execution of test cases, test scripts, captures test results, test metrics and reports them • Identified and tracks system defects. Performs root cause analysis of the defects and works with the development team to resolve them
WeThinkIT	• Worked with change management and transition teams to implement training and integrated legacy systems with new systems and processes • Received, analyzed, and audited the cell phone data from legacy companies and assisted with technology migration • Supported end users with new cell phone management requests, including interfacing with payroll for stipend setup • Responded to business requests for legacy billing information and answered questions about new policy
Web Professional Consultant	• Provided leadership in establishing and reporting on and around key project metrics to create more data driven, objective measures around project efficacy • Actively directed and managed the project life cycle from project kickoff through development, deployment, User Acceptance Testing support and launch • Responsible for budgeting and forecasting, expense reporting, risk management, status reporting, and execution

|	• Created project documentation and strategy plans
	• Account for complete project lifecycle from inception to closure
	• Collaborated with participants to determine project timeline

3.2.1.3 Technical Services

Elegant Solutions mission is to provide the most effective technical solutions for our clients. We use an agile approach that allows us to listen, evaluate, recommend, and deliver the best solution in a timely and cost-effective manner for our clients. Our team has experience in development that has helped companies reduce cost and increase operational efficiencies. We have developed and implemented integrated solutions for multiple industries, including financial, title insurance, printing, manufacturing, distribution, and non-profits.

Elegant Solutions can assist your company with all the details that go into making a project go smoothly. Whether you are moving to a new office or need granular reporting on shipments and deployments, Elegant Solutions will help you manage the IT coordination of your project to make sure your goals are met. Elegant Solutions service and coordination go beyond only normal planning. Our teams look at companies' business objectives to understand all the process and management needs related to IT projects. From ensuring oversight on every piece of inventory to making sure that new software is installed properly, Elegant Solutions can simplify your project's details.

Elegant Solutions technical services provide a desk-side client-driven experience. We manage the installation of new equipment, in and out of warranty repair, moves, etc. Technical services are provided to all sizes of customers, from small businesses to enterprise customers with a national footprint.

Our Technical Support teams support, maintain, and enhance your product or platform to augment the end customer experience that is critical for your business. As an experienced Technical Support partner, we will collaborate with you to establish well-defined process strategies that support your business objectives. Our stringent quality monitoring process and effective optimization models ensure predictable service levels and cost advantage.
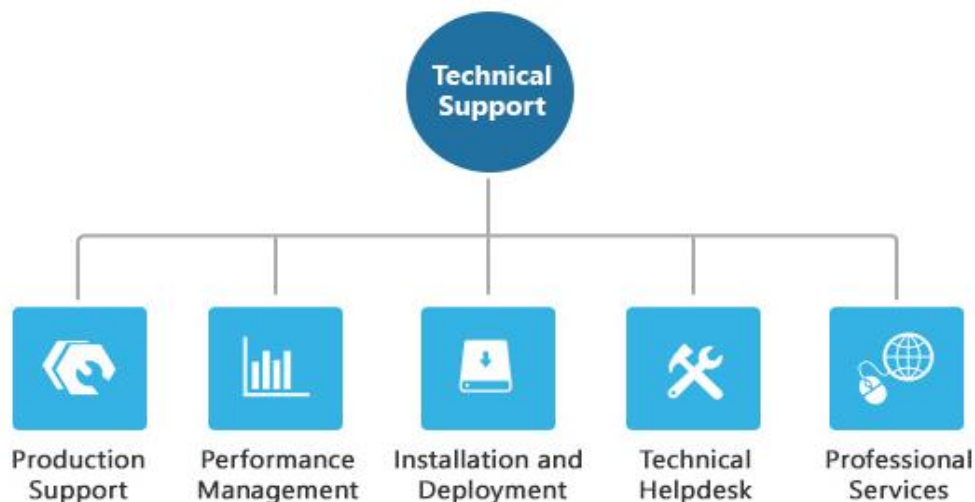
Our capabilities include
- Application support
  - Performance management
    - Application monitoring
    - Application maintenance

- o Change management
- o Configuration management
- o Application deployment
- o Performance tuning

- Product support
  - o Performance management
  - o User and feature support
  - o Product usability training or demo
  - o Deployment

- Technical helpdesk
  - o Technical service desk support
  - o User training and assistance

- ETL support
  - o Data migration
  - o Review, verification, and validation of data
  - o QA of data displayed on the application
  - o Data transformation

Experience

Client	Services Provided
Department of Environmental Quality, MT	• Design, develop, test and transition web-based .NET software applications to the production environment. • Analyze user requests to determine feasibility, cost benefit, and functional requirements. Manage or coordinate assigned tasks/projects • Identify possible problem areas and suggest or develops solutions • Develop web applications and services, including web mapping applications, for internal department use, as well as DEQ's public web sites. • Design, develop, and refine data migration scripts (Extract, Transform, and Load). Design and configure data integration procedures • Lead installation and configuration of databases on database servers • Database Design, including normalization, Data Migration and Conversion (i.e., legacy to new database structure), Data Cleanup, Data Maintenance, Database Management, Performance tuning, Microsoft SQL Server 2012, TortoiseSVN, Fluent Migrator Database Security, Performance load testing
Department of Labour, Licensing and Regulation, MD	• Develop and test jobs and SSIS packages to maintain interfaces with external applications. Develop and test SQL Server databases • Develop, test, and maintain graphical user interfaces and application business rules. Develop web pages for web, desktop and internet applications using Microsoft Asp.Net, CSS, XML, AngularJS etc. • Develop, test, and maintain graphical user interfaces and application business rules • Develop user and technical documentation for developed applications • MS Visual Studio 2008/10 Tools provide for SQL Server Management tools for SQL Server Analysis Server and SQL Server Integration Server. • Database and Application Server infrastructure architecture design and planning. Implemented high-quality, scalable and extendable SharePoint solutions and Performance monitoring and tuning.

