SYSTEMDOMAIN.
Your Dedicated Technology Partner

SystemDomain Inc. (SDI), established in 1999, is a consulting and technology services firm that is providing resources and services to their commercial and public sector clients. We are enabling next-gen technology solutions and services for fortune 500 Companies.

UEI: KHS6FJASY6E8   CAGE: 7MD65

Core Competencies

A leading provider of professional staff augmentation and consulting services.

Cybersecurity
- Cyber Risk Assessment
- Mitigate Vulnerabilities
- Cyber Security Solutions

Digital Innovation
- Big Data Analytics
- BI Reporting
- Cloud Migration & Services

Technology Development
- Application Development
- Project Management

Professional Support Services
- Accounting
- Healthcare
- Legal
- Information Technology

NAICS Codes

SystemDomain provides an array of phenomenal services under the following American Industry Classification System Codes (NAICS)

1. 511210 — Software Publishers
2. 541511 — Custom Computer Programming
3. 541512 — Computer System Design
4. 541513 — Computer Facilities Management
5. 541519 — Computer related Services
6. 541611 — Admin/ General Management Consulting
7. 541618 — Management Consulting Services
8. 541990 — Professional, Scientific, Technical Services
9. 561320 — Temporary Help Services
10. 611420 — Computer Training
11. 611430 — Professional & Management Development Training

Why SystemDomain?

- Leading Professional Services firm, established in 1999 that provides technology services and consulting.
- Provide services nationwide and internationally in India & Canada
- Customer-first approach, guaranteed & optimized delivery process
- Conducting business with integrity
- Fostering a collaborative and supportive environment—"can do" attitude

Awards

- INC MIDWEST REGIONAL RANK #62 IN 2023
- NMSDC TOP FAST 50 MBES IN 2022
- GOLD WINNER FASTEST GROWING CYBERSECURITY FIRM
- 20 MOST PROMISING CYBERSECURITY SOLUTION PROVIDER
- OMNI 500 TOP BUSINESSES FOR 2017

CONTACT INFORMATION

Shubhi Garg | CEO | sgarg@systemdomaininc.com | (630) 544-4180

Anil Garg | EVP | agarg@systemdomaininc.com | (630) 544-4181

4320 Winfield Rd. Suite 200 Warrenville, IL 60555 | www.systemdomaininc.com

SYSTEMDOMAIN
Your Dedicated Technology Partner

Past Performances

Commercial

Abbott Laboratories	Black Knight, Inc.	Boeing
Callaway Golf	Digital Management Innovations	Farm Bureau Insurance
Kansas City Power and Light	KPMG	Namaste Laboratories
Novoenzymes	Patrick Industries	Quorum Health
Total Quality Logistics	Wells Fargo Bank	World Pay

Government/Municipalities

Atlanta Public Schools	City Colleges of Chicago	City of Los Angeles
State of California	State of Colorado	State of Connecticut
State of Delaware	State of Kansas	State of Michigan
State of Mississippi	State of Ohio	State of Oregon
State of Tennessee	State of Utah	University of Hawaii

Certifications

DBE, MBE, SBE, WBE, WOSB

SBA WOSB
Woman Owned Small Business

Certified WBENC
Women's Business Enterprise

Certified

DBE CERTIFIED

NMSDC MBE Certified

MBE / WBE CERTIFIED

Resellers & Partners

FORGEROCK

ORACLE

SailPoint
MANAGING THE BUSINESS OF IDENTITY

IBM Business Partner

Hitachi ID

DELL

CONTACT INFORMATION

Shubhi Garg | CEO | sgarg@systemdomaininc.com | (630) 544-4180

Anil Garg | EVP | agarg@systemdomaininc.com | (630) 544-4181

4320 Winfield Rd. Suite 200 Warrenville, IL 60555 | www.systemdomaininc.com

Government/Municipalities Projects

Data Models and Database Solutions

Lansing, MI (May 2023 - Current)

Contract Value: $585,728

Analyze the current design, operational procedures and analyze current requirements. Develop Technical and functional specifications. Design Data Models for various applications. Design and Develop database stored procedures, packages and functions. Design and Develop Client-Service applications.

Modernization of Websites

Hartford, CT (Apr 2023 - Current)

Contract Value: $195,672

Support the mission by assessing customer needs and creating content for websites, knowledgebase hubs, chatbots, and digital applications. Creating high quality content pieces that can also be used for content marketing needs, including advertising, social media, and email campaigns.

Processes and Governance

Lansing, MI (Mar 2023 - Current)

Contract Value: $552,000

Document the existing business processes, data mapping and System Integration points. Perform requirement workshops with stakeholders and formalize the requirements for new systems. Define the resolutions for critical IT issues and perform impact analysis of proposed changes to project scope, timeline and budget.

Agile Project Management - Digital Team

Hartford, CT (Dec 2022 - Current)

Contract Value: $189,280

Support of a cross-functional project team focused on driving the end-to-end digital product lifecycle for features and products improving the overall online experience for the state. The Agile Project Manager will develop new process and methodologies for the product development leadership, consistent with the goals and objectives of the new Connecticut Digital Service.

Government/Municipalities Projects

Application Support

Hartford, CT (Nov 2022 - Current)

Contract Value: $192,096

Provide support across various cross-functional project teams focused on driving the end-to-end digital product lifecycle for features and products improving the overall online experience for the state. Establish best practices to streamline the scrum processes and standards, coach teams across the organization and create a consistent method of work estimation/story point calculations.

Digital Government Services

Hartford, CT (Nov 2022 - Current)

Contract Value: $180,612

Develop and implement service design, graphic design, and website design with new and ongoing projects. Implement user-centric analysis and testing methodologies to improve each digital product in an agile environment.

Next Generation Eligibility Applications using Modern Technologies

Jackson, MS (Nov 2022 - Current)

Contract Value: $759,000

Design and develop the eligibility applications. Design and Develop Server crafting robust Web APIs with extensible application tier. Develop the JSON RESTful APIs using ASP.NET Web API2 and NET 4.5. Develop browser technologies to produce applications.

Modernize the User Interfaces

Los Angeles, CA (Nov 2022 – Dec 2022)

Contract Value: $14,280

Design the prototype for Web Interfaces framework using UI/UX technology Framework, using latest UI/UX technologies.

Government/Municipalities Projects

Maintain Statewide Death Information and Certification

Lansing, MI (Nov 2022 - Current)

Contract Value: $485,460

Provide ongoing maintenance and support EDRS, VERA and other vital records Client applications supported within our department. EDRS is a Red card machine critical system that processes the statewide death information and certification. supporting and improving Client automated processes, streamlining critical business processes, data integrity, SEM/SUITE compliance, and securing the applications .

Maintain Statewide Death Information and Certification

Denver, CO (Aug 2022 - Current)

Contract Value: $160,000

Develop automation regression testing on multiple different environments and databases depending on the needs of the product owners and release managers.

Software Applications Quality Analysis

Hartford, CT (Aug 2022 – Jan 2023)

Contract Value: $69,634

Performed evaluations of capabilities of our custom software applications and determine what functionality should have manual test scripts created and/or updated. Identify, record and track enhancements and bugs in Jira associated with the development and testing of our custom software applications.

Technology Strategies & Platform Configurations Enhancements

Los Angeles, CA (May 2022 – Current)

Contract Value: $462,509

Services include working on technology solutions definitions and deployment management, proactively crafting and proposing customer facing solutions that bring value to address critical business challenges faced by City staff and customers, defining and delivering technology strategies, providing platform, configuration guidance and best practices to customers, presenting technical demonstrations/ training to various levels of staff with various levels of technical understanding. Technology solutions include creating new applications or support to existing applications related to the Development Service Permitting process in the City of LA.

Government/Municipalities Projects

Azure DevOps Support

Jackson, MS (May 2022 – Current)

Contract Value: $720,000

Create workflows, Approval Process, Notifications for tasks in Azure DevOps environment. Integrate automated processes into workflows. Customize Scrum and Kanban boards for work item templates. Design and develop reports for project risks and resource utilization. Design the access model for Azure DevOps.

Design and Architect the Web Systems

Jackson, MS (Apr 2022 – Current)

Contract Value: $594,000

Develop Web Applications using Angular and Java. Modernize the Authentication Framework using Oauth2 authentication framework using OpenID Connect and JWT.

Permit Support and Work Plan Development

Los Angeles, CA (Mar 2022 – Current)

Contract Value: $294.345

Provide Technology solutions that include creating new applications or support to existing applications related to the Development Service Permitting process in the City of LA.

Digital Transformation

Hartford, CT (Jan 2022 - Current)

Contract Value: $321,165

Enhance Salesforce platform, gather requirement, design scalable best practice solutions and manage the product roadmap. Deploy Configuration Changes, Workflows, Process Builder, assignment rules and approval processes. Customize the software to support the mobile accessibility, develop dashboards and provide the business intelligence. Develop the interface to support security reviews, and improve user adoption. Integrate the platform with MuleSoft, IBM FileNet, Box, Payment platforms and Antivirus solutions.

Government/Municipalities Projects

Manage Public cloud Infrastructure

Jackson, MS (Dec 2021 – Feb 2023)

Contract Value: $268,320

Implement new and enhance existing security protocols in the public cloud space. Implement certificates, encryption of data at-rest and in-transit. Provision compute, database, network, and storage resources in the public cloud. Integrate any new developments with Azure Active Directory for identity management.

Support Services

Jackson, MS (Nov 2021 – Apr 2023)

Contract Value: $280,803

Provide contracting services to MDEK-12 to document business requirement, perform analysis on existing IT systems. Update internal and external documentation, Improve systems by studying and documenting current state and business rules. Construct workflow charts and diagrams; studying system capabilities; writing specification. Deliver high-quality business requirement documentation for business manuals, new development, training manuals, user guide, and system guide.

Develop Microservices & Web Applications

Salt Lake City, UT (Oct 2021 – Current)

Contract Value: $570,000

Provide contracting services to develop Microservices including domain modeling and Web Applications using the modern software technology such as .Net, C#, CSS, Angular, Azure, Kubernates and Cosmos DB, Selenium framework.

CHATBOT - Natural Language Processing

Jackson, MS (Jun 2021 - Current)

Contract Value: $588,000

Configure Natural Language Processing Engine and expand Chatbot to different social media and mobile applications. Generalize the Chatbot to optimize the code changes for new use cases. Extract Chatbot data and creating Chatbot analytics reports. Update Chatbot User Interface with new cards and templates using ReactJS.

Government/Municipalities Projects

Department of Human Services Trails Product

Denver, CO (Apr 2021 - Current)

Contract Value: $326,000

Develop Client Server applications, processes and libraries for the Department of Human Services utilizing Azure DevOps, Oracle and Visual Studio. Implement bug fixes and enhancements. Develop .Net Solutions to enhance web enabled modernized environment.

Modernize the Student Information System

Jackson, MS (Mar 2021 - Current)

Contract Value: $270,000

Develop Client Server applications, processes and libraries for the Department of Human Services utilizing Azure DevOps, Oracle and Visual Studio. Implement bug fixes and enhancements. Develop .Net Solutions to enhance web enabled modernized environment.

Connecticut Digital Service

Hartford, CT (Jan 2021 – Jan 2022)

Contract Value: $167,040

Developed new process and methodologies for the product development leadership, consistent with the goals and objectives of the new Connecticut Digital Service. Provided support to the Product Managers in managing project scope and schedule, project status report, change management, governance, role identification, and business communication with the stakeholders.

Health and Child Support Enforcement System

Jackson, MS (Nov 2019 – Nov 2022)

Contract Value: $602,686

Design and develop the IT systems to support Child Support Enforcement and Human Services for state of MS. Develop the normalized database design, perform automated unit and integration testing.

Commercial Projects

Advisory for Data Privacy and Management of System Accounts

Oak Brook, IL (Dec 2022 - Current)

Contract Value: $155,000

Performed and documented the assessment of Data Privacy Vulnerabilities for sensitive across the enterprise to comply with HIPAA rules and automation of management and control of System Accounts managing the application operations for critical applications.

Architect and Design the Identity and Access Management System

Greenwood Village, CO (Sep 2022 – Current)

Contract Value: $65,200

Contracted to analyze, architect and design to automate the provisioning of access and review of access for critical banking applications using web services framework.

Architect and Design the Identity and Access Management System

Denver, CO (Jan 2023 – Mar 2023)

Contract Value: $120,000

Contracted to provide IT professional Services for develop the Identity and Access Management System to support provisioning of access to gateway applications to control of application access across the enterprise and provisioning of google workspace for users.

Assessment for Identity & Access Governance Program

Jersey City, NJ (Aug, 2022 – Dec 2022)

Contract Value: $47,000

Performed and documented the assessment of Identity & Access Management Program (IAM) for a big pharmaceutical company. Documented the current state, developed the future state and reference architecture and recommendations to comply with Capability Maturity Model.

Commercial Projects

System ID Generator and Testing Strategy

Los Angeles, CA (Aug 2022 – Nov 2023)

Contract Value: $33,000

Develop the interface to automate the assign the unique id for a user across the enterprise applications and developed the test strategy and testing scenarios to test the Identity and Access Management Program.

Architect Identity and Access Management System

Los Angeles, CA (Oct 2021 – Dec 2021)

Contract Value: $20,680

Contracted to architect and design to upgrade the Identity and Access Management System to modern system. Provided the best practices to optimize and standardized code repositories.

Architect & Design Identity and Access Management System

West Chester, PA (Jan 2021 - Jun 2021)

Contract Value: $101,460

Contracted to provide IT professional Services for develop the IAM System to support provisioning of access to gateway applications to control of application access across the enterprise and provisioning of google workspace for users. Developed the Automation for Role Based Access Control from enterprise applications and Systems.

Architect & Design Access Control System

Brent Wood, TN (Oct 2020 - May 2021)

Contract Value: $210,000

Contracted to Architect, Design and implement the Identity and Access Management Solution using SailPoint Software for Healthcare Applications. Deployed the solution successfully to automate the provisioning of access to 14 critical health care applications, automated the periodic reviews of access for users across enterprise applications and developed the business intelligence framework for access provisioning to manage the Life Cycle States of users with in HR applications.

Commercial Projects

Data Privacy Vulnerability Detection and Mitigation

Phoenix, AZ (Sep 2020 – Jan 2021)

Contract Value: $69,600

Contracted to Architect, Design and implement the File Access Manager to automate the detection of vulnerability and exposure of sensitive data for users and financial information across enterprise and automate the mitigation and business intelligence reporting to alert the vulnerability and mitigation controls.

Advisory Services for Identity and Access Management

Nashville, TN (Apr 2020 – Mar 2021)

Contract Value: $189,120

Provided the Advisory services to architect and design the Cloud Solutions to manage and automate the access control for various clients of Morgan Franklin Consulting Groups.

Cyber Security, Audit & Compliance Solutions

Kansas City, MO (Jan 2020 – Feb 2021)

Contract Value: $598,750

Contracted to provide IT professional Services for develop the Identity and Access Management System to support the Audit for access and control for critical assets supporting the Power Grid Systems. This project led to streamlined Access and Audit Process. Reduced the audit process from seven weeks to one week. Ensured the compliance with applicable SOX and Critical Infrastructure Protection (CIP) programs.

THIS CERTIFIES THAT

SystemDomain Inc

NMSDC
National Minority Supplier
Development Council

* Nationally certified by the: **CHICAGO MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541511; 541512; 541513; 541990; 541519; 541618; 611420; 611430; 541611; 561320

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

06/11/2023

Issued Date

CH06529

Certificate Number

Ying McGuire
Ying McGuire
NMSDC CEO and President

06/30/2024

Expiration Date

Debra Jennings-Johnson

Debra Jennings-Johnson President / CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

SYSTEMDOMAIN.
Your Dedicated Technology Partner

Proposal for

Information Technology Modernization Consulting Services

Attn: India Barr, Procurement Contracting Officer I (ibarr@cityofpsl.com)
City of Port St. Lucie, Florida
E-RFP Number: 20240019

Address: 121 S.W. Port St. Lucie Blvd, Port St. Lucie, FL 34984

Submitted by

SystemDomain, Inc.

4320 Winfield Road, Suite 200 Warrenville, IL 60555
Phone: (630) 922-8189 | Fax: (914) 265-8938 | Email: info@systemdomaininc.com
www.systemdomaininc.com

Title Page

Subject	**Electronic Request for Proposal ("E-RFP")**
E-RFP Title	**Information Technology Modernization Consulting Services**
E-RFP Number	**20240019**
Firm	**SystemDomain, Inc.** **4320 Winfield Road, Suite 200,** **Warrenville, IL 60555**
Date of Proposal	**March 01, 2024**

![SYSTEMDOMAIN. Your Dedicated Technology Partner]

Table of Contents

SYSTEMDOMAIN.
Your Dedicated Technology Partner

Letter of Transmittal

March 01, 2024

India Barr, Procurement Contracting Officer I
City of Port St. Lucie
121 S.W. Port St. Lucie Blvd,
Port St. Lucie, FL 34984

SystemDomain, Inc.
4320 Winfield Road, Suite 200.
Warrenville, IL 60555
Phone: (630) 922-8189
Fax: (914) 265-8938
Email: info@systemdomaininc.com
Web: www.systemdomaininc.com

   Re: E-RFP# 20240019 - Information Technology Modernization Consulting Services.

SystemDomain, Inc. (SystemDomain) is the proposer for the **E-RFP# 20240019** for **IT Modernization Consulting Services** to the **City of Port St. Lucie** (the **City**) in accordance with the specifications, terms and conditions found mentioned in the project document.

SystemDomain is pleased to present our information to the **City** for providing specialized talent to bring industry standards and expertise in **Artificial Intelligence**, **Internet of Things** devices and **Data Modernization** to the **City**'s projects, on an as-needed basis.

SystemDomain is an IT Staff Augmentation Solution and Service Company headquartered in **Warrenville**, **Illinois**. SystemDomain consultants have the expertise, experience and knowledge in deploying IT solutions, and professional temporary augmented staff services to multiple Fortune 500 companies since 1999.

Currently, we are an approved vendor for IT temporary staffing services for **California, Michigan, Virginia, Ohio, Utah, Mississippi, Delaware, Arizona, Iowa**, and **Washington, D.C**. Our commitment is to provide innovation, value, and complete staffing needs to ensure stellar customer satisfaction.

SystemDomain has extensive experience in providing technology and staffing solutions for specified durations, at competitive and predetermined rates.

We understand and have over **twenty four years** of experience in providing software, system support and staffing services as have been requested here.

SystemDomain will provide consistent on-site team members comprising experts and stellar professionals you will need to support systems in your IT infrastructure and perform various tasks, in a timely manner.

We have performed similar services for many customer bases in the public and private sector organizations. These include, but are not limited to, the State of Utah, State of Mississippi, State of Kansas, State of Ohio, Worldpay, KCPL, Ferguson, Farm Bureau Insurance, Toyota, and many others.

Shubhi Garg, CEO, is the main contact to contractually obligate the organization, negotiate the contract and contact for clarification and presentations. I can be reached at:

SystemDomain, Inc., Shubhi Garg, CEO, Sgarg@SystemDomainInc.com
Tel. (630) 922-8189, Cell: (630) 544-4180, SystemDomainInc.com
Address: 4320 Winfield Road, Suite 200, Warrenville, IL 60555

SystemDomain is registered as an **S-Corporation** in the **State of Illinois**.

We acknowledge the receipt of the entire RFP with **3 (three) addenda**.

All information submitted with this proposal is true and accurate. SystemDomain is able to meet the requirements of this RFP, including but not limited to, insurance, bonding and licensing requirements. Moreover, SystemDomain confirms our intent to execute an Agreement with the **City**, as required.

By submitting this proposal, we acknowledge that we have read and understand the contents and agree to comply with the requirements and accept the conditions found mentioned in the **E-RFP# 20240019** document.

SystemDomain, an MWBE, is the prime contractor and committed to provide the services described in the proposal.