	• Database Support - Database related support, SQL query and creation of reports to report about the data analyzed from time to time. • Developing Analytical Dashboards that allow various audiences to see the performance on program goals
Corpus Christi Independent School Districts, TX	Elegant Solutions was responsible for providing support in writing software code to upgrade and enhance custom software applications in various areas: ASP.net, C-Sharp, WCF, AJAX and Microsoft SQL Server. • Website and Application development using Microsoft Windows Communication Foundation (WCF) services. • Provide programming support for Corpus Christi customized business logic layer and extend its functionality. • Review existing system and modernize as per requirement with added functionality. Provide design support for Corpus Christi customized Data Warehouse and extend its functionality. • Provide SQL query optimization, RDBMS design and development of new web modules etc. using SQL • Perform upgrade, recode, redesign, or develop applications using Corpus Christi current programming standards. We also perform designing, coding, testing, and deploying service-oriented applications • Perform debugging for ASP.net, C-Sharp and WCF services utilizing a business logic layer in a multi-tier application environment • Used Microsoft Sync Framework and RESTful web API for data transfers
Advanced Analytical Systems, Inc.	• Maintained and enhanced existing web applications and all integrated systems utilizing C#, ASP.NET MVC4 Razor View Engine, XML, JavaScript, JSON, AJAX and jQuery. • Incorporated FedEx and UPS tracking info to company's customer facing website using web services and WCF. • Maintained existing database-driven web interfaces for rapid file transfer and data communication using SQL Server 2008 and utilizing various jQuery plugins • Designed and created optimized landing pages in HTML5 and CSS to support company' s marketing and promotional needs which includes Salesforce integration and cross-browser compatibility • Provided web support via email, phone, and other electronic communications. • Collaborated closely with owner, marketing team, and back-end developer to develop a strategy and plan website releases
Techno Edge Consultants	• Coordinated with Level 1 technical support specialists to take over calls outside their level of support. • Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length. • Escalated support desk tickets to Level 3 in the most crucial circumstances and after considerable time had been spent on a single ticket. • Onboarded and trained all incoming junior tech support specialists. • Assisted clients with widespread support for hardware, peripherals, network connections, and external software. • Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support.

3.3 Process for urgent requests

Elegant Solutions have a well-documented and proven methodologies and processes to handle recruitment, hiring, on-boarding, retaining, promotion, attrition and all the areas involved in the recruitment process. Based on knowledge of the requirements, of UCF, our account management team,

led by our account manager will quickly fill your staffing needs from our large pool of pre-qualified candidates. In addition, Elegant Solutions will customize its recruitment and matching processes according to your projected staffing requirements.

We ensure quality through an extensive interview process that is periodically revisited and evaluated for effectiveness. Elegant Solutions will conduct competency assessments of personnel for program, project, and task order execution by examining the potential of the employee and understanding their background, education level, skills being brought to the project, and experience from previous performances/projects. Through our extensive workforce and requirements analysis and assessment, Elegant Solutions can successfully match the right individuals with your most challenging project requirements.

Elegant Solutions will perform procedures identified in table below, our goal as a contractor is to fill any open positions and quickly integrate new staff with current UCF staff so they can assume full day-to-day mission responsibility to maintain and securely operate UCF systems and networks. All new hires will be made on contingent basis and will be made permanent upon COTR approval. We will present the qualified individual resume to the COTR and will offer the government the opportunity to hire the new personnel.

#	Action Item	Detailed Steps

1.	Client Requisition	• Determine Needs of Client & Define Position/Job Requirements
		   ➤ At this stage client determines the need of a contractor.
		   ➤ Get Client staff requisition
		   ➤ Write overview of the requisition

2.	Identify Ideal Consultant	• Establish Recruitment Strategy & Sources for Intensive Search of Ideal Consultant
		   ➤ Initially, search Elegant Solutions internal database of 50000+ consultants to identify the consultants who have previously worked with similar assignments/ Government agencies
		   ➤ Use Dice.com, Monster.com, CareerBuilder.com etc for posting the job to such job sites
		   ➤ Contact and send job to all relevant consultants/referrals
		   ➤ Identify consultants within 48 hours of the receipt of request

3.	Consultant Pre-Screening	• Analyze, Identify Qualified Consultant & Understanding Consultant Expectations
		   ➤ Carry out broad prescreening procedures that validate prior Government departments/agency's experience, motivation, salary, incentive, skill level, any security clearance
		   ➤ Determine whether the Consultant can join within client's specified days or not
		   ➤ Thoroughly discuss salary requirements and relocation needs (is required) with the Consultant
		   ➤ Evaluate outlook & aptitude test through open deliberations
		   ➤ Provide company's overview and explain benefits & remuneration

	Elegant Solutions' Internal Interview	• Technological and Communication Skill Evaluation
		   ➤ Conduct technical interview of Consultant by Senior professional based on job requirement
		   ➤ Perform assessment of the Consultant's technical skills, ability, qualifications
		   ➤ Check effective communication, creativity, analytical thinking, diplomacy, flexibility, change-readiness, and problem solving, leadership, team building, and listening skills.
		   ➤ Prepare the feedback form by filling results of the interview

4.	Consultant Submission	• Consultant Submission for Client Review & Approval for Potential Fit • Analyze client's environment; gather, analyze & document requirements
5.	Setting up Client Interview	• Chosen Consultant's Interview Scheduling with Client at a Convenient Date & Time

#	Action Item	Detailed Steps
		➢ Submit resume(s) with brief description of successful candidates & references ➢ Discuss interview schedule with hiring manager to set up successful candidates ➢ Set up interview either telephonic or face to face depending upon client's requirements
	Interview Feedback	➢ Gather interviewer feedback within 24 hours. ➢ Check candidate's references ➢ Inform interview results to the candidates
6.	Extend Job Offer for Final Selection	• Final Selection of Successful Consultant & Extend Job Offer ➢ Complete all due diligence before extending an offer to successful candidates ➢ Share candidate's decision or initial response with hiring managers
7.	Complete Paperwork, Criminal, background & Drug Check	• Complete Paperwork with Background Check & Assignment Started at Client's Site on Designated Date ➢ Complete all the paperwork and formalities ➢ Conduct criminal and background check if required by the client ➢ Conduct Drug check if required by the client
	Joining	➢ Inform the joining date of the candidate to the client ➢ Candidate joins the project on specified date
8.	Nurture Relationship with Client & Consultant	• Elegant Solutions Team Nurture Relationship with Client & Consultant for Close Monitoring & Implementation ➢ Measuring and valuing Client relationships ➢ Manage interactions with clients ➢ Monitor closely consultants & interactions with consultants on routine basis

3.4 Process for Background Checks

After the candidate is selected, we perform background checks and drug screenings. Elegant Solutions conducts post selection reference checks, pre-employment background checks, and drug screens at our cost before on-boarding of every employee. Extensive pre-placement reference checks are also performed to confirm the candidates' ability to perform regarding the position.