The proposal shall remain firm and valid for a period of no less than **120 days** from the date of submission.

We thank you for your time and consideration.

Sincerely,

Shubhi Garg, CEO
SystemDomain, Inc.

Tab 1 - Firm's Qualifications

This section contains the Cover Page, a Brief History of SystemDomain, information about Key Project Personnel and their associated qualifications/references, and Organizational Chart

A. Cover Page

Consultant's Business Name	SystemDomain, Inc.
Address	4320 Winfield Road, Suite 200, Warrenville, IL 60555
Telephone Number	630-922-8189
Fax Number	914-265-8938
Key Contact (Project Manager)	Anil Garg, EVP & Government Account Manager
Telephone Number	630-544-4181
Email Address	agarg@systemdomaininc.com

B. About Organization

Company Overview

SystemDomain, Inc. (**SDI**), established in **1999**, is an IT Professional Services firm with focus in Cyber Security & Risk Management, Digital Innovation, Cloud and Analytics, and Staffing. SystemDomain has strategic partnership with leading software product companies to provide the integration and professional services to the utility, healthcare, financial, and research organizations. SDI has an offshore software development and support center to provide cost-effective services. Our determination for customer satisfaction and delivering the efficient solutions are our secrets of success.

As a leading provider of information technology consulting services **for more than 24 years** we offer technological expertise, and strategic insights to our customers with our industry experience. We partner with our customers to build stronger innovative business solutions and to solve their most important and complex business challenges.

SystemDomain, Inc. is an independent entity with no parent corporation and/or subsidiaries.

Location

US Headquarters	**India Office**
SystemDomain, Inc.	SystemDomain Inc.
4320 Winfield Road, Suite 200,	Ist Floor, SCO No. 51, Sector-17
Warrenville, IL 60555	Gurgaon, Haryana 122001
Tel: (630) 922-8189	Fax: (914) 265-8938	Tel: +91-1244264744	Cell: +91-9891773297

Capabilities

SystemDomain Inc. offers the following services to its customers.

Services

Professional Services

Enterprise Architecture

Successful Enterprise Architecture EA initiatives reduce IT development and maintenance costs through standardization, reducing complexity and redundancy, and maximizing reuse. To produce bottom line business results, EA needs to be an ongoing practice within the organization. SystemDomain' Enterprise Architecture Services encompass three areas of focus :

- **EA Practice Enablement** : Providing assistance in implementing and operating a successful EA practice
- **EA Practice Optimization** : Improving the performance of existing EA functions;

- **EA Consulting** : Carrying out various EA mandates in support of the organization's EA team and mission.

System Management

Flexible and reliable IT monitoring and system management for mission-critical systems is necessary to mitigate risk and keep client businesses operating smoothly. We achieve value for our customers through the following:
- Proactive IT monitoring to help with capacity planning and identification of potential problems;
- Increasing a system's elasticity and flexibility through architecture and system optimization;
- Reporting services that prohibit over-provisioning of licenses and potential related fees;
- Identifying security "holes" in the environment;
- Evaluating the impact of moving to a hosted datacenter;
- Assessing the need to implement virtualization.

Data Management

Data management involves much more than just technology. A holistic approach to data management coordinates people and business processes as well as technological innovation. Firms need to consider key elements such as data architecture, metadata – data about data – taxonomy, security and storage.

Our Database experts solve complex business problems of our clients across platforms like Big Data, Oracle, SQL Server, MySQL, and DB2. Database monitoring, maintenance, and troubleshooting are critical to our DBA consulting support services. Our remote database services help companies evaluate their current database and develop a comprehensive plan that ensures **24*7** services with minimum service outages.

Network Management

Network management services will free up time, supplement in-house resources and with our network experts backing you up you'll experience fewer issues like outages and end user complaints allowing you to cut costs and focus on your own critical business efforts.
- **End-to-End Performance Reporting**: Get valuable insight into your network performance and gain the competitive edge.
- **Network Management Service (NMS)**: Provides outside network monitoring and network management expertise to keep your network running at its best.

Application Development

Application Development services support all stages of the application life cycle from requirements through design, test and implementation. Your organization will benefit from a robust set of methodologies, frameworks, industry accelerators and software assets to deliver high quality custom applications. Our consultants are experts across a wide range of

architectures, technologies, platforms and devices including service-oriented architecture, grid computing, open source development, IBM, Microsoft® and wireless to name a few.

Cloud Services

Our cloud consulting services help you in three areas:

- **Data Center Migration**: SystemDomain assists organizations in moving their on-premises data center infrastructure, including servers, storage, and networking equipment, to a cloud-based infrastructure or a different data center, as may be required, to improve efficiency, scalability, and cost-effectiveness by leveraging cloud resources.
- **Cloud Migration**: SystemDomain helps its clients to transition their applications, data, and workloads from on-premises or other cloud environments to a cloud platform. These involve planning, assessment, and the actual migration process to ensure a smooth transition to the cloud, whether it's to public cloud providers like AWS, Azure, or Google Cloud or private cloud environments.
- **Cloud Discovery & Application Analysis**: SystemDomain performs assessment and analysis of a client's existing IT environment to determine which applications and workloads can be moved to the cloud. This helps in identifying dependencies, potential challenges, and cost implications of migrating specific applications to the cloud. It's a critical step in planning a successful cloud migration strategy.

Cyber Security & Risk Consulting

SystemDomain's Cyber Security and Risk Consulting practice is rapidly accelerating and implementing state-of-the-art solutions for multiple use cases. We provide the consulting in the following focus areas:

Cyber Risk Assessment

SystemDomain will access client enterprise systems including physical access for any security vulnerabilities and define the road map to mitigate the vulnerabilities. We deploy the team of experts to design and implement the solutions identified in the discovery phase.

Identity and Access Management (IAM)

Security is every IT organization's top priority. At SystemDomain, we believe that assuring the availability, confidentiality and integrity of your IT infrastructure and the data it contains, begins with controlling access to it.

We also have a strategic alliance with leading Cyber Security solution providers to bring clients cost-effective solutions. We offer on-premises and cloud based products at very competitive licensing models.

Through our IAM consulting services, we can evolve your IAM projects to strategic initiatives, leveraging proven industry processes and best-in-class technologies. To help get our clients to the next level, our team can:

- conduct strategy sessions focusing on overview of IAM trends and vendors, customer business drivers and challenges.

- assess customers' existing infrastructure and system architecture and establish a strategic roadmap.
- deploy leading IAM technologies across SSO and federation, password management, lifecycle management, identity governance and privileged access management.
- elevate customer's IAM program from tactical projects to a strategic security program.

Staffing Services

SystemDomain offers IT and non-IT staffing services for its customers. It follows a five-stage approach in its recruitment process:

- **Stage 1** - This is the initial stage when the **Account Executive** is responsible for gathering information related to the job requirements.
- **Stage 2** - In this stage a team of highly skilled recruiters engages in sourcing and recruitment and completes the **Level 1** Screening process on the candidates.
- **Stage 3** - This is the stage when more information is gathered on the job requirements and the quality of the candidate is further assessed based on the gathered information.
- **Stage 4** - In this stage the internal technical team of SystemDomain further screens the candidate and accomplishes the **Level 2** screening process.
- **Stage 5** - This is the final stage when the **Account Executive** reviews the entire process and further screens the candidate (**Level 3 Screening**) before formally inducting the candidate into the team.

Qualifications

SystemDomain is continually proven to be an industry leader in IT as well as non-IT Temporary Staffing Services in several ways. These include:

- **Customer First Approach**: The client is always right!
- **Offering Competitive Pricing on Resources**: Lowest Rate & Skilled Resources
- Fully vetted resources, stringent evaluation and screening process
- Employee Retention Program
- Guaranteed 24-hour submission of temporary Staff for all the approved requirements
- Currently Serving and approved vendors to more than 10 States across the US.

Our Key Differentiators in Staffing

- **Resume Database**: SystemDomain has a vast database for talents across multiple domains.
- **Client Experience**: SystemDomain has over **20 years of experience** in efficiently managing talent needs for its customers across multiple industries and sectors.
- **Niche Skills**: SystemDomain has proven expertise with technology domain in critical and niche skills, including machine learning, artificial intelligence, big data, blockchain and software development.

- **Evaluation Process**: SystemDomain has a structured evaluation process to assess the technical and behavioral skills and competencies of candidates before submission to its prospective clients.
- **Quick Response Time**: SystemDomain can marshal its resources to promptly assign talents within **24 - 48 hours** of receiving requirements from its customers.
- **Proven Results**: SystemDomain has a commendable and consistent track record of satisfied customers.
- **Talent Network**: SystemDomain, with more than a decade of strong IT experience, has a robust network of the best-in-class IT professionals in the market.

Innovative Concepts in Staffing

SystemDomain is open to implement some of the following concepts in the **City's Projec**t. Each of these reflect emerging trends and innovations in IT staffing and technology support services. SystemDomain will adapt them, as required, to suit the unique needs and preferences of the **City's Projec**t.

- **Managed Hybrid Teams**: SystemDomain is open to offer a blend of on-site and remote staff to provide flexible support while ensuring continuity and reduced operational costs.
- **Skill Match Algorithms**: While sourcing resources for the project SystemDomain is open to utilize advanced AI-driven algorithms to match the right candidates to specific roles based on skills, experience, and cultural fit.
- **On-Demand Expertise**: SystemDomain is open to providing access to a pool of specialized experts who can be engaged on short notice to address unique or complex challenges.
- **Project-Based Staffing**: SystemDomain is open to offer teams of experts assembled for specific projects, ensuring a rapid response to project demands without long-term commitments.
- **Outcome-Based Contracts**: SystemDomain may contemplate introducing service-level agreements tied to desired outcomes, emphasizing accountability and quality of service.
- **Freelancer Integration**: SystemDomain may integrate freelance professionals alongside traditional staff, leveraging the gig economy for specialized tasks.
- **Upskilling and Reskilling**: SystemDomain is open to providing training and development opportunities for temporary staff to enhance their skills and value to the client.
- **Predictive Analytics for Staffing Needs**: SystemDomain may use data analytics to forecast peak demand periods and staffing requirements, ensuring optimal resource allocation.
- **Self-Service Platforms**: SystemDomain is exploring methods to offer clients the ability to browse, select, and onboard temporary staff through user-friendly digital platforms.
- **Virtual Reality Onboarding**: SystemDomain may use VR technology to provide virtual tours, training, and onboarding for remote staff, enhancing engagement and familiarity.
- **24/7 Global Support**: SystemDomain contemplates round-the-clock support by leveraging teams across different time zones to ensure continuous service coverage.

- **Rapid Staff Scaling**: We are exploring ways to enable our clients to quickly scale up or down their staff based on changing project demands, improving agility.
- **Collaborative Workspace Solutions**: We are open to offer virtual workspaces where remote and on-site staff can collaborate seamlessly, enhancing productivity.
- **Data-Driven Performance Insights**: We are open to offer our clients real-time data and analytics on staff performance and service metrics for informed decision-making.
- **Blockchain for Credential Verification**: We are open to use blockchain technology to securely verify and share candidate credentials, streamlining the hiring process.
- **Crowdsourced Talent Sourcing**: We will tap into a network of technology enthusiasts to identify potential candidates for niche roles.
- **Subscription-Based Staffing**: We are also considering offering a subscription model where clients pay a regular fee for access to a pool of pre-vetted and available staff. This will be available for limited customers in the beginning.
- **Eco-Friendly Staffing**: We are promoting a remote-first approach to reduce commuting, carbon footprint, and office space requirements.
- **Robotics Process Automation (RPA) Integration**: We plan to leverage RPA to automate repetitive tasks within the staffing and support process.
- **Personalized Candidate Profiles**: We encourage candidates in creating rich profiles that showcase not just skills, but also personal qualities, values, and interests to ensure cultural alignment.

Work History

Client	Project	Duration
Department of Administrative Services, Connecticut	*Modernization of Websites*	*April 2023 - Current*
State of Michigan	*Data Models & Database Solutions*	*May 2023 - Current*
State of Michigan	*Processes & Governance*	*March 2023 - Current*
Department of Administrative Services, Connecticut	*Agile Project Management - Digital Team*	*December 2022 - Current*
Department of Administrative Services, Connecticut	*Application Support*	*November 2022 - Current*
Department of Administrative Services, Connecticut	*Digital Government Services*	*Nov 2022 - Current*

Client	Project	Duration
Mississippi Department of Human Services	*Next Generation Eligibility Applications using Modern Technologies*	*Nov 2022 - Current*
City of Los Angeles, CA	*Modernize the User Interfaces*	*Nov 2022 - Dec 2022*
Michigan Department of Health & Human Services	*Maintain Statewide Death Information & Certification*	*Nov 2022 - Current*
Colorado Department of Human Services	*Maintain Statewide Death Information & Certification*	*Aug 2022 - Current*
Connecticut Paid Leave	*Software Applications Quality Analysis*	*Aug 2022 - Jan 2023*
City of Los Angeles, CA	*Technology Strategies & Platform Configurations Enhancements*	*May 2022 - Current*
Mississippi Department of Education	*Azure DevOps Support*	*May 2022 - Current*
Mississippi Department of Human Services	*Design & Architect the Web Systems*	*April 2022 - Current*
City of Los Angeles, CA	*Permit Support & Work Plan Development*	*March 2022 - Current*
Department of Administrative Services, Connecticut	*Digital Transformation*	*Jan 2022 - Current*
Mississippi Department of Education	*Manage Public Cloud Infrastructure*	*Dec 2021 - Feb 2023*
Mississippi Department of Education	*Support Services*	*Nov 2021 - April 2023*
Utah State Board of Education	*Develop Microservices & Web Applications*	*Oct 2021 - Current*
Mississippi Department of Education	*CHATBOT - Natural Language Processing*	*June 2021 - Current*
Colorado Department of Human Services	*Department of Human Services Trails Product*	*April 2021 - Current*
Mississippi Department of Human Services	*Modernize the Student Information System*	*Mar 2021 - Current*
Department of Administrative Services, Connecticut	*Connecticut Digital Service*	*Jan 2021 - Jan 2022*
Mississippi Department of Human Services	*Health & Child Support Enforcement System*	*Nov 2019 - Nov 2022*

Client	Project	Duration
Delta Dental, Oak Brook, IL	*Advisory for Data Privacy & Management of System Accounts*	*Dec 2022 - Current*
CoBANK, Greenwood Village, CO	*Architect & Design the Identity & Access Management System*	*Sep 2022 - Current*
GUILD, Denver, CO	*Architect & Design the Identity & Access Management System*	*Jan 2023 - March 2023*
ORGANON, Jersey City, NJ	*Assessment for Identity & Access Governance Program*	*Aug 2022 - Dec 2022*
MATTEL, Los Angeles, CA	*System ID Generator & Testing Strategy*	*Aug 2022 - Nov 2023*
SONY, Los Angeles, CA	*Architect Identity & Access Management System*	*Oct 2021 - Dec 2021*
QVC, West Chester, PA	*Architect & Design Identity & Access Management System*	*Jan 2021 - June 2021*
QUORUM HEALTH, Brent Wood, TN	*Architect & Design Access Control*	*Oct 2021 - May 2021*
Western Alliance, Phoenix, AZ	*Data Privacy Vulnerability Detection & Mitigation*	*Sep 2020 - Jan 2021*
Morgan Franklin Consulting, Nashville, TN	*Advisory Services for Identity Access Management*	*April 2020 - March 2021*
Evergy, Kansas City, MO	*Cyber Security, Audit & Compliance Solutions*	*January 2020 - Feb 2021*

Refer: Supplemental Document - Customer_List

Industry Awards & Recognition

- **2023 -** SystemDomain **Ranks #1354 in INC 5000**
- **2023 -** SystemDomain named one of the **Fast 50 Top Growing MBEs by NMSDC**
- **2023 -** SystemDomain named **Fast 100 Asian American Business** by **USPAACC**
- **2023 - Shubhi Garg, CEO Systemdomain, awarded Enterprising Women of the Year**
- **2023** - SystemDomain **Ranks #62 on Inc. Regionals Midwest**
- **2022** -**Technology Innovator Award** in **Identity & Access Management** by **AI Global Media, UK**.
- **2020** - SystemDomain wins **Gold** as the **Company Response of the Year | Creative Ways Companies are Giving Back During COVID-19**.
- **2019** - SystemDomain wins the **16th Annual 2020 Info Security PG's Global Excellence Award.**

- 2019 - **Shubhi Garg, CEO,** SystemDomain wins the **Annual 2019 Women World Awards** as the **Most Innovative Company**.
- 2019 - SystemDomain wins **Gold** in the **4th Annual 2019 One Planet Awards** as the **Company of the Year | Cloud Computing/SaaS/Internet**.
- 2019 - SystemDomain nominated as the **Fastest Growing CyberSecurity Firm for 2019**.
- 2018 - SystemDomain **Gold Award Winner** as the **Fastest Growing CyberSecurity Firm**.

Years of Experience

Table 1: Number of Years Providing Requested Products/Services

Products and Related Services	
Market Segment	Total Number of Years Providing Services being Requested
All Sectors	25
Local Governments	10
Independent School Districts	7
Institutes of Higher Education	7

Business Acquisition - Market Segments

Table 2: Business Acquisition - Market segment-wise

Market Segment	Total Sales
Local Governments	$8,000,000
Independent School Districts	$5,000,000
Institutes of Higher Education	$2,000,000

D. Project Team & Key Personnel

SystemDomain Team Members

The SystemDomain project team has worked together on several projects and is fluent working within the approach. This team understands what it takes to deliver projects that are on time and within budget to meet or exceed expectations.

Shubhi Garg, CEO *key personnel*

Shubhi has been the CEO since 2016. Owing to her leadership qualities SystemDomain has a remarkable growth and has been awarded as the **Fastest Growing Top 50 MBE**'s in 2022. Shubhi is also the recipient of the **Enterprising Women of the Year Award** in 2023. She serves on the Board as Director for **Core Uganda** & Account Director with **Taproot Foundation**, as she strongly believes in giving back to the community. She holds a Bachelor's Degree & Certified in Cybersecurity Technology, Application & Policy, at MIT.

Anil Garg, EVP & Government Account Manager *key personnel*

Anil has over 20+ years of experience in IT and non-IT staffing. **Anil** is responsible for client relationships and managing expectations and delivery of consultants. Anil is specialized in Cyber Security, Identity and Access Management (IAM), Systems Security, algorithmic solutions, Privileged Password Security, Cloud Security, NERC/CIP Compliance, Bulk Electric System (BES) Cyber Security and policy issues. Anil has designed and developed IT solutions for Utility, Research, Insurance, Telecom, Finance, Health Care and Transportation industries.

Piyush Pandit, Talent Acquisition Manager *key personnel*

Piyush has over 6+ years' experience in managing the SystemDomain team of 15 Recruiters and supporting SystemDomain's Client for sourcing IT and non-IT related staffing needs. Piyush is experienced in handling end-to-end recruitment life cycles for various technologies like - SAP SD MM B1, Salesforce, Oracle, C++/ DotNet. Piyush has excellent technical as well as managerial skills along with strong leadership qualities. Piyush has contributed immensely in recruiting resources for SystemDomain's clients.

Arpita Srivastava, HR Manager *key personnel*

Arpita is responsible for new employee and consultant onboarding. **Arpita** also does a timely review of timesheets. She manages the SystemDomain team that takes care of Contracts, Timesheets, Invoices & Billing.

Rajesh Babu Sukumar, .NET Developer

Rajesh Babu is a .NET Developer with more than 8 years of experience and exceptional skills in Analysis, Design and Development of highly scalable Multi-tiered Web Applications, Distributed Applications and Web Services using Microsoft Technologies in Finance, Banking, Telecom and Healthcare domains. Rajesh is experienced in UI/Front-end Web Development using HTML5, CSS3, JavaScript, AngularJS and Bootstrap. Rajesh has a Bachelors of Engineering in Computer Science from the Amrita University, India and certifications in MS SQL Server 2005 Programming, .NET Framework Fundamentals, C#, ASP.NET, ADO .NET.

Md. Nasim, GIS Architect-Consultant

Md. Nasim is an innovative, and result-driven Digital Architect and Developer with over 24 years of experience in the GIS and application development industry. Nasim has extensive hands-on experience in integrating GIS with cutting-edge technologies including AI, ML, IoT, big data, data science, UAV, cloud, aerial imaging, and many more, making him indispensable for any organization. Nasim has a **PhD in Computer Science Engineering** from the Lingayas University, India and has Microsoft certifications in Web Applications Development with MS .NET Framework-4, SAS Visual Analytics-1, SAS Visual Data Mining & Machine Learning, and SAS Visual Statistics.

Cornelius Simon, Lead Software Engineer

Cornelius Simon is the technical lead and full-stack senior .Net software engineer with over 20 years of experience in delivering end-to-end business software solutions. Cornelius is skilled in managing small to medium size teams of business analysts, developers and QA personnel of full-life cycle development projects. Cornelius is a graduate in **Computer Information Science** from Coleman College, La Mesa, CA.

Refer: Supplemental Documents - Resumes

Members of the SystemDomain team marked as **Key Personnel** will be available for the entire duration of the project. No person marked as **Key Personnel** shall be removed or replaced without the prior written agreement of the **City**.

SYSTEMDOMAIN.
Your Dedicated Technology Partner

Roles of Key Personnel

Principal Personnel Name	Role in the City's Project
Shubhi Garg, CEO	● Oversee financial planning, budgeting, and financial performance. ● Build and maintain strong relationships with the **City** while understanding your staffing needs and aligning our services accordingly. ● Lead efforts to attract, retain, and develop top talent within the organization. ● Set recruitment and retention strategies to ensure a skilled workforce. ● Oversee day-to-day operations, ensuring efficiency, compliance, and high-quality service delivery. ● Optimize operational processes and workflows. ● Ensure compliance with labor laws, regulations, and contractual obligations and address legal and compliance issues promptly and effectively ● Identify, assess, and mitigate business risks, as well as develop and maintain risk management strategies. ● Cultivate a positive workplace culture that values diversity and inclusion. ● Effectively communicate with project stakeholders, including employees, clients, shareholders, and the board of directors. ● Maintain quality assurance programs to maintain high service standards and monitor client and candidate satisfaction. ● To handle crises or unexpected challenges effectively and decisively, if any.
Anil Garg, EVP & Govt. Account Manager	● Build and maintain strong relationships with the **City**. ● Understanding the **City**'s staffing needs and aligning our services accordingly. ● Set recruitment and retention strategies to ensure a skilled workforce. ● Optimize operational processes and workflows. ● Training & Skill Development of the workforce. ● Identify, assess, and mitigate business risks, as well as develop and maintain risk management strategies. ● Cultivate a positive workplace culture that values diversity and inclusion. ● Stakeholder communications. ● Implement QA programs.

| Principal Personnel Name	Role in the City's Project
Piyush Pandit, Talent Acquisition Manager	- Lead efforts to identify, attract, and recruit IT professionals with the right skills and expertise. - Develop and nurture relationships with potential candidates, both active and passive, to build a robust talent pipeline. - Collaborate with the **City** to understand your staffing needs and create tailored recruitment strategies. - Conduct interviews and assessments to evaluate candidates' technical skills, experience, and cultural fit. - Match candidates to appropriate **City**'s positions based on skill sets, experience, and client-specific requirements. - Facilitate salary negotiations and contract agreements between candidates and the **City**. - Ensure compliance with labor laws, regulations, and industry standards in the hiring process. - Stay updated on industry trends and labor market dynamics to provide valuable insights to the **City**. - Build and maintain strong relationships with the **City** by understanding your business objectives and staffing needs. - Manage a team of recruiters and coordinators, providing guidance, training, and performance management. - Track and report on key recruitment metrics, such as time-to-fill, candidate quality, and client satisfaction. - Continuously assess and enhance recruitment processes, tools, and techniques to improve efficiency and effectiveness. - Ensure a positive and respectful candidate experience throughout the recruitment process. - Utilize recruitment technology and tools to streamline processes and improve outcomes. - Promote diversity and inclusion in hiring practices, striving for a diverse talent pool. - Be adaptable and responsive to your changing needs and market conditions.
Arpita Srivastava, HR Manager	- Onboarding - Billing - Contracts - Invoices and Timesheets - Statutory compliances

Staffing Resource Management

Principal Personnel Name	Staffing Resource Management Role (Past Projects)	
Shubhi Garg, CEO	• Financial Oversight • Stakeholder Relations	• Risk Management • Leadership and Culture
Anil Garg, EVP & Govt. Account Manager	• Client Relationship Management • Project Delivery	• Client Needs Assessment • Client Satisfaction
Piyush Pandit, Talent Acquisition Manager	• Candidate Sourcing • Talent Pipeline • Client Consultation • Recruitment	• Compliance • Client Relationship Support
Arpita Srivastava, HR Manager	• Employee Lifecycle • Compliance and Policies • Employee Relations	• Benefits and Compensation • Training and Development • Workplace Culture

E. Subcontractors / Subconsultants

SystemDomain is not utilizing any subcontractor / subconsultant for the **City**'s project. Should there be a requirement to seek the services of subcontractor/subconsultant for the project, SystemDomain will discuss with the **City** and seek your permission, prior to any such action.

![SYSTEMDOMAIN - Your Dedicated Technology Partner]

F. Project Organization Chart
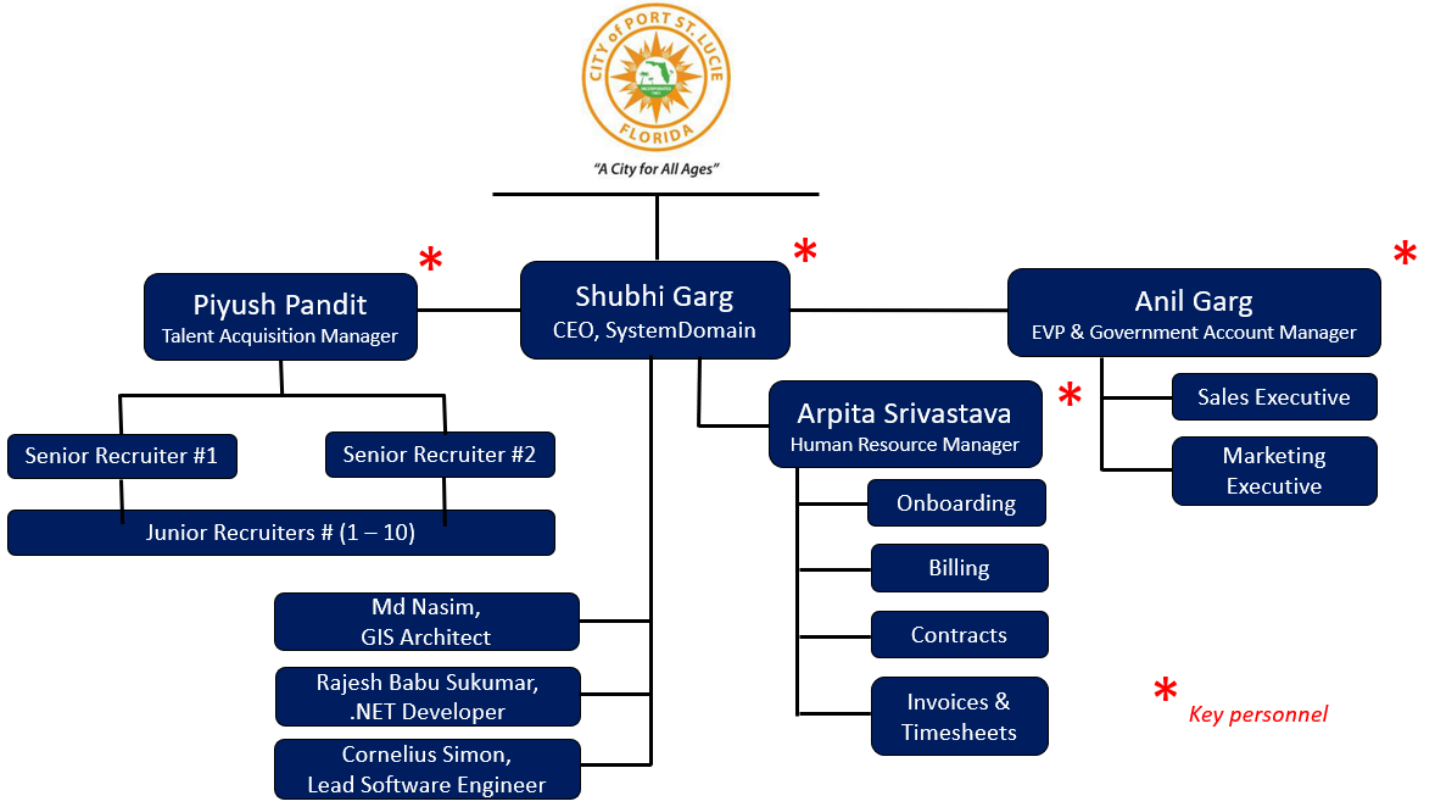
SystemDomain, Inc. - Project Organization for the Port City of St. Lucie Project

Tab 2 - Methodology / Approach

This section contains SystemDomain's approach and methodology that will be used to complete the Scope of Work for the City's Project.

Project Understanding, Approach & Methodology

Project Requirements Understanding

The **City of Port St. Lucie**, in pursuit of its digital transformation and enhancement of citizen services, seeks a strategic partnership with a service provider to benefit from the complex landscape of emerging technologies and data-driven solutions. The scope of requested services encompasses various facets crucial to the **City**'s advancement, including data-driven strategy and implementation, functional and technical business analysis, dashboarding and visualization development, **Smart City** initiatives, and compliance with regulatory certifications such as **CJIS** and **HIPAA**.

1. Data-Driven Strategy and Implementation

- **SystemDomain** will assist in establishing data management best practices, data modeling, governance, and rollout strategies to support the **City**'s initiatives.
- Emphasis will be placed on solution data modeling, application and service strategy evaluations, and inventorying and landscaping of data sources to ensure a comprehensive approach.

2. Functional and Technical Business Analysis

- Collaborative efforts will be undertaken to understand software requirements and develop project plans for data modeling and source strategy.
- **SystemDomain** will work closely with various functions to address issues related to software deployment and explore opportunities for standardizing technology products.
- Cloud-first initiatives and enterprise-wide technology implementations will be evaluated and planned in coordination with IT teams.

3. Dashboarding and Visualization Development

- Integration of technology tools in cloud environments, configuration, and optimization of data and tools for visualizations and reports will be a key focus.
- A roadmap for Business Intelligence adoption and recommendations for establishing a "**Center of Excellence**" will be provided, along with ongoing support for BI resolution, enhancement requests, training, and maintenance.

4. Smart City Initiative

- **SystemDomain** will provide recommendations and initial prototypes to support a strategic **Smart City Strategy**, evaluating existing infrastructure and proposing updates to support new projects.
- Identification of Smart City options and an inventory of solutions and IoT technology will be conducted, alongside an analysis of technology advancements to define services supporting these initiatives.

5. Other Requirements
- Compliance with CJIS and HIPAA certifications are mandatory to ensure the security and integrity of sensitive data handled by the **City**. SystemDomain will acquire necessary certifications prior to work commencement.

6. Deliverables
- **SystemDomain** is expected to demonstrate extensive knowledge and prior experience in the outlined areas and a deep understanding of the **City**'s technical and business environment.
- A detailed rate card, specifying billing rates per role, is required to facilitate transparent and efficient financial management.

The City of Port St. Lucie anticipates a five-year contract term with the option for four one-year renewals, reflecting its commitment to fostering a long-term partnership with the selected Supplier. This **Project Understanding** encapsulates the **City**'s vision for leveraging technology to drive innovation, efficiency, and excellence in service delivery, ultimately benefiting its citizens and stakeholders.

Critical Success Factors (CSF)

As **SystemDomain Inc.** embarks on the journey to secure the **IT Modernisation Consulting Services** contract with **the Port City of St. Lucie (City)**, it is imperative to articulate a comprehensive understanding of what could be the **City**'s **critical success factors** and how SystemDomain intends to address them. This section outlines a strategic approach to fulfilling the **City**'s needs while demonstrating SystemDomain's commitment to delivering high-quality services, fostering long-term partnerships, and driving mutual success. By aligning our capabilities with the **City**'s objectives and highlighting the tangible benefits of collaboration, SystemDomain aims to position itself as the trusted partner of choice for the **City**'s IT modernisation consulting requirements. This section also elaborates on the strategies and actions SystemDomain will undertake to meet each critical success factor and ultimately exceed the **City**'s expectations.

CSF-1: High class Customer Service

What SystemDomain will be doing

- **Timely Response**: Ensure prompt response to:
  - The requisition or open positions
  - To interview requests
  - Delivery of the resources
  - Backup Resources as needed
  - Issues raised by the **City**.

- **Resource Provision**: Provide qualified and authentic resources based on the **City**'s requirements.
- **Effective Communication**: Maintain open and transparent communication channels with the **City** in all matters..
- **Customer Feedback**: Regularly solicit feedback from the **City** to understand your satisfaction levels and identify areas for improvement.

How will it be done

- **Dedicated Account Manager**: SystemDomain will assign a dedicated account manager as a single point of contact for the **City**, responsible for addressing your needs and concerns promptly.
- **Service Level Agreements (SLAs)**: We will establish clear SLAs for response times, resource provisioning, and issue resolution, and consistently meet or exceed these benchmarks.
- **Regular Check-Ins**: SystemDomain will schedule regular check-in meetings with the **City** to review resource performance, discuss upcoming needs, and address any challenges proactively.
- **Continuous Improvement**: We will use customer feedback to drive continuous improvement initiatives, such as training programs for staff or process enhancements, to enhance service quality further.

How will it be beneficial to the City

- **Improved Responsiveness**: Timely response to inquiries and issues ensures that the **City**'s IT needs are addressed promptly, minimizing downtime and disruptions.
- **Enhanced Resource Quality**: Provision of the best-fit resources ensures that the **City** receives skilled professionals who can effectively contribute to project success, leading to higher-quality outcomes.

Overall, Systemdomain's high-class customer service will deliver exceptional support and guidance to the City, ensuring their satisfaction and fostering long-term relationships built on trust and reliability.

CSF-2: Flexibility and Continuity of Services

What SystemDomain will be doing

- **Scalability**: Offer flexible staffing solutions that can scale up or down based on the **City**'s evolving needs.
- **Consistency**: Ensure continuity of services by providing consistent and reliable support throughout the duration of the contract.
- **Adaptability**: Be adaptable to changes in your project requirements, timelines, or priorities, and adjust staffing levels or skill sets accordingly.

How will it be done

- **Resource Pool**: SystemDomain will maintain a diverse pool of IT professionals with varying skill sets and experience levels to accommodate different project requirements.
- **On-Demand Staffing**: SystemDomain will offer on-demand staffing options to quickly ramp up resources when needed and scale down during slower periods.
- **Cross-Training**: SystemDomain will cross-train staff members to ensure redundancy and mitigate the risk of service disruptions in case of absences or turnover.

How will it be beneficial to the City

- **Scalability**: Flexible staffing solutions will allow the **City** to scale up or down based on project demands, ensuring that resources are optimally allocated and project timelines are met efficiently.
- **Consistency**: Continuity of services ensures that the **City** receives consistent support throughout the project lifecycle, fostering stability and reliability in IT operations.

CSF-3: Track history and expertise in supporting IT projects

What SystemDomain will be doing

- **Showcase Experience**: Highlight SystemDomain's track record of successfully supporting IT projects, particularly in similar industries or domains.
- **Demonstrate Expertise**: Provide evidence of the expertise and qualifications of SystemDomain's staff members, showcasing relevant certifications, training, and experience.

How will it be done

- **Case Studies and References**: SystemDomain will share case studies or success stories of past projects with similar scope and challenges, demonstrating our capabilities and achievements.
- **Client Testimonials**: SystemDomain will collect and share testimonials or references from satisfied clients, attesting to our expertise, professionalism, and reliability.
- **Industry Recognition**: We will highlight any industry awards, certifications, or partnerships that validate SystemDomain's expertise and credibility in supporting IT projects.

How will it be beneficial to the City

- **Risk Mitigation**: SystemDomain's proven track record and expertise reduce the risk of project delays or failures, providing the **City** with confidence in the successful execution of IT projects.

- **Efficiency Gains**: Leveraging SystemDomain's experience and expertise streamlines project execution, resulting in faster delivery times, cost savings, and improved project outcomes.

CSF-4: Responding to City's needs for your Benefits

What SystemDomain will be doing

- **Listen Actively**: Actively listen to the **City**'s needs, challenges, and goals to understand their requirements thoroughly.
- **Proactive Problem-Solving**: Offer proactive solutions and recommendations to address the **City**'s challenges or capitalize on opportunities.
- **Value-Added Services**: Go beyond fulfilling basic requirements to offer value-added services that enhance the **City**'s operations or outcomes.

How will it be done

- **Needs Assessment**: SystemDomain will conduct a thorough needs assessment with the **City** to identify pain points, inefficiencies, or areas for improvement.
- **Customized Solutions**: We can develop customized solutions tailored to the **City**'s specific needs, leveraging SystemDomain's expertise and innovation.
- **Strategic Partnerships**: We will collaborate closely with the **City** as a trusted advisor, providing strategic guidance and insights to support their long-term goals.
- Systemdomain has strategic partnerships with many product companies and will collaborate with the **City** to present free demos and recommend solutions outside the staff augmentation services, for competitive rates.

How will it be beneficial to the City

- **Problem Resolution**: Proactive solutions and recommendations address the **City**'s challenges effectively, improving operational efficiency and driving continuous improvement.
- **Innovation**: SystemDomain's focus on presenting innovative solutions benefits the **City** by introducing new technologies, methodologies, or processes that enhance productivity and competitiveness.

CSF-5: Long-term Partnership with the City

What SystemDomain will be doing

- **Commitment to Relationship**: SystemDomain will demonstrate a genuine commitment to building a long-term partnership with the **City** based on trust, mutual respect, and shared goals.
- **Investment in Relationship**: Allocate resources and effort to nurture the relationship with the **City** beyond the immediate project scope.

- **Consistent Quality of Talent**: Ensure consistent availability of high-quality talent that aligns with the **City's** standards and expectations.
- **Offer Long-Term Incentives**: Consider offering incentives for long-term engagements, such as volume discounts, loyalty rewards, or extended payment terms as an appreciation for the **City**'s continued partnership and commitment.

How will it be done

- **Relationship Management**: SystemDomain will assign a dedicated relationship manager or team to cultivate and maintain the partnership with the **City**, fostering regular communication and collaboration.
- **Strategic Planning**: We will engage in strategic planning sessions with the **City** to align on future goals, initiatives, and opportunities for collaboration.
- **Value Delivery**: We will continuously deliver value to the **City** through high-quality services, innovative solutions, and exceptional customer experiences that reinforce the benefits of a long-term partnership.
- **Quality Assurance**: Ensure that the candidates provided meet the **City**'s expectations in terms of skills, experience, and cultural fitness. SystemDomain will conduct regular performance reviews and solicit feedback from both the **City** and candidates to continuously improve service quality.
- **Being Responsive and Flexible**: Demonstrate responsiveness and flexibility in addressing the **City's** needs and requests. We are willing to accommodate changes in project scope, timelines, or resource requirements to adapt to evolving circumstances.

How will it be beneficial to the City

- **Strategic Alignment**: A long-term partnership fosters alignment between SystemDomain and the **City**'s goals, enabling collaborative planning and execution of initiatives that support the **City**'s long-term objectives.
- **Resource Optimization**: Investing in a lasting relationship allows the **City** to leverage SystemDomain's institutional knowledge and expertise over time, optimizing resource allocation and maximizing the value derived from the partnership.
- **Cost Savings**: Long-term partnerships will result in cost savings in the nature of securing volume discounts and/or preferential rates for ongoing engagements, and additional savings on recruitment and training costs associated with hiring permanent staff.