This post selection background screening process is enumerated below:

- Drug screening process: Drug testing is conducted when required by contract or desired by the client. Elegant Solutions utilizes a national outside agency for this service. The company has met performance standards set by the U.S. Department of Health and Human Services (HHS-certified), called National Institute on Drug Abuse "NIDA-certified". The drug testing performed is a DOD urinalysis that will screen for the drugs like Marijuana, Cocaine, Opiates (Morphine, Codeine, and Heroin), Amphetamines – (Methamphetamine, MDA/ MDMA (Ecstasy)), Barbiturates (Amobarbital, Butalbital, Pentobarbital, Secobarbital), PCP, LSD.

  Besides the on-boarding drug test, we perform random drug testing. We do not charge an additional fee for random drug testing as compared to the on-boarding test. We will conduct a random drug test every quarter by randomly selecting temporary personnel. The turnaround time for background checks and drug screens usually are 24 hours (depending upon the client's requirements and results, the testing time may be extended.). This testing is to ensure that the ideal candidate is selected for the assignment.

- Criminal background investigation process: The selected candidates are screened using efficient and detailed employee hiring verification services. We ensure that the process is prompt, accurate, dependable, and cost-effective and that they will provide information needed to verify qualifications and background information.

- Reference check process: Before submitting a candidate, we contact references to verify and ensure that candidates skill set, experience, and education is an ideal match for the requested position. We check all references and verify the information provided to us by the candidates, such as length of employment, the reason for leaving, skill level, comprehension of the job requirements and performance.
- I-9 verification process: All I-9 forms are extensively reviewed and verified by our Account Managers before on-boarding the candidate.
- eVerify: Elegant Solutions adheres to the Department of Homeland Security's verification process. We confirm the candidate's employment eligibility to work in the US.

3.5   Process of Vetting Employees

To vet a candidate, we will need to implement a variety of steps throughout the hiring process. These steps include:

Review applicant resumes and cover letters
The first part of the vetting process occurs once we receive applications from candidates. We will use resumes and cover letters to determine whether the candidates meet the minimum requirements of the job and seem like they would fit into the company culture. Some questions to ask we when reviewing resumes and cover letters include:
- Does the candidate have any employment gaps?
- Is the candidate located nearby, or do they need to relocate?
- Does the candidate have professional experience relevant to the job?
- Does the candidate display the necessary soft and hard skills to perform the tasks of the role?

Assess applicants' skills or aptitude
After reviewing candidates' documents, we may want to test whether they can perform the tasks required by the role. Determine what skills or knowledge are necessary, then create an assessment that candidates need to complete by a deadline. That deadline can vary based on our needs but give candidates at least a day or two. These assessments can help us narrow our field of candidates to the most skilled options.
We can either send candidates a list of technical questions to answer or provide a more hands-on, practical test. For example, if we are hiring a software developer, we might ask them to complete an assessment that tests their skills in a specific programming language our company uses. Or, if we are hiring someone to write content for our company, we can give them a relevant topic and ask them to write or edit an article following our company's style.

Screen applicants via phone call

The candidates whose resumes and assessments meet our necessary qualifications will move onto the next step of the vetting process: the phone screen. This phone call is a brief interview that generally lasts about 30 minutes. During this conversation, we will describe the job and its responsibilities, assess whether the candidate meets the basic requirements of the role, gauge their interest in the position and answer any questions they have.

In preparation for the call, come up with at least five to 10 questions that will help us identify which candidates we want to move forward to the formal interview process. Examples of what to ask candidates include:
- Tell me about yourself.
- How does your current or most recent position prepare you for this role?
- What are your salary requirements or expectations?
- Why are you leaving your current job/why did you leave your last job?
- When would you be available to start working?
- Why are you interested in this position/company?

Interview candidates

Once we complete the pre-interview vetting process, we should have a list of qualified candidates to interview that meet the minimum requirements of the role. The interview process is our chance to learn more about each candidate, such as their work styles, personalities, and specific examples of their abilities. Through a series of interviews, various managers or colleagues can assess whether the candidates would fit well with the team and company culture.

The questions will vary on the role, but some examples of what to look out for during interviews include:

- Did the candidate prove they have the skills or experience included in their resume/application?
- Did the candidate demonstrate that they can effectively manage the challenges associated with the role?
- Did the candidate demonstrate a clear understanding of the role and how they can help the team achieve its goals?
- Did the candidate have any skills gaps? If so, can they easily and efficiently be trained on those skills?
- Did interviewers feel like the candidate would fit in with and complement the team?
- Did the interviewers feel that the candidate's work style aligns with the teams?
- Did the candidate display professionalism in their interactions with the interviewers?

Contact the candidate's references

After interviewing candidates and determining who we are most interested in hiring, we should ask for references to contact. Ideally, they will provide at least one former manager.

Speaking to references aids the vetting process because it helps us verify that the candidate was truthful during their interview and has the necessary skills associated with the role. These references can also help us understand what it is like to work with the candidate and provide additional insights into their work ethic or personality.

Some examples of questions we can ask references include:

- What was the employee's job title? Can you describe their primary responsibilities in that role?
- What was this candidate's strengths in the role?
- How did the candidate handle challenge in that role?
- Can you tell me about a memorable accomplishment the candidate achieved?
- What was your relationship with the candidate? What was it like working with them?
- Why did the candidate leave your company?
- What type of work environment do you think this candidate would most thrive in?
- Would you recommend hiring this candidate

Verify the candidate's professional history

Before making a job offer, we need to ensure all information the candidate presented regarding their professional and educational background is accurate. Verifying this information can be done by the HR department or through a third-party. Applicants should provide contact information from each of their prior jobs to enable us to reach out and verify their job titles, dates of employment, salary, and reasons for leaving.

Also, verify any certifications or education the candidate mentioned having by asking them to provide a copy of their diploma, transcript, or relevant certification. Otherwise, we can contact the educational institution or organization that provides the specific certification directly.