By delivering on these **critical success factors** and **associated benefits**, SystemDomain not only meets the **City**'s immediate IT staffing needs but also contributes to its long-term success and competitiveness in the industry.

SystemDomain's Responsibilities as a Vendor

- **Resource Provisioning**: SystemDomain will provide all necessary labor, resources, and Workman's Compensation Insurance Coverage to deliver IT staffing services as per the Scope of Work.
- **Personnel Supervision**: All services will be performed by qualified personnel under our supervision, adhering to appropriate attire and professional standards.
- **Key Personnel Management**: Any changes or substitutions in key personnel will be approved by the **City** in writing, with responsibility for schedule or cost implications resting solely on us.
- **Hours and Payments**: Hours worked will be authorized by the **City**'s departmental supervisors, with pre-approval required for overtime.
- **Quality Assurance**: Services will be performed to the highest professional standards, with the City reserving the right to request removal of inadequate personnel.
- **Data Ownership**: All deliverables become City's property upon final payment, and we will adhere to the **City's** Information Security/Data Access Policy, if any.

SystemDomain supports customers across multiple governments, industries, and sectors. We are currently supporting IT Staff Augmentation for **MDEK12 - State of Mississippi, Board of Education - State of Utah** and the **City of LA.**

SystemDomain confirms that the resources will be available to the **City 24/7/365 days a year** in accordance with the contractual terms and conditions to be mutually agreed upon. We will also adhere to the **response times** (as will be agreed upon) during the contract period.

With its structured sourcing mechanism, SystemDomain will source appropriate resources to cater to the **City's** systems and infrastructure requirements. SystemDomain will identify resources with requisite knowledge, skills, and experience to deliver in the **City's** projects. **Training and orientation**, as required, will be imparted to the resources, before induction.

SystemDomain's Sourcing Process

SystemDomain meets and exceeds the needs of the **City's** staffing solutions with its effective, reliable, secure services for the **City's** offices. SystemDomain shall enable the resources to effectively manage the **City's** assets and deliver services to meet the project needs. SystemDomain will provide staff resources for the required duration, and at a predetermined rate.

SystemDomain has expert knowledge and experience working with IT Staffing contracts with companies and entities. These include but are not limited to the following:

- **State of Florida** -DMS-80101507-23-STC-ITSA
- **State of CA**– Department of General Services (RFP 5167010)
- **University of Oklahoma** (RFP #R18001-18)

- **State of Hawaii** – DOE (PS D18-003)
- **State of Kansas** – Dept of Administration (EVT0007180)
- **Staff Augmentation Vendor to Utah**, Mississippi, Ohio, Michigan, Georgia, Delaware
- **Staff Augmentation Vendor to Colorado**, Connecticut, Oregon & Atlanta Public Schools.

In the sections that follow, we have discussed our **sourcing process** that has enabled the team to deliver successfully, in multiple projects, since our inception in 1999, and for the past 24 years.

We have also shared our **work history** earlier in this document, comprising a list of **customers**, **project title/information** and the **duration** in which these were undertaken by us. This is for your perusal. Should you have any queries related to these projects, we will be happy to share additional details with you.

Recruitment & Presentation

Stage 1: Requirement Gathering and Analysis
- **Receive SOW**: The process begins with SystemDomain receiving the Statement of Work (SOW) or Scope of Work from the **City's** office. This document should outline the project's objectives, deliverables, timeline, and required skills.
- **Review SOW**: Our staffing team thoroughly reviews the SOW to understand the project's technical requirements, skills needed, duration, and any specific qualifications or certifications required.
- **Meet with Stakeholders**: The staffing team meets with stakeholders, including the hiring manager from the **City**, to clarify any uncertainties, gather additional information, and establish a clear understanding of the project's needs.

Stage 2: Candidate Sourcing and Identification
- **Source Candidates**: Based on the information gathered, the staffing team begins sourcing candidates through various channels like job boards, social media, professional networks, and our internal database.
- **Resume Screening**: Resumes received from potential candidates will be screened against the project's requirements. This step aims to identify candidates whose skills and experience align closely with the project's demands.
- **Initial Assessment**: Shortlisted candidates will undergo an initial assessment, which may include phone screenings or preliminary interviews to gauge their technical expertise, communication skills, and cultural fitness.

Stage 3: Candidate Selection and Presentation
- **Interview Process**: Qualified candidates will progress to a more comprehensive interview process. This could involve technical assessments, in-depth interviews, and potentially meeting with the **City's** team, as may be required.
- **Reference Checks**: Before finalizing the candidates, reference checks will be conducted to verify their professional background, skills, and work ethic.

- **Presentation of Candidates**: Once a selection of potential candidates is confirmed, the staffing team will compile detailed profiles for each candidate. These profiles will include resumes, skill assessments (scores/ratings), interview feedback (scores/ratings), and other relevant information.
- **Submission to the City**: The staffing team will present the candidate profiles to the **City**, providing an overview of each candidate's qualifications, experience, and potential fitness status for the project.

Stage 4: Decision and Onboarding
- **Selection Decision**: The **City** will review the presented candidate profiles and make a selection based on your project needs and preferences.
- **Negotiation and Offer**: The staffing team coordinates with the chosen candidates to discuss/negotiate compensation, benefits, and other terms of employment. An official job offer is extended to the candidates who accept the terms.
- **Onboarding**: Once candidates accept the job offer, the onboarding process begins. This includes completing paperwork, setting up necessary accounts and accesses, and facilitating any required training.

Stage 5: Project Execution and Management
- **Project Start**: The selected candidates begin their assignments, working on the project as outlined in the SOW.
- **Ongoing Communication**: The staffing team will maintain regular communication with both the hired candidates and the **City** to ensure the project is progressing smoothly and address any concerns or issues that may arise.

Throughout these stages, effective communication and collaboration between the SystemDomain staffing team and the **City** will be the key to successfully sourcing and presenting candidates who are well-suited for the project's requirements. Please refer to the process flow diagram outlined below for a better understanding.
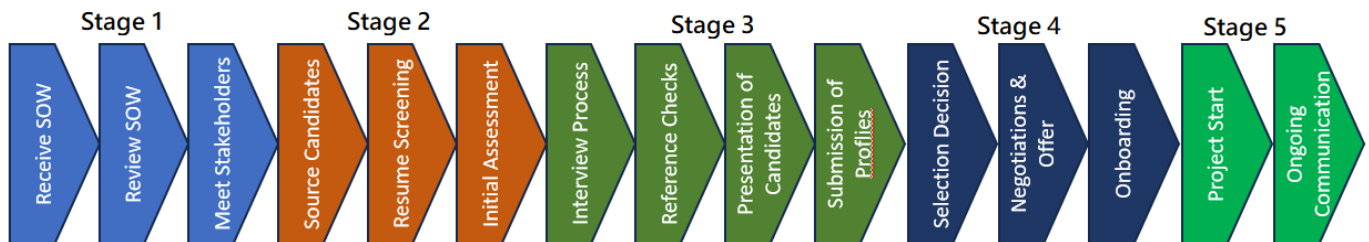
SystemDomain's Recruitment & Presentation Process

Background Screening

At SystemDomain, **Background Screening** is considered to be a crucial step in our hiring process. Here we verify the accuracy of a candidate's claims and ensure they meet the company's standards and requirements. Here's an overview of our background screening steps/processes:

Step 1: Disclosure and Consent
- **Candidate Consent**: Before initiating the background screening process, the candidate will be required to provide a written consent. This will allow us to conduct various checks, such as criminal history, employment verification, and educational verification.

Step 2: Information Collection
- **Candidate Information**: The candidate will be asked to provide detailed information, including personal identification, addresses, employment history, education history, and other relevant details.

Step 3: Background Checks
- **Criminal History Check**: A criminal background check will be conducted to identify any criminal convictions or pending charges in the candidate's history.
- **Employment Verification**: The candidate's employment history, including job titles, dates of employment, and responsibilities, will then be verified with his/her previous employers.
- **Educational Verification**: The candidate's educational credentials, such as degrees and certifications, will be verified with the respective educational institutions.
- **Reference Checks**: Professional references provided by the candidate will be contacted to validate the candidate's skills, work habits, and character.

Step 4: Review and Assessment
- **Background Screening Company**: Depending upon your project requirements and costs, we may also partner with specialized background screening companies to conduct these checks. We will ask them to compile the results and provide us a comprehensive report.
- **Review of Results**: We will review the background screening report to assess the candidate's suitability for the position and evaluate any potential red flags.

Step 5: Decision and Communication
- **Decision**: Based on the results of the background screening, we will make a decision regarding the candidate's eligibility for employment. Factors such as the nature of the offense, its relevance to the job, and the candidate's overall qualifications will be taken into consideration.
- **Communication**: We will communicate the outcome of the background screening to the candidate. If adverse information is found, the candidate will be given an opportunity to explain the circumstances and his feedback/response will be noted in the files/records.

Step 6: Compliance and Legal Considerations
- **Fair Credit Reporting Act (FCRA) Compliance**: We are **FCRA** compliant.
- **Equal Employment Opportunity (EEO) Compliance**: We are also **EEO** compliant.

Background screening helps us make informed hiring decisions and maintain a safe and trustworthy work environment. It's important to conduct these checks ethically, transparently, and in compliance with relevant laws and regulations.

Drug Screening

Drug screening is another important aspect of SystemDomain's pre-employment process to ensure a safe and productive work environment at our client workplace. Drug screening is designed to ensure that employees are fit for duty, particularly in safety-sensitive roles. Here are the typical steps associated with our drug screening process and activities:

Step 1: Notification and Consent
- **Candidate Notification**: We inform the candidate to let them know that a drug screening is required as part of the pre-employment process. This notification occurs after a job offer has been extended and accepted, but before the candidate begins their new role.
- **Candidate Consent**: The candidate is required to provide a written consent to undergo drug testing. This consent is collected along with other pre-employment paperwork.

Step 2: Collection of Sample
- **Sample Collection**: The candidate is directed to a designated testing facility where a trained professional collects a sample of the candidate's urine, hair, or sometimes saliva as per the required testing guidelines, if any.

Step 3: Laboratory Testing
- **Sample Analysis**: The collected sample is sent to a certified laboratory for analysis. The laboratory tests the sample for the presence of various substances, including illegal drugs and sometimes prescription medications.

Step 4: Review and Assessment
- **Results Review**: The laboratory provides the test results to our HR department. These results should indicate if the candidate's sample tested positive or negative for the substances being screened.

Step 5: Decision and Communication
- **Decision**: Based on the drug test results, we make a decision regarding the candidate's eligibility for employment. Positive results may lead to further assessment of the situation, as per the drug policy guidelines.
- **Communication**: The candidate is informed of the drug test results, through the HR department. If the results are positive, the candidate is given the opportunity to explain any prescription medications or medical conditions that could have influenced the results.

Step 6: Compliance and Confidentiality
- **Legal Compliance**: Drug testing processes comply with our relevant laws and regulations (**Drug-Free Workplace Act**).
- **Confidentiality**: The results are treated as confidential and shared only with authorized personnel on a need-to-know basis.

Step 7: Follow-Up Actions
- **Positive Results**: If a candidate's drug test comes back positive, we follow specific protocols outlined in the drug policy. This may include further discussions with the candidate, seeking medical documentation for prescribed medications, or in some cases, rescinding the job offer.

Reference Checking

Reference checking is an essential step in **SystemDomain**'s hiring process when we verify a candidate's qualifications, skills, and work history. Here's how it typically works with us:

1. **Candidate Identification**: Once a candidate has been shortlisted by us for a position, we gather the candidate's references. These references are usually previous employers, supervisors, colleagues, or clients who can provide insights into the candidate's work performance, skills, and character.

2. **Contacting References**: We then reach out to the provided references. We do this through emails, phone calls, or online survey forms, depending upon specific factors and requirements. We obtain the consent of the candidate before contacting their references.

3. **Reference Questions**: We prepare a set of questions to ask the references. These are designed to gather specific information about the candidate's skills, job responsibilities, work ethic, interpersonal skills, and overall suitability for the position. Some of our common reference check questions include:
- Can you confirm the candidate's job title, role, and employment dates?
- What were the candidate's main responsibilities and achievements while working with your organization?
- How did the candidate handle challenges or difficult situations?
- Can you describe the candidate's technical skills and proficiency in [specific technologies, domains etc.]?
- How well did the candidate work in a team and communicate with colleagues and clients?
- Would you rehire the candidate if given the opportunity?

4. **Collecting Feedback**: We document the responses provided by the references. We gather both positive and constructive feedback to get a well-rounded view of the candidate's abilities and potential areas for growth.

5. **Verifying Information**: The information provided by the references is cross-checked with the candidate's resume and interview performance. Discrepancies or inconsistencies often raises a red flag and warrants further investigation.

6. **Assessing Fit**: The feedback from the reference check is used to assess whether the candidate aligns with the requirements of the position and the company culture. This helps us make a more informed hiring decision.

7. **Confidentiality**: Reference checks are conducted with professionalism and confidentiality. The information obtained is used for the purpose of evaluating the candidate's suitability for the position only.

8. **Feedback to Candidate**: Depending on the outcome of the reference checks, we provide feedback to the candidate. Positive references usually reinforce the candidate's qualifications, while any concerns raised by references are discussed with the candidate.

9. **Final Decision**: Finally, we collaborate with our client to use the reference check results as one of the factors in making the final hiring decision.

Reference checks are just a part of **SystemDomain**'s overall evaluation process. Although reference checks provide some valuable insights, SystemDomain considers many other factors such as the candidate's skills, experience, cultural fit, and interview performance to assess the suitability.

Evaluation of Candidates with Job Requirements & Roles

This is a crucial aspect of our role and these are a few things we do at **SystemDomain**, after a candidate has been screened, technically assessed, interviewed (in multiple phases), assessed for behavioral traits, reference checked, skills validated, found and assessed to be culturally fit, we will share our reports and findings with the **City**. As required, we may further organize **a panel interview** with the **City**, who may conduct a few more tests to assess the candidate's abilities.

Finally, based on the cumulative feedback and assessments, we make **a final evaluation** of the candidate's qualifications and alignment with the hiring company's needs. Since our goal is to provide the hiring company with candidates who not only possess the technical skills required for the role but also exhibit qualities that align with the company's values and culture, we take extra care in evaluating. We regularly communicate with the hiring company to achieve this goal effectively.

Lead Times

SystemDomain's **lead times** for all steps in the **Sourcing process** is **between <u>48 and 72 hours</u>**.

Assignment & Coordination with Account Managers

SystemDomain will assign an **Account Manager** for the **City's** project, to be the single point of contact on our behalf, and be contacted for any matters related to the contract and its execution. The name and contact details of our **Account Manager** will be shared prior to signing of the contract with the **City**.

Sourcing Candidates

SystemDomain's staffing team sources candidates through various channels like job boards, social media, professional networks, and our internal database. The percentage allocation is as below:

- **Job Boards** - 35%
- **Social Media** - 10%
- **Professional Networks** - 35%
- **Internal Database** - 20%

SystemDomain's Involvement in Placement of Resources

SystemDomain remains involved and continuously communicates with the client after a successful placement. We consider this to be a crucial activity for our ongoing success. Our responsibilities towards our client and the candidate are summarized below:

Our Involvement with the City
- We maintain regular communication with the client to ensure that the placed candidate is performing well and meeting their expectations. We are committed to the success of the placement with the **City**.
- We periodically review the candidate's performance with the client. We gather feedback on the candidate's work, skills, and overall fit within the team.
- We proactively address our client's concerns, if any. If issues related to a candidate's performance or attitude are observed, we collaborate with our client to find solutions and make necessary adjustments, as may be required.
- We keep an eye on the client's evolving needs. As projects change or new roles open up, we proactively provide suitable candidates for consideration.
- We continuously gather feedback from the client about the quality of our services, the candidate's performance, and any areas for improvement.

Our Involvement with the Placed Candidate
- We provide complete assistance during the candidate's onboarding process. We ensure that they have all the necessary information and resources to integrate smoothly into the client's environment.
- We offer ongoing support to the placed candidate. We provide resources, mentorship, and guidance to help them excel in their role.
- We stay engaged with the candidate's career aspirations. We help identify opportunities for professional growth and advancement within the hiring organization.
- If any challenges arise for the candidate in their new role, we are available to offer guidance and mediation to resolve conflicts or issues.
- We establish a feedback loop where the candidate can provide input about their experience working with us and our client. This helps us identify areas for our improvement.

Our General Involvement

- We continue building strong relationships with both the client and the placed candidate. A strong rapport leads to future collaborations and referrals.
- We act as a bridge between the client and the candidate. If any issues arise, we work to find mutually beneficial solutions that maintain the success of the placement.
- We keep informed about industry trends, market demands, and emerging technologies to better serve both the client (hiring company) and candidates.
- We ensure that all contractual obligations are met, including salary, benefits, and any other terms that were agreed upon.
- When placements are temporary or project-based, we work with the client and the candidate to explore contract renewals or extensions.
- We maintain open lines of communication with both the client as well as the candidate. This helps us stay informed about their evolving needs and ensures a positive experience for all parties.

Quality Assurance

SystemDomain considers quality assurance procedures to be essential in ensuring staffing projects and the work performed meet high standards of quality. Our procedures for both aspects are summarized below:

Quality Assurance Procedures for SystemDomain's Staffing Projects

- **Client Needs Assessment**: Before project commencement, we conduct a thorough assessment of the client's needs and expectations. We understand the required skills, project scope, and timeline to ensure a clear understanding from the outset.
- **Candidate Screening**: We implement a rigorous screening process for candidates to ensure they possess the required technical skills, experience, and are culturally fit for the client's organization.
- **Project Planning**: We create a detailed project plan that outlines roles, responsibilities, deliverables, timelines, and milestones. We share this plan with both the client and the selected candidates.
- **Regular Communication**: We maintain open lines of communication with the client throughout the project. We provide regular updates, status reports, and check-ins to ensure that everyone is aligned and informed about project progress.
- **Feedback Loop**: We establish a feedback mechanism to collect input from both the client and candidates. This allows us to identify potential issues at an early stage and address them promptly.
- **Issue Resolution**: If any challenges or conflicts arise during the project, we work collaboratively with the client and candidates to find solutions and mitigate any negative impact.

- **Quality Metrics**: We define the key quality metrics that must be met for successful project completion. This includes technical proficiency, meeting deadlines, and adhering to project requirements.
- **Performance Evaluation**: We regularly assess the performance of both the client and the candidates involved. We solicit feedback from all parties to ensure that expectations are being met.
- **Continuous Improvement**: We gather insights from completed projects to identify areas for improvement in our staffing process. We use this feedback to refine our approach for future projects.

Quality Assurance Procedures for SystemDomain's Work Performed

- **Clear Expectations**: We ensure that the client's expectations and project requirements are clearly defined and documented. This includes deliverables, deadlines, and desired outcomes.
- **Skills Match**: We confirm that the assigned candidates have the required technical skills to complete the tasks outlined in the project scope.
- **Quality Standards**: We set specific quality standards for the work performed. These include code quality, documentation, testing procedures, and adherence to industry best practices.
- **Regular Reviews**: We are willing to conduct regular reviews of the work being produced by the candidates. This involves code reviews, design reviews, and functional testing to identify any potential issues early.
- **Documentation**: We thoroughly document the work performed by our candidates.
- **Client Validation**: We regularly involve the client in the validation processes to ensure that the work meets their requirements and expectations.
- **Continuous Monitoring**: We continuously monitor the progress and quality of the work performed. We use tools and processes to track milestones and identify any deviations from the project plan.
- **Feedback**: We encourage a feedback loop between the candidates, the client, and SystemDomain. We address any feedback and iterate on the work as needed to achieve the desired outcomes.
- **Final Review**: Before project completion, we conduct a final review to ensure that all project deliverables meet the established quality standards and requirements.