Complete background checks

Aside from educational and professional verifications, our company may require checking other aspects of the candidate's background. Often, we will explain to candidates that they must pass their background check to receive a job offer. Examples of the information sought in a background check include:

- Work authorization
- Criminal records
- Credit history
- Driving records

Skill Testing

Our detailed procedure for skill tests, for the identified job categories, is given below:

- Preliminary technical ability evaluation by a recruiter: The technical ability of a candidate is evaluated by the recruiter with a set of questions, pre-defined for various disciplines by the technical experts within Elegant Solutions.
- Project verification for hardware/ software or other skills used by the candidate: A candidate's usage/deployment of hardware/software/networking or other technologies and skills as mentioned in his/ her resume in context of a project is validated for viability and accuracy by the recruiters.
- The interview process to ascertain the technical skills offered: A rigorous interview process conducted by trained experts within Elegant Solutions ensures that the underlying fundamentals of the candidate are solid and adequate for the job requirements. We have experts in various disciplines and technologies (e.g., mainframe technology, client/server technology, web-based technology, database technology, networking technology, etc.). The appropriate interviewer to ascertain the candidate's skills conducts the proper validation.
- References and review of prior work-related experiences: Sometimes where the candidate is to be potentially involved in quick start specialized roles, his/her prior references relevant to the actual work performed are viewed, and reference checking in those areas is presented.
- Hands-on testing: In rare instances, a candidate's ability is measured with specific tests such as writing programs, debugging programs, testing conditions for a program or configuring applications and networks. Such tests form a part of the interview process that requires the candidate to prove programming and testing skills.

Training:

Elegant Solutions is committed to employee career development and training and offers a robust staff training and education program. We understand the importance of training and how it helps employees in improving their skills – for old and new employees both. Our training and education program begins with new hire orientation upon accession. Orientation training includes Quality Management System training; education on program-specific topics; and instruction in corporate policy, benefits, and culture. Employees are also offered the opportunity to participate in company-sponsored training to develop new skills or enhance existing skills. Recommendations for practice are regularly noted on annual or periodic employee performance evaluations, and strategic training in various areas is offered periodically. We have partnered with Lynda.com to provide online quality content to our employees

> We provide continuous education opportunities to employees in a variety of resources like Online Training Courses, CBTs, and vendor trainings.

> We have partnership with Lynda.com, leader in online training with top of the line training methodology and material content.

at employees' own pace and convenience. This ensures that the latest state of the content reaches our employees. Our training and professional development processes are depicted in picture below
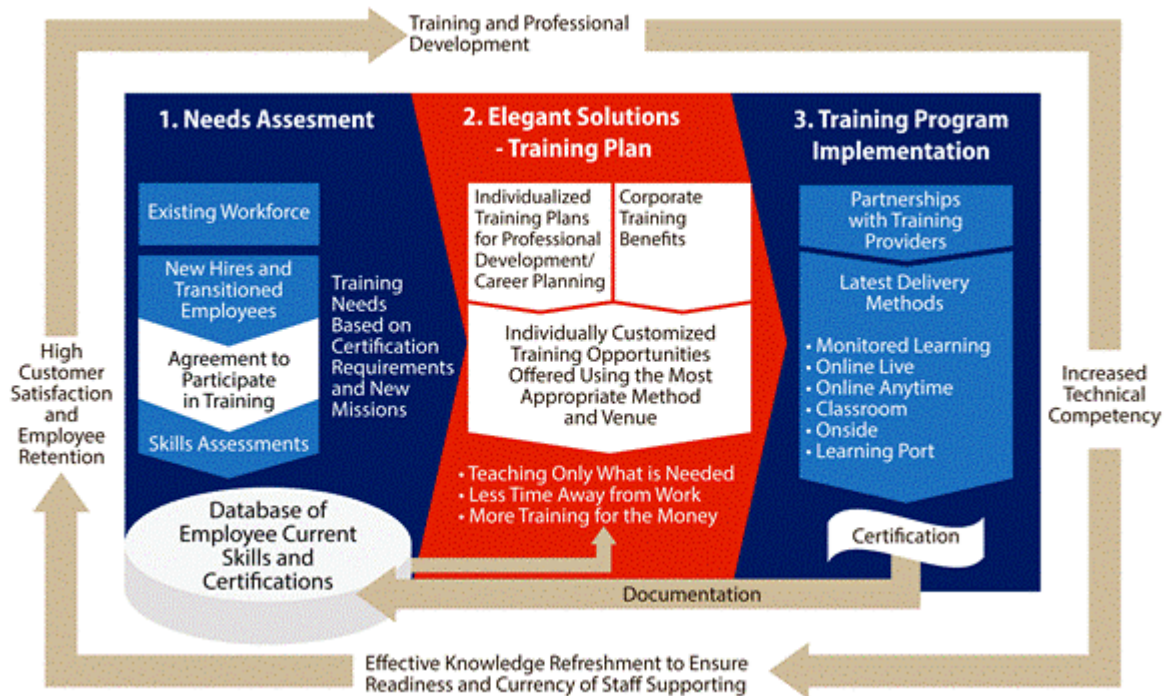
3.6   Company's Fill Percentage and Lead Time

Whenever Elegant Solutions receives a request from the client, our recruiting team will immediately search the database to identify local candidates with appropriate skills that are available and are best suited for the requirement. We would also use other recruiting tools to provide you the highest caliber candidates in the shortest possible time and lowest cost, such as a variety of specialized job boards and various user groups.

Identified Step/ Milestone	Responsibility (Elegant Solutions)	Estimated duration (in days)
Understanding on task order Requisition	Sr. Program Manager Contracts Manager	N+2 (N is task order issue date)
Identify Ideal Consultant	Recruitment Team headed by experienced Recruitment Manager	N+4
Consultant Pre-Screening	Recruitment Team headed by experienced Recruitment Manager	N+4
Elegant Solutions' Internal Interview	Recruiters (First) Recruitment Manager (Second) Subject Matter Experts (Final)	N+4
Consultant Submission	Business Development/ Proposal Writing Team	N+6
Setting up Client Interview and Interview Feedback	Recruitment Manager	X+3 (X is date of client confirmation to schedule interview)
Extend Job Offer for Final Selection	Accounts/ Contract/ Recruitment Manager	Y+4 (Y is date of Purchase order issuance)
Complete Paperwork, Criminal, background & Drug Check	Accounts/ Recruitment Manager	Y+4
Joining on project at Client site	Recruitment Manager	Y+7

Follow-up for more requirements and performance monitoring of consultants	Sr. Program Manager/ Contract Manager/ Recruitment Manager	Ongoing process

CERTIFICATE OF NON-SEGREGATED FACILITIES

APPENDIX II

CERTIFICATE OF NON-SEGREGATED FACILITIES

We, _____ Elegant Enterprise-Wide Solutions, Inc. _____ certify to the University of Central Florida that we do not and will not maintain or provide for our employees any segregated facilities at any of our establishments, and that we do not and will not permit our employees to perform their services, under our control, where segregated facilities are maintained. We understand and agree that a breach of this certification is a violation of the Equal Opportunity clause required by Executive Order 11246, as amended.

As used in this certification, the term "segregated facilities" means any waiting rooms, work areas, rest rooms and wash room, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, creed, color or national origin, because of habit, local custom or otherwise.

We, further, agree that (except where we have obtained identical certifications from offered subcontractors for specific time periods) we will obtain identical certifications from offered subcontractors prior to the award of subcontracts exceeding $10,000 which are not exempt from the provisions of the Equal Opportunity Clause; that we will retain such certification in our files; and that we will forward the following notice to such offered subcontractors (except where the offered subcontractors have submitted certifications for specific time periods):

NOTE TO PROSPECTIVE SUBCONTRACTORS ON REQUIREMENTS FOR CERTIFICATIONS OF NON-SEGREGATED FACILITIES. A Certificate of Non-segregated Facilities, as required by the 9 May 1967 order on Elimination of Segregated Facilities, by the Secretary of Labor (32 Fed. Reg. 7439, 19 May 1967), must be submitted prior to the award of a sub-contract exceeding $10,000 which is not exempt from the provisions of the Equal Opportunity clause. The certification may be submitted either for each sub-contract or for all subcontracts during a period (i.e., quarterly, semiannually, or annually).

The Contractor and subcontractors shall abide by the requirements of 41 CFR Section 60-1.4(a), 60-300.5(a), 60-741.5(a), and 29 CFR Part 471, Appendix A to Subpart A with respect to affirmative action program and posting requirements. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status, or physical or mental disability.

NOTE: Whoever knowingly and willfully makes any false, fictitious, or fraudulent representation may be liable to criminal prosecution under 18 U.S.C. 1001.

CERTIFICATE OF NON-SEGREGATED FACILITIES SUBPART-CONTRACTOR'S AGREEMENTS

APPENDIX II

CERTIFICATE OF NON-SEGREGATED FACILITIES
SUBPART - CONTRACTOR'S AGREEMENTS

SEC. 202. Except in contracts exempted in accordance with Section 204 of this Order, all Government contracting agencies shall include in every Government contract hereafter entered into the following provisions:

During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity or national origin. Such action shall include, but not be limited to the following: employment, upgrading demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

(3) The contractor will send to each labor union or representative of workers with which the contractor has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer, advising the labor union or worker's representative of the contractor's commitments under Section 202 of Executive Order No. 11246 of September 24, 1965, and shall post copies of notice in conspicuous places available to employees and applicants for employment.

(4) The contractor will comply with all provisions of Executive Order No. 11246 of September 24, 1965 and of the rules, regulations, and relevant orders of the Secretary of Labor.

(5) The contractor will furnish all information and reports required by Executive Order No. 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations and orders.

(6) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order No. 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoiced as provided in Executive Order No. 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(7) The contractor will include the provision of Paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued
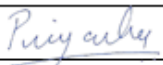
pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or Supplier. The contractor will take such action with respect to any subcontract or purchase orders the contracting agency may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or Supplier as a result of such direction by the contracting agency, the contractor may request the United States to enter into such litigation to protect the interest of the United States.

SEC. 402 Affirmative Action for Disabled Veterans and Veterans of the Vietnam Era:

(1) The contractor agrees to comply with the affirmative action clause and regulation published by the US Department of Labor implementing Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974, as amended, and Executive Order 11701, which are incorporated in this certificate by reference.

Company: ___Elegant Enterprise-Wide Solutions, Inc._____

Authorized Representative's Name: ___Priyana Arora_____

Authorized Representative's Signature: _____*Priyanka*_____

Date: __Jan 13, 2022_____

APPENDIX III - COMPLIANCE AND CERTIFICATE OF GOOD STANDINGS

APPENDIX III

**COMPLIANCE AND
CERTIFICATION OF GOOD STANDINGS**

The parties shall at all times comply with all applicable ordinances, laws, rules and regulations of local, state and federal governments, or any political subdivision or agency, or authority or commission thereof, which may have jurisdiction to pass laws, ordinances, or make and enforce rules and regulations with respect to the parties.
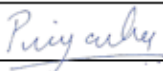
Suppliers shall certify below that they are in good standings to conduct business in the State of Florida. **The awardee of any contract resulting from this solicitation shall forward a certification of good standing, upon request of UCF.** Noncompliance with this provision may constitute rejection of proposal or termination of a contract at UCF's sole discretion.

CERTIFICATION

I certify that the company submitting an offer under this solicitation is in compliance with all applicable laws to conduct business in the State of Florida, is in good standings and will provide a certificate of good standings from the State of residence prior to initiating any performance under any contract resulting from this solicitation.

Company: ___Elegant Enterprise-Wide Solutions, Inc._____

Authorized Representative's Name: ____Priyanka Arora_____

Authorized Representative's Signature: ____*Priyanka*_____

Date: __Jan 13, 2022_____

ACKNOWLEDGEMENT TO ADDENDUM

UCF

UNIVERSITY OF CENTRAL FLORIDA

Department of Procurement Services
12424 Research Parkway, Suite 300
Orlando, FL 32816-0975

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

ITN NUMBER: 2021-03TCSA

OPENING DATE & TIME: ~~January 13, 2022 @ 2 p.m.~~ January 27, 2022 @ 2 p.m. EST (See below)

ITN TITLE: STAFF TEMPORARY SERVICES

ADDENDUM NUMBER: I   ADDENDUM DATE: December 15, 2021

Purpose of this addendum is to:
- **Provide answers to questions submitted during the open Q/A period on 1/13/22.**
- **Extend the due date for offer submission to 1/27/22 @ 2 p.m. EST.**

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH YOUR
OFFER. FAILURE TO SIGN AND RETURN WITH YOUR OFFER COULD RESULT IN
REJECTION OF YOUR OFFER.