Process of Removal & Replacement of Candidates

There are times when it becomes necessary to remove or replace a candidate who has been placed in a role. We know how important it is to approach the removal or replacement of a candidate with professionalism, sensitivity, and a commitment to finding a solution that benefits both the client and **SystemDomain**. Effective communication and a well-managed transition often helps maintain a positive relationship with the client while ensuring that their project's

needs are met. Here's what we do at **SystemDomain** to manage this type of a situation effectively:

Our Candidate Removal and Replacement Process

- **Identification of Issue**: Whenever an issue arises with a placed candidate we begin with identifying and assessing the problem.
- **Gather Feedback**: We collect feedback from the client and other relevant stakeholders regarding the candidate's performance, to understand the nature and severity of the issue.
- **Assess Viability for Improvement**: We determine whether the issues can be resolved through coaching, training, or other interventions. When improvement is unlikely, we then consider replacement as an option.
- **Client Discussion**: We initiate a candid conversation with the client to discuss the challenges and explore potential solutions and collaboratively we determine the best course of action.
- **Review Contractual Terms**: We review the terms of the contract and any relevant agreements to understand the options available for removing or replacing the candidate.
- **Candidate Feedback**: We provide feedback to the candidate regarding the concerns that have been raised. We also offer support and guidance to the candidate on areas that need improvement.
- **Replacement Candidate Search**: If the decision is made to replace the candidate, we begin the search process for a suitable replacement. We either revisit our candidate pool or conduct new interviews.
- **Client Involvement**: We involve the client in the selection process for the replacement candidate. We share profiles and conduct interviews to ensure that they align with their needs.
- **Smooth Transition**: Once a replacement candidate is selected, we work with both the outgoing and incoming candidates to ensure a smooth transition. We try our best to minimize disruptions to the project or team.
- **Client Communication**: We communicate the replacement decision and the transition plan to the client. We also address any concerns they may have and outline how the change will be managed.
- **Contract Amendments**: As may be required, we update the contract or agreement to reflect the change in candidate placement. We ensure that all parties are in agreement with the modifications.
- **Onboarding and Support**: We provide support to the replacement candidate during the onboarding process. We ensure they have the necessary information and resources to succeed in their new role.
- **Feedback and Monitoring**: We monitor the performance of the replacement candidate closely. We gather feedback from the client and other stakeholders to ensure that the issues have been addressed.

- **Continuous Improvement**: We use the insights gained from this experience to improve our candidate selection and placement processes. We also identify any lessons learned to prevent similar issues in the future.

Implementation Plan

When implementing a staffing plan for the **City**, SystemDomain will follow a recommended approach while considering alternative strategies for flexibility. These are as given below:

Recommended Approach

- **Needs Assessment**: SystemDomain will begin with a comprehensive assessment of the **City**'s staffing needs. We will understand the specific roles, skills, and qualifications required for various positions within the **City**'s departments.
- **Customized Staffing Plan**: SystemDomain will tailor the staffing plan to match the unique requirements of the **City**. This includes identifying the number of temporary staff needed, the duration of contracts, and the positions to be filled.
- **Candidate Sourcing and Screening**: SystemDomain will source candidates from a wide pool of resources, including our own database, job boards, and professional networks. We will screen candidates for qualifications, certifications, experience, and cultural fit with the organization.
- **Collaborate with the City**: SystemDomain will work closely with the **City** to align staffing needs with your objectives and project timelines. We will collaborate to define expectations, roles, and responsibilities.
- **Onboarding and Integration**: SystemDomain will support the **City** in onboarding temporary staff effectively. We will ensure that new hires are smoothly integrated into the organization, including orientation, training, and knowledge transfer.
- **Performance Management**: SystemDomain will implement a performance management process to regularly evaluate the performance of temporary staff. We will also provide feedback and support for improvement.
- **Compliance and Training**: SystemDomain will ensure that temporary staff are educated about transit regulations, security requirements (e.g., HIPAA), and the organization's policies.
- **Flexibility and Scalability**: SystemDomain will offer flexible staffing solutions that can be scaled up or down as needed. This might include adjusting contract lengths or quickly providing additional staff for unexpected demands.
- **Regular Communication**: SystemDomain will maintain open and regular communication with the **City** to address any issues, concerns, or changing requirements.
- **Knowledge Transfer and Retention**: SystemDomain will encourage temporary staff to share their knowledge and best practices with the **City**'s existing team members. We will help in retaining valuable talent by providing opportunities for career growth.
- **Quality Assurance**: We will implement quality assurance processes to ensure that the temporary staff meet the **City**'s standards and expectations.

- **Performance Metrics**: We will define the key performance indicators (KPIs) to measure the impact of the staffing plan on the organization's business operations and project success.

Alternative Approaches

- **Hybrid Model**: SystemDomain may combine permanent hires and temporary staff in a hybrid approach. Permanent staff can provide continuity, while temporary staff offer flexibility for project-based work.
- **Skill Augmentation**: Rather than full-time positions, we may offer temporary staff with specialized skills on a project-specific basis to enhance the existing team performance.
- **Managed Services**: SystemDomain can provide a complete managed IT services where we take on the responsibility of managing the entire IT department of the **City**, including hiring and staffing.
- **Outsourcing**: We can also consider outsourcing specific IT functions, such as network management, to specialized IT service providers.
- **Remote Workforce**: SystemDomain, in consultation with the **City,** is open to leverage a remote workforce, especially for IT roles that don't require on-site presence. This can expand the talent pool and reduce costs.

SystemDomain's overall approach is flexible and adaptable to the **City**'s changing needs. The choice of alternative approaches will depend on the **City**'s priorities, budget, and long-term IT strategy. It will be crucial for us to maintain a close partnership with the **City** to continuously align staffing with your goals and objectives.

Staff Training & Orientation

SystemDomain will fulfill the **training requirements** by conducting a **training and orientation** program for all staff recruited for the **City's** project, as may be required. Here's a brief outline of our **Training and Orientation Program**.

1. Pre-Onboarding
- **Welcome Email**: It begins with a personalized welcome email being sent to all new recruits, introducing them to SystemDomain and outlining the onboarding process.
- **Paperwork and Documentation**: We provide necessary paperwork, contracts, and agreements that must be completed before the onboarding day.
- **Equipment and Software**: We coordinate with the client project manager / department to ensure laptops, software, and tools are ready for the new staff. If these items are to be provisioned by SystemDomain, we procure these items so that they can be handed over to the staff during the program.

2. Orientation Day

- **Welcome Session**: We conduct an orientation session to introduce the new staff to SystemDomain's mission, values, and culture.
- **Company Policies**: We present an overview of important policies, including code of conduct, data security, and confidentiality.
- **Introductions**: We arrange introductions to key personnel in both - our organization as well as, the client organization's department.

3. Role-Specific Training:
- **Technical Overview**: We provide an in-depth overview of the specific technologies, systems, and tools used in the **City**'s concerned department.
- **Role Expectations**: We clearly define the roles, responsibilities, and expectations for each position within the department.
- **Technical Workshops**: We arrange technical training sessions to cover specific tools, languages, or software relevant to the new hires' roles.

4. Company and Department Tour:
- **Physical Tour**: We conduct a tour of the organization's facilities, including the department's workspace, equipment, and amenities.
- **Virtual Tour**: For remote staff, we provide a virtual tour using video conferencing tools to familiarize them with the environment.

5. Technology Infrastructure:
- **Access and Permissions**: We guide the new staff through the process of gaining access to necessary systems, databases, and network resources.
- **Security Protocols**: We emphasize data security protocols, password policies, and best practices for maintaining a secure work environment.

6. Communication and Collaboration:
- **Communication Tools**: We introduce the communication tools to be used within the organization, such as email, chat platforms, and video conferencing.
- **Team Dynamics**: We highlight the importance of effective communication, collaboration, and teamwork within the concerned department.

7. Project Overview:
- **Current Projects**: We provide an overview of ongoing projects, their goals, timelines, and the staff's roles in supporting them.
- **Project Management**: We familiarize the staff with project management methodologies and tools used to track progress.

8. Performance Expectations:
- **Key Performance Indicators (KPIs)**: We clearly define the KPIs by which the staff's performance will be evaluated.

- **Regular Feedback**: We discuss the process for performance evaluations and regular feedback sessions.

9. Cultural Integration:
- **Organization Culture:** We explain the organization's values, norms, and work culture to help the new staff integrate smoothly.
- **Cultural Sensitivity:** We emphasize the importance of respecting diverse perspectives and working collaboratively.

10. Q&A and Follow-Up:
- **Open Forum**: We provide a platform for the new staff to ask questions and clarify any uncertainties.
- **Follow-Up Sessions**: We schedule follow-up sessions at regular intervals to check progress, address concerns, and provide additional support.

11. Continuous Learning: We encourage continuous learning through access to resources like online courses, webinars, and technical publications.

12. Ongoing Support: We designate a point of contact for the new staff to reach out for support, guidance, and issue resolution. We also conduct **regular check-ins** to ensure the staff's integration and satisfaction.

Performance Reporting

SystemDomain will use some of the following KPIs to evaluate the effectiveness of our proposed staffing solution to the **City**:
- **Response Time KPIs**: Average time to fill a job vacancy and the time taken to respond to client inquiries or service requests.
- **Quality of Hire**: Retention rate of temporary staff over a specified period and performance reviews of temporary staff conducted by the **City**.
- **Client Satisfaction**: Feedback and satisfaction scores and the number of repeat business or renewals from the **City**.
- **Candidate Satisfaction**: Feedback and satisfaction scores from temporary staff and the retention rates among the temporary staff.
- **Time-to-Productivity**: The time taken for temporary staff to become fully productive and the percentage of temporary staff achieving project-specific performance milestones.
- **Cost Efficiency**: Cost savings achieved through temporary staff compared to full-time hires and budget adherence for staffing solutions.
- **Compliance and Certification**: The percentage of temporary staff with required certifications and audit results for compliance with industry regulations (e.g., HIPAA).
- **Resource Scalability**: Ability to quickly scale the number of temporary staff up or down to meet the **City**'s changing needs.

- **Diversity and Inclusion**: The metrics related to diversity in temporary staff placements and inclusion efforts to support temporary staff from diverse backgrounds.
- **Onboarding Effectiveness**: The time taken to onboard and integrate temporary staff into the **City** and feedback from temporary staff regarding onboarding processes.
- **Contract Renewal Rate**: The percentage of staffing contracts renewed or extended and the reasons for contract non-renewal or termination.
- **Knowledge Transfer**: The success of temporary staff in transferring knowledge and best practices to the **City**'s existing team.
- **Issue Resolution Time**: Average time taken to resolve issues or challenges related to temporary staff and the number of issues per project or role.
- **Skill Matching**: The percentage of temporary staff matched effectively to the **City**'s specific needs and skills gap analysis and adjustment measures.
- **Innovation and Continuous Improvement**: The contributions made by temporary staff to innovation or process improvement and the number of process improvements initiated by temporary staff.
- **Employee Referral Rate**: The percentage of new temporary staff referred by existing temporary staff or employees and the quality and performance of referred candidates.
- **Data Security and Compliance**: The metrics related to data security incidents involving temporary staff and the compliance with healthcare data privacy regulations.
- **Project Completion Rate**: The percentage of projects successfully completed with the assistance of temporary staff and the reasons for project delays or non-completion, if any.
- **Return on Investment (ROI)**: The measurement of the return on investment for the **City** in using temporary staff.

These KPIs will help SystemDomain assess the overall effectiveness of our staffing solution and make data-driven decisions to continuously improve and meet the **City**'s staffing requirements. SystemDomain will customize these KPIs based on the specific goals and priorities of the **City** and the service level agreements in place.

Tab 3 - References

This section contains references from 3 agencies with whom Information Technology Modernization Services were contracted by SystemDomain during the last 10 years

References

Following clients are familiar with our staffing process and work methodology.

Company	Knowledge Services
Address	9800 Crosspoint Boulevard, Indianapolis, IN 46256
Contact Name	Doreen Delancy, Contract Manager
Contact Email	doreend@knowledgeservices.com **Phone #** (601) 300-3781
Project Duration	February 06, 2019 - till date (continuing)
Description	SystemDomain is a **top-10** vendor with **Knowledge Services** on the **Mississippi MSP program**. We provide Staff Augmentation and SOW services to various agencies of Mississippi like **MDHS, MDEK-12.**
Value (USD)	$5,000,000.00

Company	PSOMAS
Address	555 South Flower Street, Suite 4300, Los Angeles, CA 90071
Contact Name	Monika Bowden, VP
Contact Email	Monika.Bowden@Psomas.com **Phone #** (949) 275-3224
Project Duration	May 12, 2021 - till date (continuing)
Description	SystemDomain is among the three selected vendors with **PSOMAS**, a construction and engineering management company. We provide **IT Staff Augmentation** services, especially for **the City of LA project**.
Value (USD)	$1,000,000.00

Company	COVENDIS
Address	1200, 200 Walker Street SW # B, Atlanta, GA 30313
Contact Name	Alicia Homsher, Account Director
Contact Email	alicia.homsher@covendis.com **Phone #** (714) 614-3216
Project Duration	January 16, 2021 - till date (continuing)
Description	SystemDomain is an approved vendor with active consultants providing services on the following projects: **State of Connecticut – Department Administrative Services, State of Colorado – OIT & State of Colorado – CDHS**.
Value (USD)	$2,800,000.00

Company	State of Michigan (Knowledge Services - Michigan Program)
Address	9800 Crosspoint Boulevard, Indianapolis, IN 46256
Contact Name	Jami Schooley, Account Manager
Contact Email	jamis@knowledgeservices.com **Phone #** (734) 796-7084
Project Duration	February 06, 2019 - till date (continuing)
Description	Systemdomain is a top 10 vendor with Knowledge Services on the Michigan MSP program. We provide Staff Augmentation and SOW services to various agencies in Michigan.
Value (USD)	($5,000,000.00)

WBENC
WOMEN'S BUSINESS ENTERPRISE NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

hereby grants

National Women's Business Enterprise Certification

to

SystemDomain Inc

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).
This certification affirms the business is woman-owned, operated and controlled and is valid through the date herein.

WBENC National WBE Certification was processed and validated by Women's Business Development Center - Midwest, a WBENC Regional Partner Organization.

Certification Granted: July 31, 2017
Expiration Date: July 31, 2024
WBENC National Certification Number: WBE1701364

Emilia DiMenco

Authorized by Emilia DiMenco, President &
CEO Women's Business Development Center -
Midwest

WOMEN'S
BUSINESS
DEVELOPMENT
CENTER

NAICS: 541511, 541512, 541513, 541519, 541618, 541690, 541990, 611420
UNSPSC: 43000000, 43200000, 80101507, 80111608, 80111609, 80111610, 80111712, 80111716, 80111800, 80111801, 81160000

Center for Women & Enterprise | Great Lakes Women's Business COUNCIL | GREATER WOMEN'S BUSINESS COUNCIL | WOMEN'S BUSINESS COUNCIL SOUTHWEST | WBEC METRO NY WOMEN'S BUSINESS ENTERPRISE CENTER | WBEC GREATER DMV WOMEN'S BUSINESS ENTERPRISE CENTER | WBEA | WBEC EAST WOMEN'S BUSINESS ENTERPRISE CENTER | WBEC FLORIDA WOMEN'S BUSINESS ENTERPRISE COUNCIL | WBEC ORV OHIO RIVER VALLEY | WBEC PACIFIC WOMEN'S BUSINESS ENTERPRISE COUNCIL | WBEC SOUTH WOMEN'S BUSINESS ENTERPRISE COUNCIL | WBEC WEST WOMEN'S BUSINESS ENTERPRISE COUNCIL

Tab 4 - Cost

This section contains the completed Cost Worksheet

Cost Worksheet

Please refer to the **Attachment B: Cost Worksheet (xlsx)** file uploaded separately, for all price details, associated with this project. No pricing information is thus being included in this **Technical Proposal** document.

Tab 5 - Additional Required Proposal Submittal Forms

This section contains the forms in Attachment B, comprising, Consultant's General Worksheet, Cone of Silence Form, Consultant's Code of Ethics, E-Verify Form, Non-Collusion Affidavit, Drug-Free Workplace Form, Vendor Certification Regarding Scrutinized Companies Form, Truth in Negotiation Form. This section also contains an Annexure comprising a set of Supportive Documents.

File#1 - Required Forms

CONTRACTOR'S GENERAL INFORMATION WORK SHEET
E-RFP #20240019

It is understood and agreed that the following information is to be used by the City to determine the qualifications of prospective Contractor to perform the work required. The Contractor waives any claim against the City that might arise with respect to any decision concerning the qualifications of the Contractor.

The undersigned attests to the truth and accuracy of all statements made on this questionnaire. Also, the undersigned hereby authorizes any public official, Engineer, Surety, bank, material or equipment manufacturer, or distributor, or any person, firm or corporation to furnish the City any pertinent information requested by the City deemed necessary to verify the information on this questionnaire.

Dated at _Naperville, IL_ (Location), this _28_ day of _Feb_, 2024

Name of Organization/Contractor: _SystemDomain, Inc_

By: _Shubhi Garg, CEO_
       Name and Title

1. Corporation, Partnership, Joint Venture, Individual or other? _S Corporation_

2. Firm's name and main office address, telephone, and fax numbers

    Name: _SystemDomain, Inc_
    Address: _4320 Winfield Road, Suite 200 Warrenville, IL 60555_

    Telephone Number: _(630) 922-8189_
    Fax Number: _(914) 265-8938_

3. Contact person: _Shubhi Garg_   Email: _sgarg@systemdomaininc.com_

4. Firm's previous names (if any). _No_

5. How many years has your organization been in business? _1999 established, 24 years in operation_

6. Is the firm claiming Local Preference under City Ordinance 35.14 ? YES /✓NO

7. **ADDENDUM ACKNOWLEDGMENT** - Bidder acknowledges that the following addenda have been received and are included in its proposal/bid:

Addendum Number	Date Issued	Addendum Number	Date Issued
Addendum 1	1/25/2024		
Addendum 2	2/20/2024		
Addendum 3	2/21/2024		

Attachment B   Page 1 of 9   RFP #20240019

8. Has the Contractor or any of its principals ever been declared bankrupt or reorganized under Chapter 11 or put into receivership?

    Yes ( )   No (X)

    If yes, please explain:
    N/A

    _____
    _____
    _____

9. List any lawsuits pending or completed within the past five (5) years involving the corporation, partnership or individuals with more than ten percent (10 %) interest:
    No law suits were filed, or remains pending, or completed within the past five (5) years involving the corporation.

    _____

    (N/A is not an acceptable answer - insert lines if needed)

10. List any judgments from lawsuits in the last five (5) years:
    There aren't any judgements from lawsuits in the last five (5) years.

    _____

    (N/A is not an acceptable answer - insert lines if needed)

11. List any criminal violations and/or convictions of the Proposer and/or any of its principals:
    There aren't any criminal violations and/or convictions of SystemDomain, Inc. and/or any of our principals.

    _____

    (N/A is not an acceptable answer - insert lines if needed)

_____   (Shubhi Garg)   CEO, SystemDomain, Inc.
Signature   _____
                                                             Title

PORT ST. LUCIE
HEART OF THE TREASURE COAST

NOTICE TO ALL PROPOSERS:

To ensure fair consideration is given for all Proposers, it must be clearly understood that upon release of the proposal and during the proposal process, firms, and their employees of related companies as well as paid or unpaid personnel acting on their behalf shall not contact or participate in any type of contact with City employees, department heads or elected officials, up to and including the Mayor and City Council. The "Cone of Silence" is in effect for this solicitation from the date the solicitation is advertised on DemandStar, until the time an award decision has been approved by City Council and fully executed by all parties. Information about the Cone of Silence can be found under the City of Port St. Lucie Ordinance 20-15, Section 35.13. Contact with anyone other than the Issuing Officer may result in the vendor being disqualified. All contact must be coordinated through India Barr, Issuing Officer, for the procurement of these services.

All questions regarding this Solicitation are to be submitted in writing to Nadia Tourjee, Procurement Agent I with the Procurement Management Department via e-mail ibarr@cityofpsl.com, or by phone 772-344-4055 Please reference the Solicitation number on all correspondence to the City.

All questions, comments and requests for clarification must reference the Solicitation number on all correspondence to the City. Any oral communications shall be considered unofficial and non-binding.

Only written responses to written communication shall be considered official and binding upon the City. The City reserves the right, at its sole discretion, to determine appropriate and adequate responses to the written comments, questions, and requests for clarification.

*NOTE: All addendums and/or any other correspondence before bid close date (general information, question and responses) to this solicitation will be made available exclusively through the DemandStar's Website for retrieval. All notice of intent to award documentation will be published on the City Clerk's Website. Proposers are solely responsible for frequently checking these websites for updates to this solicitation.

I understand and shall fully comply with all requirements of City of Port. St. Lucie Ordinance .

Typed Name: Shubhi Garg

Signed: _Shubhi Garg_

Company and Job Title: SystemDomain, Inc - CEO

Date: 02/29/2024
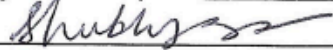
"A City for All Ages"

E-RFP #20240019
CONTRACTOR'S CODE OF ETHICS

The City of Port St Lucie ("City), through its Procurement Management Department ("Procurement Management Department") is committed to a procurement process that fosters fair and open competition, is conducted under the highest ethical standards, and enjoys the complete confidence of the public. To achieve these purposes, Procurement Management Department requires each vendor who seeks to do business with the City to subscribe to this Contractor's Code of Ethics.

- A Contractor's bid or proposal will be competitive, consistent, and appropriate to the bid documents.

- A Contractor will not discuss or consult with other Vendors intending to bid on the same contract or similar City contract for the purpose of limiting competition. A Vendor will not make any attempt to induce any individual or entity to submit or not submit a bid or proposal.

- Contractor will not disclose the terms of its bids or proposal, directly or indirectly, to any other competing Vendor prior to the bid or proposal closing date.

- Contractor will completely perform any contract awarded to it at the contracted price pursuant to the terms set forth in the contract.

- Contractor will submit timely, accurate and appropriate invoices for goods and/or services actually performed under the contract.

- Contractor will not offer or give any gift, item, or service of value, directly or indirectly, to a City employee, City official, employee family member or other vendor contracted by the City.

- Contractor will not cause, influence, or attempt to cause or influence, any City employee or City Official, which might tend to impair his/her objectivity or independence of judgment; or to use, or attempt to use, his/her official position to secure any unwarranted privileges or advantages for that Vendor or for any other person.

- Contractor will disclose to the City any direct or indirect personal interests a City employee or City official holds as it relates to a Vendor contracted by the City.

- Contractor must comply with all applicable laws, codes or regulations of the countries, states and localities in which they operate. This includes, but is not limited to, laws and regulations relating to environmental, occupational health and safety, and labor practices. In addition, Contractor must require their suppliers

(including temporary labor agencies) to do the same. Contractor must conform their practices to any published standards for their industry. Compliance with laws, regulations and practices include, but are not limited to the following:

○ Obtaining and maintaining all required environmental permits. Further, Contractor will endeavor to minimize natural resource consumption through conservation, recycling, and substitution methods.

○ Providing workers with a safe working environment, which includes identifying and evaluating workplace risks and establishing processes for which employee can report health and safety incidents, as well as providing adequate safety training.

○ Providing workers with an environment free of discrimination, harassment, and abuse, which includes establishing a written antidiscrimination and anti-bullying/harassment policy, as well as clearly noticed policies pertaining to forced labor, child labor, wage and hours, and freedom of association.

Name of Organization/Proposer SystemDomain, Inc

Signature *Shubhi Garg*

Printed Name and Title Shubhi Garg, CEO

Date 02/28/2024

DISCLAIMER: This Code of Ethics is intended as a reference and procedural guide to contractors. The information it contains should not be interpreted to supersede any law or regulation, nor does it supersede the applicable contractor contract. In the case of any discrepancies between it and the law, regulation(s) and/or contractor contract, the law, regulatory provision(s) and/or vendor contract shall prevail.

PORT ST. LUCIE
HEART OF THE TREASURE COAST

Supplier/Consultant acknowledges and agrees to the following:

1. Shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Supplier/Consultant during the term of the contract; and

2. Shall expressly require any subcontractors performing work or providing services pursuant to the state contract to likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the contract term.

3. The Contractor hereby represents that it is in compliance with the requirements of Sections 448.09 and 448.095, Florida Statutes. The Contractor further represents that it will remain in compliance with the requirements of Sections 448.09 and 448.095 Florida Statutes, during the term of this contract and all attributed renewals.

4. The Contractor hereby warrants that it has not had a contract terminated by a public employer for violating Section 448.095, Florida Statutes, within the year preceding the effective date of this contract. If the Contractor has a contract terminated by a public employer for any such violation during the term of this contract, it must provide immediate notice thereof to the City.

E-Verify Company Identification Number	1122119
Date of Authorization	August 24, 2016
Name of Contractor	SystemDomain, Inc
Name of Project	Information Technology Modernization Consulting Services
Solicitation Number (If Applicable)	RFP-20240019-0-2024/INB

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on ___February___ , _28_ , 20_24_ in ___Naperville___ (city), _IL_ (state).

_____Signature_____
Signature of Authorized Officer

SHUBHI GARG, CEO
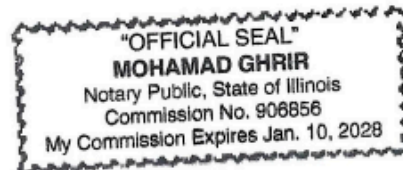Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME

ON THIS THE _28_ DAY OF _February_ 20_24_

NOTARY PUBLIC _____

My Commission Expires: ___01-10-2028___

"OFFICIAL SEAL"
MOHAMAD GHRIR
Notary Public, State of Illinois
Commission No. 906856
My Commission Expires Jan. 10, 2028

Attachment B	Page 6 of 9	RFP #20240019

PORT ST. LUCIE
HEART OF THE TREASURE COAST

E-RFP #20240019

State of _ILLINOIS_ }

County of _WILL_ }

Shubhi Garg_____, being first duly sworn, disposes and says that:
(Name/s)

1.   They are _CEO_____ of _SystemDomain, Inc._____ the Proposer that

(Title)   (Name of Company)

has submitted the attached PROPOSAL;

2.   He is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such PROPOSAL;

3.   Such Proposal is genuine and is not a collusive or sham Proposal;

4.   Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Proposer, firm or person to submit a collusive or sham Proposal in connection with the contract for which the attached proposal has been submitted or to refrain from proposing in connection with such Contract or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm or person to fix the price or prices in the attached Proposal or of any other Proposer, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of Port St. Lucie or any person interested in the proposed Contract; and

5.   The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(Signed) _____

(Title) _CEO_____

PORT ST. LUCIE
HEART OF THE TREASURE COAST

STATE OF FLORIDA   }
COUNTY OF ST. LUCIE} SS:

The foregoing instrument was acknowledged before me this *(Date)*____ 0 2-2 8-2 o 2 4
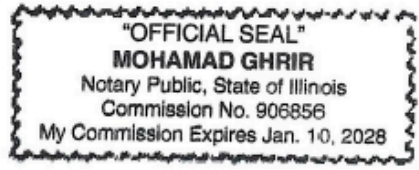
by: _Shubhi Garl_____   who is personally known to me or who has produced

ILDL 662079074773 as identification and who did (did not) take an oath.
Commission No._906 85 6_____

Notary Print: _Mohamad Ghrir_____

Notary Signature: _ली_____

"OFFICIAL SEAL"
MOHAMAD GHRIR
Notary Public, State of Illinois
Commission No. 906856
My Commission Expires Jan. 10, 2028

PORT ST. LUCIE
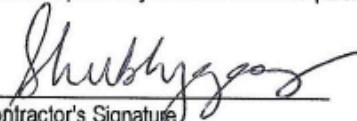HEART OF THE TREASURE COAST

"A City for All Ages"

DRUG-FREE WORKPLACE FORM
E-RFP #20240019

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that

_____ SystemDomain, Inc _____ does:
(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are under proposal a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 Florida Statutes or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

_____
Contractor's Signature

02/28/2024
Date

VENDOR CERTIFICATION REGARDING SCRUTINIZED COMPANIES' LISTS

Vendor Name:	SystemDomain, Inc
Vendor FEIN:	36-4305488
Authorized Representative's Name:	Shubhi Garg
Authorized Representative's Title:	CEO
Address:	4320 Winfield Road, Suite 200
City, State and Zip Code:	Warrenville, IL 60555
Phone Number:	(630) 922-8189
Email Address:	(914) 265-8938

Sections 287.135 and 215.473, Florida Statutes, prohibit Florida municipalities from contracting with companies, for goods or services over $1,000,000 that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or to engage in any Business operations with Cuba or Syria. Sections 287.135 and 215.4725 also prohibit Florida municipalities from contracting with companies, for goods or services in any amount that are on the list of Scrutinized Companies that Boycott Israel.

The list of "Scrutinized Companies" is created pursuant to Section 215.473, Florida Statutes. A copy of the current list of "Scrutinized Companies" can be found at the following link: https://www.sbafla.com/fsb/FundsWeManage/FRSPensionPlan/GlobalGovernanceMandates/QuarterlyReports.aspx

As the person authorized to sign on behalf of the Respondent Vendor, I hereby certify that the company identified above in the section entitled "Respondent Vendor Name" is not listed on either the Scrutinized Companies with Activities in Sudan List; or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List; is not participating in a boycott of Israel; and does not have any business operations with Cuba or Syria. I understand that pursuant to Sections 287.135 and 215.473, Florida Statutes, the submission of a false certification may subject the Respondent Vendor to civil penalties, attorney's fees, and/or costs.
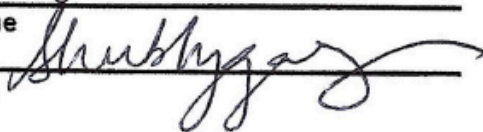
I understand and agree that the City may immediately terminate any contract resulting from this solicitation upon written notice if the company referenced above are found to have submitted a false certification or any of the following occur with respect to the company or a related entity: (i) for any contract for goods or services in any amount of monies, it has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or (ii) for any contract for goods or services of one million dollars ($1,000,000) or more, it has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or it is found to have been engaged in business operations in Cuba or Syria.

Authorized Signature

Shubhi Garg
Print Name

Signature

PORT ST. LUCIE

"A City for All Ages"

TRUTH-IN-NEGOTIATION CERTIFICATE

RFP- #___20240019___

Pursuant to Section 287.055(5)(a), Florida Statutes, for any lump-sum or cost-plus-a-fixed fee professional services contract over the threshold amount provided in Section 287.017, Florida Statutes for CATEGORY FOUR, the City of Port St. Lucie, Florida requires the Consultant to execute this certificate and include it with the submittal of the Technical Proposal, or as prescribed in the contract advertisement.

The Consultant hereby certifies, covenants, and warrants that wage rates and other factual unit costs supporting the compensation for this project's agreement are accurate, complete, and current at the time of contracting.

The Consultant further agrees that the original agreement price and any additions thereto shall be adjusted to exclude any significant sums by which the City determines the agreement price was increased due to inaccurate, incomplete, or non-current wage rates and other factual unit costs. All such agreement adjustments shall be made within (1) year following the end of the contract. For purposes of this certificate, the end of the agreement shall be deemed to be the date of final billing or acceptance of the work by the City, whichever is later.

SystemDomain, Inc
_____
Name of Firm
Shubhi Garg, CEO
_____
President or Designee (Printed)

_____
President or Designee (Signed)

The foregoing instrument was acknowledged before me by _ShubHi GavG_ who is personally known to me. WITNESS my hand and official seal in the _____, DUPako
          (State)   last aforesaid this 28 day of _Febrary_, 20 24
illinois

(SEAL)

```
"OFFICIAL SEAL"
MOHAMAD GHRIR
Notary Public, State of Illinois
Commission No. 906856
My Commission Expires Jan. 10, 2028
```

Signature _____

_____
Notary Name (typed or printed)
MohymaD GLyk
Notary Name (signed)

Page 1 of 1

SYSTEMDOMAIN.
Your Dedicated Technology Partner

SHUBHI J. GARG   (*630) 544-4180*
SGARG@SYSTEMDOMAININC.COM

PROFESSIONAL SUMMARY

Results-driven and innovative leader with over 15 years of experience as a technical professional with refined leadership skills; an extensive background in Information Technology across the following broad-based competencies:

PROFESSIONAL EXPERIENCE

SystemDomain Inc., Naperville, IL (2013 – current)
President & CEO

- Provide strategic leadership and vision to guide the company's growth and profitability.
- Develop and execute the company's strategic plans and initiatives.
- Identify new business opportunities and forge strategic partnerships to expand market presence.
- Lead and motivate a high-performing executive team to drive operational excellence.
- Ensure effective financial management and resource allocation to optimize financial performance.
- Oversee risk management strategies and ensure compliance with regulatory requirements.
- Foster a culture of innovation, collaboration, and continuous improvement.
- Represent the company to stakeholders, including the board, investors, customers, and the public.
- Monitor key performance indicators and metrics to assess the company's performance and take corrective actions when necessary.

Core Uganda (2014 – Present)
Board Member of the non-profit organization

Core Uganda is a non-profit Organization, working to provide for the educational and welfare needs for the children of the Ongutoi village in Uganda. Current projects include providing educational materials, shoes, rainwater collection units, and expanding the micro-finance organization to help people in the village to become more self-sustaining.
http://www.coreuganda.org/

LeadSoft Inc., Naperville, IL (2008 – 2009)
Role: Business Development Manager

Océ North America, Chicago IL (Mar 2007 – Oct 2007)
Role   Team Lead / Business Analyst
Platform   SQL SERVER 2005/2000, Oracle 10g, Reporting Services, Saratoga CRM, Blue Martini, SAP, ETL, MS Project, Melissa Data, DB Artisan, MS Excel, MS Access, ERWIN

Cole Taylor Bank, Rosemont, IL (Oct 2003 – Feb 2007)
Role   Business System Data Analyst
Platform   SQL SERVER 2005 / 2000, Saratoga CRM (iAvenue), Great Plains, Reporting Services, SQL, PL/SQL, Oracle 10g, Brio 6, Crystal Reports, Sonic ESB, VB, MS Excel, MS Access

eMac Digital, Oak Brook Terrace, IL (Oct 2001 – Sep 2003)
Role   Senior Database Consultant
Platform   Oracle 8i, PL/SQL, Java, ERWIN, Visio, UNIX Shell Script, Cognos - Power Play and Impromptu, OWB, Informatica ETL Tools
Client   McDonald's Corp.

SYSTEMDOMAIN.
Your Dedicated Technology Partner

Xpedior Inc., Chicago, IL   (Apr 2000 – Sep 2001)
Role   Senior Software Consultant
Platform   UNIX, Windows, Broadvision, Oracle 8i, SQL, PL/SQL, Homesite 4.0, HTML, JavaScript, ASP.
Client   Grainger Inc.

USATWORK.COM, Rolling Meadows, IL   (Oct 1999 – Mar 2000)
Role   Programmer Analyst
Platform   Windows NT, Homesite 4.0, HTML, XML, Dreamweaver, Fireworks, Photoshop, Java Script, VB
                  Script, ASP, Flash, Front Page2000, Oracle 8x, SQL Server 7.0, ERWIN

Metamor Technologies, Chicago, IL   (Jan 1998 – Sep 1999)
Role   Programmer Analyst Consultant
Platform   UNIX, Oracle 8.x, SQL*PLUS, PL/SQL, C, Developer 2000, SAS
                  Access 8.0, Ingres, DB2, Ingres Report Writer, SQL, DEC, VAX/VMS, Visio
Client   United Health Care of Illinois (UHCI)

EDUCATION
          Bachelor of Science
          P.G. Diploma in Computer Applications

ANIL GARG

(630) 544-4181 agarg@systemdomaininc.com

SUMMARY OF QUALIFICATIONS

Senior Delivery Executive with extensive experience in program management, talent planning, human capital development, Integration of processes, recruiting, screening of candidates, assessment, requirement analysis, functional design, technical design, full lifecycle (SDLC) implementation of identity and access management applications, Cyber Security & IT solutions and experience and competencies in multiple domains.

PROFESSIONAL EXPERIENCE

SYSTEMDOMAIN INC. – *Naperville, IL*   **09/16 – Present**
Account Executive

SystemDomain is an IT consulting based in Naperville IL. As an Account Executive responsibility includes program management, client services and organizational effectiveness, talent planning, human capital development and integrating people, processes into the business strategy. Having expansive experience in process development and improvement and day-to-day service delivery.

Overall responsibility for the company's human resource functions as well as client service resources. Strategic human resources leader with proven capabilities to effectively partner with senior executives, communicate effectively with diverse audiences at all levels and navigate organizational complexity.

PEOPLE (Human Capital and Talent Management lifecycle consulting, including program management, supplier engagement, organizational effectiveness, and transition), PROCESSES (onboarding, offboarding, IT/Technology Systems), and PERFORMANCE (monitoring performance and metrics/reporting)

Client(s): Utilities and Public Sector (State and City Clients)

HTS, INC. –*Naperville, IL*   **09/11 – 06/16**
Lead/Senior Architect for Identity & Access Management Program

As a Senior Architect responsibility includes to provide technical leadership and subject matter expertise for the Identity and Access Management and Cyber Security Solutions. Provide consultation to peers, end users and management. Establish Client Relationships in Identity and Access Management technology implementation.

Client(s):
ComEd, Peco Energy, Constellation and BGE and Exelon. Exelon is the provider of energy services with an electric and natural gas distribution and is the largest nuclear operator in the world with over 50,000 employees and revenue over $24B. As a Lead for Identity & Access Management responsibilities includes leading the effort in Requirement Analysis, Functional, Technical and Integration Design Specifications and support of the solution.

FERMI RESEARCH ALLIANCE (FRA) – *Chicago, IL*   2/01 – 09/2011

FRA is the world's leading international research organization in high energy and nuclear physics, hosting 3,000 leading scientists from 259 institutions in 32 countries. As a Senior IT Services Executive responsibilities included leading the efforts in Product Management, IT solutions Architecture, Define IT Strategies. As IT Services Executive with an operating budget of $50M, responsibilities included leading the efforts in IT solutions Architecture, Define IT Services Strategies and perform Gap Analysis. As Program Manager, managing a staff of 15 database specialists and application developers, responsibility included deploying the deploying database technology solutions.

Senior IT Services Executive   02/01- 06/11
Key Engagements

KULJIAN/DC Group of Companies – *Philadelphia, PA*   08/94 – 02/01
Kuljian Corp. founded in 1930 is a multinational conglomerate providing management consulting in architecture, engineering, construction, healthcare and software engineering. As a Senior Managing Consultant, played key role in planning and executing strategic IT projects for leading financial and insurance firms.

Sr. Managing Consultant

EDUCATION AND TRAINING

Northern Illinois University   **MBA**
Thapar Institute of Engineering & Technology   **M.S**. in Computer Science

---

PROFESSIONAL TRAINING PROGRAMS / COURSES

Certification in Cyber Security: Technology, Application & Policy from **Massachusetts Institute of Technology - MIT**

Certified in Systems Management and Project Management, **Member of Project Management Institute (PMI).** Inducted into International Who's Who of Professional Management.

Oracle Certified Professional (OCP). Professional Trainings by Oracle Corp: OIM, Real Application Clustering (RAC), Tuning, DBA I, DBA II, Oracle Application R11i Administration, Oracle Warehouse Builder and Service Oriented Architecture (SOA) & Oracle Fusion Middleware

ITIL by ITSM Academy
Project Management by Third Generation, Inc.