_____   Priyanka Arora
PROPOSERS SIGNATURE   PRINT OR TYPE PROPOSER'S NAME

Elegant Enterprise-Wide Solutions, Inc.   govt@elegantsolutions.us
COMPANY NAME   EMAIL ADDRESS

UCF

UNIVERSITY OF CENTRAL FLORIDA

Department of Procurement Services
12479 Research Parkway, Suite 600
Orlando, FL 32826-0050

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

ITN NUMBER: 2021-03TCSA   OPENING DATE & TIME: January 27, 2022 @ 2:00 p.m.

ITN TITLE: TEMPORARY LABOR SERVICES

ADDENDUM NUMBER: II   ADDENDUM DATE: January 13, 2022

Purpose of this addendum is to:
- **Answer questions submitted during the Q/A period**

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH YOUR
OFFER. FAILURE TO SIGN AND RETURN WITH YOUR OFFER COULD RESULT IN
REJECTION OF YOUR OFFER.

_____
PROPOSERS SIGNATURE

_____
Priyanka Arora
PRINT OR TYPE PROPOSER'S NAME

Elegant Enterprise-Wide Solutions, Inc.
_____
COMPANY NAME

govt@elegantsolutions.us
_____
EMAIL ADDRESS

ACKNOWLEDGEMENT FORM

SUBMIT OFFER TO: **Via Bonfire Web Portal** **UNIVERSITY OF CENTRAL FLORIDA** Phone: (407) 823-2661 www.procurement.ucf.edu https://ucfprocurement.bonfirehub.com/opportunities/49428 Your submission must be uploaded, submitted, and finalized prior to the closing time on **January 13, 2022 @ 2:00pm**. We strongly recommend that you give yourself sufficient time and at least ONE (1) day before the closing time to begin the uploading process and to finalize your submission. See Appendix 4 for submittal instructions.	**University of Central Florida** **INVITATION TO NEGOTIATE** **Contractual Services** **Acknowledgement Form**

Page 1 of 38 Pages	OFFERS WILL BE OPENED January 13, 2022 @ 2:00pm EST and may not be withdrawn within 120 days after such date and time.	ITN NO. ITN2021-03

UNIVERSITY ADVERTISING DATE: **November 17, 2021**	ITN TITLE: **Temporary Labor Services**	

FEDERAL EMPLOYER IDENTIFICATION NUMBER 36-4468087	

SUPPLIER NAME Elegant Enterprise-Wide Solutions, Inc.	REASON FOR NO OFFER:
SUPPLIER MAILING ADDRESS 25961 Hartwood Dr.	
CITY - STATE - ZIP CODE Chantilly VA 20152	**POSTING OF PROPOSAL TABULATIONS**

AREA CODE	TELEPHONE NUMBER 703-609-0215	Proposal tabulations with intended award(s) will be posted for review by interested parties on the Procurement Services solicitation webpage and will remain posted for a period of 72 hours. Failure to file a protest in accordance with BOG regulation 18.002 or failure to post the bond or other security in accordance with BOG regulation 18.003 shall constitute a waiver of protest proceedings.
	FAX: 703-722-6628	
	EMAIL: govt@elegantsolutions.us	

Government Classifications
Check all that apply
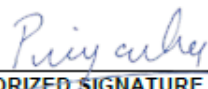
☐	African American	☐	American Woman
☐	Asian-Hawaiian	☐	Government Agency
☐	Hispanic	☐	MBE Federal
☐	Native American	☐	Non-Minority
☐	Non-Profit Organization	☐	PRIDE
☑	Small Business Federal	☑	Small Business State

I certify that this offer is made without prior understanding, agreement, or connection with any corporation, firm or person submitting an offer for the same materials, supplies, or equipment and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this offer and certify that I am authorized to sign this offer for the Supplier and that the Supplier is in compliance with all requirements of the Invitation To Negotiate, including but not limited to, certification requirements. In submitting an offer to an agency for the State of Florida, the Supplier offers and agrees that if the offer is accepted, the Supplier will convey, sell, assign or transfer to the State of Florida all rights, title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by the state of Florida. At the State's discretion, such assignment shall be made and become effective at the time the procurement agency tenders final payment to the Supplier.

GENERAL CONDITIONS

1. SEALED OFFERS: All offer sheets and this form must be executed and submitted as specified in Section 2.6. Offer prices not submitted on any attached price sheets when required shall be rejected. All offers are subject to the terms and conditions specified herein. Those which do not comply with these terms and conditions are either automatically rejected with respect to non-compliance with non-negotiable terms and conditions or may be rejected, at UCF's sole discretion, with respect to any other terms and conditions.

2. EXECUTION OF OFFERS: Offers must contain a manual signature of the representative authorized to legally bind the Respondent to the provisions herein. Offers must be typed or printed in ink. Use of erasable ink is not permitted. All corrections to prices made by the Supplier are to be initialed.

3. NO OFFER SUBMITTED: If not submitting an offer, respond by returning only this offer acknowledgment form, marking it "NO OFFER," and explaining the reason in the space provided above. Failure to respond

without justification may be cause for removal of the company's name from the solicitation mailing list. NOTE: To qualify as a respondent, the Supplier must submit a "NO OFFER," and it must be received no later than the stated offer opening date and hour.

_____
AUTHORIZED SIGNATURE (MANUAL)

Priyanka Arora, Sr. Program Manager
AUTHORIZED SIGNATURE (TYPED), TITLE

APPENDIX I – SUPPLEMENTAL OFFER SHEET

APPENDIX I
SUPPLEMENTAL OFFER SHEET
TERMS AND CONDITIONS

The sections set forth below are to each be initialed as YES for "understood and agreed upon" or NO for "not agreed to." Failure to complete and return this document with your offer could result in rejection of your offer, at UCF's sole discretion. Respondents shall not check sections as "understood and agreed upon" with the intent to negotiate a change to those sections/terms and conditions after tentative award of a contract resulting from this ITN. Respondents disagreeing with any negotiable term or condition of this ITN are to provide a clear and detailed reason for the disagreement and a solution to the disagreement in his/her offer. A Respondent's disagreement with any non-negotiable section of this ITN may be automatically rejected. Failure of the University and the tentative awardee to come to an agreement with respect to terms and conditions within a time frame UCF determines to be reasonable constitutes grounds for rejection of that offer, and the University shall have the right, at its sole discretion, to award the contract to the next favorable respondent.