Piyush Pandit

Summary:

- Over 7+ years of Full-Life cycle recruiting experience sourcing to contract.
- Serviced various state government direct clients, managed channel sales, done extensive vendor management, develop agency relationships.
- Specialist in recruiting for Technical, IT, Telecom, Call Center/Customer Service/Sales, Retails, Hospitality, Healthcare, Financial/Banking and Security, functional and techno-functional needs.
- Comprehensive experience on Structured and Unstructured recruiting processes, define loop holes and structures new strategies.

TECHNICAL SKILLS:

OPERATING SYSTEMS: Windows XP, Win95/ 98/ 2000/ XP/2011

APPLICATION PACKAGE: MS Office , Internet Explorer, Microsoft Outlook & Outlook Express

VMS: PeopleSoft, People fluent, Compass, Beeline, Field glass, Vector VMS

ATS: Job Diva, Bullhorn, Vertical Response Professional, Oorwin

EMPLOYMENT HISTORY

System Domain Inc.   **Sep 2020 to Present**

Talent Acquisition Manager.

Roles and responsibilities

- Managing the team of 5 excellent recruiters who are passionate and motivated to work.
- Training recruiters with process of the company and helping them to use the tools for the recruitment.
- Scheduling the meeting and assigning the priorities to the team
- Quality check the resume of the recruiters before submitting to the client.
- Creating and maintaining the reports.
- Handling 4-5 clients in government and commercial sector.
- Keep the team engaged with the work and keep them motivates.

Dream Job Pvt Ltd. (Bhopal. MP)   **Sep 2017 to Sep 2020**

Sr. Recruitment Manager (Remote)

- Service Delivery & Client Communication
- Client Relationship Management
- Strategic Account Management
- Performance Management
- Operational Excellence
- Planning and Implementation of operational strategies
- Team Building and Mentoring new leaders
- Process Improvement
- Process Re-engineering

EDUCATION:

- Bachelors in Information Technology from RGPV University, Bhopal, MP 2012

RAJESHBABU SUKUMAR

Role: .NET Developer

Professional Summary:

- **8+ years** of IT experience with exceptional skills in Analysis, Design and Development of high scalable Multi-tiered Web Applications, Distributed Applications and Web Services using Microsoft Technologies in Finance, Banking, Telecom and Healthcare domains.
- Experience as **UI/Front-end/ Web Developer** in User Interface Development using mainstream Web Technologies such as HTML5, CSS3, JavaScript, Angular JS and Bootstrap.
- Experience in Writing code and debugging skills with **ASP.NET, C#, VB.net.**
- Expertise in developing applications using Microsoft technologies such as **.NET Framework 4.0/3.5/3.0/2.0**, Web applications using ASP.NET, Win Forms using Microsoft Visual C#.NET and VB.NET, Database access using ADO.NET and distributed applications using WCF, XML Web Services and Messaging system
- Extensive experience in web-based page and site designs using **HTML, CSS, Master Pages, Site Map, JavaScript, jQuery and AJAX.**
- Hands on experience in design using Object Oriented Programming Principles like Encapsulation, Inheritance, Polymorphism, Abstraction and Design patterns like MVC.
- Experience with ASP.NET and its components: AJAX, Entity Framework, Language-Integrated Query (LINQ) query and retrieve data from different data sources (LINQ to Objects, LINQ to XML, and LINQ to SQL), ASP.NET Providers and Typed Datasets.
- Knowledge of **Backend programming, RDBMS, SQL, T-SQL, PL/SQL, Stored procedures, Functions, Views** and **Triggers**.
- Experience in developing stored procedures, triggers using SQL, PL/SQL and T-SQL in relational databases such as Oracle and My SQL, MS SQL Server 2000/2005/2008.
- Experience with Reporting Tools SQL Server Reporting Services (SSRS), creating ETL packages using SQL Server 2005 Integration Services (SSIS), OLAP & ROLAP.

Technical Skills:

Operating System	Windows
Primary Skills	Visual Studio 2010, 2012, 2013,2015, 2017, Asp.net (3.5/4.0), c#.net (3.5/4.0), LINQ, MVC, WebServices, WCF, Jquery, JavaScript, Angular JS, CSS (2.0, 2.1) and HTML4,Azure
Frameworks	Web Application Framework: ASP .NET
Database	SQL Server 2005-2016, MySQL, TSQL Oracle 10g/9i
Application Servers	Microsoft SQL Server 2000/2005/2008
Tools	SQL Server Integration Sevice(SSIS).
Script	AngularJS, Javascript.
Management skills	Good communication, client facing &problem-solving skills, Have the experience of handling multiple clients at the same time

Education:
- Bachelors of Engineering in Computer Science - Amrita University India

Certifications:
1. MS SQL Server 2005 Programming
2. .NET Framework Fundamentals
3. C#
4. ASP.NET
5. ADO .NET

Professional Experience:
SystemDomain, Inc   **Current**
Sr .Net Developer

State of Mississippi, MDHS

As a member of one of our development teams, the developer works closely with our Product Owners, Project Managers, Business Analysts,subject matter experts, Quality Assurance Analysts, DevOps engineers, and Operations engineers. Works in agile environment and in demonstrating their software to leadership and customers and work closely with the rest of the Systems integration and development department and the Director of SID to continuously improve and evolve the team's skillsets and the Agency's platform.

Walmart, Bentonville, Arkansas   **Feb 2019 – Oct 2019**
Sr .Net Developer (Walmart Sourcing)

The Walmart Sourcing system has various applications for various stages of the sourcing process. I assisted business and supplier requests, working with incidents, and coordinating with other teams. Responsibilities include assigning tasks, tracking incidents, providing technical help, participating in agile processes, and developing applications using ASP.NET, C#, and AngularJS. Experience includes deploying applications to Azure, using WCF web services, and ensuring accessibility for people with disabilities.

Walmart, Bentonville, Arkansas   **July 2018 – Jan 2019**
Sr .Net Developer (Message Broker Migration)

The project involves rewriting the legacy Message Broker into Java, setting up OneOps and CCM for different environments, and coordinating teams to roll out new Java services for different countries. The role involves assigning tasks, maintaining an Agile Dashboard, and providing technical help. Experience includes developing applications using ASP.NET, C#, API, AJAX, and SQL Server 2012. Knowledge of various technologies, including Kentico CMS, SQL Server, and XML, is required.

Walmart (Replenishment)   **Feb 2017 – July 2018**
Sr .Net Developer

Walmart has numerous Windows and Web applications based on.net and Java, hosted on Windows and Unix servers. The project involves managing escalations, daily tasks allocation, and proposing proactive monitoring. The role involves allocating tasks, reviewing code, working with teams, and providing technical help. Experience includes building scalable RESTful web services, debugging, and participating in project planning and requirements definition.

Walmart (Replenishment - Front End)   **Jul 2015 – Feb 2017**
Support Engineer

Walmart maintains supply management systems in 13 countries through website and Windows applications. We provide 24x7 support, manage tickets, code, unit test, reviews, and peer testing. Responsibilities include creating customizable ASP.NET front end pages, tracking client requirements, designing web pages, deploying XML web services, and creating user controls.

Kimberly-Clark Corporation   **Oct 2011 - May 2015**
.Net Developer

The project involved migrating Kimberly Clark's consumer websites from SAVVIS to the Kimberly Clark server, analyzing business and technical requirements, and developing web forms using C#.NET and Razor Views. It also worked on Cottonelle and Scottbrand sites in the North America Region, implementing new enhancements, improving efficiency, and ensuring stable website operation. The project involved working with Umbraco, implementing an SDLC environment, and designing interfaces using Object Oriented Programming Structure and Design Patterns. Collaborating with business owners, the project involved implementing maintenance screens, check entry, and check deposit processes.

MOHAMMAD NASIM
Role: GIS Architect

Professional Summary:
- I am a passionate, innovative, and result-driven 'Digital Architect and Developer' with over 24 years of experience in the GIS and application development industry.
- Experienced developer in the GIS & application development industry. I am passionate, innovative, and result-driven, with a deep understanding of the latest technologies and software. I have extensive hands-on experience in integrating GIS with cutting-edge technologies such as AI, ML, IoT, big data, data science, UAV, cloud, aerial imaging, and smart city concepts, making me a valuable asset to any organization.
- In my previous roles, I have leveraged my GIS intelligence experience to solve real-life problems and boost local digital economies, delivering smart public services solutions. I have successfully delivered projects spanning full SDLC and have consistently delivered operational solutions on time and to the expected quality.
- As a research scholar, I have innovated new GIS open software tools, and you have a broad range of skills, including GIS development and analytics, deep learning, computer vision, and ML. I also have experience in aerial imaging, mobile positioning data, social media data, and laser techniques.
- I have excellent communication skills and am adept at understanding both functional and nonfunctional requirements. I have written technical proposals, designed, managed and presented solution architecture, and have experience in digital process design and development.

My expertise includes:
- Having hands-on experience with the latest software and technology stack, with enhanced capability of GIS by integrating with AI, ML, IoT, big data, data engineering, UAV, cloud, aerial imaging, and smart city concepts.
- Leveraging GIS Intelligence in client-facing roles to solve real- life problems, boosting local digital economies, and delivering smart public service solutions.
- Experience in delivering projects spanning the full SDLC and delivering operational solutions on time and to expected quality.

Technical Proficiencies:
- GIS software customization and tools development, as well as data analytics, machine learning, deep learning, computer vision, and NLP.
- Working with aerial imaging, sensor data, mobile positioning data, social media data, and laser techniques.
- Understanding and developing the functional and non-functional requirements of IT projects.
- Writing technical proposals, designing, managing, and providing enterprise digital solutions.
- Innovating on technologies and tools and creating demo apps as a research scholar.

Technical Skills:
- **GIS Mapping Library:** ArcGIS JS API, Google Maps Android SDK, Arcpy, Sharp Map .NET, JTS Topology Suite, Leaflet, Google Maps JavaScript Web API, ArcGIS Android SDK, ArcGIS Windows mobile SDK, Spatialite, SQlite, Open Layers, Open JUMP
- **GIS Desktop Soft /Tool:** Arc Map Pro, Arc Catalog, Arc Toolbox, Modal builder, QGIS & Map Guide
- **GIS Application Server:** ArcGIS Server , Geo-Server, Map Guide Server
- **GIS Data collection:** Drone Mapping, Corsnetwork, Positional accuracy improvement, Leica & Trimble field workflows
- **Scientific computing and analysis packages:** NumPy, SciPy, Pandas, Scikit-learn
- **Machine learning libraries and package:** Python, PyTorch, TensorFlow, Keras, YOLO 3,
- **Data Science:** R-CNN Networks, Pattern Recognition, Object detection, Computer Vision, Spatial Statistics, Regression Analysis
- **Management:** Project Management, Service Delivery Management, Full SDLC, Senior Management Communications, RDBMS, Production Manager
- **Business Development:** Pre-Sales, New Business Development, Business Research
- **Advance Concepts:** Smart City Initiatives, Proof of Concept, R&D Operations, Geospatial Intelligence, Geo-technological Innovation, Architectural Design, Solution Architecture
- **Software Development:** Agile & Waterfall Model
- **Programming Languages:** C#, Java, JavaScript, HTML5, CSS3, XML, JQuery, Dojo, Python, CObjective
- **Design Pattern:** MVC, SOA, WCF, ASP.Net with LINQ/Ajax IDE: Visual Studio, Eclipse, Android Studio, X-Code Databases: Oracle Spatial, Postgre-SQL, Microsoft SQL Server
- **Framework/Technology:** JSP with Servlet, AJAX, Spring Framework, Hibernate, AngularJS
- **Mobile Framework:** Cordova, Phone Gap, Android, Calcite, JQuery Mobile Web Server: IIS, Oracle Web-Logic Server, WAMP Server, Apache Tomcat Issues Tracking: SVN, JIRA, VSS, GIT via Source Tree

Education Details:
- Pursuing Global Master of Science in Business Analytics from Northwood University, Midland, Michigan.
- Philosophy in Doctorate in Computer Science Engineering from Lingayas University, India.
- Master of Technology in Computer Science & Engineering from Shri Venkateshwara University, India.
- Master of Science in GIS & Remote Sensing from Sikkim Manipal Institute of Technology, India.

Certfications:

- Microsoft certified "Web Applications Development with MS .NET Framework-4"
- SAS Visual Analytics-1
- SAS Visual Data Mining & Machine Learning
- SAS Visual Statistics

Awards:
- Pen Ultimate Reward: The research paper titled "Cross Platform Mobile GIS System for Data Collection based on GPS and emerging GIS Technologies- Mar-14
- Pen Ultimate Reward: The research paper titled "Mobile GIS on ArcGIS technologies for Android -Nov-13
- I-Fresh Innovation Reward: Got 3rd position in this award on the innovation work done on "Mobile GIS Survey"-2012
- RMSI Gold Star 2008: RMSI Best Talent in year 2008
- Success through Quality Reward: Dedication, Determination, Tenacity and Results in 2007
- Certificate of Honour: Conducting effective technical training sessions on various technology of Microsoft in 2005

Professional Experience:
SystemDomain, Inc- (Present) – GIS Consultant
State of Michigan, MDOT
Working with Enterprise Application Architect and Enterprise Data Architect. Partnering with MDOT's GIS Team, MDOT application Business leads and MDOT Information Stewards. Collaborate with GIS data authors and consumers, Center for Shared Solutions (CSS) GIS Administrators, Roads & Highways specialists, MDOT SDE (Spatial Data Engine) Geodatabase Administrators, information management staff, solution developers and business domain stakeholders, such as information managers, data stewards and business analysts.

Atkins- (6- Apr 2021- 18-Aug-2022) - Sr. GIS Consultant
I assisted with GIS projects by evaluating user requirements, implementing applications, and coordinating end-user training. I also managed GIS software and web-based applications, as well as the Helpdesk Ticketing system, led teams, developed data, methodologies, and business models, trained new software engineers, and maintained existing applications. I was also responsible for analyzing technical records, creating design specifications, and developing web and mobile applications.

PAEW (Public Authority of Electricity and Water)- (7-Jan-2018 - 6-Oct-2020)- GIS Expert
I worked on GIS systems, software portals, and integration frameworks for various departments within the Public Authority of Electricity and Water. In the Water utility domain, I managed a team of 22 people who provided GIS analytics and solutions using various technologies. Using various technologies, I developed innovative GIS/IOT/AI/ML/DL systems. I managed and coded Spatial Service APIs with tools like ArcGIS Server, Microsoft Visual Studio Professional, MVC, Windows Communication Foundation, and SQL Server 2014. In addition, I created a mobile GIS product for field surveys that focuses on real-time kinematic technology. I've also helped other operational units with GIS and software, organized QGIS scripting training, and contributed to the design of the PAW water network. I have evolved in developing tools for creating customized maps and supported other departments in their daily needs.

Cognizant -(21-3-2016 to 24-8-2017) -Sr. GIS Analyst
I am knowledgeable about digital business, digital operations, and digital systems and technology. I've worked in GIS technical management, solution architecture, and hands-on development with a variety of technologies. I have successfully managed a GIS project team, coordinated with client technical teams, and contributed to the successful completion of projects. My abilities and attitude would be advantageous to the digital technology sector.

RMSI- (9-7-2004 to 14-3-2016)- GIS Application Developer
I managed and improved the software operations team and helpdesk support's efficiency, focusing on troubleshooting, prioritization, and communication between clients and internal teams. I have strong problem-solving abilities and can work on multiple projects at the same time. I created requirements, designs, budgets, and schedules for software development projects to ensure they were completed on time and on budget. I worked with the software technical project management team, coordinated case studies, and participated in geospatial and software development business development.

Manchitra -(05-12-2002 to 08-07-2004) - GIS Consultant - GIS Data Projects: Asianet GIS Mapping
Improved software team performance by regularly sampling IT output, analyzing data, monitoring interactions, and addressing customer complaints. Developed semi-automatic tools, disseminated process updates, initiated key improvement initiatives, and assisted training. Customized topology cleanup and correction tools in AutoCAD Map.

Cowi -(06-02-2001 to 04-12-2002) -Senior GIS Technologist - GIS Development
Projects include Remote Sensing, Punjab H.F.C.L, Kanpur Mapping, Elsalvador Photogrammetric, and OSGB. Duties include designing GIS databases, managing projects, ensuring quality, and customizing AutoCAD software, overseeing the GIS production team, and working on multiple city maps simultaneously.

SYSTEMDOMAIN.
Your Dedicated Technology Partner

CORNELIUS SIMON
Role: Lead Software Engineer

Professional Summary:
- Hands-on technical lead and full-stack senior .Net software engineer with over twenty years' experience delivering end-to-end business software solutions.
- Experience managing small to medium size teams of business analysts, developers and QA personnel of full-life cycle development projects
- Proficient in leading Agile teams using SAFE Agile/Scrum for project management.
- Competent leading Agile Scrum ceremonies (Daily Standups, Sprint Planning & Backlog grooming, Retrospectives, etc.)
- Proven hands-on team lead working with product owners, client partners and technical teams to deliver scalable business software applications and solutions using web and cloud-based technologies as well as third-party platforms and products
- Experience with Azure Service Bus, Azure Event Hub, Azure Functions
- Demonstrated ability to multi-task and drive multiple initiatives
- Proficient in requirements gathering, documenting scope of work and creating technical design documents
- Deployed SQL Managed Instance within a virtual network, which allows to control network access and integrate it with other Azure services securely.
- Experienced designing and developing web-based applications solutions using Microsoft's
- .Net Core and earlier Framework versions
- Established and accomplished developer using C#, ASP.Net/MVC, REST-API, ADO.Net & SQL Server
- Practical understanding and implementation experience of token based patterns for security and ACL
- Practical experience developing cloud-based solutions using Azure
- Excellent communicator and presenter
- Great written and organizational skills

Technical Knowledge:
- .Net / C#
- ASP.Net
- .Net Core
- MVC / Razor
- REST API
- WCF
- Microsoft SQL Server
- JavaScript / JQuery
- Oracle
- Bootstrap
- Azure Service Bus
- SQL Manage Instances

Employment History:
SystemDomain, Inc   **Present**
Lead Software Developer
City of LA
Providing Application development and Enhancement projects with the City of LA Modernization Project

Shiftboard- 9/22 to 2022 -Lead Software Engineer
Lead software engineer and people manager responsible for managing an Agile development effort using Net/C#, SQL Server, and Azure Cloud Services. I tracked team tasks, review processes, and work closely with team members to analyze requirements. Experience in coding, migrating databases, and managing Azure resources is also required. I hold bi-weekly 1:1s with direct reports to facilitate career growth, team happiness, and job satisfaction.

Advantasure-3/21 to 8/22-Lead Software Engineer
I provided technical leadership in a SAFE Agile environment for full stack.Net software, worked closely with team members to analyze requirements and provide design recommendations. I was responsible for designing and developing new software, creating microservices architecture, and recommending solutions for operational efficiency. I have expertise in C# and object-oriented design, and lead meetings with team members, architects, DBAs, and stakeholders.

Meijer Inc, Contractor, Randstad USA-6/20 to 2/21-Sr .Net Software Engineer / Azure DevOps
The full-stack.Net software engineer responsible for designing Web APIs and micro-services for Meijer's Next Generation Point-of-Sale software systems. I was involved in application enhancements, coordinating with test teams, and facilitating client engagement. I have experience in serverless middleware components, working with product managers, and validating web services and middleware components. I have experience in various SDLC project phases and DevOps/Agile operations processes.

The Hartford Insurance, Contractor, CapGemini-1/20 to 6/20-Sr .Net Software Engineer / Tech Lead

I was full stack software engineer who has designed web-based applications for a company's internal legal department and business processes. I have contributed best practices in software development, managed business requirements, and led the architecture of an inter-office portal using.Net Framework 4.7, C#, MVC Razor, and nHibernate.

No Limits Consulting & Coaching- 3/17 to 12/19- Sr .Net Software Engineer

I was a solutions architect and full stack software engineer, responsible for designing scalable web-based solutions, adapting client requirements, analyzing process flows, managing full-life cycle projects, developing front-end web applications using C#, MVC, and Razor, coding WCF and REST-based web services, and leading front-end web designers for startups and entrepreneurs.

Professional Development

- Skilled in designing REST-Api using .Net Core and MVC
- Practical knowledge and implementation of web service security authorization and authentication flow using JWT
- Proficient in designing solutions around Entity Framework and .Net Core
- Working knowledge of S.O.L.I.D. Principles for designing solutions
- Strong aptitude for taking complex business requirements and translating into code.
- Implemented Token Based Authentication using JToken for order management software.

ComplianceMetrix- 9/16 to 2/17-Technical Lead

As a technical lead for the company's Solutions Delivery team, I implemented audit and supply chain enterprise matrix solutions using PBL, XPath transformations, and ETL packages. I led a team of 5 developers, managed version control, and participated in client engagement meetings. I also managed a Scrum board for multiple projects.

Ashworth College- 1/11 to 9/16- Hands-On Software Development Manager

I previously worked as a software engineer in Visual Studio.Net,.Net 4.5, 4.0, 3.5, C#, SQL Server 2008/2012, and Windows 2008/2012. I managed full-lifecycle software development projects, including the creation and maintenance of project plans, the allocation of resources, the management of a team, and collaboration with stakeholders. I also write technical documentation, keep track of software deliverables, and keep clients up to date on project status. In addition, I have created Windows services, database models, and ETL packages.

Independent Consultant- 08/09 to 1/11- Senior .Net Developer

As a senior C# developer and consultant at US Cost, I was in charge of improving the functionality, stability, and usability of the company's flagship product, Success Enterprise. To implement new business and functional requirements, I used tools such as Visual Studio.Net 2008/3.5, C#, SQL Server 2005, and Windows 2003. I've created multiple WCF services, SQL Server stored procedures, triggers, and other objects, and complex business logic using T-SQL. I also created a user interface for the church's website, streamed YouTube video content, and suggested improvements to the website's content. I've also worked on DataInquiry, a desktop database application that tracks catalog fulfillment requests and billing in the welding industry.

Taos Technologies-03/08 to 08/09 -Technical Lead / Solutions Architect

HITS is a web-based application for generating contracts between Hilton Hotels and technology vendors. It uses Visual Studio.Net, C#, and SQL Server 2005 for form management and template management. The team lead is responsible for gathering and documenting business requirements, designing and developing a SQL Server 2005 database, and implementing user interfaces. PMPA Billing is a Windows Forms application for an energy wholesaler, providing customer billing, invoicing, and reporting.

Hooters of America, Inc.-02/06 to 03/08 -Senior Software Architect / Developer

ITWercs is a Windows Forms application providing point-of-sale (POS) functionality in a table-service restaurant environment. It includes ringing-in guest orders, check payments, real-time sales reporting, and data transfer to the ITWercs Enterprise System. I co-designed the core code base, analyzing database tables, troubleshooting bugs, and designing multiple.Net architectures for communication.

Imaging Technologies Services-02/05 to 01/06 -Senior Web Developer / Architect

I was responsible for maintaining and enhancing a web-based application called DocManager, which allows for customization of variable data documents. I was also responsible for coordinating project tasks, analyzing database table modifications, and creating stored procedures. I also designed a SQL Server database for the award ordering process and implemented the user interface using Visual Studio.Net.

Pyramid Consulting; contracting for UPS Professional Services-06/04 to 02/05 - .Net Developer Lead/Architect

UPS's Transportation Distribution & Analysis 3.1 (TDA) is a web-based application that assists clients in determining the best delivery routes and methods for lowering shipping costs. As a technical lead, I supervise application development, assist in the design of the SQL Server 2000 database, and coordinate project tasks.

Education:

- Computer Information Science, Coleman College, La Mesa, CA
- BA in Biblical Education, Beulah Heights Bible College

CONTRACTOR'S GENERAL INFORMATION WORK SHEET
E-RFP #20240019

It is understood and agreed that the following information is to be used by the City to determine the qualifications of prospective Contractor to perform the work required. The Contractor waives any claim against the City that might arise with respect to any decision concerning the qualifications of the Contractor.

The undersigned attests to the truth and accuracy of all statements made on this questionnaire. Also, the undersigned hereby authorizes any public official, Engineer, Surety, bank, material or equipment manufacturer, or distributor, or any person, firm or corporation to furnish the City any pertinent information requested by the City deemed necessary to verify the information on this questionnaire.

Dated at _Naperville, IL_____, this _28_ day of _Feb_, 2024
      (Location)

Name of Organization/Contractor: _SystemDomain, Inc_____

By: _Shubhi Garg, CEO_____
      Name and Title

1. Corporation, Partnership, Joint Venture, Individual or other? _S Corporation_____

2. Firm's name and main office address, telephone, and fax numbers

> Name: _SystemDomain, Inc_____
>
> Address: _4320 Winfield Road, Suite 200 Warrenville, IL 60555_____
>
> Telephone Number: _(630) 922-8189_____
>
> Fax Number: _(914) 265-8938_____

3. Contact person: _Shubhi Garg_____ Email: _sgarg@systemdomaininc.com___

4. Firm's previous names (if any). _No_____

5. How many years has your organization been in business? _1999 established, 24 years in operation_

6. Is the firm claiming Local Preference under City Ordinance 35.14 ? YES /✓NO

7. **ADDENDUM ACKNOWLEDGMENT** - Bidder acknowledges that the following addenda have been received and are included in its proposal/bid:

Addendum Number	Date Issued	Addendum Number	Date Issued
Addendum 1	1/25/2024		
Addendum 2	2/20/2024		
Addendum 3	2/21/2024		

8. Has the Contractor or any of its principals ever been declared bankrupt or reorganized under Chapter 11 or put into receivership?

Yes ( ) No (X)

If yes, please explain:
N/A

_____
_____
_____

9. List any lawsuits pending or completed within the past five (5) years involving the corporation, partnership or individuals with more than ten percent (10 %) interest:

No law suits were filed, or remains pending, or completed within the past five (5) years involving the corporation.
_____

(N/A is not an acceptable answer - insert lines if needed)

10. List any judgments from lawsuits in the last five (5) years:
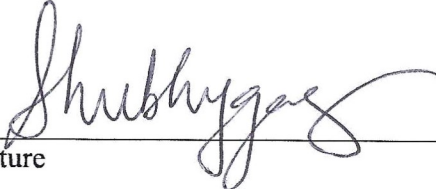
There aren't any judgements from lawsuits in the last five (5) years.
_____

(N/A is not an acceptable answer - insert lines if needed)

11. List any criminal violations and/or convictions of the Proposer and/or any of its principals:

There aren't any criminal violations and/or convictions of SystemDomain, Inc. and/or any of our principals.
_____

(N/A is not an acceptable answer - insert lines if needed)

_____   (Shubhi Garg)   CEO, SystemDomain, Inc.
Signature   Title

PORT ST. LUCIE
HEART OF THE TREASURE COAST

NOTICE TO ALL PROPOSERS:

To ensure fair consideration is given for all Proposers, it must be clearly understood that upon release of the proposal and during the proposal process, firms, and their employees of related companies as well as paid or unpaid personnel acting on their behalf shall not contact or participate in any type of contact with City employees, department heads or elected officials, up to and including the Mayor and City Council. The "Cone of Silence" is in effect for this solicitation from the date the solicitation is advertised on DemandStar, until the time an award decision has been approved by City Council and fully executed by all parties. Information about the Cone of Silence can be found under the City of Port St. Lucie Ordinance 20-15, Section 35.13. Contact with anyone other than the Issuing Officer may result in the vendor being disqualified. All contact must be coordinated through India Barr, Issuing Officer, for the procurement of these services.

All questions regarding this Solicitation are to be submitted in writing to Nadia Tourjee, Procurement Agent I with the Procurement Management Department via e-mail ibarr@cityofpsl.com, or by phone 772-344-4055 Please reference the Solicitation number on all correspondence to the City.

All questions, comments and requests for clarification must reference the Solicitation number on all correspondence to the City. Any oral communications shall be considered unofficial and non-binding.

Only written responses to written communication shall be considered official and binding upon the City. The City reserves the right, at its sole discretion, to determine appropriate and adequate responses to the written comments, questions, and requests for clarification.

*NOTE: All addendums and/or any other correspondence before bid close date (general information, question and responses) to this solicitation will be made available exclusively through the DemandStar's Website for retrieval. All notice of intent to award documentation will be published on the City Clerk's Website. Proposers are solely responsible for frequently checking these websites for updates to this solicitation.

I understand and shall fully comply with all requirements of City of Port. St. Lucie Ordinance .

Typed Name: Shubhi Garg

Signed: _Shubhi Garg_

Company and Job Title: SystemDomain, Inc - CEO

Date: 02/29/2024

PORT ST. LUCIE
HEART OF THE TREASURE COAST

"A City for All Ages"

E-RFP #20240019
CONTRACTOR'S CODE OF ETHICS

The City of Port St Lucie ("City"), through its Procurement Management Department ("Procurement Management Department") is committed to a procurement process that fosters fair and open competition, is conducted under the highest ethical standards, and enjoys the complete confidence of the public. To achieve these purposes, Procurement Management Department requires each vendor who seeks to do business with the City to subscribe to this Contractor's Code of Ethics.

- A Contractor's bid or proposal will be competitive, consistent, and appropriate to the bid documents.

- A Contractor will not discuss or consult with other Vendors intending to bid on the same contract or similar City contract for the purpose of limiting competition. A Vendor will not make any attempt to induce any individual or entity to submit or not submit a bid or proposal.

- Contractor will not disclose the terms of its bids or proposal, directly or indirectly, to any other competing Vendor prior to the bid or proposal closing date.

- Contractor will completely perform any contract awarded to it at the contracted price pursuant to the terms set forth in the contract.

- Contractor will submit timely, accurate and appropriate invoices for goods and/or services actually performed under the contract.

- Contractor will not offer or give any gift, item, or service of value, directly or indirectly, to a City employee, City official, employee family member or other vendor contracted by the City.

- Contractor will not cause, influence, or attempt to cause or influence, any City employee or City Official, which might tend to impair his/her objectivity or independence of judgment; or to use, or attempt to use, his/her official position to secure any unwarranted privileges or advantages for that Vendor or for any other person.

- Contractor will disclose to the City any direct or indirect personal interests a City employee or City official holds as it relates to a Vendor contracted by the City.

- Contractor must comply with all applicable laws, codes or regulations of the countries, states and localities in which they operate. This includes, but is not limited to, laws and regulations relating to environmental, occupational health and safety, and labor practices. In addition, Contractor must require their suppliers

(including temporary labor agencies) to do the same. Contractor must conform their practices to any published standards for their industry. <u>Compliance with laws, regulations and practices include, but are not limited to the following:</u>

o <u>Obtaining and maintaining all required environmental permits. Further, Contractor will endeavor to minimize natural resource consumption through conservation, recycling, and substitution methods.</u>

o <u>Providing workers with a safe working environment, which includes identifying and evaluating workplace risks and establishing processes for which employee can report health and safety incidents, as well as providing adequate safety training.</u>

o <u>Providing workers with an environment free of discrimination, harassment, and abuse, which includes establishing a written antidiscrimination and anti-bullying/harassment policy, as well as clearly noticed policies pertaining to forced labor, child labor, wage and hours, and freedom of association.</u>

Name of Organization/Proposer <u>SystemDomain, Inc</u>

Signature _Shubhi_____

Printed Name and Title <u>Shubhi Garg, CEO</u>

Date <u>02/28/2024</u>

DISCLAIMER: This Code of Ethics is intended as a reference and procedural guide to contractors. The information it contains should not be interpreted to supersede any law or regulation, nor does it supersede the applicable contractor contract. In the case of any discrepancies between it and the law, regulation(s) and/or contractor contract, the law, regulatory provision(s) and/or vendor contract shall prevail.

PORT ST. LUCIE
HEART OF THE TREASURE COAST

Supplier/Consultant acknowledges and agrees to the following:

1. Shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Supplier/Consultant during the term of the contract; and

2. Shall expressly require any subcontractors performing work or providing services pursuant to the state contract to likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the contract term.

3. The Contractor hereby represents that it is in compliance with the requirements of Sections 448.09 and 448.095, Florida Statutes. The Contractor further represents that it will remain in compliance with the requirements of Sections 448.09 and 448.095 Florida Statutes, during the term of this contract and all attributed renewals.

4. The Contractor hereby warrants that it has not had a contract terminated by a public employer for violating Section 448.095, Florida Statutes, within the year preceding the effective date of this contract. If the Contractor has a contract terminated by a public employer for any such violation during the term of this contract, it must provide immediate notice thereof to the City.

E-Verify Company Identification Number	1122119
Date of Authorization	August 24, 2016
Name of Contractor	SystemDomain, Inc
Name of Project	Information Technology Modernization Consulting Services
Solicitation Number (If Applicable)	RFP-20240019-0-2024/INB

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _Feburary_ , _28_ , 20_24_ in _Naperville_ (city), _IL_ (state).
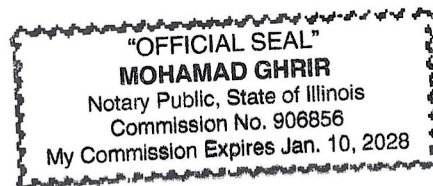
_____
Signature of Authorized Officer

SHUBHI GARG, CEO
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME

ON THIS THE _28_ DAY OF _February_ 20 _24_.

NOTARY PUBLIC _____

My Commission Expires: _01-10-2028_

"OFFICIAL SEAL"
MOHAMAD GHRIR
Notary Public, State of Illinois
Commission No. 906856
My Commission Expires Jan. 10, 2028

State of _ILLINOIS_   }

County of _WILL_   }

Shubhi Garg _____, being first duly sworn, disposes and says that:

      (Name/s)

1.   They are _CEO_____ of _SystemDomain, Inc._____ the Proposer that

           (Title)   (Name of Company)

has submitted the attached PROPOSAL;

2.   He is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such PROPOSAL;

3.   Such Proposal is genuine and is not a collusive or sham Proposal;

4.   Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Proposer, firm or person to submit a collusive or sham Proposal in connection with the contract for which the attached proposal has been submitted or to refrain from proposing in connection with such Contract or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm or person to fix the price or prices in the attached Proposal or of any other Proposer, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of Port St. Lucie or any person interested in the proposed Contract; and

5.   The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(Signed) _____

(Title) _CEO_____

PORT ST. LUCIE
HEART OF THE TREASURE COAST

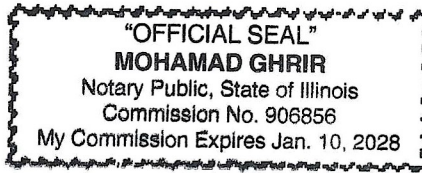STATE OF FLORIDA }
COUNTY OF ST. LUCIE} SS:

The foregoing instrument was acknowledged before me this *(Date)* ___02-28-2024___

by: ___Shublti Garl___ who is personally known to me or who has produced

___ILDL 662079074773___ as identification and who did (did not) take an oath.
Commission No. ___906856___

Notary Print: ___Mohamad Ghrir___

Notary Signature: ___

```
"OFFICIAL SEAL"
MOHAMAD GHRIR
Notary Public, State of Illinois
Commission No. 906856
My Commission Expires Jan. 10, 2028
```

PORT ST. LUCIE

"A City for All Ages"

DRUG-FREE WORKPLACE FORM
E-RFP #20240019

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that

<u>SystemDomain, Inc</u> does:
(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are under proposal a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 Florida Statutes or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

_____
Contractor's Signature

_02/28/2024_____
Date

VENDOR CERTIFICATION REGARDING SCRUTINIZED COMPANIES' LISTS

Vendor Name:	SystemDomain, Inc
Vendor FEIN:	36-4305488
Authorized Representative's Name:	Shubhi Garg
Authorized Representative's Title:	CEO
Address:	4320 Winfield Road, Suite 200
City, State and Zip Code:	Warrenville, IL 60555
Phone Number:	(630) 922-8189
Email Address:	(914) 265-8938

Sections 287.135 and 215.473, Florida Statutes, prohibit Florida municipalities from contracting with companies, for goods or services over $1,000,000 that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or to engage in any Business operations with Cuba or Syria. Sections 287.135 and 215.4725 also prohibit Florida municipalities from contracting with companies, for goods or services in any amount that are on the list of Scrutinized Companies that Boycott Israel.

The list of "Scrutinized Companies" is created pursuant to Section 215.473, Florida Statutes. A copy of the current list of "Scrutinized Companies" can be found at the following link: https://www.sbafla.com/fsb/FundsWeManage/FRSPensionPlan/GlobalGovernanceMandates/QuarterlyReports.aspx

As the person authorized to sign on behalf of the Respondent Vendor, I hereby certify that the company identified above in the section entitled "Respondent Vendor Name" is not listed on either the Scrutinized Companies with Activities in Sudan List; or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List; is not participating in a boycott of Israel; and does not have any business operations with Cuba or Syria. I understand that pursuant to Sections 287.135 and 215.473, Florida Statutes, the submission of a false certification may subject the Respondent Vendor to civil penalties, attorney's fees, and/or costs.
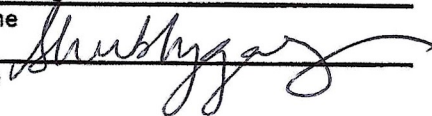
I understand and agree that the City may immediately terminate any contract resulting from this solicitation upon written notice if the company referenced above are found to have submitted a false certification or any of the following occur with respect to the company or a related entity: (i) for any contract for goods or services in any amount of monies, it has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or (ii) for any contract for goods or services of one million dollars ($1,000,000) or more, it has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or it is found to have been engaged in business operations in Cuba or Syria.

Authorized Signature

Shubhi Garg
Print Name

Signature

TRUTH-IN-NEGOTIATION CERTIFICATE

RFP- #___20240019___

Pursuant to Section 287.055(5)(a), Florida Statutes, for any lump-sum or cost-plus-a-fixed fee professional services contract over the threshold amount provided in Section 287.017, Florida Statutes for CATEGORY FOUR, the City of Port St. Lucie, Florida requires the Consultant to execute this certificate and include it with the submittal of the Technical Proposal, or as prescribed in the contract advertisement.

The Consultant hereby certifies, covenants, and warrants that wage rates and other factual unit costs supporting the compensation for this project's agreement are accurate, complete, and current at the time of contracting.

The Consultant further agrees that the original agreement price and any additions thereto shall be adjusted to exclude any significant sums by which the City determines the agreement price was increased due to inaccurate, incomplete, or non-current wage rates and other factual unit costs. All such agreement adjustments shall be made within (1) year following the end of the contract. For purposes of this certificate, the end of the agreement shall be deemed to be the date of final billing or acceptance of the work by the City, whichever is later.
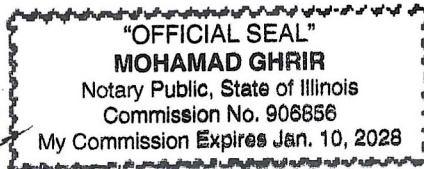
SystemDomain, Inc
_____
Name of Firm
Shubhi Garg, CEO
_____
President or Designee (Printed)

[signature]
_____
President or Designee (Signed)

The foregoing instrument was acknowledged before me by _Shubhi Garg_ who is personally known to me. WITNESS my hand and official seal in the _____(Name of County)_, _Dupate_
Illinois (State) last aforesaid this _28_ day of _February_, 20_24_

(SEAL)

```
"OFFICIAL SEAL"
MOHAMAD GHRIR
Notary Public, State of Illinois
Commission No. 906856
My Commission Expires Jan. 10, 2028
```

Signature _[signature]_
_____
Notary Name (typed or printed)
Mohamad Ghrir
Notary Name (signed)