SECTION	YES	NO	RESPONDENT INITIALS
2.1 **Non-negotiable**	×		PA
2.2 **Non-negotiable**	×		PA
2.3 **Non-negotiable**	×		PA
2.4	×		PA
2.5	×		PA
2.6 **Non-negotiable**	×		PA
2.7 Section Not Used			
2.8 **Non-negotiable**	×		PA
2.9	×		PA
2.10	×		PA
2.11 **Non-negotiable**	×		PA
2.12	×		PA
2.13 **Non-negotiable**	×		PA
2.14 **Non-negotiable**	×		PA
2.15	×		PA

SECTION	YES	NO	RESPONDENT INITIALS
2.16	×		PA
2.17	×		PA
2.18 **Non-negotiable**	×		PA
2.19	×		PA
2.20 **Non-negotiable**	×		PA
2.21	×		PA
2.22	×		PA
2.23	×		PA
2.24	×		PA
2.25	×		PA
2.26	×		PA
2.27 **Non-negotiable**	×		PA
2.28 **Non-negotiable**	×		PA
2.29	×		PA
2.30 **Non-negotiable**	×		PA
2.31 **Non-negotiable**	×		PA
2.32	×		PA
2.33	×		PA
2.34	×		PA
2.35 **Non-negotiable**	×		PA
2.36	×		PA
2.37	×		PA
2.38	×		PA
2.39 **Non-negotiable**	×		PA

SECTION	YES	NO	RESPONDENT INITIALS
2.40	×		PA
2.41	×		PA
2.42 **Non-negotiable**	×		PA
2.43	×		PA
2.44	×		PA
2.45	×		PA
2.46	×		PA
2.47	×		PA
2.48	×		PA
2.49 **Non-negotiable**	×		PA
2.50	×		PA
2.51	×		PA
2.52 **Non-negotiable**	×		PA
2.53 **Non-negotiable**	×		PA
2.54	×		PA
2.55	×		PA
2.56 **Non-negotiable**	×		PA
2.57 **Non-negotiable**	×		PA
2.58 **Non-negotiable**	×		PA
2.59 **Non-negotiable**	×		PA
Appendix I	×		PA
Appendix II	×		PA
Appendix III	×		PA
Appendix IV	×		PA

Elegant Enterprise-Wide Solutions, Inc.
Company: _____ Authorized Representative's Name: Priyanka Arora

Authorized Representative's Signature: _____ Date: Jan 13, 2022

BUSINESS LICENSE

2022 FOREIGN PROFIT CORPORATION ANNUAL REPORT

DOCUMENT# F12000000200

Entity Name: ELEGANT ENTERPRISE-WIDE SOLUTIONS, INC.

Current Principal Place of Business:

25961 HARTWOOD DR
CHANTILLY, VA 20152

FILED
Jan 07, 2022
Secretary of State
3343085039CC

Current Mailing Address:

25961 HARTWOOD DR
CHANTILLY, VA 20152

FEI Number: 36-4468087

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

INCORP SERVICES, INC.
17888 67TH COURT NORTH
LOXAHATCHEE, FL 33470 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

_____   _____
Electronic Signature of Registered Agent   Date

Officer/Director Detail :

Title	DIRECTOR		Title	PRESIDENT
Name	ARORA, VIKAS		Name	ARORA, VIKAS
Address	25961 HARTWOOD DR		Address	25961 HARTWOOD DR
City-State-Zip:	CHANTILLY VA 20152		City-State-Zip:	CHANTILLY VA 20152

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: VIKAS ARORA   PRESIDENT   01/07/2022

_____   _____
Electronic Signature of Signing Officer/Director Detail   Date

RECOMMENDATION LETTERS
Maryland Transit Authority (MDTA)

To Whomsoever It May Concern

Dear Ms. Arora,

I am happy to recommend Elegant Enterprise-Wide Solutions, Inc. for the services they have provided in the last 5 years.

Scope of Services: Elegant Solutions provided Web Application maintenance and support, continuous enhancement and development, bug fixing for the applications, system administration, Servers and VMWare based support, Tier I/ II/ II Helpdesk support and field support, ticket creation, monitoring and maintenance.

Below are my ratings for their services provided:

Quality of Services	**Exceptional**
Cost Control	**Exceptional**
Schedule (Timeliness)	**Exceptional**
Management	**Exceptional**
Utilization of Small Business	**Exceptional**
Business Relations	**Exceptional**

Overall Rating: Exceptional

As a part of this engagement, Elegant Solutions had deputed 15 resources with a total contract value of Approx $5.5M for over 5 years.

I am very confident that Elegant Enterprise-Wide Solutions, Inc. will be able to provide superior services and excellent solutions through engagements of similar or higher scope, size and complexity.

If you have any additional questions or need clarification, please feel free to contact me.

Best Regards,

Chuck Markakis
Assistant Director
Maryland Transportation Authority
Office of Infrastructure Services
Division of Information Technology
cmarkakis@mdta.state.md.us

Minnesota Department of Public Safety (DPS)

MINNESOTA IT SERVICES

January 25, 2019

To whom it may concern:

Elegant Enterprise-Wide Solutions, Inc. was contracted to provide IT consulting services on the Minnesota Licensing and Registration System (MNLARS). The system will improve operability, stability, record keeping, security, and customer service for the Minnesota driver's license and motor vehicle registration systems.

Elegant provided one resource who has been on the job for 3 ½ years. He has been an integral part of the MNLARS team as a senior developer.

I feel confident in recommending Elegant Enterprises-Wide Solutions, Inc.'s IT consulting services and this resource.

Regards,

Joyce Simon

Joyce Simon PMP
Financial Analyst | IT Management
Minnesota IT Services | Partnering with Public Safety
445 Minnesota Street
Saint Paul, MN 55101
O: 651-201-7769

Information Technology for Minnesota Government | mn.gov/mnit

Montana Department of Environmental Quality (DEQ)

DEQ
Montana Department
of Environmental Quality

January 31, 2019

In January 2017, Elegant Enterprise-Wide Solutions, Inc. was awarded a contract to provide information technology augmentation staff resources that would assist the Department with systems analysis, web and software development, data migration, and application maintenance for Tracking Remediation and Environmental Actions Data System (TREADS). With a total value of approximately $918,060.00.

I would rate their services provided on this project as below:

Management	Excellent
Cost Control	Excellent
Schedule (Timeliness)	Excellent
Quality of Services	Excellent
Business Relations	Excellent

I wish them success on future efforts.

If you have any further questions, please feel free to contact me.

Sincerely,

Staci Stolp
Computer Systems Analyst, PMP
Waste Management and Remediation Division
1225 Cedar St.
Helena, MT 59602
Email: Sstolp3@mt.gov
Cell: (406) 461-0913
Desk: (406) 444-6461

Steve Bullock, Governor I Shaun McGrath, Director I P.O. Box 200901 I Helena, MT 59620-0901 I (406) 444-2544 I www.deq.mt.gov

Idaho Department of Transportation

Idaho Department of Transportation

Your Safety • Your Mobility
Your Economic Opportunity

IDAHO TRANSPORTATION DEPARTMENT
P.O. Box 7129 • Boise, ID 83707-1129
(208) 334-8000 • itd.idaho.gov

May 8, 2018

To whom it may concern

Ms. Priyanka Arora, Sr. Program Manager
Elegant Enterprise-Wide Solutions, Inc.
25961 Hartwood Dr.
Chantilly VA 20152

With this letter, I am pleased to recommend services of Elegant Enterprise-Wide Solutions, Inc. on one of our project.

Elegant Enterprise-Wide Solutions, Inc. was contracted for providing IT consulting services to support modernization of Division of Motor Vehicles (DMV) at Idaho Transportation Department.

Elegant Solutions' Data Warehouse Business Intelligence Specialist was responsible for writing/ creating reports in Microsoft SQL Server Reporting Server (SSRS) and Microsoft Dynamic CRM. Based on quality services provided by resources assigned on this project, below is rating:

Evaluation Areas	Rating
Quality of Service	Exceptional
Schedule	Exceptional
Cost Control	Exceptional
Management	Exceptional

I feel confident in recommending Elegant Enterprises-Wide Solutions, Inc.'s IT consulting services.

If you have any further questions, please feel free to contact me.

Richardson Independent School District (RISD), TX

PURCHASING DEPARTMENT

RICHARDSON INDEPENDENT SCHOOL DISTRICT

February 9, 2015

Ms. Priyanka Arora
Elegant Enterprise Wide Solutions, Inc.
25961 Hartwood Drive
Chantilly, VA-20152

Dear Ms. Arora,

I would like to take this opportunity to thank you for services provided by Elegant Enterprise-Wide Solutions, Inc. for the Business Analyst consultant provided for the development of Individualized Education Program (IEP). Elegant Enterprise-Wide Solutions was commendable in accomplishing tasks and deliverables in defined timelines, with huge satisfaction.

Sincerely,

Melody Greig, RTSBA
Richardson Independent School District
Buyer, Purchasing Department
Phone: 469-593-0578
Fax: 469-593-0563
www.risd.org

Phone # 469-593-0573 ~ Fax # 469-593-0563 ~ 970 Security Row, Richardson, TX 75081 ~ www.risd.org

Oklahoma Department of Career and Technology Education (ODCTE)

May 19, 2015

Ms. Priyanka Arora
Elegant Enterprise Wide Solutions, Inc.
25961, Hartwood Drive
Chantilly, VA, 20152

Dear Ms. Arora,

I would like to take this opportunity to thank Elegant Enterprise Wide Solutions, Inc. for providing continuous Project Management services for our Information Management System Build project.

Elegant Enterprise Wide Solutions has been very responsive to our requests and communication. We are very pleased with the Project Management services you have provided and I would be happy to recommend Elegant Enterprise Wide Solutions, Inc. to other entities.

Sincerely,

Julie Bunch

Julie Bunch, Sr. Buyer
Oklahoma Department of Career and Technology Education
1500 W. 7th Ave., Stillwater OK 74074
Ph. 405-743-5509
Fax 405-743-6809
www.okcareertech.org

1500 West Seventh Avenue
Stillwater, OK 74074-4364
www.okcareertech.org
(405) 377-2000 • Fax: (405) 743-6809

Corpus Christi Independent School District (CCISD)

DEPARTMENT FOR TECHNOLOGY SYSTEMS
Office of Information Systems

CORPUS CHRISTI INDEPENDENT SCHOOL DISTRICT
2525 Belton Street, Corpus Christi, Texas 78416
Office: 361/878-3932 Fax: 361/878-4860
Website: www.ccisd.us

August 27, 2015

To Whom it May Concern:

Elegant Enterprise Wide Solutions, Inc. has provided technical consultants to CCISD. The most recent Programmer, Anand Male, has been able to join the CCISD team and work in conjunction with full time staff on various projects. A high level of quality work and professionalism has been maintained.

I would recommend the services of Anand Male and Elegant Enterprise Wide Solutions, Inc. to other businesses or school districts. I would welcome the opportunity to work with the company again.

Sincerely,

Sean Babcock
Director for Information Systems

California Public Employees' Retirement System (CalPERS)

TO WHOM IT MAY CONCERN
Engagement Rating Letter

Elegant Enterprise-Wide Solutions, Inc. provided Enterprise Business Continuity Prioritization services to CALPERS (PO 65677) from April 2016 to October 2016.

Here are my ratings for the above said engagement -

- Complexity of Project (High/Medium/Low)   : Medium
- Contract Type (Firm Fixed Price / T&M)   :FFP-Deliverable based
- Quality of Services (Exceptional/Good/Satisfactory/Poor)   : Exceptional
- Was engagement completed on Time as planned   : Yes
- Would you recommend Elegant to others entities for similar work : Yes
- Confidence in ability of company to deliver (High/Medium/Low)   : High

Please don't hesitate to contact me for any further information.

Jacob Wilson
Emergency Management and Administration Unit
California Public Employees' Retirement System
(916)795-3312
jacob_wilson@calpers.ca.gov

Date: 9/28/16